NEED FOR SPEED
Lessons from four companies that know time is money

RETURNS AND YOUR BOTTOM LINE
Make reverse logistics a competitive advantage

PLUS
Tell us your 'taste from home' and WIN!
Anatomy of a cardboard box
The UPS year-end holiday schedule
A taste of home

Food, it seems, has a way of reconnecting us to our roots like nothing else. Take Chicago Cubs fanatic Mike Estes. When he moved to Portland, Ore., in 2001, he found himself far from his hometown team and his favorite hometown fare: pizza from Lou Malnati’s.

Deciding to throw a Chicago-themed party at his home, he ordered his favorite deep-dish delights from Malnati’s – thanks to UPS. “You can pick which day you want it shipped,” says Estes, “and it’ll be there the next day, guaranteed.”

Visit compass.ups.com for a chance to win pizza from Lou Malnati’s for 25 people – and discover other regional culinary favorites that ship to your home.

Say goodbye to missed deliveries

It’s a new era for residential delivery. UPS My ChoiceSM is a brand-new service that lets your residential customers make delivery choices before the package even arrives, reducing pressure on your customer service department – and possibly improving your bottom line. Here’s how it works:

- UPS My Choice members get delivery alerts before a package arrives. The day before delivery, members receive notice by e-mail, phone or text message. The notice will include an approximate delivery time, an end-of-day time or the committed delivery time for express services.
- Not home? No problem. Even before UPS makes a first delivery attempt, members can electronically authorize the release of packages, allowing drivers to deliver packages that require a signature, or they can have them held at a UPS center for pickup. For a $5 fee, customers can reroute packages to another address, reschedule delivery or have them delivered to a nearby The UPS Store® location for pickup.
- It’s easy to manage. All these features can be accessed simply by logging on to ups.com from your PC or mobile device.

The UPS My Choice Membership is free. The Premium Membership, available for just $40 a year, offers even more features, including access to an online delivery calendar and unlimited rerouting.

BECOME A MEMBER Designed for residential recipients and home-based businesses, this new service could also be a customer service bonus if you ship to residences. Recipients can receive their orders on the very first try! Enroll at ups.com/mychoice.

1919: UPS acquired its first delivery car, a Model T Ford. 2,000: Number of UPS alternative-fuel vehicles, making it one of the largest vs. 2009. How? By better matching vehicle type with a given route, using technology and focusing on how behavior can affect fuel use.
During the past few months, UPS has added or improved delivery times to more than a thousand ZIP Codes in its UPS Next Day Air® Early A.M.® coverage area. We now deliver to more ZIP Codes by 8 a.m. than anyone.

UPS acquired its first delivery car, a Model T Ford.

Number of UPS alternative-fuel vehicles, making it one of the largest private eco-friendly fleets in the world.

In 2010, UPS reduced the average amount of fuel used to deliver a package in the United States by 3.3 percent vs. 2009. How? By better matching vehicle type with a given route, using technology and focusing on how behavior can affect fuel use.

UPS shipped more than 100 metric tons of food and supplies to aid famine relief in the Horn of Africa in August.
Quantum View® Manage gives users a comprehensive view of all inbound, outbound and third-party shipments. The Imports view even helps you manage brokerage and customs information more effectively. This single web-based application helps you:

1. Manage staff more efficiently – you can flexibly deploy or augment your team with temporary help.
2. Pinpoint shipments and head off potential customer questions.
3. Promptly know when unforeseen events delay a shipment, so you can inform your customers.

**SUSTAINABILITY**

**Logistics rocks**

Can music be in harmony with the environment? UPS has partnered with Live Nation to offer eco-conscious artists and festivals, such as Dave Matthews Band Caravan, ways to reduce the carbon impact generated by transporting their tours. Watch a behind-the-scenes video of Dave Matthews Band Caravan at thenewlogistics.com or scan the bar code above with your smartphone.

**FIRST PERSON**

**Frozen assets**

“Dermagraft, our bioengineered skin substitute, is stored at minus–75 degrees Celsius, and the storage and handling of Dermagraft is extraordinarily complex and critical. There are a lot of requirements concerning how the product is handled, and all of those have to be followed or the product is no longer viable. The fact that UPS has been successful is a testament to their employees’ professionalism and their dedication to the philosophy that ‘It’s not a package, it’s a patient.’”

— Mike Whitmore, logistics manager of San Diego-based Advanced BioHealing

**UPS TICKER**

1924: Get movin’! UPS builds the first conveyor belt system for handling packages in Los Angeles.

40%: Sometimes less is more, as is the case with UPS’s new plastic composite car, which could cut a delivery truck’s carbon emissions by nearly half.
Tap into UPS’s global stocking network to save money and keep customers happy.

You made the sale. Now comes the hard part. Slow response to a repair request, difficulty receiving replacement parts or shipment of the wrong part can all drive away a once-loyal customer for good. Whether your company specializes in computer servers or air-conditioning units, your customers are counting on fast response to every service request. But even the best service technicians can’t do their job without timely access to repair parts.

