

News of the World

# All the News from UPS

## Construction Starts on UPS Air Hub in Shanghai

Last April, UPS and the Shanghai Airport Authority conducted a formal groundbreaking ceremony for the UPS International Air Hub at Pudong International Airport.

The new hub will be built on a parcel totalling 1 million square feet and will open next year. Rapid expansion is planned to reach a sorting capacity of 17,000 pieces per hour. The new hub will link all of China via Shanghai to UPS's international network with direct service to the Americas, Europe and Asia.

Over the past five years, UPS has invested approximately \$600 million in China, including a successful transition to become the first wholly-owned foreign express carrier in the country.

## Proud about ethics and community service

UPS was proud to be named one of the World's Most Ethical Companies by *Ethisphere Magazine*. The elite companies were recognised for strong leadership in ethics and compliance, advancement of social and ethical issues, and positive engagement in the communities in which they operate. According to Alex Brigham, executive editor of *Ethisphere Magazine*, "These organisations go beyond

making statements about doing business ethically; they translate those words into action."

UPS employees gave almost 1 million volunteer hours to community projects around the globe. This dedication to the community is why UPS is honoured as the only transportation company on the list. To learn more about UPS in the community please visit [www.sustainability.ups.com](http://www.sustainability.ups.com).

## The first one is always special



UPS's first 747-400 arrived at the company's global air hub in Louisville for its public debut. UPS will fly the jumbo freighter on its long-range international routes, primarily into the Asia-Pacific region. Regular destinations for UPS's first 747-400 will include Hong Kong; Incheon, South Korea; Sydney, Australia and Shanghai, China.

Mike Eskew, former UPS chairman and CEO said, "It has tremendous range and payload capacity so we can satisfy the need of customers to move packages and freight to

overseas markets. In addition, this is a plane that has a strong record in terms of safety, reliability and environmental friendliness."

Using larger, modern aircraft is more efficient and better on the environment than using multiple, smaller aircraft that have to land and take off more often.

## Where would you like to go?

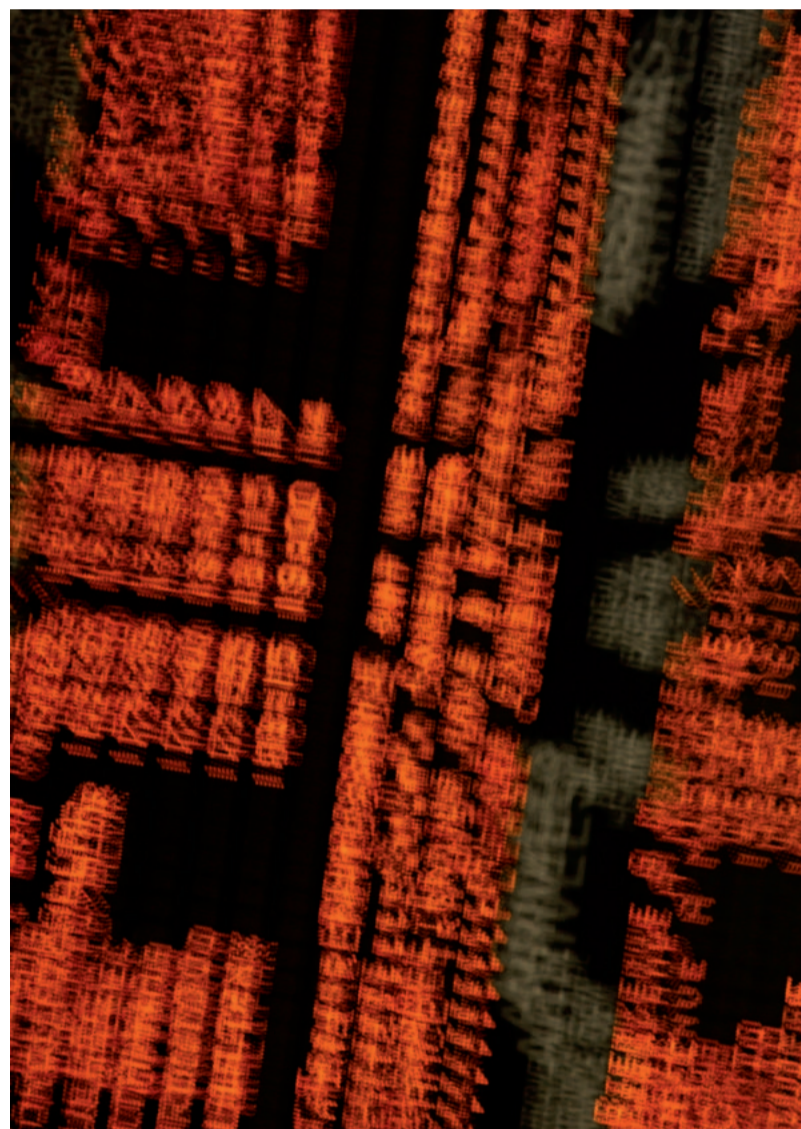
UPS announced a new "around the world" flight this summer to further improve service between markets in the Middle East, Europe and the United States. The new flight will allow UPS to enhance its service by improving pick-up times and providing more airlift in response to customers' demands.

