



driven by **INGENUITY** and  
**BRIGHT IDEAS**

Customer Solutions



driven by **INGENUITY** and  
**BRIGHT IDEAS**

Bright ideas are at the heart of every success story.

And, at UPS's Customer Solutions, we're in the business of bright ideas - and putting them to work for you and your bottom line.



“Good fortune is  
what happens when  
opportunity meets  
with planning.”

Thomas Edison, inventor of the light bulb

## Simplistic brilliance

Our Founder, Jim Casey, was a simple yet brilliant businessman.

Indeed, he knew the value of looking ahead to the future and having a solid plan in place. He also had an insatiable appetite for finding smarter ways to work.

At UPS, we're guided by that same philosophy. We are a company of thinkers who thrive on figuring things out. We run our own business at optimum efficiency and have dedicated a group whose sole mission is to help our customers do the same.

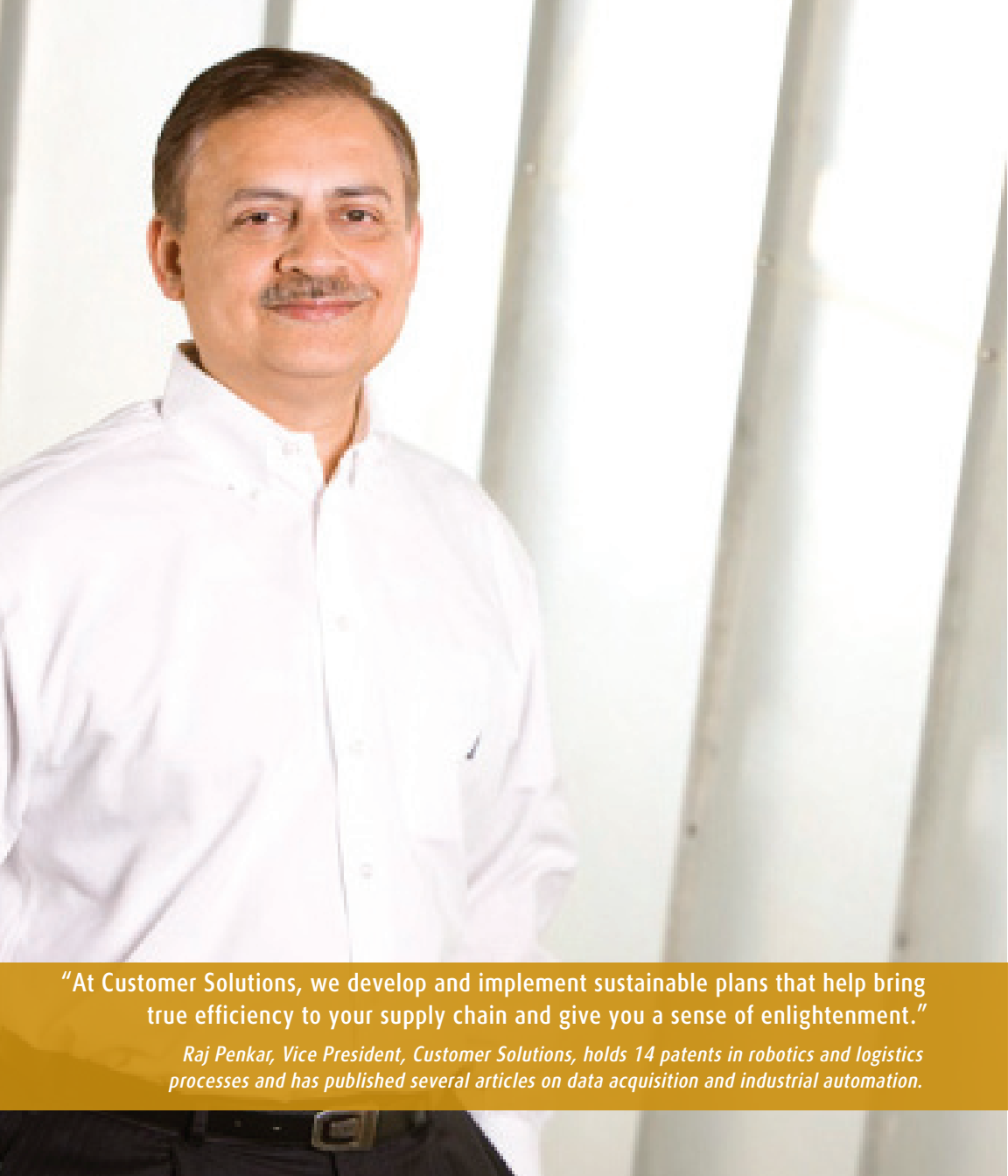
Whether it's extracting every drop of potential from a supply chain or customizing business solutions to improve critical measures of performance, our experts apply intellect and creativity to everyday challenges.