UPS Post Sales Services, including service parts logistics, can help your technical team make repairs on time and then return unused or damaged parts to the correct location for restocking, repair or recycling.

“[a company] to be able to meet a 48-hour service agreement literally anywhere in the world, it might need dozens of depots that are filled with service parts,” says Jason O’Neill, global marketing post sales product manager for UPS.

Instead, companies can store repair parts at strategically selected UPS field stocking locations (FSLs). UPS’s global service parts logistics network – the world’s largest – includes more than 900 FSLs in 120 countries, so the right part can always be kept close to where it’s needed.

March Networks, an Ottawa, Canada-based provider of video surveillance equipment, tapped into UPS’s logistics network to improve its customer service. “We wanted to offer a two-day advance replacement capability to anywhere in the world,” says Jeff Range, March Networks’ vice president of global operations. “But entering into new markets was always really difficult. … Replacements could get caught up in customs, and we couldn’t guarantee when clients would receive them.”

By stocking inventory at nine UPS FSLs around the world, March Networks is able to guarantee the arrival of a replacement unit within 48 hours to its clients in 60 countries. The clients then return the equipment in need of service with a label provided by UPS, which can direct the package to a UPS repair facility. There, specially trained technicians recondition the equipment and enter it into March Networks’ inventory. “It’s like March Networks is there with the customer, anywhere in the world,” O’Neill says.

How UPS service parts returns works

1. Your technician places an order for a service part from a designated field stocking location.

2. The part is shipped with two special return labels: one for a defective part (which may go to the company or a UPS returns center to determine whether it should be repaired, recycled, reused or destroyed); one for an unused part (which goes back to the UPS field stocking location).

3. The technician makes the repair, applies the proper label to the defective or unused part, and places the package in the nearest of 60,000 UPS access points, including nearly 4,400 convenient The UPS Store® locations.

Learn more at ups-scs.com/logistics/postsales.html.
In business, what comes back to you is almost as important as what goes out. Whether the items being returned are clothing, electronics or household goods, the way you manage it – your returns strategy – can mean the difference between profit and loss. UPS offers these four tips for returns that are hassle-free, for both your employees and your customers.

1. **Offer convenience.** Making it easy for customers to return packages gets that inventory back into circulation faster and keeps your customers happy. With UPS Returns®, you can provide labels to customers in several ways. Include a return label with outgoing shipments, enable customers to initiate returns from your website or have UPS e-mail them a return label.

2. **Encourage fast response.** Make it as convenient as possible for clients to get their shipments back to you. With the special UPS Returns® Flexible Access label, your clients can drop the return packages at any UPS or U.S. Postal Service location – including their own mailbox. As with all UPS return services, you can track the shipment’s progress online.

3. **Stay in control of critical inventory.** When it’s essential that an item be returned in a timely matter, you can send a UPS driver to get it with UPS Returns® Plus. This also presents an added convenience to customers when the package is especially large or heavy.

4. **Put your best face forward.** There’s no better way to build loyalty than by replacing an item on the spot. Newly introduced UPS Returns® Exchange enables a UPS driver to deliver a replacement item and pick up the returned item on the same visit. The driver will even help repackage the return.

Satisfy your customers – and simplify your supply chain – with one of these options.

**UPS Returns®:** Process and track return shipments with ease, domestically and abroad. Print a UPS Returns label to include in your outbound package, send the return label separately, or request that UPS mail or e-mail a return label to your customer. Or, let your customers initiate returns from your website.

**UPS Returns® Flexible Access:** A special return label enables your customers to drop off their return packages at UPS or U.S. Postal Service locations – including their mailboxes. UPS will then pick up packages from the USPS.

**UPS Returns® Plus:** Arrange for UPS to pick up a return package directly from your customer. Choose one or three pickup attempts.

**UPS Returns® Exchange:** This new contract service streamlines the normal returns cycle, allowing a UPS driver to deliver a replacement item and pick up a like item for return during the same visit. UPS can also customize a returns solution for your specific needs. Or, you can develop a program with The UPS Store®. Learn more about the portfolio at ups.com/returns.

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**Returns and the bottom line**

As the peak shipping season approaches, a smooth returns process becomes critical. But follow these four tips, and you’ll benefit from a successful strategy.
Putting PATIENTS first

When it comes to healthcare logistics, UPS knows it’s a patient not a package.

For the person with diabetes in need of insulin, the heart patient awaiting a monitor or the individual expecting critical lab results, a delay of even one day isn’t acceptable. Timely delivery of medical supplies or medication could mean the difference between recovery and relapse.

At UPS’s special healthcare distribution facilities, the importance of such shipments is always top of mind. In fact, a reminder hangs from the walls, printed on large banners: “It’s a patient, not a package.”

“That really goes to the heart of everything UPS has done in the past decade in regards to the healthcare segment,” says Scott Szwast, UPS healthcare director of marketing. “The end goal of healthcare is significantly different from any other commercial segment. It’s more about the patient outcome than just a business concern.”

As general manager of Roll-A-Bout Corp., Dominick Venezia knows well the critical connection between patient outcome and commercial interest. His company, based in Frederica, Del., manufactures a four-wheel crutch substitute that provides added comfort and stability for individuals who need to be non-weight bearing below the knee.

