



Your Business. Synchronized.



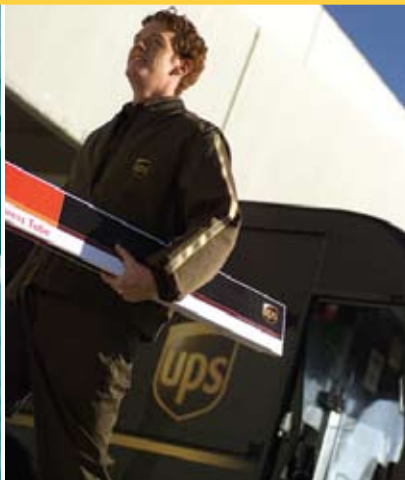


## UPS Can Do More for Your Business.

UPS has the broadest range of transportation and management services to make your supply chain more efficient.

We can help synchronize the different parts of your business with services ranging from overnight express and international package delivery, to freight and logistics management and customs brokerage, to supply chain consulting and financial services.

All backed by advanced technology tools, sophisticated information management systems and an unsurpassed global delivery network.



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# The Power of Synchronized Commerce.

**Synchronized commerce** is about managing the flow of goods, funds and information among supply chain partners to balance and optimize demand and supply cycles.

**UPS is uniquely positioned to make everything work together.** We know that getting the right product to the right place at the right time – and at the right cost – is what makes the world of business go round.

**Today, UPS can mean more to your business** than you've ever imagined. We have expanded our offerings to include even more of the crucial services that make your company tick – from supply chain management to financial services.

**Our expanding portfolio** of capabilities can help your business achieve a surprisingly broad range of critical, interconnected goals – from a single source you already know and trust.

**Creating synergy** with unmatched services, an unsurpassed delivery network and advanced technologies, UPS can help business processes and partners work in sync. Inside and outside of your enterprise. Up and down your supply chain.

## A Synchronized Snapshot.

How does UPS synchronize commerce? Here's one example.

**5:29 a.m.** A company's shipment of PDAs (personal digital assistants) clears customs upon arrival.

**10:30 a.m.** UPS delivers thousands of new PDAs to online buyers via overnight service.

**12:46 p.m.** A company bookkeeper instantly allocates UPS shipping charges by cost code.

**2:07 p.m.** Warranty repairs of 53 PDAs are completed and UPS ships them back to owners.

**2:43 p.m.** A customer tracks a PDA order on the company's Web site and learns it's on schedule.

**3:35 p.m.** Another customer gets online returns authorization and labels for a model upgrade.

**5:21 p.m.** UPS picks up PDAs from warehouses to fulfill retail orders for 33 markets.

**24/7** The company stays focused on what it does best – marketing PDAs.



# Global Transportation Services

Leverage Our Unmatched Network.



## PACKAGE DELIVERY

## Every Day We Deliver More Packages On Time Around the World.

**Sync the World's Schedule with Yours.** Count on UPS for guaranteed delivery to more than 215 countries and territories – and delivery from over 185 countries. And expect superior or competitive transit times to all major cities, plus direct delivery to many secondary destinations that other carriers don't serve.

**A Fully Integrated Network.** Benefit from a choice of time-definite options backed by one of the world's largest, most efficient transportation networks.

**UPS Import Rates Service.** This popular billing option allows importers to pay for all associated shipping charges as well as the destination country's applicable duties, taxes and customs brokerage fees. UPS offers published Import Rates fixed in Canadian currency, so there's no need for you to figure conversions.\* That puts more control and better planning capability in your hands. UPS Import Rates allow you to import at fixed rates from over 185 countries and territories worldwide.

\* Rates are fixed relative to currency fluctuations, but are subject to periodic change by UPS.



### We've Got You Covered to and from Every Region.

**To the United States:** Nobody beats UPS to the United States. Envelopes and packages are delivered the next business day by 10:30 a.m. to and from most major cities, with early-morning delivery (by 8:00 a.m.) to select metropolitan areas. In fact, nobody gets your envelopes and packages to all major cities in the United States faster than UPS.

For ground shipments to and from the U.S., UPS Standard® is the only ground package delivery service that comes with an on-time guarantee when UPS Customs Brokerage handles your imports or UPS Supply Chain Solutions® handles your exports.

For information on UPS Customs Brokerage, see page 9. For information on UPS Supply Chain Solutions, visit [www.ups-scs.ca](http://www.ups-scs.ca).



## Guaranteed Service Options

- \* **UPS Express Critical™**  
Urgent/Same day
- UPS Express Early A.M.®**  
Overnight delivery to the U.S.  
(8:00 a.m. metro/8:30 a.m. other cities)
- \* **UPS Worldwide Express Plus™**  
2 business days by 9:00 a.m. to major business centres in Asia and Europe
- \* **UPS Worldwide Express™**  
1+ business days as early as 10:30 a.m. or 12:00 noon to major business centres in 45 countries and territories
- UPS Worldwide Express Saver™**  
2+ business days to over 215 countries and territories by the end of the business day
- UPS Express®**  
Overnight delivery as early as 10:30 a.m. to the U.S. and 2:00 p.m. to Mexico
- \* **UPS Worldwide Expedited™**  
3 to 5 business days to worldwide destinations
- UPS Express Saver™**  
Overnight delivery by the end of the business day to the U.S. and Mexico
- UPS Expedited®**  
2 business days to the U.S. and 3 business days to Mexico
- UPS 3 Day Select®**  
3 business days to the U.S.
- \* **UPS Standard® to the U.S.**  
Scheduled day delivery to the 48 contiguous U.S. states

## We've Got You Covered to and from Every Region. (continued)

**To Europe:** Our delivery network is unsurpassed. We guarantee fast overseas delivery on the second business day by 10:30 a.m. or 12:00 p.m. to select European cities. We also guarantee delivery to major European business centres by 9:00 a.m. the second business day – and that's both customs-cleared and door-to-door.

**To Asia:** UPS's hub in the Philippines makes our already timely and reliable network (featuring three major air hubs) even more so. UPS offers nonstop service to and from China via the U.S., connecting you with every major city in this fast-growing nation. Delivery is guaranteed to major business centres in Asia by the second business day and to all other destinations by the end of the third business day.

