

UPS Acronyms and Abbreviations

Here is a list of commonly used UPS abbreviations and acronyms.

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

A

A/P	Accounts Payable
A/R	Accounts Receivable
ACD	Automatic Call Distributor
ACS	Automated Collection System Automated Commercial System
ADMIN	Administration
AHCS	Air Hub Control System
AIS	Automotive Information System
ALPS	Automated Label Processing System
AOD	Acknowledgement Of Delivery
APS	Automated Pick-Up System

ARM	Adaptive Resource Management
ARS	Authorized Return Service
ASCII	American Standard Code for Information Interchange
ASD	Air Shipping Document
ASN	Advance Shipping Notice
ASO	Authorized Shipping Outlet
AST	Above-Ground Storage Tank
ATA	Air Transport Association American Trucking Association
ATLAS	Automatic Tie Line and Support System
ATS	Automated Tracking System
AWB	Air Waybill
AUF	Alternate Upload Facility

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B

B2B	Business to Business
B2C	Business to Consumer

BEAR	Benefit Expense Allocation Report
B.E.S.T.	Bringing Everyone's Solutions Together
BIC	Best In Class
BIN	Billing Information Number
BOL	Bill of Lading
BOSS	Brokerage Operations Support System

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C

C2C	Consumer to Consumer
CACH	Chicago Area Consolidation Hub
CAM	Cost Ascertainment Model
CAMS	Customer Automation Management System
CAReS	Customer Action Response System
CARS	Center Activity Reporting System
CBS	Consignee Billing System
CBT	Computer-Based Training

CCR	Car Condition Report
CDL	Commercial Drivers License
CEO	Chief Executive Officer
CERT	Computer Emergency Response Team
CFO	Chief Financial Officer
CHSP	Comprehensive Health and Safety Process
CIM	Customer Information Management
CIN	Customer Information Notice
CIO	Chief Information Officer
CNG	Compressed Natural Gas
COBRA	Consolidated Omnibus Budget Reconciliation Act
COD	Collect on Delivery
COO	Chief Operating Officer
CPU	Central Pickup (Trailer Delivery and Pickup (TDP) is preferred)
CRG	Customer Resource Group
CRIS	Customer Resource Information System

CRM	Customer Relationship Management
CRS	Center Reporting System
CSC	Customer Support Center
CSI	Customer Satisfaction Index
CSR	Customer Service Representative
CWT	Hundredweight

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D

DART	Days Away, Restrict, or Transferred
DCIS	Delivery Confirmation Information System
DCORP	Damages, Claims, Overgoods Reduction Program
DCS	DIAD Control System
DIAD	Delivery Information Acquisition Device
DIALS	Delivery Information Automated Lookup System
DIR	Damage Inspection Report
DNS	Domain Name Server

DOF	Delivering Our Future
DOL	Delivery Order Listing
DOS	Disk Operating System
DOT	Department of Transportation
DPS	Dispatch Planning System
DPWN	Deutsche Post World Net
DQF	Driver Qualification File
D.R.	Driver Release
DRM	Data Resource Management
DSL	Digital Subscriber Line
DUNS	Data Universal Numbering System number
DVA	DIAD Vehicle Adapter
DVD	Digital Versatile Disk
DVIR	Driver Vehicle Inspection Report

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E

EAM	Early A.M.
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EAP	Employee Assistance Program
EAS	Extended Area Surcharge
E.C.	Electronic Commerce
ECAM	Electronic Commerce Account Manager
ECS	Exception Capture System
ECDR	Enhanced Computerized Delivery Record
EDD	Enhanced DIAD Download
EDI	Electronic Data Interchange
EDR	Employee Dispute Resolution
EEC	European Economic Community
EEOC	Equal Employment Opportunity Commission
EFT	Electronic Funds Transfer
EHP	Employee History Profile
EIS	Employee Information System
EOD	End Of Day
EPA	Environmental Protection Agency