“Because we’re shipping a medical device, our customers want to know what day they’re going to receive it,” Venezia says. “If they’re having surgery on Thursday, they don’t want to receive it on Thursday – they need it on Wednesday.”

SPECIALIZED GUIDANCE

UPS has dedicated people and solutions to serve the specialized needs of its healthcare customers.

“Our healthcare strategy is really one that leverages the entire UPS global product and service portfolio, which means everything from air freight to small package to warehousing and distribution to ground freight, ocean freight, brokerage...
Targeted solutions

UPS offers several specialized services just for healthcare companies.

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<th>Compliance and product safety</th>
<th>Temperature-sensitive solutions</th>
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<td>Specially trained team members ensure compliance in the handling and storage of regulated medicines, such as Class II controlled substances. Healthcare logistics personnel manage more than 800 regulatory licenses in the U.S.</td>
<td>“Two degrees Celsius can be the difference between a successful patient outcome and having to dispose of an entire shipment of pharmaceuticals,” UPS’s Scott Szwast says. Dedicated storage areas maintain the proper temperatures during warehousing, and UPS Temperature True® provides a controlled environment throughout air, ocean and ground transportation.</td>
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<th>Access to priority global markets</th>
<th>Customer channel strategies</th>
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<td>UPS’s flexibility, infrastructure and expertise enable companies to enter new global markets with speed as well as compliance.</td>
<td>Whether the end customer is a patient, a physician, a lab, a hospital, a distributor or a wholesaler, UPS helps companies manage their supply chain from manufacturing to consumption.</td>
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To learn more about UPS’s logistics solution for the healthcare industry, visit [healthcare.ups.com](http://healthcare.ups.com).

and regulatory compliance – and all regions and geographies of the world,” says John Menna, director of global strategy for UPS healthcare logistics.

Healthcare companies must address concerns that are unique to the industry or of heightened importance: regulatory compliance, access to emerging world markets, safe and reliable delivery of time- and temperature-sensitive products, or one-of-a-kind items, such as tissue samples.

“At the center of what we provide our healthcare customers is what we call our healthcare-dedicated warehousing and distribution facilities,” Menna says. With special features such as secure storage areas, finely tuned temperature control, redundant power supplies and highly trained quality-assurance specialists, these multinfectient facilities – totaling more than 4 million square feet around the world – provide scalable services, whether the customer is a small lab or a global pharmaceutical manufacturer. “Instead of having facilities they own and operate, they can come to us and only use what they need, which allows their costs to fluctuate with their demand.”

**CHOOSE THE SERVICES THAT FIT BEST**

With UPS’s full range of services, from small-package shipping to full-scale logistics planning, healthcare companies of any size can serve their customers well. As Roll-A-Bout has grown over the past 18 years, UPS has provided services to meet its needs, Venezia says. First, it was WorldShip® for creating small-package and freight shipments. In time the company turned to Quantum View® to keep an eye on inbound manufacturing parts and UPS Paperless® Invoice to streamline international shipments.

UPS APIs (application programming interfaces) on Roll-A-Bout’s website simplify customer ordering and tracking, and UPS Delivery Intercept® keeps shipments headed in the right direction even when patients’ hospital plans change. UPS Returns® helps keep the company’s robust rental business rolling, as customers know from the moment they receive their Roll-A-Bout where to return it. By taking advantage of these and other UPS solutions, Roll-A-Bout serves its customers by, quite literally, easing their burden.

“We pride ourselves on each order being shipped on the same day it is received, which is a credit to UPS,” Venezia says. “If a customer calls today, we box it and it leaves today. We’re offering fast service to people who need it.”

**Reliability**

When customers tour a healthcare-dedicated facility, they immediately recognize UPS’s commitment to the industry, UPS’s John Menna says. “We understand the strict requirements associated with the storage and warehousing of these products, and we certainly understand the transportation needs,” he says.
Wild for SALMON

Copper River Seafoods nets success with speed, solutions and service.

Alaska’s Copper River races white with rapids for 300 miles. The salmon here are robust, with natural oils and body fat that make them prized among both salmon connoisseurs and consumers alike.

Copper River Seafoods (CRS) has become a model for delivering premium, never-frozen seafood from Alaska to retailers and restaurants all over North America. With factory-like efficiency, CRS moves 20 million pounds annually of fresh salmon, halibut, rockfish and other cold-water catch, from dockside through processing and on to markets in just 48 hours using UPS Air Freight.

Delivery of such a highly perishable product requires focused, flexible logistics. “Our No. 1 problem is bringing our fresh product from our processing factory in Anchorage directly to our retailers,” says Scott Blake, president of CRS. “UPS is able to ship any volume, keep our product stable, keep a dependable supply going to our customers, and consistently do all of this overnight, delivered before 11 a.m. the next morning … all at competitive prices.”

Blake estimates UPS’s efficiency trims up to three hours every day from logistics and processing operations: “We’re probably looking at savings of $100 to $200 every day.”