**To Mexico and Central and South America:** Depend on UPS for superior transit times to and from most major destinations in the region. We offer second-business-day delivery of packages and next-business-day delivery of envelopes to most major cities in Mexico and Central America. To select destinations in Central America and the Caribbean, we provide next-business-day delivery of envelopes. To South America, envelopes are delivered to major destinations in two or three business days.

\* Guaranteed service options are available for imports into Canada.

For guarantee details, service availability and delivery time commitments, visit [UPS.com](http://UPS.com)® or call 1-800-Pick-UPS®.

PACKAGE DELIVERY  
CASE STUDY

# Automated International Shipping by the Book

“UPS saw the potential of our business and helped us build the systems needed to grow.”

– President and Chief Operating Officer



## Challenge: Accelerate International Order Turnaround.

When a book distributor began making sales on an increasingly global scale, their manual shipping methods couldn't keep pace. This growing company – which specializes in supplying textbooks to professional organizations, schools, churches and bookstores – turned to UPS for answers. We delivered the goods with advanced technology solutions and an unmatched global distribution network.

### Situation

According to the company president, when there was a customer problem with an international order, the staff often didn't even know who to call for follow-up. Now that they had thousands of international shipments, such inefficiencies were magnified. So, how do you keep international customers satisfied with timely deliveries while minimizing staff time in processing orders and customer service?

### Solutions

- **Link the order entry system with UPS Connect® shipping software.** A customized solution that saves a step and extensive re-keying, preventing paperwork errors. [Page 17](#)
- **Automate shipment processing with UPS Internet Shipping, UPS CampusShip™ and UPS Connect.** These automated solutions provide speedy shipment processing and the required paperwork from one main screen. [Pages 16, 17](#)  
These include:
  - Commercial Invoice
  - Certificate of Origin (CO)
  - NAFTA CO
  - Shipper's Export Declaration

Note: Goods exported from Canada to international destinations (other than the United States, Puerto Rico or the U.S. Virgin Islands) where the shipment value is \$2,000 CAD or greater must be reported to a Canada Border Services Agency location with proof of a valid Shipper's Export Declaration two hours prior to departure.
- **Use Quantum View Notify®** to alert customers when shipments have been sent on time-critical orders. [Page 19](#)
- **UPS Signature Tracking™** verifies delivery and provides ready answers to delivery inquiries. [Page 19](#)
- **With UPS World Ease®**, ship to multiple recipients within one county or to multiple European Union countries and have packages cleared as one shipment. [Page 11](#)

### Results

- **Reduced typical international order fulfillment** from more than two weeks to three to five days.
- **Substantially reduced customs holds.**
- **Enhanced customer service** with access to real-time tracking information and pre-alerts.
- **Simplified billing** by unifying services under one carrier.
- **Accelerated billing process** with confirmation of customer delivery receipt.



## UPS Trade Direct® Cross Border Integrates Freight and Package Delivery.

**Distribution Just Got Easier.** UPS has developed a comprehensive solution to a common need: how to get bulk freight across the border from one location delivered directly as smaller shipments to many different locations in the destination country.

**UPS Trade Direct Cross Border.** Consolidated shipping into the U.S. from Canada or Mexico and from the U.S. to these countries is easier than ever. We have customized this service for goods coming directly across the border, offering accelerated time in transit with less effort and more control. Less time. Less paperwork. Less hassle.

**Saves Time and Money.** UPS Trade Direct Cross Border can often eliminate the need for distribution centres and added handling, saving time and money in the process.

**Who Should Use It?** Anyone who wants to streamline international freight and package shipping. It's especially appealing to medium and large manufacturers. Why? Three reasons: One point of contact. One invoice. And one point of visibility. Simple.

**How Does It Work?** UPS enables you to consolidate individual shipments into one bulk shipment for international movement. The bulk shipment is cleared through customs as a single shipment, eliminating the need to prepare customs documentation for each individual shipment. Once cleared, the bulk shipment is broken down by UPS, and individual shipments are delivered by UPS package delivery or LTL (Less than Truckload).

**What Are the Benefits?** Control, reliability and visibility. The goods are initially consolidated into a single shipment that passes through customs together, so this fully integrated service yields complete visibility and timely, efficient brokerage. Customer service is enhanced by individual shipments that can be tracked and that are delivered directly to retail stores or your customers' doorsteps. Reduced handling and warehousing means faster transit times from origin to the ultimate destinations.