We're Customer Solutions ... but we also answer to Master Problem Solvers.



Customer Solutions comprises more than 1,000 professionals around the world who have an average of 20 years of business and supply chain experience. Give us a challenge, and the result is often ingenuity at its best.





**“At Customer Solutions, we develop and implement sustainable plans that help bring true efficiency to your supply chain and give you a sense of enlightenment.”**

*Raj Penkar, Vice President, Customer Solutions, holds 14 patents in robotics and logistics processes and has published several articles on data acquisition and industrial automation.*

## It pays to plan

At UPS, we believe that operational efficiency is a business essential. That even the smallest details contribute to a company’s overarching agility, profitability, and competitive standing.

But efficiency doesn’t happen by chance. It’s the result of a well-laid plan. And, that’s where Customer Solutions experts can help. We’ll fine tune your supply chain into a leaner – and greener – operation.

Using first-hand experience from building our own global enterprise, we can structure a sustainable plan so you can run your business smarter and more effectively.

Our Business Process Reengineering (BPR) method analyzes every aspect of your operation – from your warehouse design and fleet network to your distribution process and packaging solutions. In fact, we get to know your business in such depth, we can make recommendations on how to improve it.

And, as project plans require, we also can work with UPS Supply Chain Solutions to provide turnkey services — including warehousing, shipping, inventory management, repairs, and customer service – so your main concern is manufacturing a product.

## Make the most of what you have

UPS manages one of the largest, most productive workforces in the world and operates more than 650 million square feet of warehouse space. We know what works ... and what works best.


From enhancing the fundamental layout and design of a warehouse to evaluating the processes, methodologies, and systems that function inside, our experts identify specific solutions to save you time, money, and resources.

## What's in a warehouse?

UPS knows a thing or two about turning a warehouse – either empty or congested – into a best-in-class operation.



# Leveraging your locations



Potential savings can be found everywhere ... in your supply chain network, inventory structure, service levels, and geographic locations.

