

Top tips to get ready for the holiday season with UPS



It's the most magical time of year. But also the most demanding. Our services will get your shipments in peak condition.

Five steps for a successful delivery experience

1. Use UPS APIs or Plug-Ins in your online store

To provide clear information on delivery dates and costs so your customers know when their orders will arrive.

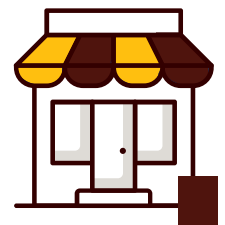


2. Make sure your shipping systems are updated with your recipient's contact information

This way we can keep them informed with delivery alerts and offer them options to redirect it to a more convenient (or discreet) delivery location.

3. Offer alternative delivery locations with our UPS Access Point™ network

So nobody sees their gift before it magically appears under the Christmas tree. Delivering to Access Points instead of individual addresses is better for the environment too.

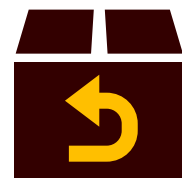


4. Encourage your customers to download UPS My Choice®

This app lets them receive delivery alerts and estimated delivery windows, reschedule or reroute their parcel.

5. Offer stress-free returns

For those gifts that didn't quite hit the mark. It could be as easy as downloading a mobile barcode and dropping off the parcel at a nearby Access Point location – no printed labels required!



Helping you plan ahead for the busiest time

We expect our busiest day to be **Wednesday 1 December** following the surge of Black Friday and Cyber Monday online shopping.

We are implementing extra weekend sorts in all our major European hubs to meet seasonal demand.



We're here to support you this holiday season

We've prepared our business to help yours meet the demands of the peak online shopping period.

We're getting ready to provide you with the excellent service levels expected from us by hiring seasonal workers across Europe as temporary workers in our sorting hubs – **1,500 more helpers** and **320 more drivers** – as well as **over 1,000 additional subcontractor** delivery routes.

This year, we've also added:

New facilities

and investments, including Hannover in Germany, Eindhoven in the Netherlands, and at East Midlands Airport in the UK

+16

flights for when you need to reach your customers faster



+1,000
vehicles to our fleet
of over 8,500

The capacity
to handle
71,500
more parcels per hour

During the busiest times, we strive to offer a service that is second to none – we're renowned for our reliability and safety record.

**Please visit our
Festive Shipping page
on [ups.com](https://www.ups.com) to view the holiday shipping
information for your country.**

On behalf of our 50,000 dedicated and proud UPSers in Europe, we wish you a happy and prosperous holiday season!