

# 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 clearly communicate delivery options, prices and timing on your website.



### 2. Stay on top of your shipments

Follow your parcels at all times with the help of our tracking tools.



### 3. Offer alternative delivery options 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 an economical and sustainable option 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. Make returns easily accessible

For those gifts that didn't 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 14 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.

This year, we've added:

More than **1,050** seasonal drivers and helpers and over **1,000** additional subcontractor delivery routes

**+15**

flights for when you need to reach your customers faster



**+1,100** vehicles to our European fleet of almost 7,500

New **enhancements** have been made to increase our capacity in our facilities in Bergamo in Italy, Lyon in France, Zaragoza in Spain and Cologne and Munich in Germany

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 Season page on **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!