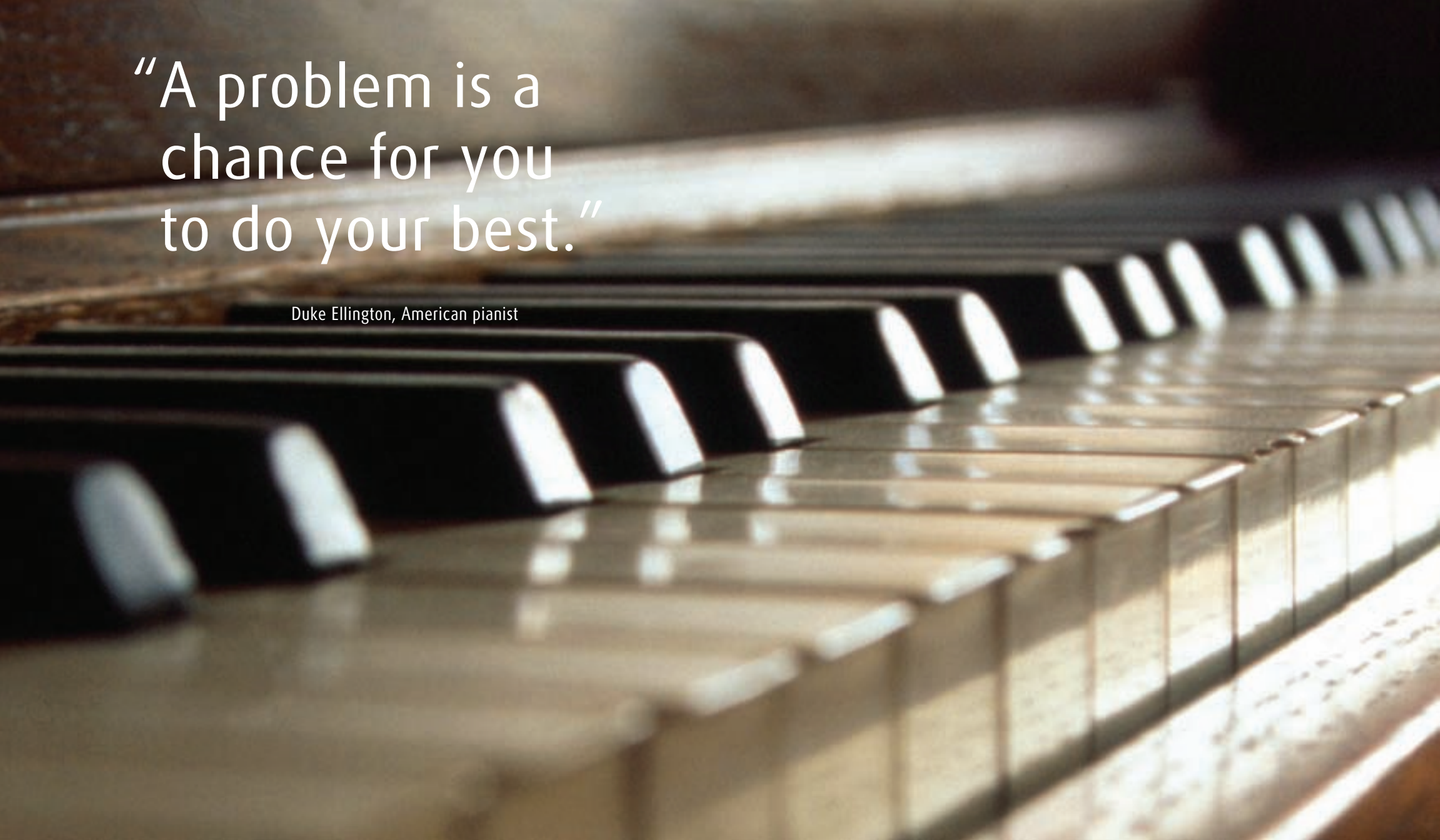
Using the UPS Optimizer™ for Distribution tool, Customer Solutions can help you determine the optimum number and location of facilities and minimize inventory costs – all while maintaining your customer service requirements.

We can even help you discover untapped market potential by analyzing your site locations and demographic data to identify the most efficient shipping service levels.



