The Far East is not so far

“Dynamic” is almost an understatement when describing today’s Asian market. Whether you want to move goods to, from or within this vibrant region, we can make it happen – faster and better than you ever thought possible.

China on Course for Sustained Growth

China, the biggest economy in Asia and by UPS within just two days. From Europe, you can reach this market and reliably move their goods to and from Asia and within the growing Asian markets.

South Korea has its eye on the ball

This summer’s football World Cup put Asia center stage for a global audience, but it was South Korea that really stole most of the headlines. The audience, but it was South Korea that put Asia center stage for a global economy.

The Far East is not so far than you ever thought possible.

UPS Refines its Asian Air Network

UPS first established its operations in Asia-Pacific in 1988 and now offers its services in over 40 countries and territories in this region, serving 14 airports with a highly developed air network that stretches from Seoul to Sydney and Tokyo to Bombay. Since April 2001, UPS has had daily direct flights between China and the USA – becoming the first air express carrier providing non-stop service between the two nations. Services from Europe leave daily routing via the Middle East and Bombay giving a two day transit time to key locations in the Philippines, Taiwan, Singapore. Items requiring customs clearance to China and Japan take an extra day.

A new UPS intra-Asian hub in the Philippines is located within just four hours of every major Asian city. The new 2,300-square-metre hub enables UPS to reach key cities such as Hong Kong, Singapore, Philippine, and Java. The new UPS intra-Asian hub in the Philippines can operate with over-increasing efficiency and reliably move their goods to and from Asia and within the growing Asian markets.

Put time on your side

Where faster delivery times are critical to success, UPS has responded and our latest technology tools can also enhance the speed of your customer service. Imagine that you want to ship that important contract to your business partner in Tokyo or that spare part to your customer in Hong Kong. Picture their reaction when they receive an e-mail at the same time you process their shipment, informing them of the shipment’s unique tracking number so they can track it on its way – while you’re fast asleep in a different time zone. A nice touch, free of charge and simple to trigger if you use UPS Internet Shipping or UPS Online™ WorldShip™.

The opportunities in the Far East have never been greater. Just think: the 12 largest economies in Asia represent more than a quarter of the world’s GDP.

China enjoyed GDP growth of 7.3 percent last year and there is no evidence of a slowdown. In fact, our latest UPS Europe Business Monitor revealed that business is going to be quick in penetrating the Great Wall, with half of Europe’s top business leaders surveyed expecting their company to increase or start business with China, now that it has joined the WTO. With transit times to Beijing, Shanghai, Seoul and Manila, faster. Businesses worldwide can thus operate with ever-increasing efficiency and rely on the ups to assist with import and export requirements.

One of the key elements of a smart label is the barcode. We all know that barcodes are a way of life - appearing in all sorts of places ranging from wristbands in hospitals, milk at the supermarket to baggage on an airport carousel. Barcodes are smart too. So smart that they are even called “smart” labels and they can ensure your shipments reach their destinations safely and fast.

One of the biggest竞争优势 is that China has 1.2 billion people that are the world’s biggest market. Imagine that you want to ship that√ important contract to your business partner in Tokyo or that spare part to your customer in Hong Kong. Picture their reaction when they receive an e-mail at the same time you process their shipment, informing them of the shipment’s unique tracking number so they can track it on its way – while you’re fast asleep in a different time zone. A nice touch, free of charge and simple to trigger if you use UPS Internet Shipping or UPS Online™ WorldShip™.

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UPS has the infrastructure in place that can help your company turn those opportunities into success.

Increasingly companies are leveraging technology solutions to create shipping documentation automatically. One of the most obvious results is the computer-generated shipping label. Not only do these look good, they can help your company turn those opportunities into success.

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A new face for www.ups.com

If you haven’t already bookmarked your country page on www.ups.com, you’ll soon notice a difference when you go to our site. The first stage of a significant upgrade to our website is coming soon with the redesign of our entry page. You will immediately see a drop-down menu allowing you to find your country’s home page and set it as your default. Just save your country page, if you want to go directly to that next time you visit our website. www.ups.com was launched in 1994. Over the last eight years it has developed into one of the world’s most visited sites, with over 65 million hits every day. As you can imagine, it’s outgrown itself a little, so over the next months we are re-developing the site. You’ll find it faster to navigate, easier to use and full of useful interactive functions and information.

Check out next issues of UPS Forum to learn of further changes as they occur.

