Integrating with UPS
Quick Guidelines for Success

UPS’s powerful technology can help you streamline your supply chain and advance your business. Our technology enables you to work smarter and faster — facilitating the electronic exchange of orders, shipping notices and other essential information, while reducing paperwork and saving time and expense. Clearly track and manage what’s coming and going, and keep customers informed before they ask.

The key to a successful technology implementation is integration — the ability to seamlessly share data between your system and UPS. As your logistics provider, UPS can provide all the necessary integration support and guidance, so you can focus on your business.

Resource Constraints?
Leverage UPS’s IT Integration Solution Services

If you lack experienced integration personnel or your resources are currently unavailable, UPS offers IT Integration Solutions services, including IT integration expertise and project management support. For more information, contact your UPS SCS representative.
Integrate Your System *Right* the First Time

With these basic guidelines, UPS can help you take the mystery out of data integration, avoiding common pitfalls while maintaining business continuity. Whether straightforward or complex, systems integration requires careful planning, realistic expectations, necessary time and resource allocations, experienced IT personnel and ongoing communication among team members.

1. **Analysis: Be Prepared and Plan Ahead**
   Careful analysis and planning will lay the groundwork needed for a successful integration, helping you avoid unnecessary delays and expenses. Steps include:
   - Establishing file formats and transfer protocol to verify alignment with UPS systems
   - Determining shared data, data fields and data lengths
   - Identifying internal system to be updated

   Pay close attention to **data mapping** — the component paramount to a successful integration. Here, you will create the blueprint for data being sent back and forth between you and UPS.

2. **Development: Build a Solid Foundation**
   Using data maps, build programs to insert/extract data from your system. Steps include:
   - Building and then performing unit tests to check each programs’ segments
   - Building and/or providing test scripts to determine testing requirements

3. **Testing: Closely Inspect Foundation**
   Test all developed programs with UPS to flush out problems before proceeding into a production environment. Steps include:
   - Conducting initial connectivity test to help ensure both systems can send/receive data
   - Completing data tests to verify correct data population for location/length in fields and forms
   - Tracking, recording and correcting any identified errors

4. **Go Live: Preliminary Walkthrough**
   Check and address errors missed during the testing phase *before* you fully “go live.” Steps include:
   - Aligning dates with UPS to ensure all required change controls occur at same time
   - Running a “golden transaction” for each transaction type to validate data before “go live”
   - Monitoring initial flow of activity

5. **Training and Support: Facilitate a Smooth Transition**
   Executing a seamless integration requires training the *right* people and clearly communicating all expectations and process changes. Steps include:
   - Training operational and support-level personnel prior to “go live”
   - Implementing effective support processes
   - Providing reference materials or quick tip guides

   For more details, please refer to either *Integration 101: Your Blueprint for Success* (beginners) or *Integration 102: Your Blueprint for Success* (advanced).

**UPS Speaks Your Language**

UPS IT Integration Solutions supports many file formats and transfer protocols to facilitate accurate and efficient information exchange with its customers.