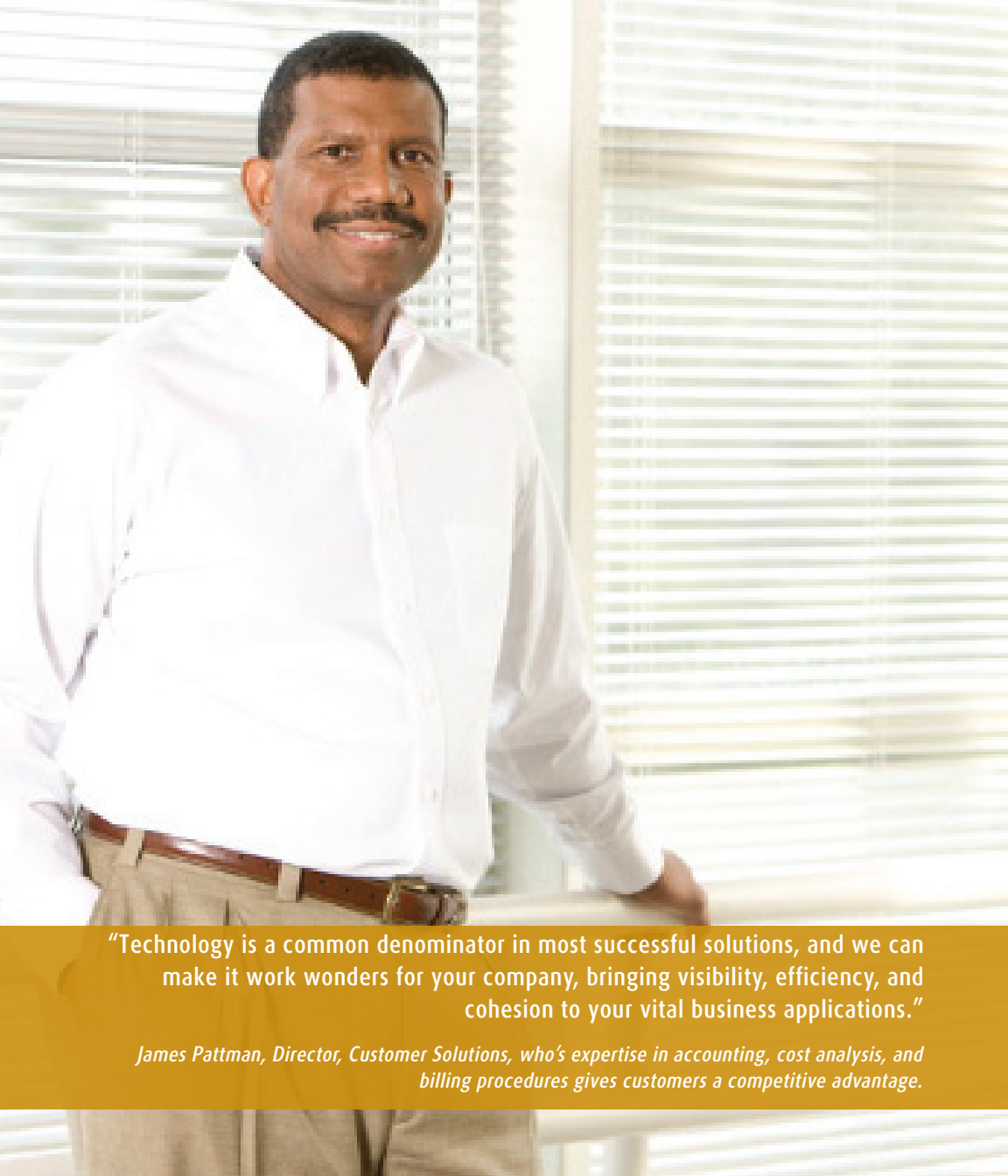
## Case in point: Leg Avenue

Customer Solutions helped Leg Avenue, a designer and manufacturer of fine hosiery and lingerie products, implement process improvements at its existing distribution center to immediately boost its shipping capacity. Customer Solutions also designed a new facility equipped with advanced logistics processes and technology tailored to the company's long-term business goals. As a result, Leg Avenue was able to double its shipping throughput at its existing facility and start effectively managing its future growth potential.

A close-up, low-angle shot of a piano keyboard. The keys are arranged in a row, receding into the distance. The lighting is warm and directional, coming from the right, which creates strong highlights on the right side of the keys and deep shadows on the left. The background is dark and out of focus, emphasizing the texture and perspective of the keys.

“A problem is a  
chance for you  
to do your best.”

Duke Ellington, American pianist



## The beauty of technology

Visibility keeps supply chains humming. Orders arrive. Products need to move. Inventories are replenished. Payments are made. Customers are happy. Management smiles.

But what makes companies really shine is when visibility transcends applications and all systems work together.

Customer Solutions can customize technology especially for your business and create a network where inventory, shipping, accounting, and customer service work in unison – making your business more successful and your bottom line more satisfying.

Now, that's the beauty of technology.


*"Technology is a common denominator in most successful solutions, and we can make it work wonders for your company, bringing visibility, efficiency, and cohesion to your vital business applications."*

*James Pattman, Director, Customer Solutions, who's expertise in accounting, cost analysis, and billing procedures gives customers a competitive advantage.*

Imagine how much easier life would be with a 360-degree view of all your transportation-related information ... the sheer satisfaction of reviewing performance, billing, claims, and brokerage at a glance.

Customer Solutions can take you there, and make those time-consuming business tasks, like obtaining proof of delivery, validating customer shipping information, tracking packages, and handling returns, a little easier.

It's really quite amazing what you can accomplish when you have UPS technology working for you.

A woman with blonde hair, wearing a white short-sleeved blouse, is smiling and looking towards the camera. She is holding a large, colorful brochure with orange and yellow pages in her left hand and a smartphone in her right hand. The background is a bright, out-of-focus office interior with large windows.

*"UPS technologies afford numerous opportunities to improve productivity throughout an organization and its supply chain. We'll help you find them, apply them, and reap the rewards from them."*

*Katherine Mathe, Solutions Manager, who helps build custom solutions for some of UPS's largest customers.*



# Optimizing your mailroom

Never underestimate the potential of your mailroom or loading dock. It too can run as an orderly, efficient, and streamlined operation by working in conjunction with your UPS driver's electronic clipboard.