**For more information,** visit [UPS.com](https://www.ups.com)® or call 1-800-Pick-UPS®.

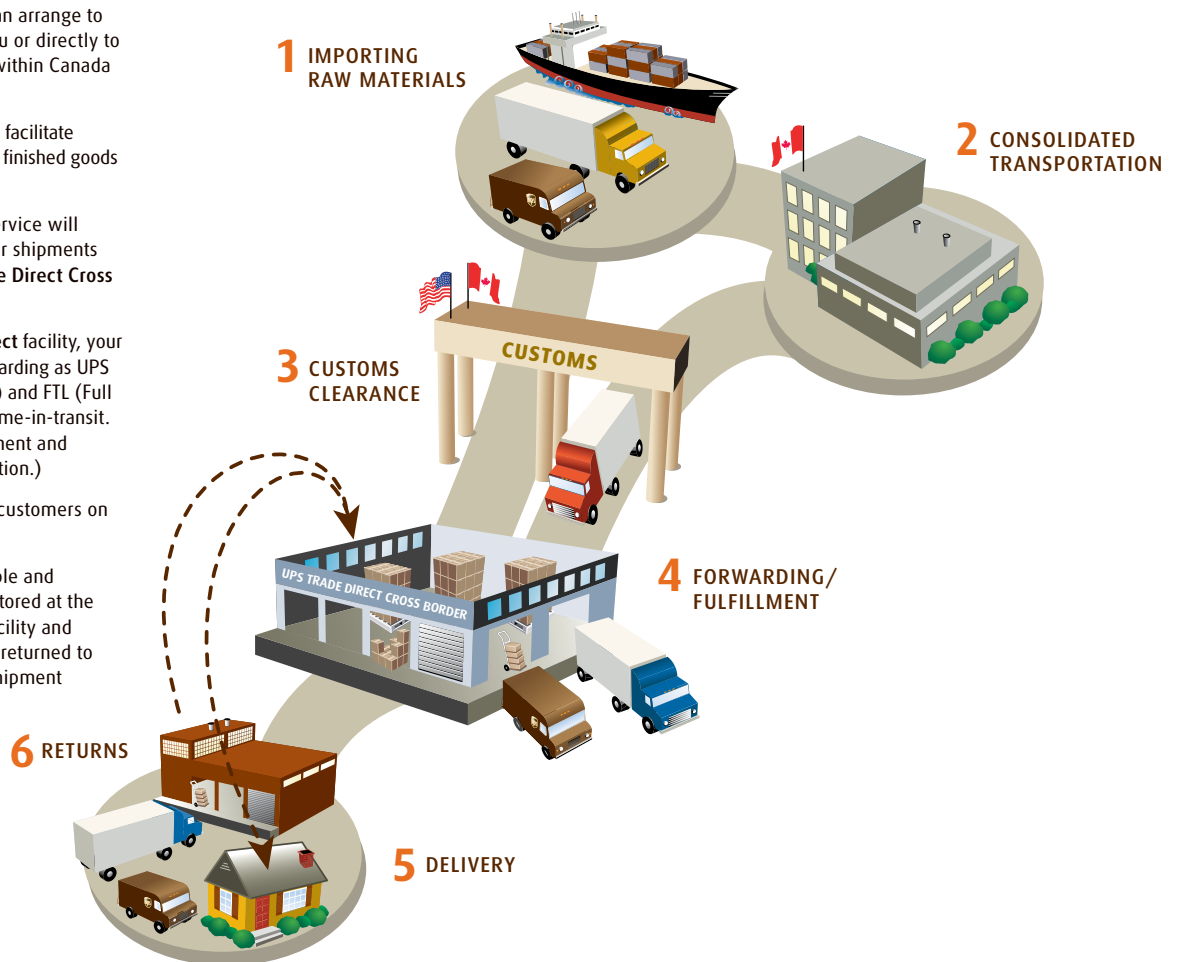
PACKAGE DELIVERY



### Moving Seamlessly from Heavy Freight to Final Delivery.

UPS Trade Direct® Cross Border offers a versatile integrated system to move freight into the U.S. and redistribute it as package or LTL (Less than Truckload) shipments to multiple destinations.

- 1 UPS Trade Direct Cross Border can arrange to have raw materials shipped to you or directly to a UPS Trade Direct facility from within Canada or from other countries.
- 2 UPS Trade Direct Cross Border will facilitate consolidated transportation of your finished goods to the U.S.
- 3 UPS Trade Direct Cross Border service will consolidate the movement of your shipments through customs to the UPS Trade Direct Cross Border facility.
- 4 Upon arrival at the UPS Trade Direct facility, your shipment receives same-day forwarding as UPS package, LTL (Less than Truckload) and FTL (Full Truckload) shipments, reducing time-in-transit. (Warehousing, on-demand fulfillment and returns can also occur at this location.)
- 5 Shipments are delivered to your customers on a timely basis.
- 6 UPS Returns™ services are available and convenient. Your returns can be stored at the UPS Trade Direct Cross Border facility and reshipped to another end-user or returned to your location as a consolidated shipment when required.





## UPS CUSTOMS BROKERAGE SERVICES

# For All Your Imported Shipments into Canada.

Like most countries, Canadian customs and regulations are highly complex. That means that even the slightest error can slow things down at the border. That's why it's important to ensure that your imports into Canada are customs cleared fast and accurately.

In Canada, international trade regulations are unique as the importer, not the shipper, selects the customs broker. Which broker should you choose? Consider the many advantages of UPS.

**Any Shipment.** UPS Customs Brokerage clears all your imports, regardless of how complex the entry. These include shipments coming in by road, rail, air or ocean.

**Any Carrier.** We clear non-UPS-carried shipments, too. So you only have to deal with one customs broker.

**Expert Attention.** Our customs brokerage team is highly skilled and many are Certified Customs Specialists. Backed by this high level of expertise, UPS can reliably provide consistent, superior customer service. You receive personalized attention and your shipments are cleared accurately. So you don't have to worry about potential hassles, penalties and delays.

**Faster Service.** Our sophisticated pre-alert brokerage system and electronic links with the Canada Border Services Agency give UPS a head start on processing your international shipments – so your imports are cleared fast. In fact, over 97 percent of UPS-brokered shipments into Canada are released the same day of arrival and 90 percent of high value Express shipments are released and delivered the day of arrival. Our customs brokerage information solutions, which include UPS Billing Data, UPS TradeAbility® and UPS Quantum View® Manage for Importers, help you get information on your shipments' status and provide you with shipping tools to easily conduct international transactions.

**The Best Guarantee in the Business.** Your UPS shipments from the U.S. are guaranteed to arrive on time as scheduled if UPS is both the carrier and customs broker – or the Entry Preparation Fee is refunded. This is in addition to the UPS on-time guarantee applied to shipping charges. Plus – there are no Entry Preparation Fees when importing by UPS Worldwide Express Plus™, UPS Worldwide Express™, UPS Worldwide Express Saver™ or UPS Worldwide Expedited™.

For more information, visit [UPS.com](https://www.ups.com)® or call 1-800-Pick-UPS®.

## Parts Distributor Harnesses the Power of One

“When we learned about their customs brokerage services, it just made sense.”

– Operations Manager



### Challenge: Synchronize Imports and Minimize Delays.

A company that imports parts from the United States for commercial-grade washers and dryers located throughout Canada was dealing with one company for shipping and another for customs brokerage. But, this was costly and burdened with delays.

“We needed to reduce turnaround times, lower costs and basically take the headaches out of the whole distribution process.” – Operations Manager

#### Situation

Parts would be shipped into Canada via UPS, but a different company would handle the customs brokerage. There were delays because the brokerage firm could not begin the paperwork until the imported goods physically arrived at the border. In addition, the brokerage company asked questions about their shipments as if they did not understand the process.

