

UPS On-Job-Supervision (OJS) Certification Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What should be done with Miss Pulls?**
 - A. Remove from trailer, place in designated area, talk with pickoff.**
 - B. Leave on trailer until unload.**
 - C. Remove from trailer and discard.**
 - D. Call supervisor and wait.**

- 2. Which routine emphasizes avoiding re-handling of packages?**
 - A. Planned Routine 5**
 - B. Planned Routine 3**
 - C. Planned Routine 1**
 - D. Planned Routine 6**

- 3. Packages requiring special handling 2 specify which action for re-tapes and re-wraps?**
 - A. Re-tapes and Re-wraps - Follow Re-tape procedures, do not load**
 - B. Re-tapes only**
 - C. Re-wraps only**
 - D. Ignore re-tape procedures**

- 4. Which statement about hazardous materials handling is not listed as a step?**
 - A. Verify can be loaded.**
 - B. Check for SLIC, date, and auditor initials.**
 - C. Press F3 to select HAZ function, scan the package.**
 - D. Label the package as non-hazardous and skip checks.**

- 5. According to the material, how should a skilled loader control a package while transferring it to the next surface?**
 - A. Uses hand to surface (control of package until placed on next surface)**
 - B. Uses forklift to move the package**
 - C. Drops the package from height**
 - D. Pushes the package with a pallet jack**

- 6. How should cartons with ribs or flutes be oriented to prevent damage?**
- A. Horizontally**
 - B. Vertically**
 - C. At An Angle**
 - D. Random**
- 7. Load Quality Element 5 describes which characteristic?**
- A. Natural T's, no columns**
 - B. Natural T's with columns**
 - C. Prefabricated T's**
 - D. Curved T's**
- 8. What should be positioned to prepare for loading?**
- A. Position load equipment, rollers, loader 20 or 24, chutes**
 - B. Place pallets on the floor**
 - C. Attach the load to the ceiling**
 - D. Set a timer**
- 9. During final inspection, what outcome indicates compliance?**
- A. The load aligns with manifest and shows no damage**
 - B. The load is under-quantified but undamaged**
 - C. The load has cosmetic damage but quantity is exact**
 - D. The load has damaged items and extra goods**
- 10. What should you do with orientation instructions printed on a box, such as arrows indicating 'This Side Up'?**
- A. Follow the orientation arrows Up, or This Side Up**
 - B. Ignore orientation arrows**
 - C. Place with arrows Down**
 - D. Random Orientation**

Answers

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1. A
2. A
3. A
4. D
5. A
6. B
7. A
8. A
9. A
10. A

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Explanations

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1. What should be done with Miss Pulls?

- A. Remove from trailer, place in designated area, talk with pickoff.**
- B. Leave on trailer until unload.**
- C. Remove from trailer and discard.**
- D. Call supervisor and wait.**

When a mis-pull is found, you want to stop it from moving further and put it through the correct recovery process. The proper action is to remove the item from the trailer, place it in the designated area for mis-pulls, and report or talk with the pickoff person so they can verify the item and take the right next step. This approach keeps the mis-pull separate from normal inventory, maintains accountability, and ensures the item is routed to the correct recovery or return process. Leaving it on the trailer lets the issue go unresolved and increases the risk of the item being misrouted or lost. Discarding the item is not appropriate without proper verification, as it could be a valid item that just needs to be corrected in the system. Waiting for supervision alone delays resolution; the immediate, correct action is to secure the item in the designated area and involve the appropriate person (pickoff) to decide the next step.

2. Which routine emphasizes avoiding re-handling of packages?

- A. Planned Routine 5**
- B. Planned Routine 3**
- C. Planned Routine 1**
- D. Planned Routine 6**

Minimizing re-handling means designing the workflow so a package passes through as few touches and moves as possible, ideally moving directly from intake to sorting to outbound without backtracking. Planned Routine 5 is the one that emphasizes this approach, arranging the package flow to limit transfers, ensure correct scanning at each step, and place items on the most direct path toward their destination. When packages are handled fewer times, processing is faster, mis-sorts drop, and damage risk decreases, which is exactly what avoiding re-handling aims to achieve. The other routines focus on different operational goals—speed of processing, accuracy in labeling, safety, or ergonomics—rather than primarily reducing touch points. Therefore, Planned Routine 5 best captures the aim of avoiding re-handling.

3. Packages requiring special handling 2 specify which action for re-tapes and re-wraps?

- A. Re-tapes and Re-wraps - Follow Re-tape procedures, do not load**
- B. Re-tapes only**
- C. Re-wraps only**
- D. Ignore re-tape procedures**

Handling packages that require re-taping or re-wrapping is about ensuring the package is securely sealed before it moves. The correct action is to perform the retape procedures and not load the item until those steps are completed. This keeps contents protected from tampering or damage and ensures compliance with handling standards. Re-wrapping may address outer packaging, but it does not replace completing the retaping steps before loading. Skipping the retape procedures can lead to security risks and potential loss or damage during transit.