UPS on the Net

Welcome to UPS

Select your country

Check out next issues of UPS Forum to learn of further changes as they occur.
Since 1907, UPS has been determined to provide its customers with innovative services and quality products. Today, UPS is unique on the market as a completely integrated delivery company –

**Shipments**

Located within the Activities menu, this function is very easy to use. Here are some of the features:

- **Search Function**
  - WorldShip saves all shipment data in the Shipment History database. Using the search function you can quickly locate previous shipments, look up their details, track them or even copy the details for repeat use.
  - You can also search using your own internal reference numbers.

- **Tracking Function**
  - To track one or multiple shipments, just highlight the respective shipments in the list and click the Track button. The results appear in the Package Detail window.

- **Export option**
  - Shipment history data can also be exported if you find any of the information useful for your own reports or applications.

- **Signature Tracking**
  - Within Shipment History, you can also use the UPS Signature Tracking™ function, which calls up a digital image of the signature of your shipment’s recipient. This is the ultimate proof of delivery and your accounts department can use it to solve invoice queries or effectively chase payment.
  - Firstly, you have to request a PIN and activate the functionality. This helps prevent unauthorized access to your specific delivery information. To do this:
    1. Go to the Activities menu and select Internet Services and then Home Page.
    2. On the UPS home page select “Request Signature Tracking” from the UPS company menu. Request the PIN.
    3. When you receive the PIN, (it is mailed) connect again to the UPS Homepage, through WorldShip, and “Activate Signature Tracking” in the “Account Organizer” section from the MY UPS.com menu.
  - From then on, you will have the option to call up the signatures for all the shipments you ship from within Shipment History by simply ticking the View Tracking Summary Page box.

- **Multiple Access**
  - If you are using WorldShip on a LAN environment other departments can also access the Shipment History Files – for tracking or billing purposes etc.
  - This can streamline internal processes, free up resources and enable staff to be more immediately responsive to shipping related customer queries.

- **Request Signature Tracking**
  - You can request a PIN for signature tracking by clicking the “Request Signature Tracking” button within the Shipment History section.
  - Once the PIN is received, you can activate signature tracking by going to the Activities menu and selecting “Activate Signature Tracking.”

- **Shipment History**
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    - **Search Function**
      - WorldShip saves all shipment data in the Shipment History database. Using the search function you can quickly locate previous shipments, look up their details, track them or even copy the details for repeat use.
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- **Customer Case Study**

  **Making UPS part and parcel of your business**

  Businesses need to be efficient, cost-effective, deliver top quality service and respond to customer needs. We all know that. This takes professionalism, dedication and expertise. We know that too.

  These days, it also takes technical know-how and this is where UPS comes in. UPS’s package information data can be integrated into business applications in your company resulting in enhanced customer service and increased business efficiency.

  **Integrate to accumulate**

  The impressive technical infrastructure required to deliver over 13 million packages and documents a day and an information technology (IT) spend of one billion dollars a year, makes UPS a pretty capable outfit. Much of this technology is available for use in your business: you can have access to what makes UPS tick.

  Here’s how just a few European based companies are making the most of UPS technology, today:

  **Dell**

  - Dell, the world’s largest direct computer systems company, are well documented as being at the forefront of the world’s high-volume Internet commerce sites. In a move to underline their customer commitment and reinforce their direct-to-customer business model, they have integrated the UPS OnLine Tracking Tool™ into their website. This allows customers to track their packages, directly on the Dell website, from the moment they leave the factory until they are delivered.
  - By the simple integration of Dell’s order number and the UPS tracking number, a customer can use their Dell order number to follow their order 24/7 online. This facility, in the words of Dell is: “An essential part of our superior customer service offering.”

  **E/D/E**

  - E/D/E, Europe’s largest purchasing and marketing association, based in Germany, have implemented SAP as their Enterprise Resource Planning (ERP) tool. SAP R/3 4.6 includes UPS tracking functionality that allows E/D/E to track their orders directly out of their SAP system. This integrated tracking functionality, unique to UPS, enables E/D/E and their members, to track order status at any time using their unique order number. This removes the need to have several systems communicating with each other, thereby maximising speed and efficiency.

  **Flectiondirect**

  - Flectiondirect are a medium sized (and rapidly expanding) Dutch reseller of computers and hardware accessories. Their business is totally Internet-based and so they rely on a high degree of IT automation in order to run the business. Orders are placed over the web and dispatched via UPS.
  - Flectiondirect have implemented – amongst other applications – UPS Returns on the Web in order to streamline their returns functionality and increase customer satisfaction. The UPS Returns on the Web service is tailored to integrate with Flectiondirect’s own returns policies and if a customer needs to return any equipment, for whatever reason, they can visit the Flectiondirect website and submit a return request. They are then given a returns label which they stick to the package ready for the UPS driver. Simple and effective.