CATCH-ALL TECHNOLOGY
CRS uses a manifest for its catch that shows when any individual fish was pulled from the water, its species, the boat that netted it and the processing...
facility. The company wanted a shipping product to mimic that tracking capability. UPS’s Customer Solutions team integrated WorldShip® to produce shipping labels automatically and delivery notifications for billing purposes.

The team also developed an easy way for CRS to keep track of delivery notifications. CRS simply presses one button to produce a delivery notification Excel spreadsheet, showing all shipments in a specified period, with the status of the deliveries.

When the salmon are running in the 24/7 summer high season, “there aren’t enough hours in the day,” says Blake. “The more time partners can capture for us, the more value they bring” to the operation.

To maximize efficiency, UPS developed an internal “brand” for highly time-sensitive shipments: hot-pink paperwork. Hot pink reminds UPS pilots, for example, to drop the lower deck temperature in a plane hauling 40,000 pounds of fish.

“We have zero margin for error,” says Carol Lahnum, a UPS Strategic Accounts manager. “So, the hot-pink signature for CRS serves as a quality-control function and a reminder that speed and temperature are critical.”

**COOL TEAM, COLD STORAGE**

Customer care lubricates the entire supply chain. “We put together a preferred shipper group in Seattle, a special team to monitor CRS shipments,” Lahnum says. “We used Quantum View® to track every package and we monitored them constantly.”

UPS also supplied two refrigerated trailers – 800 square feet of storage in all – to store hundreds of 35-pound boxes of fish prior to shipment.

CRS acknowledges the role logistics plays in its success. “Freight represents 30 percent of our cost of business,” Blake says. “It’s a critical component, so we have to have somebody that treats our business as if it were their own.”

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**WHAT WORKS WELL**

**Challenge**

Copper River Seafoods processes one of the world’s most perishable food products: fresh fish. North American customers expect fresh salmon at prices competitive with chicken, beef and pork.

**Solution**

UPS technology, its network and focused account team move Copper River Seafoods products from “boat to throat” in 48 hours.

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**Air support**

**AIR FREIGHT ON YOUR SCHEDULE**

When large shipments of goods need to be delivered fast, logistics takes to the air. UPS offers the broadest set of air freight services in the industry. We will ship palletized and loose freight around the world, with a variety of options that match your budget and deadline.

Learn more about UPS air freight services at ups.com/airfreight.

UPS provides day-definite International Air Freight services to give you the predictability and flexibility you need:

1. **UPS Express® Freight**, with guaranteed door-to-door deliveries within one to three days, to major metropolitan areas worldwide.

2. **UPS Air Freight Direct®**, which provides day-specific scheduling with airport-to-airport deliveries typically in one to three days.

3. **UPS Air Freight Consolidated**, which provides day-specific scheduling with airport-to-airport delivery within three to five days.

Three North American Air Freight options are also available for shipments with the United States, Canada and Puerto Rico. The fastest option is UPS Next Day Air® Freight, with delivery the next business day by noon or 5 p.m., depending on distance. If your shipment is less urgent, UPS also offers two- and three-day options. Whichever service level you select, UPS offers both guaranteed and non-guaranteed options.
For people battling diabetes, high-blood pressure and other medical conditions, a healthy diet is essential. For those who are homebound, though, preparing a meal with fresh fruits and vegetables can be challenging.

Enter: Seattle Sutton’s Healthy Eating (SSHE).

Twice a week, SSHE delivers ready-to-eat meals prepared to meet strict health guidelines and packaged to stay chilled throughout the transportation process. But with a previous shipping company, meals were often misrouted, leading to wasted food and unhappy customers.

“We were only getting a 60 or 70 percent delivery rate,” says Brian Emerson, SSHE corporate manager.

“We’d be calling the customer saying, ‘Please don’t eat those meals. We’ll refund you,’” says Paula Heaton, who handles national home delivery for the company. Many of SSHE’s customers are seniors, sight-impaired people and others with limitations that make it difficult to cook or shop for meals. “These people rely on our products exclusively. But we’re only as good as our delivery company,” she says.

FRESHNESS, DELIVERED

Seattle Sutton’s Healthy Eating serves up nutritious meals for customers who count on them.

SEATTLE SUTTON’S HEALTHY EATING

The family-owned company, named for its founder, delivers freshly prepared meals to help customers eat right.

Based: Ottawa, Ill.
Founded: 1985
Employees: 95
Website: seattlesutton.com

Freshness, A reliable shipping partner allows Brian Emerson, corporate manager for Seattle Sutton’s Healthy Eating, to get freshly prepared meals to customers who need them.

UPS’s reputation for reliability was key when SSHE’s management team decided to switch shipping companies. And results haven’t disappointed. UPS
has the company’s delivery rate up into the 99th percentile, Emerson says.

Staff can use Quantum View® Manage to see where every package is, anytime, freeing up people to do other tasks. Estimated shipping volume has doubled in one year, thanks in part to these improved tracking capabilities.