#### Solution

Expertise is key to trouble-free customs brokerage and when the parts importer learned about UPS Customs Brokerage services, the answer was simple.

#### Results

After about a year of using UPS for both shipping and customs brokerage, the parts importer has enjoyed the following benefits:

- **No breaks in access** to tracking information.
- **Turnaround times reduced** from five days to just three.
- **Customer satisfaction improved** because customers did not have to wait as long to receive needed parts.
- **Fewer delays at the border** because UPS begins the clearance process well before the shipment arrives at the border.
- **Personalized attention** from highly qualified UPS customs raters who understand the company’s imports.

## UPS WORLD EASE®

### Expand into New Markets.

#### UPS World Ease Makes It Easy to do Business Internationally.

Extend your global reach without start-up costs and international warehousing with UPS World Ease. This automated, streamlined service lets you ship packages to multiple recipients within one country or to multiple European Union (EU) countries as one shipment and clear customs as a single transaction. UPS World Ease minimizes the cost to enter or expand your business globally and optimizes your supply chain while maintaining our guaranteed delivery times to your customers.

**Leverage the UPS Global Network.** With UPS World Ease, there's no need to invest in new infrastructure. We take care of it all, from offering an automated solution that combines your packages into one consolidated shipment and prepares all necessary documents, to guaranteeing time-definite delivery. All this makes it easier to expand in existing markets and explore new global opportunities.

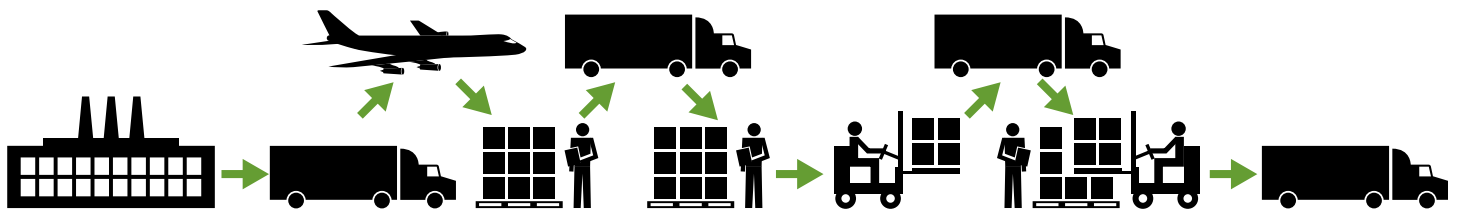
**Streamline Your Supply Chain.** Traditionally, getting goods from point of origin to final international destinations involved many intermediate distribution channels. With UPS World Ease, the goods are handled fewer times so the supply chain works better, saving you time and money. In addition, UPS worldwide tracking technology provides full visibility every step of the way, making your business more efficient...and ultimately more profitable.

**Reduce Costs.** UPS combines your shipments into a single consolidated entry, so you only have to pay one customs brokerage fee. This lowers your cost – often substantially.

UPS World Ease is currently available to Canadian companies as a contractual service for shipments to over 60 countries throughout North America, Europe, Latin America, Asia, Africa and the Middle East.

For more information, contact a UPS representative at 1-800-Pick-UPS® or visit UPS.com®.

### Traditional Supply Chain – without UPS World Ease



- 1 Shipper in origin country sends bulk shipment.
- 2 Forwarder delivers shipment to airport or dock.
- 3 Shipment delivered to destination country.
- 4 Broker receives and clears through customs.
- 5 Shipment trucked to importer's warehouse, and logged into receiving.
- 6 Orders pulled for shipment to customer.
- 7 Shipment trucked to customer's distribution centre.
- 8 Shipment logged into receiving and warehoused.
- 9 Orders pulled and relabelled for final shipment.
- 10 Shipment trucked to retail outlets.

### With UPS World Ease



- 1 Shipper in origin country sends UPS World Ease shipment with labels applied.
- 2 UPS picks up shipment and brokerage information is captured.
- 3 Customs clearance begins while shipment is in transit (ground or air).
- 4 Shipment is cleared through customs as a single shipment and split for delivery in the destination country.
- 5 UPS delivers directly to recipient's locations.

PACKAGE DELIVERY  
DOMESTIC



AIR

# More On-Time Options. To More Places Earlier.

**More Delivery Options.** Find the right balance between speed and cost with UPS's full complement of time-definite delivery options – from same-day to overnight or two-day services.

**The Earliest Guaranteed Morning Delivery.** We are the only courier in Canada to deliver by 8:00 a.m. With UPS Express Early A.M. you can broaden your reach while shortening turnaround.

**Unlimited Weight Envelope.** Increase the weight but not the rate. Only UPS Express legal-size envelopes let you stuff them full of documents at no extra charge.

**Same-Day Service.** UPS Express Critical gets it on the best mode and route available and offers same-day delivery. We'll typically pick up and deliver your package within six to eight hours or less – any package, any place in Canada, and to many locations worldwide.

## Guaranteed Service Options within Canada

**UPS Express Critical™**  
Urgent/Same day

**UPS Express Early A.M.®**  
Overnight delivery (8:00 a.m. metro/  
8:30 a.m. other cities)

**UPS Express®**  
Overnight delivery by 10:30 a.m.  
to most metropolitan areas

**UPS Express Saver™**  
Overnight delivery by 12 noon  
to most metropolitan areas

**UPS Expedited®**  
By the second business day  
to most metropolitan areas

For guarantee details, service availability and delivery time commitments, visit [UPS.com](http://UPS.com)® or call 1-800-Pick-UPS®.

PACKAGE DELIVERY  
DOMESTIC

## GROUND

## Unmatched Reliability.

**Solid. Dependable.** No wonder UPS offers the most reliable delivery network: Each time the UPS driver in the familiar brown uniform delivers to your customer's door, it sends a positive message about your company. You're associating yourself with one of the world's most trusted, recognized brand names.

**Guaranteed to Every Address Coast to Coast.** You can guarantee a delivery date to every one of your customers – from Newfoundland and Labrador to British Columbia.

