

Forum



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New look for UPS online

Recent visitors to www.ups.com will notice that the website has received a complete makeover. Designed to simplify webpage navigation and to increase overall customer satisfaction, the UPS website now includes an interactive graphical display and more prominent links to service updates and press releases.

Most noticeable will be the larger interactive information display to the right of the screen. The homepage prominently displays the widely-used shipment tracking function at the top left corner. Finding information about key UPS services is easier with the “Looking for...” and “Quick Links” functions appearing in one single location.

The renovated UPS webpage also includes a dramatically

enhanced business solutions tab. We believe you will find this newly designed section more user-friendly in finding solutions to your particular needs.

You can also search for business solutions by using the new “Solution Finder” tool. By answering a few questions, this feature can help you find the most appropriate solution out of UPS’s entire service portfolio. Also new to the updated business solutions section are online demonstrations and a solutions comparisons function.

For more information about the new website enhancements or to further explore all the new business solutions features, simply visit www.ups.com.



A new airplane for today's shipping

The more advanced global commerce gets, the less time it seems there is to spend on daily tasks. In the shipping world, this translates into more reliable deliveries with shorter travel times.

As a global transportation and logistics provider, UPS realises the growing need for time-critical shipments in today's business climate.

Last November, UPS officially introduced a new, Boeing 747-400, high-capacity freighter to its ever-expanding European air fleet located in Cologne, Germany.

This new plane is the first of its kind to serve UPS's European customers. Unlike other 747s in the UPS air fleet, the 747-400 is specially outfitted with a hinged nose,

allowing extra long or extra large shipments to be loaded or unloaded. This valuable feature is used to accommodate the increasing weight and size of UPS's freight shipments.

“Businesses from across Europe who are selling their valuable goods on a worldwide basis continue to look to UPS to reliably synchronise their world of commerce,” said Wolfgang Flick, president of UPS Europe. “UPS's double-digit export volume growth from Europe dictates that we fly more planes like the 747-400 – big aircraft, that can carry a lot of goods a long way.”

The European air fleet's newly acquired aircraft will serve the express route between markets in Europe and Asia and the plane is just one of 14 Boeing 747-400 freighters UPS has committed to purchase by the year 2010. These new planes are intended to replace the Boeing MD-11 freighters currently used in the UPS air fleet.

The 747-400 offers a payload of 120 tonnes, and with 520 cubic metres of cargo space, it has the capability to transport roughly 19,000 packages per flight. The new freighter also has the longest range and the fastest cruising speed, when compared to all other UPS-owned aircraft.

Technological advancements include ADS-B, which improves flight safety by allowing pilots to electronically detect other aircraft around them, and an “Electronic Flight Bag,” which increases flight efficiency by replacing the paper charts and manuals used by pilots when in the cockpit.

“This is a high-tech plane that has a strong record in terms of safety, reliability and environmental friendliness,” said Wolfgang Flick, president of UPS Europe.

In a joint agreement with Germany's national aviation authority, Deutsche Flugsicherung, UPS successfully tested a quieter and environmentally friendlier

method of landing aircraft, the Continuous Descent Approach, or CDA. “The benefits of CDA include significant reduction in noise, fuel burn and emissions. It's a method we began testing in 2003 at the Worldport, UPS's main international hub located in the United States. Since then, UPS has utilised CDA when landing at many airports in the United States,” said Flick.

CDA dictates that landing planes use idle power to glide down in a constant descent, rather than using a traditional landing method involving a multiple-stage descent. As a result from last year's testing, all airlines flying out of the Cologne/Bonn airport agreed to regularly use CDA when landing aircraft in Cologne.

As the world of commerce continues to evolve, UPS is poised to take flight. “No matter how long UPS has served its customers, we continue to value their business and will continue to work hard every day to keep their trust,” said Flick.



International hub in Asia officially opened

Last December, UPS Airlines officially began operating flights out of the newly built Shanghai international air hub. The facility is located at the city's Pudong International Airport and plays an important role in linking Asia to UPS's extensive global network.

"As the world's third largest airport by cargo tonnage, and with annual growth of 11.5%, Shanghai Pudong International Airport offers a well-established network that connects 179 international and domestic cities," said Wu Nian Zu, Chairman and President of the Shanghai Airport Authority.

The UPS facility contains an on-site customs inspection area running 24 hours a day, 7 days a week – the largest of its kind in Shanghai. The inspection area was specially created to rapidly handle both

large freight shipments and smaller express packages.