EPLD	External Package Level Detail
ER	Employee Relations
ERI	Employee Relations Index
ERT	Emergency Response Training
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
ETS	Exception Tracking System
EU	European Union
EVS	Excess Value Insurance
EWINS	Enhanced Weather Information Service

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F-G

FAA	Federal Aviation Administration
FAQ	Frequently Asked Questions
FCC	Federal Communications Commission
FDA	Food and Drug Administration

FDC	Flexible Data Capture
FIRE	Financial, Insurance, and Real Estate industries
FOB	Free On Board
FPP	Flexible Pricing Program
FTM	Feeder Timecard Module
FTP	File Transfer Protocol
FVT	Full Visibility Tracking
GAM	Global Account Management
GDP	Gross Domestic Product
GEMS	Global Employee Management System
GIF	Graphics Interchange Format
G.O.	General Office
GPS	Global Positioning System
GSD	Ground Shipping Document
GSR	Guaranteed Service Refund

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H

HES	Hub Exception System
HFCS	Hub & Feeder Control System
H.R.	Human Resources
HRIS	Human Resources Information System
HTM	Hub Timecard Module
HTML	HyperText Markup Language
HTTP	HyperText Transfer Protocol

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I

IAF	International Air Feed
IAM	International Association of Machinists
IAS	Incentive Administration System
IATA	International Air Transport Association
IBARS	International Billing and Accounts Receivable System
IBS	International Billing System Information Based Services

IBT	International Brotherhood of Teamsters
ICAO	International Civil Aviation Organization
ICC	Interstate Commerce Commission Internet Connectivity Component
ICRIS	International Customer Resource Information System
ID	Identification
IDG	International Dangerous Goods
I.E.	Industrial Engineering Immediate Export
IGS	International General Services
IISP	International Improper Shipping Practice
IOPS	International Operations Processing System
IOR	Importer of Record
I.P.	Internet Protocol
IPA	Independent Pilots Association
IPLD	Internal Package Level Detail
I.S.	Information Services

ISDN	Integrated Services Digital Network
ISP	Irregular Shipping Practices Internet Service Provider
I.T.	Immediate Transfer Information Technology
IVIS	In-Vehicle Information System
IVR	Interactive Voice Response Application
IWR	Internal Web Request

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J-K

JBA	Job Breakdown Analysis
JIT	Just In Time
JPEG	Joint Photographic Experts Group
JRD	Job Review Discussion
KORE	Keeping Our Reputation for Excellence

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L

LAN	Local Area Network
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LCL	Less Than Container Load
L.D.	Loop Detail
LDI	Loss/Damage Investigation
LID	Location I.D.
LIS	Label Imaging System
LLE	Label Link E-mail
L.P.	Loss Prevention
LPL	Less-Than-Palletload shipment
LTL	Less-Than-Truckload

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M

MAR	Minimum Acceptable Requirement
MAWB	Master Air Waybill
MBC	Management By Commitment
MCC	Motor Control Center
MDT	Mobile Data Terminal
MESCO	Message Switching Computer

MIP	Managers Incentive Plan
MIPS	Maintenance Inventory Planning System
MLS	Manager Leadership School
MOP	Master Operating Plan
MPLD	Missing Package Level Detail
MSD	Master Standard Data
MSDS	Material Safety Data Sheet

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N

NAFTA	North American Free Trade Agreement
NDA	No Delivery Attempt (Do not use as an abbreviation for UPS Next Day Air service, instead, use 1DA)
NLRB	National Labor Relations Board
NRPP	Net Revenue per Piece
NSPTS	New Service Provider Training School
NTSB	National Transportation Safety Board

