

The latest news and views from UPS®

Forum



Issue 1, 2010

An easier way to ship freight

The latest version of WorldShip™, UPS's industry leading shipping software, has been designed to make handling air freight shipments a lot easier.

Freight customers can now process their shipments efficiently with WorldShip's many features, including the ability to save and update commodities information while in shipping mode.

Additional enhancements to WorldShip include a streamlined customer setup process and improvements that allow you to void, process future-date shipments and simultaneously import from multiple workstations. The program also features a floating toolbar interface,

which enables you to save time by creating shortcuts to your most frequently-used functions.

Designed for high-volume shippers, WorldShip is an ideal solution for those wanting to process shipments faster, save valuable time and ultimately improve daily efficiency. Existing users of older versions can also benefit from all the latest enhancements by upgrading to WorldShip 12.0.

For more information on this application or other solutions that can help your business, please contact your UPS sales representative or visit www.ups.com/worldship.



Case Study: Vision Group

Casting a line to the world

Look for new waters. There are always new things to be found. This is one of Vision Group's mottos and gives an

idea of their approach to the state-of-the-art fly fishing equipment that they design and market.

The company is renowned among fly fishing enthusiasts, shipping some 85% of its production to 34 countries

around the world. It offers a full range of gear – everything from rods to reels, waders to sunglasses, all produced under the "Vision" brand.

All Vision's products are designed, managed and marketed by a staff of 10 in the small town of Kellokoski, Finland. The end products are manufactured in locations such as China, Korea and the United States, from where they are either flown or shipped to Kellokoski. The finished, fine-tuned goods are then shipped to wholesalers and retailers around the world. Reliable and timely logistics are crucial.

Spring is peak time for fly fishing and demand is at its highest. Whether it's UPS Standard, UPS Express Saver™ or UPS Expedited, Vision Group can always choose the ideal service, making sure shipments arrive on time and on budget.

Another key focus for Vision Group is product handling.

"Fishing rods are fragile. We feel safe knowing our products are in good hands", says Tuomas Rytönen, Vision Group's product manager. Given the fragile nature of many of its products, Vision has a warranty service to give customers peace and mind, so a quick, straightforward returns process means they can ensure customer satisfaction.

UPS technology is also hard at work behind the scenes: WorldShip™ means that Vision can prepare a shipment in just a few clicks, printing documentation directly without the need for any other software.

All this goes to complete a smooth-running partnership. "Shipments are delivered on time, return services are efficient and warranty issues have never caused any dilemma. With UPS's flexibility and reliability, we can be sure that our customers receive top quality service", concludes Tuomas Rytönen, "and that is going to help secure our success going forward".



Service updates

Domestic shipping services unveiled in new markets

Introduced at the beginning of this year, UPS Express Saver™ service is now available for domestic shipments within Estonia, Latvia, Lithuania and Slovenia.

Customers in these countries now have the ability to ship and track all their international and domestic packages with integrated applications such as WorldShip™ and online tracking on www.ups.com. Additional benefits allow customers to have one convenient collection for both their international and domestic shipments.

The new domestic service offering comes as a result of UPS's continued investments to improve its vast international delivery network. For more information about domestic shipping services offered by UPS, please contact

your local sales representative or visit www.ups.com.

Ever wonder where the nearest UPS location is?

Whether you are constantly travelling to different areas or within the same neighbourhoods, it is often helpful to know the location of the closest UPS shipping centre.

Available anywhere there is an internet connection, the UPS Locator is simple to use and free of charge. Customers only need to type in their current location and the application will list all the nearest UPS customer centres or retail outlets. All search results are also displayed on a detailed, user-interactive map.

The UPS Locator is offered in many European markets and can be accessed by visiting www.ups.com.



Number one golfer in Europe!

Being at the top of your game is something UPS can relate to. It requires consistency, precision and determination – the same qualities that are valued in the transportation business.

UPS therefore congratulates Lee Westwood, one of our golf ambassadors, on his spectacular performance last year, winning the first Race to Dubai contest and being rated the top golfer in Europe.

“To walk off Greg Norman’s Earth course in the desert with a new course record, a second title in five weeks and to be crowned Europe’s top golfer was extra special,” said Westwood.

UPS also proudly congratulates Pablo Larrazábal, our golf ambassador whose unyielding efforts last year proved to be a valuable learning experience.

“2009 was not my best – I had good weeks but too many bad ones. Now I am used to life on the Tour and ready for a great year, especially now I have prepared so well,” said Larrazábal.

Looking forward, this year’s European Tour is fully underway. As the official sponsor responsible for providing critical transportation and logistical support for the Tour, UPS is also sponsoring seven separate European Tour events this year, beginning in April with the Ballantine’s Championship, at the Pinx Golf Club in South Korea.

For more information about UPS and its European Tour golf sponsorship, please visit www.ups.com/golf.



Upside, the UPS blog

Social media are becoming one of the most popular tools for modern communication. UPS recently launched its own corporate blog, Upside, where our customers, staff, journalists and the wider blogosphere can get up-to-the-minute news, views and information on UPS and related topics.

With a wide-ranging scope that covers everything from sustainability and community initiatives through to products and services, international trade and executive commentary, Upside will give you a different slant on the world’s largest delivery company and the people that make it work.

The blog also features employee-written entries about their experiences, achievements, ideas and other topics that might not otherwise attract such attention, such as support for disaster relief charities, New Year’s resolutions for a greener planet or road safety tips from UPS drivers.

You can read Upside, the UPS blog at www.blog.ups.com



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