**UPS Sets the Standard.** That means the most predictable delivery at the best possible value. We're continuously making time-in-transit improvements. You can have peace of mind with advanced package tracking at your fingertips. So your customers always know where the goods are. Check UPS.com® for the exact transit time for your shipment.

Guaranteed Service Options  
within Canada**UPS Standard®**

Guaranteed on the scheduled day of delivery

For guarantee details, service availability and delivery time commitments, visit UPS.com or call 1-800-Pick-UPS®.

**The One-Driver Advantage.** Only UPS assures you of one pickup and one driver for ground, air and international deliveries. Our fully integrated global network is driven by an unmatched infrastructure that is powered by constant technological innovation.

Altogether, UPS delivers unmatched reliability and service that millions depend on every day.

ACCESSING UPS



ACCESSING UPS

Here, There, Everywhere.

Sometimes you need more options for how, when and where you work with UPS. Like when you need to get a package out after your daily pickup. Or when you need to ship from somewhere other than your workplace.

UPS On-Call Pickup®.

We're on our way. Just tell us online or by phone that you need a pickup at your office, home or wherever. We'll take it from there.

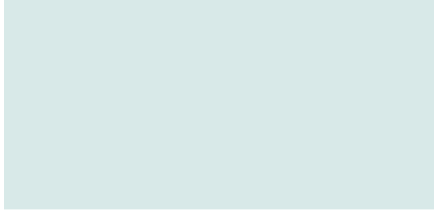
UPS On-Call Pickup is:

- Quick and easy to arrange. Request a pickup in short order on UPS.com®. Or, call 1-800-Pick-UPS®.
- A smart way to manage your schedule. In addition to same-day pickups, you can arrange future-day pickups.
- A great value. There's no additional charge to use UPS On-Call Pickup for your domestic and international shipments.

UPS Drop Boxes.

Working late? On the go? We've got you covered better than anyone – with more than 500 self-service UPS Drop Boxes nationwide. They're accessible 24/7, and many feature after-business-hours pickup times.

- For shipping UPS domestic and international shipments.
- Conveniently located in business and retail areas, often within walking distance.
- To find the drop boxes nearest you along with the latest drop-off times, choose "Find Locations" under the "Locations" tab on the UPS.com home page. Even print out a map with street addresses and pickup times.
- Pickup times are clearly marked on each drop box.





### **The UPS Store®.**

Think of more than 300 stores as your mobile shipping room or office. The UPS Store offers you the quality business services you need, right in your neighbourhood. Whether it's copying and digital printing solutions, document services, great UPS shipping options, full-service packaging or mailbox services, you can get it done at any The UPS Store location.

**Did you know?** You can even drop off packages at The UPS Store and have the shipments billed to your UPS account number, using a UPS shipping label or shipping document you've prepared in advance. Visit [UPS.com](http://UPS.com)® or [theupsstore.ca](http://theupsstore.ca) for more information and to find a location near you.

### **UPS Customer Centre.**

UPS Customer Centres from coast to coast are ready to help you ship internationally or within Canada. Located in UPS facilities nationwide, Customer Centre locations can be found on [UPS.com](http://UPS.com).

### **More Options Around the Corner.**

You can also access UPS shipping services at a variety of conveniently located UPS Authorized Shipping Outlets and UPS Retail Stores. Visit [UPS.com](http://UPS.com) for locations.

TECHNOLOGY SOLUTIONS



TECHNOLOGY SOLUTIONS

Helping You Work Smart.

**See into the Future.** Learn from the past. Manage today’s business better. Put information technology to work for your business.

**Sound Ambitious?** Yes, but UPS technologies are designed to help you do just that. We’re already enabling thousands of companies – large and small – to run more smoothly and efficiently.

**Advanced Solutions.** They enable you to manage information that starts in the shipping room, then seamlessly integrate it into every corner of your business.

**From the Beginning.** We start by helping you process shipments and track packages more efficiently and by sending you notification when there are incoming packages or shipment exceptions. We can then help you manage your bottom line, reconciling and allocating shipping expenses with ease. Plus, there’s a lot more.

**You Could Be a Hero.** With warehousing, order entry, customer service, finance and accounting, sales and marketing departments – even the CFO, CIO and CEO.

**At Your Fingertips.** The technology tools and solutions UPS can put at your fingertips are outlined in this section. A UPS representative can discuss how to apply them to your business.

**Automated Shipment Processing.**

Keep your business moving as smoothly as your shipments. Improve the speed and efficiency of how you do business with innovative tools powered by UPS’s information-rich technology.

No matter how your enterprise is organized, no matter where or how many packages you ship, there’s a resourceful UPS solution that can deliver just what you need. With information integration capabilities that help everyone stay in sync.

**UPS Internet Shipping on UPS.com®.** This global, Internet-based shipping application enables you to prepare and ship international and domestic packages using a UPS account number or credit card. It provides fast, efficient shipping and tracking from any computer with Internet access – there’s no software to install or upgrade.

UPS Internet Shipping is ideal whenever you have employees who handle their own shipping, such as office staff and off-site employees. Employees can create shipments using an address book and create professional shipping labels using an inkjet or laser printer. They can schedule a pickup, determine rates, track packages and find a drop-off location for their shipments.

**UPS CampusShip™.** This Web-based, UPS-hosted shipping system enables multiple users within an organization to ship packages and perform other shipping-related tasks.



For employees, UPS CampusShip™ delivers fast, efficient shipping and tracking to any computer with Web access. It's designed for companies that have a corporate campus environment, multiple locations throughout the country, or users that need to ship when they travel.

For managers, UPS CampusShip delivers centralized control of shipping activities, options and costs. You enjoy the control of a centralized shipping operation with the efficiency of desktop shipment preparation. Plus, internal cost control and expense allocation are easy to administrate.

**UPS Connect® Shipping Software.** This powerful PC-based shipping solution can process packages as a stand-alone system. Or it can work with your enterprise system via LAN connectivity to exchange shipment and/or order entry information.

UPS Connect shipping software provides an easy way to automate your shipping tasks. You can quickly process international and domestic shipments, print labels and international paperwork, electronically transmit daily shipping information to UPS and track your shipments. All from your desktop computer.