Using **UPS Trackpad®**, you can actually speed incoming parcel and document delivery, minimize delay or misplacement of packages, and increase accountability and reliability of data.

You can even incorporate handheld personal computers to help your distribution staff capture and store proof of delivery information as individual packages are delivered inside your facility.



## Case in point: Johns Hopkins Hospital

Customer Solutions introduced Johns Hopkins Hospital to the innovative technology of UPS Trackpad® to help the organization quickly and accurately account for the more than 1,000 packages that arrive daily at the facility. Now, everything from basic office supplies to urgently needed surgical equipment and perishable items requiring special storage and handling are scanned upon arrival and the tracking numbers are automatically uploaded into a central server. This simple step saves the distribution department more than two hours a day of internal tracking and significantly reduces the number of misplaced packages. The hospital is now exploring the possibility of integrating UPS Trackpad into its purchasing and materials management system to further streamline its operations.

# Simplifying your operation



Whether you're shipping, billing, or reporting, UPS lets you manage three vital components of your operation with one flexible solution.

**UPS Complete View™** is a secure website that lets you process domestic and international shipments, reconcile billing, and manage complex reporting structures with ease and efficiency.

What's more, this full-service solution is so flexible you can configure your shipping requirements, consolidate bills and allocate costs across your organization, and run your specific management reporting structures – according to your specifications.

A close-up photograph of a person's hand typing on a laptop keyboard. The hand is wearing a white sleeve. In the foreground, a white envelope is partially visible, slightly out of focus. The background is a blurred office setting. The overall tone is professional and focused on business operations.

# Transforming your shipping and billing...

## UPS Complete View® Suite

### UPS Complete View Billing


Keeping your invoices all in the same place and easy to read is hard even in the best of times. That's why we have a configured billing and invoice solution ready to go to work for you.

### UPS Complete View Inform

Running your business requires information, so when you need more than just a prediction of incoming shipments, we keep you in the loop. Complete View notifies you when and where your shipments are arriving, inputs data from your suppliers, and tracks information about package contents.

### UPS Complete View Confirm

Some small package shipments require a little more attention than others. If, for example, you need to keep shipment information longer than normal, we've got you covered – whether you need it six months or six years from now. You also can provide vendors and customers proof-of-delivery securely via the web.



# ...with a dose of simplicity

**UPS Complete View Reporting**  
Complete View makes the reporting process a little easier with the ability to access hard data on shipping costs and track trends to help you make more informed business decisions.

**UPS Complete View Shipping**  
When it comes to providing security and configuration capabilities to shipping, UPS Complete View Shipping is ready to put your supply chain in the fast lane. Control your Internet shipping throughout your organization with a secure and configurable shipping solution. Manage your UPS shipping needs from multiple workstations via Internet to prepare shipments, print labels, and print customized documentation. There's no need to worry when you have all of the services you expect from UPS, including printing labels, tracking shipments, finding convenient UPS drop-off locations, scheduling pick-ups, and notifying shipment recipients.



## Case in point: David's Bridal

Customer Solutions delivered an emphatic, "I do" to David's Bridal by designing, and now operating, the entire fulfillment function for the bridal company's online retail sales. And, by implementing UPS Complete View™ Shipping, users at multiple store locations can ship from a universal address book. As a result, David's Bridal is saying an even more emphatic, "I do" to annual savings of \$1 million.

# Returns made easy



UPS Returns® on the Web makes your site a customer service tool that's simple to use and navigate. This self-service, ready-to-use returns portal works with your existing systems, so you don't need to retool to reap the benefits.

With UPS Returns on the Web, you can eliminate tricky procedures and elaborate paperwork for your customers. All that's required is a quick, online request to access a printable return label via the web or e-mail, and the package is ready to go. Plus, streamlined returns for your customers mean better inventory management and fewer rekeying errors for you.

A close-up, slightly blurred photograph of a stack of books. The books are stacked vertically, with the spines and edges visible. The colors of the spines are muted, including shades of blue, grey, and white. A semi-transparent yellow rectangular box is overlaid on the right side of the image, containing text. The text is in a clean, sans-serif font. The top line of text is bolded and serves as a section header. The subsequent lines are in a regular weight and provide a detailed account of a business case study.

