

Name: _____ Date: _____ Period: _____

UPR TERMINOLOGY

U V U M N I K C D L A C I T I R C S S E R P X E
U R E B M U N E C N E R E F E R E P P I H S P H
R T X Q T T F M T E M I T N R E T S A E K N N M
E N L E Z V I C E T T E U Q I T E E N O H P O V
T E C E S C A L A T I O N P R O C E S S V V T P
N M W G M E L Y L R A E R I A Y A D T X E N N G
E E J N O I T A C I F I T O N D R A D N A T S U
C V K P U Z H Q E Q T C F V N P G E V I Q E E M
E O E U N Y E D N Z E I M R P R E I R U O C S X
G M M K T H N C T L S M V G L L A C L L I W A F
A O I C A Z O O R V J A P K G K S J R Q G V E Z
K N T I I R N N A G G T H G I L F E T A L O L S
C T C P N B I S L M D P D A G T K Y N R E Q E D
A S I R T N T I T B Q S R X N D J V V C C M R B
P E F E I Z O G I P Y P C O O U D J S S T A R N
Y F I M M L N N M R E V A S R I A Y A D T X E N
I I C O E I K E E E C E I J E H A J C O P F V M
V N A T D A N E U E I H B E A I R T C C I Z I L
X A P S U M L J V H K G R O U N D B P X G X R H
C M Y U G E R E F R I G E R A T E G G U Q Z D M
T X S C G C C A D V E R S E W E A T H E R V A M
D E L I V E R E D G U W F A I I R I S Y G S Q G
J C Y F Q C D E R I U Q E R E R U T A N G I S C
T P E C R E T N I R C M B C U Z V P U J M W B S

STANDARD NOTIFICATION
NEXT DAY AIR SAVER
ADVERSE WEATHER
PACKAGE CENTER
PACIFIC TIME
CEC EMAIL
WILL CALL
IRIS

MANIFEST NO MOVEMENT
SIGNATURE REQUIRED
CUSTOMER PICKUP
MOUNTAIN TIME
LATE FLIGHT
CONSIGNEE
COURIER

ESCALATION PROCESS
EXPRESS CRITICAL
PHONE ETIQUETTE
CENTRAL TIME
REFRIGERATE
DELIVERED
SHIPPER

NEXT DAY AIR EARLY
REFERENCE NUMBER
DRIVER RELEASE
EASTERN TIME
NOT IN ONE
INTERCEPT
GROUND