UPS now will operate five additional weekly frequencies that connect the globe using MD-11 aircraft. Each week, the aircraft will connect major trading markets in Europe, the Middle East and the United States by flying from the company's European air hub in Cologne, Germany. From there, the flight connects to Dubai, Bangkok, Singapore and Mumbai. The flight also will connect to the company's international air hub in Louisville, Ky., from Cologne. With UPS's 11 existing "around the world" flights, the total number of worldwide flights now increases to 16 per week.

## The Middle East – economically Expedited

Do you think shipping to and from the Middle East has to cost a fortune? UPS is happy to announce a new economical option between Europe and nine countries in the Middle East. With UPS Expedited you get all of the reliability and

technology that has made UPS a leader in the transportation industry combined with an economical cost and an excellent service. The new service is available between the EU, Norway and Switzerland and Bahrain, Egypt, Israel, Iraq, Kuwait, Oman, Qatar, Saudi Arabia, and the United Arab Emirates.



## New Rates

# New Rates for 2008

UPS has raised its rates moderately, across all services, with new rates taking effect December 31st, 2007. Consistent cost control has enabled us to keep our overall rate increases marginal, ensuring that our prices remain competitive, while we enhance

the level of service you've grown accustomed to. To see all of our 2008 rates please visit [www.ups.com](http://www.ups.com) where you can download the 2008 Service and Tariff Guide. The link to download the guide can be found in the 'Shipping' section.



## 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](mailto: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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# Forum



Winter 2007/2008

## UPS Worldship

# What's New for Shipping in 2008 with UPS WorldShip™ Version 10.0

## UPS's industry-leading software gets more enhancements

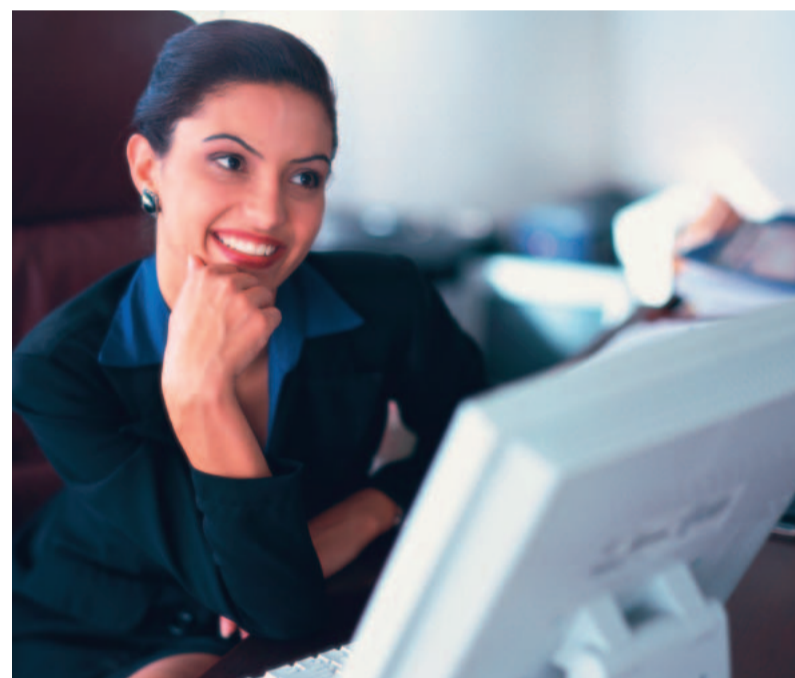
Explore a world of possibilities when you move up to version 10.0. You'll find eight new features and more that will save you time, money and help you tackle all of your shipping needs from freight to returns services.