## Case in point: MBS Direct

MBS Direct, a division of MBS Textbooks Exchange, Inc., wanted to improve its customer service and shipping process to increase sales and support its future growth. Customer Solutions recommended UPS Returns on the Web, a ready-to-use returns portal, which significantly enhanced efficiencies in MBS's returns process. Not only did it increase business by 5-6 percent in the first six weeks, it also enabled MBS to generate 20,000 e-mail quotes per week and improve customer satisfaction.

**change,**

“Progress is impossible without change, and those who cannot change their minds cannot change anything.”

George Bernard Shaw, Irish Playwright



# Compliance, with help from UPS

Customer Solutions has a mission to help companies work smarter, and in the complex and often overwhelming world of regulated goods, “smart” is defined by safety and compliance.

That’s why Customer Solutions partners with companies to ensure regulated goods are shipped properly and that the process is seamless and efficient. This includes educating customers on the intricacies of the regulatory environment through employee seminars and the development of on-site procedures, as well as implementing company-specific plans to support customer compliance.

**UPS’s SampleSure®** is helping turn pharmaceutical supply chains into compliant knowledge chains. SampleSure technology is designed to help companies ship pharmaceutical samples to licensed practitioners, hospitals, and drug sample representatives in a secure, reliable manner. Its advantages include proof of delivery, electronic receipts of required information, streamlined reconciliation, and record storage – features that make the business of compliance easier.

## Case in point: ParMed

As a leading supplier of generic pharmaceuticals to community pharmacies nationwide, ParMed Pharmaceuticals needed to enhance its supply chain to efficiently handle its rapid growth in sales and maintain high service levels. Customer Solutions helped ParMed expand its existing facilities and implement a state-of-the-art Warehouse Management System along with other process improvements to deliver immediate benefits and provide flexibility for long-term growth.