While UPS’s delivery rates are close to 100 percent, the occasional problem can crop up. For example, a customer may request delivery to an office but leave work before the shipment arrives. Heaton says that in those situations UPS helps solve the problem quickly, using UPS Delivery Intercept® to reroute the package, getting food to the new address quickly so it doesn’t spoil.

**EXPECTED SAVINGS**
The company also turned to the UPS Package Design and Test Lab, which identified that the food company could use smaller boxes – which cost less to ship – without risking weather-caused damage to food quality or safety. Those savings, in turn, can be passed along to customers.

UPS’s wide delivery area also is helping SSHE grow business. “The ground capabilities from our Ottawa [Ill.] location in my experience are amazing,” Emerson says. “By reaching more customers with one-day ground delivery, we can avoid having to charge customers for next-day service. We’ve improved customer growth because of that.”

Switching to UPS has also brought improvements in billing. “Before, I’d say [we found] 10 to 20 billing errors a week, and our shipping [volume] wasn’t that high,” says Emerson, estimating that the seven or more hours he spent on billing with his previous shipping company dropped to an hour a week, despite the higher volume. “And with a higher volume I don’t want to turn back. That’s for sure.”

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**Plan B**

**REROUTE YOUR PACKAGES WITH UPS DELIVERY INTERCEPT**

In a perfect world, your customers will always be where they say they’re going to be. Or, your fulfillment processes are flawless. But problems crop up. Maybe you find you’ve shipped the wrong item. With UPS Delivery Intercept®, you simply make a phone call or complete an online form to get that package returned to you. Meanwhile, the correct item is shipped and your customer never sees a mistake.

Depending on what’s best for the situation, shippers can choose from among four options:

1. **Return to Sender** – the package will come back to you.
2. **Deliver to Another Address** – the package can be rerouted, for example, to the customer’s home address.
3. **Reschedule Delivery** – hold the package and deliver it to the intended location on another date.
4. **Will Call** – your customer can pick up the package from a UPS Customer Counter at an operations facility (at no additional charge).

To learn more, visit ups.com/deliveryintercept. Note: Only the shipper can initiate this service.

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**Challenge**

Seattle Sutton’s Healthy Eating must deliver its freshly prepared meal packages on time to prevent spoilage. Many of the company’s customers are homebound seniors or those with disabilities who rely on the twice-weekly deliveries.

**Solution**

UPS’s network of ground and air options reliably delivers the meals to customers. UPS technology solutions also free up staff from spending as much time tracking packages and saves management more than six hours every week on billing reconciliation.
When a woman spends several hundred dollars on a pair of 4-inch platform pumps, chances are she wants her investment to last at least a few seasons. That’s where NuShoe comes in. The San Diego-based company restores worn or damaged footwear to like-new condition.

Employees are experts at repair, but before UPS’s help, getting shoes to and from customers was time-consuming and error-prone. UPS Account Manager Henry Pino suggested UPS Returns® to streamline the customer experience.

Too Many Steps
The NuShoe ordering system had been cumbersome. Customers had to request a mailing bag and order form. Employees printed the request then mailed a preprinted order form/brochure and postage-paid mailing bag to the customer.

“We needed to restock order forms and mailing bags in inventory constantly,” says Eric Neuner, president of NuShoe. In 2009, all those forms and bags added up to a $200,000 expense.

Plus, the information on the order forms wasn’t captured in the database. The company averages 2,000 repair orders per week, and staffers had to manually retype order information. Employees also sent e-mails to let customers know the shoes had arrived. Sometimes, indecipherable handwriting meant staffers had to
call the customer for clarification, adding to labor expenses and turnaround time. This manually intensive process led to data-entry errors and, sometimes, unhappy customers.

STREAMLINED AND SIMPLIFIED
With UPS Returns, the process is now automated. Customers print their own label from NuShoe’s website, pack their shoes in their own bag or box, and ship them via UPS. Requests for bags and forms are down significantly, saving time, labor and money.

With UPS Returns® Flexible Access, NuShoe customers also have the option of leaving the package at any UPS or U.S. Postal Service dropoff location or having it picked up by a UPS driver from their home. When a package is tendered to a Post Office, UPS picks it up there.

By capturing order information electronically, the repair company has seen a 60 percent drop in returns processing time, saving tens of thousands of dollars annually.

NuShoe also is pulling in new business thanks to the ease of use for customers. And on top of that, Neuner expects he’ll be able to grow his business without adding employees just to handle the additional order processing.

Another benefit of UPS Returns is tracking. The ability to track packages helps both customers and NuShoe. The company can create an internal report showing how many shoes are inbound and can plan workflow. Customers can check order status online 24/7, reducing order-status phone calls by 50 percent, saving at least $15,000 in just six months.

“There are not a lot of exciting changes in shoe repairing. This is a big deal,” Neuner says.

Challenge
NuShoe staffers had to manually process all shoe repair orders. Customers had to wait for a mailing bag to be sent to them before they could send in their shoes and could not track their order status.

Solution
With UPS Returns®, the customer inputs the information online, which transfers directly into the NuShoe system. Other results: a 75 percent reduction in requests for mailing bags, a 60 percent drop in returns processing time and a 50 percent drop in “Where’s my order?” calls.