UPS Connect features many service offerings and improvements to enhance your shipping activities, including Quantum View® services, UPS Returns™ services, Third Party/Third Country Billing, Adult Signature/Signature Required service, Regular C.O.D., UPS Express C.O.D.®, UPS World Ease®, UPS Trade Direct® Cross Border, Dangerous Goods and International Special Commodities.

### **UPS Professional Services Asks “Do You Need Something Special?”**

Our standard solutions address most of your shipping technology needs. However, if you require a customized solution, the team at UPS Professional Services may be able to assist.

Solutions offered by UPS Professional Services focus on four areas – visibility services, integration services, information management services, and tools and processes.

We have developed innovative solutions for hundreds of companies. We also have frequently provided technology integration services and enhanced the functionality of such UPS systems as UPS Connect, UPS Returns™ on the Web and UPS OnLine® Tools.

TECHNOLOGY SOLUTIONS



**Automated Shipment Processing.** (continued)

**UPS OnLine® Compatible Solutions.** With a UPS OnLine Compatible Solution, you’re assured of UPS functionality from third-party shipping software. Compatible Solutions not only automate UPS shipment preparation and record keeping, they also seamlessly integrate information from UPS with your own internal systems.

**UPS OnLine Tools for Shipping.** Incorporate UPS functionality right into your Web site or business application with these application programming interfaces (APIs) that support shipment processing.

- **UPS Shipping:** Integrate into your own customized system when you want to enable users of your Web site to prepare shipments within your environment.
- **UPS U.S. Address Validation:** Validate U.S. shipping addresses at the point of data entry and decrease missed deliveries and delays due to incorrect address information.
- **UPS Time in Transit:** Provide transit times in business days to your customers.
- **UPS Rates & Service Selection:** Quickly compare rates for UPS service options and select the one that best meets your or your customers’ needs.
- **UPS Signature Tracking Tool:** Obtains valuable Proof of Delivery information including a digitized signature and delivery address.
- **UPS Tracking Tool:** Provides up-to-the-minute package status to your customers.

**Visibility Services.**

From occasional tracking to fully integrated real-time solutions, no one provides more breadth and depth of visibility services than UPS. Our portfolio of integrated and non-integrated visibility services is designed to work with the full range of business needs – yours included. Both your customers and your employees can benefit from accessing the information provided by these flexible tools and services.

**Package Tracking.** Click on the “Tracking” tab at UPS.com® and enter up to 25 numbers at a time. From the current status and location of your package to who signed for it upon delivery and when, it’s all here with a click of the mouse.

**Reference Number Tracking.** You or your customer can track packages using reference numbers, such as a P.O. or invoice number, that you assign. You or your customer can track this way when you prepare shipments using UPS Connect®, UPS Internet Shipping, UPS CampusShip™ and UPS automated shipping solutions.



**Tracking via E-mail.** If it's easier for you, drop us an e-mail at [totaltrack.gb-eng@ups.com](mailto:totaltrack.gb-eng@ups.com). If tracking only one item, note the number in the subject line. If tracking multiple packages, list up to 25 in the e-mail message. A detailed response will be e-mailed to you.

**UPS Signature Tracking™.** This secure, Web-based tracking service offers enhanced tracking and delivery information. It provides authorized users detailed information, including a digital image of the recipient's signature. These features can help streamline your billing and customer service functions. UPS Signature Tracking can be found at My UPS under the "Visibility Services" section.

**Quantum View Notify®.** A proactive e-mail service that allows you and/or recipients to receive critical package updates from UPS. You can choose any or all of these options:

- **Ship:** When a shipment is on the way.
- **Exception:** When a delay is encountered.
- **Delivery:** When it's delivered.

#### **Quantum View® Data – Inbound and Outbound**

These services keep you better informed on the status of your customers' and suppliers' shipments by providing you with critical updates about inbound and/or outbound packages. Data files are delivered via the Web in easy-to-integrate formats – CSV, TXT or XML. These services are ideal for businesses that want to integrate visibility information into internal software applications and databases. For more information, see "Visibility Services" at My UPS.

#### **Quantum View® Manage**

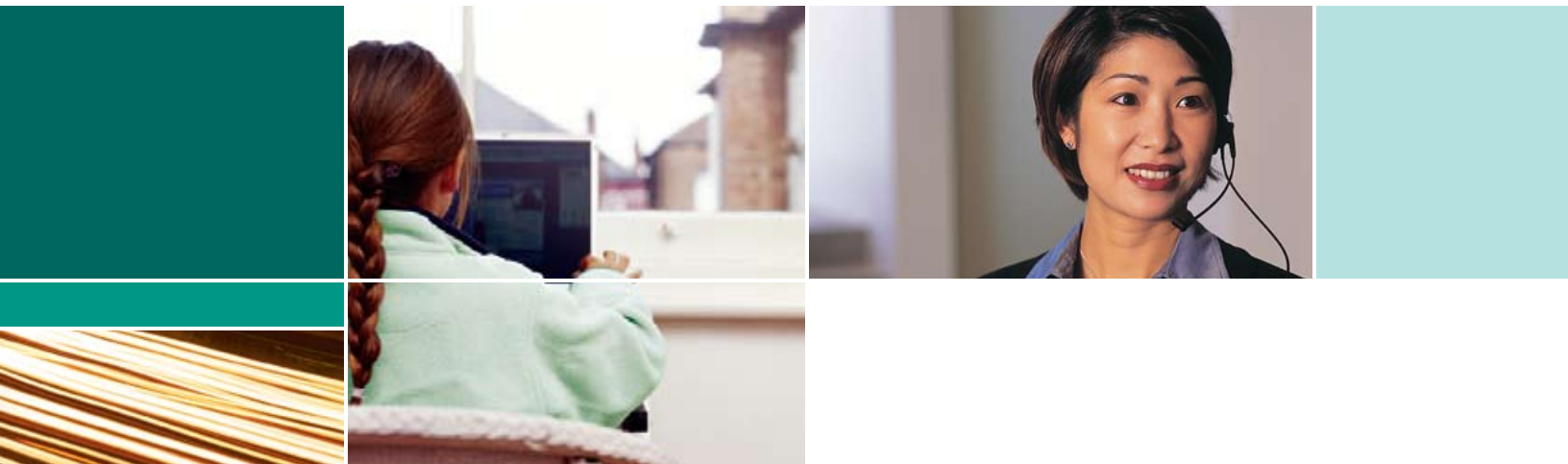
Quantum View Manage provides you with a complete outlook on shipping activity by putting up-to-date information about packages you are sending and receiving at your fingertips. You are proactively provided with instant access to information that helps save time, cut costs, and improve customer service. Quantum View Manage is designed for customers who ship an average of 30 or more packages per week, and require visibility on all packages.