4. Which statement about hazardous materials handling is not listed as a step?

- A. Verify can be loaded.**
- B. Check for SLIC, date, and auditor initials.**
- C. Press F3 to select HAZ function, scan the package.**
- D. Label the package as non-hazardous and skip checks.**

In hazardous materials handling, you follow a verified, traceable process: confirm the package is eligible to be loaded, ensure the required documentation and approvals are in place (such as SLIC, date, and auditor initials), and use the system to activate the hazmat function and scan the package. Labeling the package as non-hazardous and skipping checks goes against safety and compliance practices—hazardous materials must be identified accurately, documented, and subjected to proper checks. The other steps reflect the legitimate parts of the process: confirming load eligibility, verifying documentation and authorization, and using the hazmat function to log and track the package.

5. According to the material, how should a skilled loader control a package while transferring it to the next surface?

- A. Uses hand to surface (control of package until placed on next surface)**
- B. Uses forklift to move the package**
- C. Drops the package from height**
- D. Pushes the package with a pallet jack**

The main idea is to keep secure hand contact with the package as you move it to the next surface, guiding it until it is properly settled there. This approach minimizes the risk of slipping or dropping the load and allows you to place it neatly on the next surface. Using a forklift or pallet jack is appropriate only for appropriate loads and conditions, not for a single small package transfer, and dropping from height is dangerous. So the best approach is to maintain your grip and smoothly guide the package onto the next surface.

6. How should cartons with ribs or flutes be oriented to prevent damage?

- A. Horizontally**
- B. Vertically**
- C. At An Angle**
- D. Random**

When a carton has ribs or flutes, the structure gains its greatest stiffness in the vertical direction. Standing the carton upright aligns the load from stacking and handling with the flute-based strength, so the walls resist compression and crushing more effectively. If the carton were laid horizontally or at an angle, the forces would be carried less efficiently by the ribs, increasing the chance of damage.

7. Load Quality Element 5 describes which characteristic?

- A. Natural T's, no columns**
- B. Natural T's with columns**
- C. Prefabricated T's**
- D. Curved T's**

Element 5 describes how the load is carried through T-shaped members and whether they are used in their natural form or as prefabricated pieces, and whether there are vertical columns involved. The best match is using natural T-shaped members without any separate vertical columns, which defines a simple load path where the T-members themselves carry and transfer the load without additional column supports. This configuration directly affects how bending, shear, and overall stiffness are governed under load. The other options introduce a different load path or connection behavior—having columns changes how loads are distributed vertically, prefabricated T's imply different joint behavior, and curved T's alter geometry and stiffness—so they don't align with what Element 5 specifies.

8. What should be positioned to prepare for loading?

- A. Position load equipment, rollers, loader 20 or 24, chutes**
- B. Place pallets on the floor**
- C. Attach the load to the ceiling**
- D. Set a timer**

Preparing for loading starts with getting the equipment ready and lined up so the load can move safely and smoothly. Positioning the load equipment, the rollers, the loader 20 or 24, and the chutes creates a clear, supported path that guides the pallets exactly where they need to go. This ensures the load is aligned with the dock or conveyor, at the right height and spacing, and reduces the risk of jams, slips, or injuries. Options that involve simply placing pallets on the floor, suspending the load from the ceiling, or adding a timer don't establish the controlled path and support needed for safe, efficient loading.

9. During final inspection, what outcome indicates compliance?

- A. The load aligns with manifest and shows no damage**
- B. The load is under-quantified but undamaged**
- C. The load has cosmetic damage but quantity is exact**
- D. The load has damaged items and extra goods**

Compliance is shown when the actual load exactly matches the manifest and there is no damage. The manifest serves as the official record of what should be loaded—the items, their quantities, and their condition—so final inspection verifies both that everything present aligns with that record and that nothing is damaged. If the load is under-quantified, there's a mismatch between what was documented and what's on the truck, which signals non-compliance. If there's cosmetic damage but the quantity is exact, damage exists, which violates the no-damage requirement. If items are damaged and there are extra goods, both the condition and the quantities are off, also non-compliant.

10. What should you do with orientation instructions printed on a box, such as arrows indicating 'This Side Up'?

- A. Follow the orientation arrows Up, or This Side Up**
- B. Ignore orientation arrows**
- C. Place with arrows Down**
- D. Random Orientation**

Packages marked with orientation instructions tell handlers how to keep the contents safe during transit. Arrows like “This Side Up” indicate which side should face upward, and following that guidance helps prevent leaks, spills, or damage to fragile items as they are moved through loading, transit, and unloading. In a UPS setting, keeping the box upright through every handling step reduces the chance of breakage and keeps the contents and labels intact. If you can't see the arrows or the box is damaged, check with a supervisor and handle with extra care rather than guessing orientation. Ignoring orientation, placing the box with the arrows Down, or rotating it randomly all increase the risk of damage and spills.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://upsojs.examzify.com>

We wish you the very best on your exam journey. You've got this!

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