



UPS Healthcare

Quality Focused. Patient Driven.

UPS Order to Cash™



How do you scale without end-to-end support from order to payment?

Focus on what you do best. That's what healthcare manufacturers must do to compete in the industry and focus on their patients. That means devoting time, talent and money to research and development and supply.

But without efficient commercial support, your cash flow, product and brand may potentially suffer.

UPS Order to Cash service is a scalable, comprehensive supply chain solution that fully integrates front and back office services with a global healthcare-centric network. It's one more way to help improve service and potentially minimize expenses.

UPS ORDER TO CASH SOLUTION IS AN IDEAL END-TO-END SUPPORT FOR MANUFACTURERS AND SUPPLIERS OF:

Pharmaceuticals

Biologics

Nutraceuticals

Animal Health Products

Medical Equipment and Devices

Medical and Surgical Supplies

Scientific and Laboratory Equipment

Consumer Health and Over the Counter



Help With Greater Accountability, More Control

A complete, cohesive solution, UPS Order to Cash solution helps to support the entire sales process from order placement to payment.



FRONT OFFICE >> INBOUND >> WAREHOUSING >> OUTBOUND >> BACK OFFICE

Customer Service
Master Data
Customer Check

UPS Order to Cash solution is a single technology platform that **provides one point of contact throughout,**

helping to give you more control over your products.

Invoicing
Performance Management
Accounts Receivable
Chargebacks for Certain Products

RELIABLE, PROVEN EXPERTISE

This established service is supported by the expertise of our global transportation and distribution network. That means you can take advantage of innovative technologies and options to meet the demands of your schedule and budget.

UPS has dedicated healthcare logistics people, processes and technology. We offer services and personnel to help provide proper handling of your products, whether in storage or in transit.

IMPROVED CUSTOMER AND FINANCIAL SERVICES

UPS Order to Cash service can be a seamless extension of your brand. You can expand service with experienced live staff via our personalized client management team. This may help improve your customer experience, and potentially cash flow, with faster response and increased order fulfillment.

- Dedicated client phone line
- Order processing
- Dispute resolution
- Return authorizations
- Credits/debits processing
- Reporting and metrics

SHARED NETWORK, SHARED COSTS, BETTER FLEXIBILITY

As a shared solution, UPS Order to Cash may offer economy of scale, serving multiple clients with facilities and systems.

This flexible structure may help you move inventory fast, scale and capture market share. You can also respond quickly to market demands. This added agility can help support greater channel expansion and multi-channel distribution.



Want to learn more? Contact your UPS Account Manager or visit [ups.com/healthcarelogistics](https://www.ups.com/healthcarelogistics)

UPS Order to Cash services may not be applicable to all pharmaceutical products. Service only available in the U.S., and only for certain customers.