Upgrade your site
LET UPS HELP MAKE YOUR WEBSITE RICHER
Looking for ways to increase the time your customers spend on your website, while empowering them to obtain the information they need when they need it — and still reduce your costs? Consider adding these APIs (application programming interfaces) from the UPS Developer Kit to your website. The APIs require XML/Web Services programmers to code and integrate.

- **Address Validation API**: Verify the city, state, and ZIP or postal code information is valid.
- **Address Validation Street Level API**: Verify the street address is valid, along with city, state, and ZIP or postal code.
- **Locator API**: Search for UPS shipping locations based on type (drop box, The UPS Store®, Customer Counter, etc.) and services offered.
- **Pickup API**: Request a pickup for you or one of your customers.
- **Quantum View® API**: Stream visibility data over the web into internal applications from your Quantum View Data subscription.
- **Rating API**: Compare delivery services and shipping rates to meet your needs.
- **Shipping API**: Print UPS labels from your internal business systems.
- **Tracking API**: Obtain package status information for your shipments.
- **Time in Transit API**: Compare shipping transit times of UPS services.
- **Signature Tracking® API**: Obtain proof-of-delivery information, which contains a digitized signature and full delivery address.
- **UPS TradeAbility® API**: Prepare and manage international shipments with Denied Party Screener, Landed Cost and Import/Export Compliance.

TO GET STARTED, REGISTER AT MYUPS.COM
Once you have your ID and password, visit ups.com/upsapi_integration to determine if the UPS Developer Kit APIs are a good fit for your organization.
Whether it’s a skinned knee, a shaving nick or a hot-water scald, most of us have injured our outer layer at some point. Usually the injury heals within a couple of weeks. But for people with diabetes, sometimes wounds may not heal.

Enter Advanced BioHealing (ABH), a California-based Shire company that makes Dermagraft, a living cell product that can help treat the wounds of patients with diabetic foot ulcers. Dermagraft is a bioengineered skin substitute made of living tissue and takes months to produce. Its storage and shipment are complex, as it is cryopreserved and its temperature must be kept at minus-75 degrees Celsius.

Mike Whitmore, ABH’s logistics manager, explains that before turning to UPS, the company faced two additional challenges. First, it was running out of storage space; when operating at maximum capacity, the company can produce more than 300,000 units of Dermagraft per year. Second, keeping its entire inventory in one location posed a risk to the supply.

“I had my hands on everything here,” Whitmore says. “It wasn’t in my nature to let somebody else take over this process for us.” Yet Whitmore knew he needed to find a partner that could protect his product and his customers. After evaluating his options, he turned to UPS for its outstanding reliability and healthcare distribution capabilities.

Whitmore was glad he had made this decision when a massive power outage in San Diego and
surrounding areas left more than 1 million people in the dark this past September and caused the local airport to shut down. “We knew that with traffic congestion caused by the blackout and the airport’s inactivity,” Whitmore says, “we had to rely on UPS to ship that day’s supply.” He called the UPS crew in Louisville, Ky., where nearly 25 percent of the company’s product is stored in UPS’s healthcare storage facility.

UPS’s ABH operations team had already left for the day but returned when the call came in. And, the team was able to fulfill 100 percent of the day’s orders.

“I couldn’t believe UPS actually completed all the shipments that day,” Whitmore says. “This is exactly why we have operations in Louisville with UPS.”

**PROCEDURES DOWN COLD**

UPS has quickly become an extension of ABH’s transportation and distribution network. UPS’s pharmaceutical-grade freezers in Louisville are maintained at the proper temperature, and the UPS team implements ABH’s strict procedures, including opening freezer doors for just seconds at a time when removing product and then keeping them closed for at least five minutes before reopening them.

“There are a lot of requirements concerning how Dermagraft is handled, and all of those have to be followed or the product is no longer viable,” Whitmore says.

Mishandling Dermagraft can have a large monetary impact, but Whitmore considers the risk for patients a bigger potential loss. These patients – who may have mobility issues or other health problems – often plan their appointments so they see their doctors for treatment on the same day that the Dermagraft arrives. So any problems with the product could result in a wasted visit – and a wound that continues to go without the treatment it needs.

“Most shipments are made directly to our customers, one to five pieces at a time, all in validated shipping containers. The shipments either synchronize with an appointment for a patient awaiting treatment, or can be stored for future use by the medical facility in a validated freezer,” Whitmore explains.

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**Keep it cool**

**MORE CONTROL IN YOUR COLD CHAIN FROM UPS TEMPERATURE TRUE®**

Temperature control is critical in the successful delivery of vaccines, biologics and other lifesaving healthcare products. Fluctuations of more than a few degrees can result in the loss of some vital treatments. There’s no room for error. And PharmaPort™ 360 containers leave nothing to chance.

- **Dependable and safe:** Using self-regulating temperature-control technology, this latest advancement of UPS Temperature True air freight shipping proactively safeguards products – and in an environmentally responsible way. Passive temperature-control methods, such as dry ice, don’t apply to PharmaPort 360. So, no special hazardous materials contracts are necessary.