Additionally, UPS collaborated with Shanghai Customs to create a customs risk-management system in the air hub. Data from UPS is merged with Shanghai Customs to identify high-risk items for inspection, further expediting deliveries by minimising unnecessary customs checks. Any items identified for examination by customs are automatically rerouted from the conveyor belt, without disrupting the flow of other packages.

The new air hub also features 117 conveyor belts and 47 docking bays and has a package sorting capacity of 17,000 pieces per hour. In line with the exporting and importing patterns by shippers in China, the facility is also equipped to rapidly and simultaneously process heavy freight shipments.

For exporters, the complex's General Cargo Handling Area allows on-site packaging, prior to loading goods onto aircraft. This option provides a service to customers shipping precise instruments

or other items that require special handling.

"Everything about this facility was built for speed and reliability," said Dan Brutto, president of UPS International.

"We believe Shanghai will become an even more attractive business location because our customers will recognise the importance of a world-class UPS facility that provides rapid access to the world."



Service updates

UPS domestic service arrives in additional countries

Beginning this year, UPS is introducing its domestic Express service coverage to 15 additional countries within the EMEA region. Customers in these areas can now utilise the same world-class UPS express service on their domestic shipments as well as on all their international shipments.

This new availability makes it possible for customers to benefit from a streamlined shipping process with an integrated system and one single collection for both domestic and international shipments. Once received by UPS, international and domestic shipments can be tracked with the same application on www.ups.com and billed on the same invoice, minimising additional paperwork and allowing you to focus more on core business activities.

Other advantages include extensive domestic area coverage and the use of the time-saving features available on WorldShip™ 11.0, UPS's industry-leading software designed to simplify the processing of domestic and international shipments. The new domestic express service is being introduced in: Algeria, Cyprus, Czech Republic, Hungary, Kazakhstan, Kenya, Malta,

Nigeria, Pakistan, Romania, Saudi Arabia, Serbia, South Africa, United Arab Emirates and Ukraine. Additionally, this year Luxembourg receives UPS Standard® domestic service. For more information on any of these services, please contact your sales representative or visit www.ups.com.

Delivery requests online

Customers who miss a UPS delivery can visit www.ups.com and choose their delivery alternatives by themselves. This improvement comes as an effort to improve the speed in which missed shipments are rescheduled and successfully delivered to all UPS customers.

In the case of an unsuccessful delivery attempt, customers should go to www.ups.com and enter either their UPS InfoNoticeSM number or tracking number under "Tracking Packages & Freight" on the main page. From there, customers can choose the redelivery option of their choice.

UPS Service and Tariff Guide 2009 available online

Updated rates for UPS services are now in effect. As is done every year, updated rates are published in the Service and Tariff Guide and posted on www.ups.com.

Along with updated rates, this year's Service and Tariff Guide describes changes to some of UPS's additional services and charges and, where available, has a new section on freight. The additional handling service fee now applies to packages over 32kg. Also, the calculation for the dimensional weight surcharge will use a divisor of 5000 when sending with UPS Express® services or UPS Expedited. However, for "Bill Receiver" or "Bill Third Party" import shipments, the divisor of the origin country will apply.

To view the complete details on these changes, please download the UPS Service and Tariff Guide 2009, available at www.ups.com. As always, you can visit our website for the most up-to-date information regarding all UPS services, including tracking packages, calculating rates and viewing service descriptions.

UPS improves its industry-leading shipping software

The new WorldShip 11.0 has arrived. Enhanced to increase the speed and efficiency of processing shipments, this new version of our popular shipping software is designed to improve your daily productivity.

The latest WorldShip version can be downloaded for free from www.ups.com and is available in 18 different languages, including Hungarian and Turkish. Also included in this update are customisable features that help configure how you view your service rates.

UPS regularly enhances its products as a part of its commitment to provide customers with as much satisfaction as possible. For more information on WorldShip, or any other UPS service, please contact your UPS sales representative or visit www.ups.com.

UPS ready for new US regulations on air cargo security

Beginning February 2009, cargo shipped on commercial aircraft originating from the US must undergo security screening. This comes as a result of legislation implemented by the US Transportation Security Administration. All cargo shipped on passenger aircraft must be broken down so individual items within a shipment can be screened using TSA-approved methods prior to loading. UPS has worked closely with the TSA and has made the necessary investments in equipment and personnel to assure its air freight operations can fully satisfy this US legislation.

We want to hear from YOU

Remember – this newsletter is just for YOU! Your opinion is important to us and we'd love to hear what you think of UPS Forum, any suggestions you might have and stories (funny or not) that you'd love to share. Send them to tellus@upsforum.com. What's more, if you know of someone who would like to receive UPS Forum regularly, give us their details and we'll make sure they don't miss out!

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