



Scheduling a Pick Up with United Parcel Service (UPS)

- Call UPS at 800.823.7459 to schedule all pick ups, whether Ground or Air return service.
- Pearson Customer to provide UPS with the following information:
 - Tell the UPS representative you are calling in a pick up request for **Pearson**.
 - Provide UPS with following information:
 - Tracking number located at bottom of label
 - The physical location where packages are to be picked up from.
 - Estimated number of packages that will be available for pick up.
- Pick ups should be scheduled 24-48 hours in advance. There can be time constraints for specific pick ups based on their location, the UPS Representative will let the Pearson's customer know if the pick up can't be made as requested.
- Once the pick up is confirmed, the school/district will receive a confirmation number from UPS that they can reference if needed in the future if questions or changes arise.