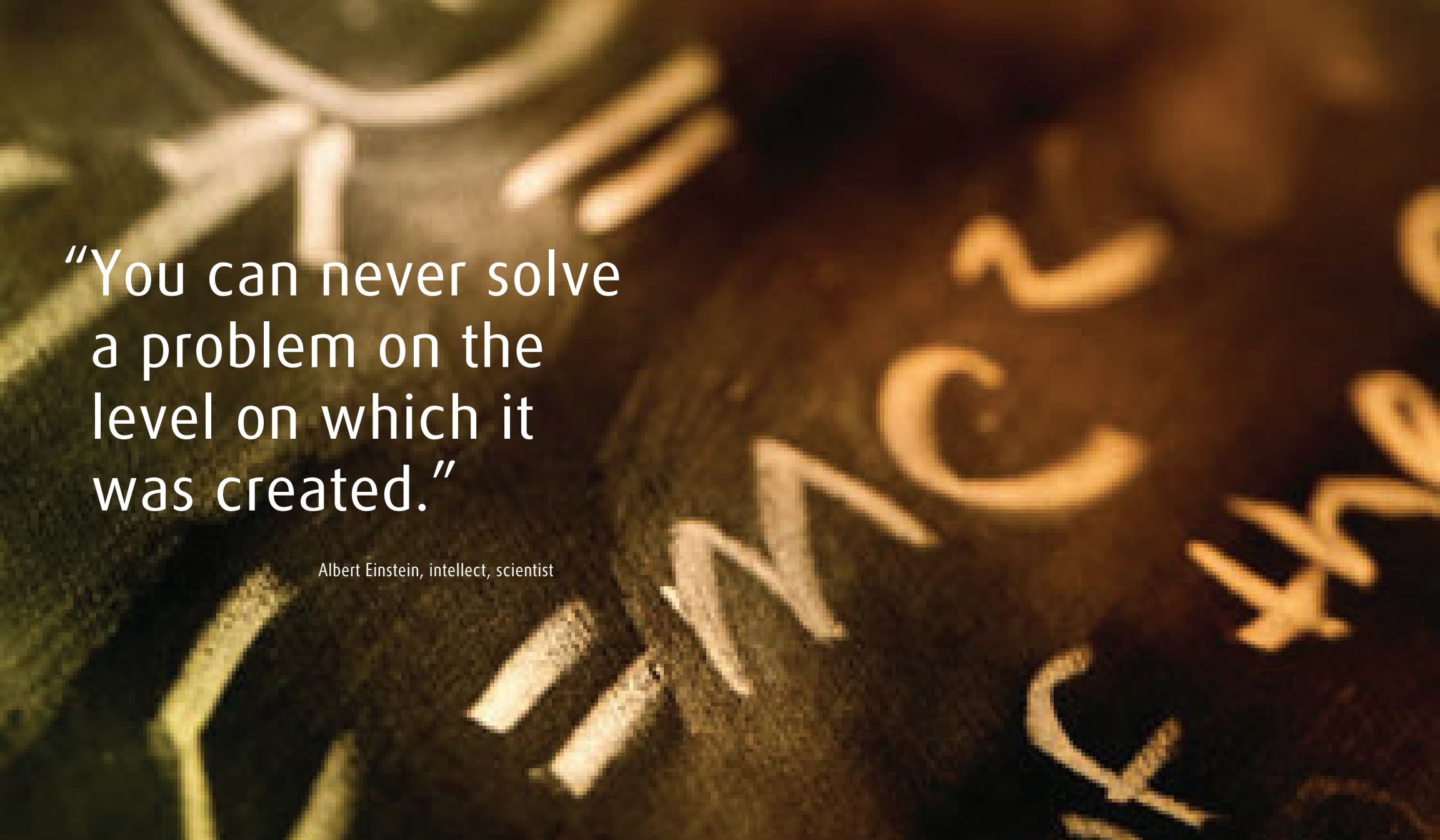


UPS has long recognized our vital responsibility to the environment and is committed to finding innovative ways to lessen our carbon footprint. Among other initiatives, this includes finding more efficient ways to work, incorporating energy-efficient vehicles in our fleet, utilizing leading-edge routing technologies, and developing more eco-friendly packaging options.

In the midst of today's environmental awareness, UPS recently has taken our commitment a step further. Not only are we supporting organizations, programs, and thought leaders in their efforts to address questions regarding climate change, we're also helping our customers who strive to do the same.

Most recently, we've begun offering a Carbon Footprint Analysis for our customers and their shipments. This analysis provides customers with a greater awareness of their company's overall impact on the environment and enables them to make informed decisions that can make a positive difference.

For UPS, it's all about building a stronger, more sustainable and vibrant marketplace.



“You can never solve  
a problem on the  
level on which it  
was created.”

Albert Einstein, intellect, scientist



**"Our bright ideas can transform your business into a leaner, healthier enterprise."**

*Sunny Nastase, Director, Customer Solutions, who led UPS's thrust into the healthcare segment and helped establish its program management form, structure, tools, and practices.*

## Your operations, realized

Bright idea: reengineering doesn't have to be painful.


In fact, Customer Solutions makes the process of achieving it an orderly one. Our reengineering process follows a sensible, methodical course that reduces headaches and yields quality, service, and efficiency throughout your supply chain.

**Sounds nice, doesn't it?**

At UPS, we're known for running a tight ship and can apply our engineering, technology, and supply chain expertise to help you do the same.

Using our Business Process Reengineering method, we analyze how your business operates and recommend smart solutions – from applying our unique time studies and measurements to create efficiencies to restructuring your pick and pack methodologies.

Our experts can even assess your entire fleet operations. We'll make suggestions for improvement and help you implement cost-effective procedures. Or, we can perform a detailed analysis to evaluate the potential net savings from moving merchandise off your private fleet and onto UPS delivery vehicles.

