

UPS Acronyms and Abbreviations

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

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

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|--------------|--|
| 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

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|------------|------------|
| 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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| | |
|------------|-----------------------------------|
| 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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| | |
|--------------|--|
| 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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| | |
|-------------|---------------------------------------|
| 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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|------------|--------------------|
| 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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| | |
|--------------|--|
| 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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| | |
|--------------|---|
| 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

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|-------------|---|
| PAC | Political Action Committee Payroll and Assignment Change |
| PAS | Pre-load Assist System |
| PCA | Preferred Customer Associate |
| PCIS | Package Center Information System |
| PCM | Pework 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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| | |
|------------|-----------------------------|
| 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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| | |
|---------------|---|
| 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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