- **Strength in numbers:** During transit, these containers, measuring 80 x 52.5 x 58.5 inches, tolerate external temperature fluctuations while maintaining cold-chain cargo within two degrees of 5 degrees Celsius.

**FREEZE FRAME** For more information on cold-chain transportation, please contact your UPS account manager or visit healthcare.ups.com. Also, information about PharmaPort 360 is available at ups.com/pp360.
The shipping box: You might not think of it as much more than a collapsible container, but it’s the product of more than 100 years of engineering. Today’s corrugated box features three layers of cardboard to withstand the hazards of shipping. However, its performance still relies on how it interacts with the contents you put in it.

INSIDE TIP
Don’t overlap the box flaps – this just breaks down the cardboard faster.

MUSCLE MATTERS
To ensure your package provides the right protection, follow the UPS Box Strength Guidelines (on ups.com/packagingguide), which will help ensure your package provides the right protection.

KEEP IT COOL
If you use biodegradable packaging materials, don’t store them in excessive heat or humidity, which can cause them to break down more quickly.

SEAL THE BOX PROPERLY
UPS recommends a “six-strip method” applying pressure-sensitive, water-activated or heavy-duty nylon tape on the cross seam and both side seams (top and bottom of the box).

PACK RIGHT
The right size box reduces the cost and waste associated with packing materials. It’s generally best to cushion a product with at least two inches of protection on all six sides, and be sure there are no empty spaces unfilled. The UPS Package Lab can determine the best fill material. To get specific packing guidelines, use the UPS Packaging Advisor at ups.com/packagingadvisor.

REUSE WISELY
The more times a box is used, the less rigid it becomes – and up to 50 percent less protective. If you must reuse a box, make sure it is rigid and in good condition (no punctures, tears, rips, or corner damage, with all flaps intact).

DIMENSIONAL WEIGHT VS. ACTUAL WEIGHT
Dimensional weight, also known as dim weight, evaluates the height, length and width of a box being shipped, instead of the gross weight in pounds. Therefore, larger, lighter packages – which take up more space than their smaller, denser counterparts – are charged differently. Learn more about dim weight at ups.com/dimweight.

In the 1870s, Scottish-born Brooklyn paper-bag maker Robert Gair was printing an order of seed bags when a metal rule normally used to crease bags shifted in position and cut the bag, creating what is now referred to as “semi-flexible packaging.”

Corrugated material – which is made up of three layers of cardboard – was not used as a shipping material until 1871. It was patented in England in 1856 as a liner for tall hats.

Truly fascinated by boxes? Visit the Musée du Cartonnage et de l’Imprimerie (Museum of the Cardboard Box) in Valrèas, France, which traces the history of cardboard boxes back to 1840, when it was used by silk manufacturers for transporting silkworm moths and their eggs from Japan to Europe.

Smart packaging not only protects the contents of your shipment, but it also can be a more sustainable choice. In 2010, UPS established an Eco Responsible Packaging Program that assesses customers’ packaging, cube optimization and packing materials. Visit ups.com/ecoresponsible.

You can thank breakfast cereal for the ubiquity of the cardboard box. When the Kellogg brothers invented their Toasted Corn Flakes in the early 1900s, the popularity of the cardboard boxes skyrocketed.
2011 YEAR-END Holiday Schedule

THANKSGIVING

Tuesday, Nov. 22
■ Normal pickup and delivery service for air, international and ground packages. UPS Next Day Air® packages picked up today will be delivered Friday, Nov. 25.

Wednesday, Nov. 23
■ Normal pickup and delivery service. UPS Next Day Air® packages picked up today will be delivered Friday, Nov. 25. UPS 2nd Day Air packages picked up today will be delivered Monday, Nov. 28 (except those processed and labeled for delivery on Saturday, Nov. 26).

Thursday, Nov. 24, Thanksgiving Day
■ No UPS pickup or delivery service. (UPS Express Critical® service is available for urgent packages. Call 1-800-714-8779 or visit upsexpresscritical.com.)

Friday, Nov. 25
■ Delivery of UPS air and international packages only.
■ No UPS Ground pickups or deliveries today.
■ Pickup service provided for air and international shipments if prearranged by Wednesday, Nov. 23. UPS On-Call Pickup® service and all UPS Drop Boxes also are available for air and international packages.

Saturday, Nov. 26
■ Delivery of UPS Worldwide Express®; UPS Next Day Air and UPS 2nd Day Air packages processed and labeled for Saturday Delivery.
■ Pickup of air and international packages for regular Saturday pickup customers or via UPS On-Call Pickup service.

CHRISTMAS

Thursday, Dec. 22
■ Normal pickup and delivery service for air, international and ground packages. UPS Next Day Air packages picked up today will be delivered Friday, Dec. 23. UPS 2nd Day Air packages picked up today will be delivered Tuesday, Dec. 27 (except for those processed and labeled for delivery on Saturday, Dec. 24).