**Quantum View® Services** can be accessed at [UPS.com](http://UPS.com)®.

**UPS OnLine® Tools for Tracking.** Incorporate UPS functionality right into your Web site or business application with these application programming interfaces (APIs) that support visibility.

- **UPS File Download for Quantum View:** Automatically queries and downloads critical shipment status information and routes it to a location you designate within your back-end systems.
- **UPS Tracking:** Reduce costly "Where is my order?" calls by providing customer self-service with tracking right on your Web site. Or enable your own customer service department to access tracking information from their order system.
- **UPS Signature Tracking:** Speed up your accounts receivable by providing delivery verification with invoices through integration of this enhanced tracking service directly onto your back-end systems.

## TECHNOLOGY SOLUTIONS



### UPS TradeAbility® Services.

An online suite of information-based services, trade management consulting services and outsourced management services, which enables your company to effectively manage the movement of goods across international borders in a more compliant and efficient manner. UPS TradeAbility facilitates global commerce by improving the international flow of goods, information and funds, while providing solutions to specific industry needs and strengthening operational efficiencies. UPS TradeAbility services will help improve your global trade processes by creating regulatory compliance, reducing operating expenses and streamlining global supply chains. These services offer Product Classification, Landed Cost, Export and Import Compliance Checking, Document Generation and Record Keeping. UPS TradeAbility services are available at UPS.com® and through our Web Services technology.

### Billing Solutions.

A bill can be a simple summary of charges, or it can function as a comprehensive tool to help you examine and manage costs more efficiently. Whether your needs are straightforward or complex, UPS has all the capability you need for viewing, analyzing and reconciling billing data in a format that works for your business.

### UPS Billing Data.

UPS Billing Data is a detailed electronic billing file that gives UPS customers the ability to analyze and allocate shipping expenses quickly and easily without the need of a paper invoice. When your billing information is generated

you will receive an e-mail notification. UPS customers can receive their e-mail daily, weekly, monthly or at irregular intervals, depending on the invoice type. Request your UPS Billing Data today by completing the request form at UPS.com under “Business Solutions” and your next invoice will be sent to you electronically.

### Billing Analysis Tool.

UPS’s Billing Analysis Tool is an analyzing and reporting software tool that supports the UPS Billing Data to make shipment information and accounting easier to manage. It features pre-defined reports such as, Cost Management reports, Brokerage and Import reports, and more. The Billing Analysis Tool gives you total visibility and full functionality into your shipping costs and needs. The Billing Analysis Tool can be downloaded from the “Business Solutions” tab at UPS.com.

### Help in Getting Started.

Here’s a collection of UPS offerings that can help you transact business more efficiently.

**UPS Product Provider Program.** If you’re seeking enterprise-wide and/or e-commerce software management solutions, UPS has formed alliances with leading software providers that can take you to the next level. Ask a UPS representative for details.

**UPS Service Provider Program.** If you need to integrate UPS OnLine® Tools into your internal Web or customer service system, UPS can refer you to service providers with the experience to ensure success.

## Maximizing Cash Flow

"It was like putting on a pair of glasses. It really opened our eyes."

– Operations and Logistics Analyst



### Challenge #1: Balance Customer Service and Turnaround Time.

When a leading auto parts retail chain needed to boost their cash flow, UPS was ready with two high-octane solutions.

#### Situation

The company wanted to accelerate its cash flow by reducing the turnaround time of its Collect on Delivery (C.O.D.) payments, expedite its accounting time for processing C.O.D. cheques and lower costs.

#### Solution

UPS Express C.O.D.<sup>®</sup>, available through UPS Connect<sup>®</sup>, enabled the company to receive payment overnight. [Page 24](#)

#### Results

- **Increased cash flow** via faster, overnight C.O.D. delivery.
- **Visibility** of C.O.D. cheque delivery. [Pages 18, 19, 24](#)
- **Reduced accounting costs.**
- **UPS Connect** eliminated the need for manual paperwork by preparing a Smart Label. [Page 17](#)

### Challenge #2: Control Shipping Costs.

#### Situation

Manual shipping and tracking methods meant the company was paying the price of inefficiencies, delays and mistakes. That also meant monthly shipping cost allocation and reconciliation were truly hands on – taking time and taxing personnel. And there was no way to manage shipping expenses by cost centre.

#### Solution

**An Expense Management Solution** from UPS was deployed to build visibility and cost-conscious functionality into their systems.

#### Results

**Significant savings in time, effort and money:**

- **Through efficient shipping, tracking and cost accountability** with UPS CampusShip<sup>™</sup>, the company now controls front-end shipment processing and expenses. [Pages 16, 17](#)
- **Slashing administrative overhead and non-assignable shipping expenses**, the company controls their back-end allocation of shipping expenses with the new UPS Billing Data and Billing Analysis Tool. [Page 20](#)

## RETURNS

## UPS RETURNS™

## A Portfolio That Helps Manage Customer Service.

Our services help you manage returns as easily as you handle your customers' original outbound orders. Choose from return services as responsive and flexible as you need them to be – to and from 98 countries and territories worldwide.

**Forward-Thinking Reverse Logistics.** With UPS Return Services, you can work as well in reverse as you do going forward, with services that actually enhance your customer service.

Imagine:

- Enabling your customers to handle returns on your Web site from start to finish.
- Using return labels that include a package's inbound itinerary.
- Having a returns process that's as friendly to your customers as it is to your bottom line.