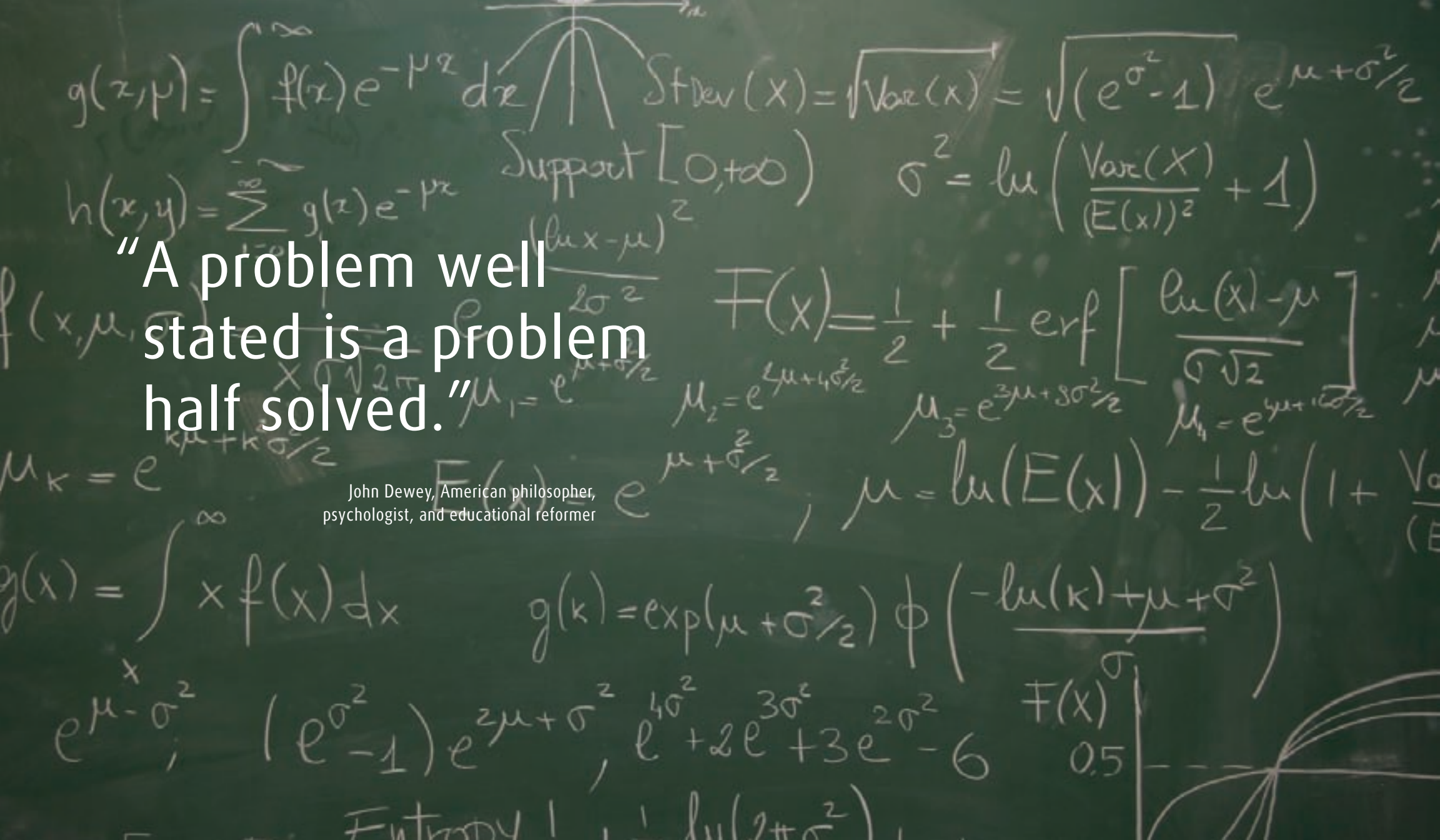


*“At Customer Solutions, our name says it all — whether it’s managing the day-to-day intricacies of your supply chain network or providing the tools to help you run it more efficiently, we’ll tailor a solution that fits your requirements.”*

*Rebecca Chen, who has worked both as a web developer and data management supervisor and is fluent in English, Mandarin, and Cantonese.*

"A problem well stated is a problem half solved."

John Dewey, American philosopher, psychologist, and educational reformer



# The science behind peace of mind

## A little known fact:

It's not only what's inside your package that makes your business successful – it's also the actual package itself.

Your packaging, in fact, can help you achieve your goals and initiatives and act as a springboard to newly uncovered cost reductions, resource conservation, and operational efficiencies.

At the UPS Package Design and Test Lab, our certified engineers use leading-edge testing technologies to simulate real-world package transport scenarios – otherwise known as the mishaps commonly experienced during warehousing and transportation.

**Compression. Vibration. Shocks. Drops. Tensile strength. Variations in temperature and humidity.**

The data from these tests help our engineers identify the most appropriate packaging for your product to help prevent damages, minimize reshipments, and keep your customers coming back for more.



Engineers at the UPS Package Design and Test Lab help transform your corrugated boxes into packaging that harmonizes cubic space, supply chain demands, and the environment.

“Many of life’s failures are people who did not realize how close they were to success when they gave up.”

Thomas Edison, inventor of the light bulb



**Customer Solutions**  
**To learn more visit**  
[ups.com/customersolutions](http://ups.com/customersolutions)