Friday, Dec. 23
■ Normal pickup and delivery service for air, international and ground packages. UPS Next Day Air packages picked up today will be delivered Tuesday, Dec. 27 (except those processed and labeled for delivery on Saturday, Dec. 24). UPS 2nd Day Air packages picked up today will be delivered Wednesday, Dec. 28.

Saturday, Dec. 24, Christmas Eve
■ Delivery of UPS Worldwide Express, UPS Next Day Air and UPS 2nd Day Air packages processed and labeled for Saturday Delivery.
■ Pickup service provided for air and international packages if prearranged by Friday, Dec. 23, or via UPS On-Call Pickup service.

Sunday, Dec. 25, Monday, Dec. 26, Christmas holidays
■ No UPS pickup or delivery service. (UPS Express Critical service is available for urgent packages. Call 1-800-714-8779 or visit upsexpresscritical.com.)

NEW YEAR’S

Friday, Dec. 30
■ Normal pickup and delivery service for air, international and ground packages. UPS Next Day Air packages picked up today will be delivered Tuesday, Jan. 3 (except those processed and labeled for delivery on Saturday, Dec. 31). UPS 2nd Day Air packages picked up today will be delivered Wednesday, Jan. 4.

Saturday, Dec. 31, New Year’s Eve
■ Delivery of UPS Worldwide Express, UPS Next Day Air and UPS 2nd Day Air packages processed and labeled for Saturday Delivery.
■ Pickup service provided for air and international packages if prearranged by Friday, Dec. 30, or via UPS On-Call Pickup service.

Sunday, Jan. 1, 2012, Monday, Jan. 2, New Year’s holidays
■ No UPS pickup or delivery service. (UPS Express Critical service is available for urgent packages. Call 1-800-714-8779 or visit upsexpresscritical.com.)

References to “UPS air and international packages” in the schedule above include the following UPS service options: UPS Next Day Air® Early A.M.*, UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air®, UPS Worldwide Express® Plus, UPS Worldwide Saver®, UPS Worldwide Express Critical® and UPS Worldwide Expedited®.

Time-in-transit notes: On UPS holidays – Nov. 24, Dec. 26 and Jan. 2 – there is no movement of any packages tendered to UPS. Also, Nov. 25 is considered for the purpose of the UPS Service Guarantee as a transit day for “UPS air and international packages” only.

Peak-season service guarantees: Commitment times for air and international shipments delivered within the United States will be extended by 90 minutes on the following days: Nov. 25, Dec. 19-24 and Dec. 31. UPS air and international shipments picked up or delivered in the United States are guaranteed throughout the holiday season. The guarantee is suspended for UPS Ground and UPS Standard packages picked up or scheduled for delivery between Dec. 12 and Dec. 24. For further details, visit ups.com for UPS Tariff/Terms and Conditions of Service.

Download this schedule at compass.ups.com/holiday or scan the bar code to the right with your smartphone.
Q: I sent a box UPS Ground that needs to arrive sooner. Can I upgrade to overnight service?
A: Unfortunately, you cannot switch the service type once something has been shipped. You can request a UPS Delivery Intercept® and have the ground package sent back to you—then resend another item using a faster service such as UPS Next Day Air.® Get Step by Step directions at compass.ups.com/deliveryintercept.

Q: When is the last day to ship and still get a package in time for Christmas?
A: For express services, that’s easy. UPS will deliver UPS Next Day Air and UPS 2nd Day Air® on Dec. 24 for packages labeled and processed for Saturday delivery. Because the transit times for UPS Ground vary depending on distance (and Dec. 23 is the last delivery day for UPS Ground), consider using the time and cost calculator at wwwapps.ups.com/ctc/request to more accurately choose your last day for UPS Ground.

[ASK THE EXPERT]
He’s got answers

[LOG ON]
Here’s what you’ll find on compass.ups.com

READ
- Learn nine ways to ship smarter and cut costs: compass.ups.com/savvy.

WATCH
- They say accidents happen, but not for two UPS drivers who have traveled millions of mishap-free miles. Ride along at compass.ups.com/millions.

ENGAGE
- Has UPS helped your company thrive? Tell your story: compass.ups.com/tellmystory.

TAKE YOUR PICK
- Download the UPS 2011 year-end schedule in alternative formats or view it as a webpage: compass.ups.com/holiday.

SPECIAL OFFERS
No purchase necessary. Open to legal residents of the 50 U.S. states and D.C., 18 or older, who are existing UPS customers with a valid UPS account number prior to promotion start 11/2/11. Entries must be received by 11/30/11. Odds of winning depend on number of eligible entries received for each promotion. Void where prohibited. Subject to applicable law. For eligibility and other terms and restrictions, see Official Rules at compass.ups.com. Winners for each promotion to be selected on or about 12/8/11. *Pizza Sweepstakes: Total of 3 prizes to be awarded, prize is 13 large pizzas from Lou Malnati’s of Chicago (ARV: $250). **Laptop Sweepstakes: one prize, a 3-D laptop selected by Sponsor (ARV: $1,600). Sponsor: United Parcel Service General Services Co., 55 Glenlake Parkway, NE, Atlanta, GA 30328.

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