**So Many Choices.** We offer an unparalleled portfolio of seven return solutions that helps you manage returns and provides the level of customer service appropriate to your business. Returns can be sent and tracked where UPS Express®, UPS Express Saver™, UPS Expedited® and UPS Standard® services are available within Canada.

**UPS Returns:** This suite of four services helps you to generate a return label and include it in the original shipment or in a separate correspondence to your customer.

- **UPS Print Return Label** enables you to create a label and include it with an outbound shipment or mail separately to request your customer to return a shipment. Works with UPS Connect® shipping software, UPS CampusShip™ and UPS Internet Shipping.
- **UPS Print and Mail Return Label** enables you to request that UPS create and mail a return label to your customer. You only pay for the return if the customer returns their package using the UPS Print Return Label. Works with UPS Returns™ on the Web, UPS Connect, UPS CampusShip and UPS Internet Shipping.
- **UPS Electronic Return Label** enables you to send a return label via e-mail to your customer. Using one of our automated solutions, the return details are uploaded to UPS and we will e-mail the return label for you. Your customer prints it out and attaches it to their return package, which UPS then delivers back to you. Works with UPS Connect, UPS CampusShip and UPS Internet Shipping.



- **Authorized Return Service (ARS)** enables you to order pre-printed return labels from UPS to send with an outbound shipment or distribute later. A contract service only – call UPS for details.

For more information, visit the Support section of [UPS.com](http://UPS.com)®.

**UPS Returns Plus:** A suite of two services that helps you to generate a label for your customer and dispatch a UPS driver to retrieve the package. You can arrange for UPS to create and deliver your return shipping label to your customer and collect the item for return. You can even schedule pickup requests up to five days in advance. Works with UPS Returns on the Web, UPS Connect, UPS CampusShip, UPS Internet Shipping and UPS OnLine® Compatible Solutions.

- **3 UPS Pickup Attempts** enables you to dispatch a UPS driver, with a return label, to your customer. UPS will make up to three attempts to retrieve the package.
- **1 UPS Pickup Attempt** enables you to dispatch a UPS driver, with a return label, to your customer. UPS will make one attempt to retrieve the package and, if unsuccessful, will leave the return label with your customer.

Your customer gives the package to any UPS driver, requests a pickup online at [UPS.com](http://UPS.com) or drops it off at the nearest UPS Drop Box, The UPS Store®, UPS Customer Centre, UPS Retail Store, or UPS Authorized Shipping Outlet.

**UPS Returns on the Web:** The most advanced UPS solution, offering efficiency and ease of use for you and your customers. It allows your customers to make a return request and create a return label on your Web site, with an option to initiate a UPS pickup. This solution integrates a fast, automated returns process into your operations so that you can reduce cost and enhance customer service. It's designed for companies with very high volumes that want full-visibility control and the ability to fully manage their returns process.

## The Art of the Successful Return

"UPS's Web returns program has helped us increase customer satisfaction while also reducing our returns costs and improving inventory management."

– Vice President of Operations



### Challenge: Convert Customer Returns from a Problem to a Service Enhancement.

A leading online retailer makes it a top priority to provide customers with an exceptional buying experience. From shopping to returns.

#### Situation

Returns posed a problem. An innovative company using the Web as a sales tool was being short circuited with a decidedly manual returns process. First, customers had to get authorization by phone. Then, wait from five to seven days for a return label.

"Can you help?" they asked.

#### Solution

- **UPS Returns™ on the Web** was installed. This advanced, browser-based, self-service returns solution puts customers in control. They now process their returns online at the retailer's Web site using this fully automated, fully integrated system. Page 22

#### Results

- **Reduced turnaround time** for a customer to get a return label – from five to seven days to four minutes.
- **Reduced returns call volume** by 40 percent in the first month alone.
- **Cut cycle time** to returns centres by three days.
- **Enhanced customer service** and enabled customers to serve themselves.

## UPS C.O.D. SERVICES



## UPS C.O.D. SERVICES

## Gain a Competitive Advantage.

**Accelerating Cash Flow with UPS C.O.D. Services.** For most companies – especially those selling into the U.S. – the ability to ship C.O.D. (Collect On Delivery) is a significant competitive advantage. Offering this payment option expands the market and makes it easier for customers to buy, which, in turn, increases sales.

**UPS Collect On Delivery.** This option is available on an individual-package basis throughout Canada and to the United States. UPS collects the payment (up to \$50,000) at the point of delivery and then promptly forwards the funds to you by mail. For shipments to the United States, UPS collects the funds in U.S. dollars. C.O.D. to the U.S. enhances southbound trade, making it easier for you to receive payment for your goods. Worried about receiving a business or personal cheque? By request, UPS can accept a certified cheque, money order, bank draft, or similar instrument for the exact amount of the C.O.D. package.

**UPS Express C.O.D.®** For shipments within Canada, receive payment from your customers overnight, fully tracked, via UPS Express®. This service can speed up cash flow, improve accounts receivables, and save valuable time and cost.

**UPS Exchange Collect™ Adds Confidence.** This innovative service was designed for companies that want to expand into new international markets while minimizing the financial risk of trading with new customers. The seller can be sure of being paid because UPS delivers the goods only after receiving payment from the buyer. It accelerates payment, since sellers typically receive payments in 10 days or less versus 90 days with traditional letters of credit.

**UPS C.O.D. Automatic™.** This enhanced shipping option is designed specifically for Canadian companies shipping C.O.D. into the United States. This service streamlines the traditional C.O.D. process by accelerating funds, delivering cost savings and processing efficiencies that improve cash flow. With this service, funds are received within two to three days after package delivery. UPS Capital® accepts your customer's payment, processes it and transfers funds into your bank account. As the financial services arm of UPS, UPS Capital provides contractual service to qualifying Canadian companies.

**For more information** on C.O.D. services, visit [UPS.com](http://UPS.com)® or call 1-800-Pick-UPS®. For information on UPS C.O.D. Automatic, visit [upscapital.com](http://upscapital.com) or call 1-800-637-0620.





For guarantee details, service availability, delivery time commitments and information, visit [UPS.com](http://UPS.com)<sup>®</sup> or call 1-800-Pick-UPS<sup>®</sup>.