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O

OASIS	Optimized Account methods & Strategic Information Systems
OCA	On Call Air
OCR	Optical Character Recognition
ODC	Origin Data Capture
ODS	On-Demand Services
OJS	On-the-Job Supervision
OMS	Operations Management Specialist
OPLD	Origin Package Level Detail
OPSYS	Operations Systems
O.R.	Operating Revenue
ORC	Operations Report Card
ORM	Other Regulated Materials
OSHA	Occupational Safety and Health Administration
OS2	Oversize Tier two
OS3	Oversize Tier three
OT	Out of Territory

OTPU	One-Time Pickup
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P

PAC	Political Action Committee Payroll and Assignment Change
PAS	Pre-load Assist System
PCA	Preferred Customer Associate
PCIS	Package Center Information System
PCM	Prewrite Communications Meeting
PCP	Preferred Customer Program
PD	Primary Direct
PDD	Project Definition Document
PDF	Portable Document Format
PDU	Portable Distribution Unit
P.E.	Plant Engineering
PIC	Print in Center
PIN	Personal Identification Number

PLD	Package Level Detail
P.O.	Purchase Order
POD	Proof of Delivery
POS	Point of Sale
POSG	Package Operations Support Group
PPA	Post Profit Analysis
PPH	Pieces Per Hour
PSB	Pickup Summary Barcode
PSC	Public Service Commission Package Service Center
PSI	Professional Services Incorporated
PTE	Package Timecard Editor
PTS	Package Tracking System

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Q-R

QCC	Quick Cost Calculator
QIP	Quality Improvement Process

QPR	Quality Performance Review
QRC	Quality Report Card
RACF ID	Resource Allocation and Control Facility ID
RCI	Revenue Cost Index
RFC	Request for Change Request for Comment
ROM	Read Only Memory
ROW	Return on the Web
RTS	Return To Shipper

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S

SBA	Small Business Associate
SDD	Scheduled Delivery Date
SDPM	Service, Dispatch, Performance, and Miscellaneous
SEAS	Service Exception Analysis System
SED	Shipper Export Declaration
SES	Sales Emulation System

SFA	Sales Force Automation
SHIPS	Special Handling Integrated Package System
SIMS	Smalls Information Management System Software Installation Management System
SLA	Service Level Agreement
SLIC	Standard Location Identification Code
SLS	Supervisor Leadership School
SME	Subject Matter Expert
SNES	Service Notification Exception System
SOHO	Small Office Home Office
SPORH	Stops Per On Road Hour
SPTS	Service Provider Training School
SPL	Service Parts Logistics
SRM	Standard Recording Method
SSC	Sales Support Center
STAR	Sort Training and Retention System

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T

TAW	Temporary Alternate Work
TCP/IP	Transmission Control Protocol/Internet Protocol
TDP	Trailer Delivery and Pickup
TFCC	Trailer Forecasting and Control for Centers
TFCS	Trailer Forecasting and Control System
TLA	Talk, Listen, and Act
TNT	Time in Transit
TOFC	Trailer On Flat Car
T-POT	Transportation Process of Tomorrow
TSC	Technology Support Center
TSG	Technology Support Group
TTS	TotalTrack System

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U

UFC	Unload and Flow Control system
UFC/YC	Unload and Flow Control/Yard Control system

UIS	UPS Internet Shipping
ULD	Unit Load Device
UPH	Undeliverable Package Handling procedures
UPN	Undeliverable Package Notice
UPS	United Parcel Service, Inc.
UPSPAC	UPS Political Action Committee
URL	Uniform Resource Locator
USPS	United States Postal Service
UST	Underground Storage Tank

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V

VAN	Vehicle Area Network
VAT	Value Added Tax
VIN	Vehicle Identification Number
VLM	Very Large Multinational
VPN	Virtual Private Network

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W

WAP	Wireless Application Protocol
WAR	Weekly Activity Report
WEPS	Worldwide Expedited Package Service
WOR	Weekly Operation Report
WWL	World Wide Logistics
WWW	World Wide Web

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X-Z

Y.C.	Yard Control
ZIP CODE	Zone Improvement Plan Code (ZIP code)

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