- Freight Shipment Processing: Now you can create UPS Freight<sup>SM</sup> bills of lading in UPS WorldShip, as well as import shipment information, obtain a quote for a rate, and schedule a pickup.
- Negotiated Rates: View your account's negotiated rates with each shipment.

- Simplified Integration: Easily connect your order entry and accounting systems to UPS WorldShip using the new Import/Export Wizard.
- Dry Ice: Process shipments that are packed in dry ice.
- Approved Dangerous Goods: Businesses that ship approved dangerous goods can print shipping documents without additional software.
- UPS Returns<sup>SM</sup>: Take advantage of UPS return services for shipments between almost 100 countries.

- Address Book Search: Expedite address selection with new search functionality.
- Paperless Invoice: This new service allows faster shipment processing on international shipments, eliminates redundant data entry and streamlines the shipment preparation process.

To download the most recent version of WorldShip please visit us at [www.ups.com/worldship](http://www.ups.com/worldship).



## International Returns

# UPS Returns<sup>SM</sup> goes Global

## Now your goods can come back as easily as they go – worldwide

It's been more than five years since UPS launched the revolutionary Returns portfolio of services across the EU. Once again UPS is at the forefront of our industry by expanding its Returns service worldwide. Beginning in January 2008, UPS Returns is available in all 27 EU countries and almost 100 countries globally. Now, whether you're dealing with customers or suppliers, you can send and return goods with ease to almost any country your supply chain may touch.

How does it work? Through the newest edition of UPS WorldShip<sup>TM</sup>, version 10.0, a company can process a UPS Returns shipment from

around the world using the right service option for their needs. This produces a return shipping label and if need be a commercial invoice can be prepared as well. Depending on the service the company then emails, posts or sends the return shipping label to their customer with the initial shipment. Return service shipping labels are accepted by any UPS driver, all the customer has to do is arrange a collection.

The key to success is flexibility. For goods that need a periodic replacement a Print Return Label option is ideal.

The return label and invoice

can be included in the box with the outbound part. For unscheduled returns an Electronic Return Label can be emailed to the customer to be printed out at their convenience. And for rare and expensive goods UPS 3 Attempts Returns Plus option gives you the confidence of knowing a UPS driver will show up three times if necessary to make the pickup.

Most return shipments are not urgent and can be shipped using UPS Standard<sup>TM</sup>. There are times however, that there is a risk of production facilities grinding to a halt for want of a part and customers expect the quickest turn-around

possible. In those cases return labels using our Express<sup>TM</sup> or Express Plus<sup>TM</sup> services show your customers you take their business seriously by ensuring their goods are delivered at the beginning of the business day.

All of these Returns options can be combined with UPS visibility solutions such as Quantum View<sup>TM</sup> or CampusShip<sup>TM</sup> so you can keep things running smoothly by being able to plan when goods will arrive back in your operations. To learn about the UPS Returns options available for you please visit [www.ups.com](http://www.ups.com).