  **Sounds good?**

  If any of these solutions sound interesting visit the “Business section of your country page on www.ups.com to learn more or email us at cseservices@europe.ups.com.

  Jos Dujardin, UPS e-Business Solutions Director
Smart makes sense

Continued from front cover

Everything these days seems to have a barcode—but without a scanner device, you’ll have a hard time deciphering them. But don’t underestimate their role, the information they contain or the benefit they can bring.

Here’s how and why UPS encourages you to “smarten” up your packages... if you haven’t already.

What is a smart label?

This is a label made up of symbols, numbers, letters and barcodes. At UPS, each label is unique to the package it’s on. It contains all the information needed to ensure a package is swift and sure path to its destination, with a minimum human intervention. It is the technology enhanced “smart” replacement for the traditional paper waybill.

UPS Smart Label Elements

Manicode – An amazing UPS-developed label that contains the package’s tracking number, weight, service level, address detail. It can store more information than 47cm of standard barcode and is decipherable at any angle.

UPS Routing Code – The letters and numbers give us specific information on the package’s final destination, the UPS facility it will be sent to and even exactly where in the facility the package will be sorted.

Postal Barcode – This simplifies our vehicle tracking and hub operations, helping fast automated sorting by postcode within our centres.

Service Icon – This unique human-readable information indicates the package’s service level in our package handlers and theirs.

Tracking Number Barcode – This uniquely identifies each package as it travels through our system. You can also use this to track the status of your packages.

What’s the benefit?

- Increased reliability
- Improved transit times
- Value-added services

UPS OnLine Shipping Tool is an XML-based application that can be used via your internet or enterprise system. It tells your employees ship from their desktops and print out their smart labels while remaining within your own systems environment. It allows you to fully control and customise the UPS shipping functionally and services you want to give your users access to.

If you have a centralised shipping function, UPS acquired Mail Boxes Etc. last year so you have access to a growing suite of shipping and printing alternatives to a growing segment of small and retail office customers. MBE is the world’s largest franchisor of independently owned and operated business, communication and shipping centres with over 4,500 locations worldwide. To find out the location of your nearest MBE store, ask your driver, call UPS or visit www.mbe.com.

So, when you’re understaffed, overloaded or simply out of time – the local MBE store might be just the solution.

International Holidays Winter 2002

NOVEMBER

1st All Saints Day, many countries including Belgium, Venezuela, Ivory Coast
7th Day of Accord & Reconciliation, Russia
11th Armistice Day, Veteran’s Day, Remembrance Day, Belgium, France, USA, Canada
12th Independence Day, Kenya
15th Proclamation of the Republic, Brazil
20th Repentance Day, Saxony in Germany
28th Thanksgiving, USA
30th Uniy Day, Vanuatu

DECEMBER

2nd National Day, United Arab Emirates
6th Independence Day, Finland Day of the Constitution, Spain Eid Al-Fitr, Most Islamic countries
10th Constitution Day, Thailand
13th National Day, Santa Lucia Independence Day, Kazakhstan
16th Day of Reconciliation, South Africa

25th Christmas, All Christian countries
26th Boxing Day, St Stephen’s Day, Most Christian countries
30th Anniversary of the Republic, Madagascar

JANUARY

1st New Year’s Day, Many countries around the world
10th Remembrance Day, Belgium, Liechtenstein, parts of Switzerland
25th Hannukah, Israel
30th Anniversary of the Republic, Thailand

Need more time at the end of the day?

Your nearest MBE store could be just the solution

UPS driver and the brown package car have been and gone. The day’s shipments are safely on their way and the mailbox is looking distinctly emptier than a few hours ago. Then along comes that dreaded request...

Any chance of sending this out today?*

Well, there is a solution close at hand. MBE stores have among the latest UPS collections times and you can drop off your UPS account packages at no additional charge. This gives you extra time at the end of the day and a back-up plan for those last minute nashes.

If you have not been to an MBE store, it is worth the trip. The staff can do more than just ship your packages. They can also provide the packaging materials for your item and even package it up for you, professionally and securely. You’ll also find office supplies, photocopy / fax facilities and lots more.

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UPFs OnLine Shipping Tool is an XML-based application that enables you to arrange to send your packages using smart labels via UPS OnLine “WorldShip™” software. Alternatively, contact your UPS associate, call our call centre or email us with questions at tellus@upsforum.com.

Remember – this newsletter is just for YOU!

Your opinion is important to us and we’d love to hear what you think of UPS Forum, any suggestions you might have and stories (funny or not) that you want to share. Send them to tellus@upsforum.com What’s more, if you know of someone who would like to receive UPS Forum regularly, give us their details and we’ll make sure they don’t miss out!