



Forum

www.ups.com

The latest news and views from UPS – Autumn 2002

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.



Today, Asia is home to 65 percent of the world’s population and the region’s economies provide a burgeoning opportunity for global trade. For many businesses, the area represents new, untapped markets or key importing origins. Whatever your needs, UPS’s comprehensive air network puts these markets in closer proximity than ever before.

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 performance of the South Korean national squad last June raised quite a few eyebrows and in many ways reflected the country’s unyielding determination and recent stellar economic performance. From Europe, you can reach this market by UPS within just two days.

China on Course for Sustained Growth

The story is even more positive for China, the biggest economy in Asia and also the world’s fastest growing.

Following the gradual introduction of market-style reforms from the late 1970s onwards, decades of rapid economic growth have led China to seize its place on the economic stage.

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 Shanghai or Beijing of just two days for documents or imports and three days for dutiable exports, time is on your side.

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 Sidney 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 Beijing, Shanghai, Seoul and Manila, faster. Businesses worldwide can thus operate with ever-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 Taipei 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... now relax:



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

Smart makes sense

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 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 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.

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Inside Story

Service Changes

Learn about some key service changes starting 6 January 2003. InBrief on page 2.

UPS OnLine™ WorldShip™ Tip

Are you aware of all the useful Shipment History functions? See page 3 for an insight.

Customer Case Study

See how some of our customers are integrating technology to enhance customer service on page 3

Alternative Drop-Off Options

An MBE store can be a lifesaver if you’ve missed the UPS driver. Check out page 4

InBrief

Service changes 2003

There will be some service and rate changes effective 6 January 2003, so read here to learn about them in advance.

Redefinition of service coverage for UPS Standard and UPS Expedited services

With the main intention of making our service definitions easier to understand and remember, the UPS Standard service* will be expanded to cover all continental Europe destinations (until 5 Jan 2003 it covers just the EU). At the same time, the UPS Expedited service will apply for all worldwide destinations outside continental Europe (until 2003 it is everywhere outside the EU). UPS shipping systems will be adjusted to handle this change and UPS OnLine™ WorldShip™ 5.0 software will be mailed to customers who use the software and ship with these services.

These two services are suited for less time sensitive shipments where a balance between speed and economy is key, without losing the ability to plan and schedule transit times.

* UPS Standard is a new service for customers shipping from Norway.

Expansion of Express coverage

From 6 January 2003 the UPS Express Saver service will be available everywhere within the EU (except Greece) with a consistent "next business day" guaranteed delivery commitment or your money back.* The service is ideally suited for urgent shipments requiring an Express service, but where economy is more critical than the precise time of delivery on the day.

*Some remote areas might require additional transit days.

Annual rate increase

UPS will be raising its rates slightly, across all services, a month earlier than previously. The increase will take effect from 6 January 2003. The timing has been moved to this date to be more in line with customers' annual planning cycles.

The new published rates will be available via our website as viewable or downloadable files as well as in the printed UPS Service and Tariff Guide from January 2003.

Extended area change in Italy

From 6 January 2003, we will be making some changes to the postal codes identified as "extended areas" in Italy. (Shipments to and from "extended area" post codes are subject to a small collection / delivery surcharge). This change will result in a common list of "extended area" postal codes for shipments to, within or from Italy. A full listing of worldwide "extended area" post codes can be found in the Rates section of your country home page on www.ups.com.

UPS on the Net

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 the 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.



Tracking detail

In response to customer feedback and technology advances, another change you'll notice is to our Tracking function on www.ups.com. You'll find more clear and easy to understand explanations of the status of your shipment, as it progresses through our system. E.g. the term "Origin Scan" will become "Your shipment is now in the UPS delivery system".

You'll also see a slight change if you

track your shipments directly via our website. For legal reasons, you'll be asked to acknowledge our Terms & Conditions each time you track, unless you register in the MY UPS.com section of your country page. This is a simple step where you'll immediately receive a user ID and password, which gives you easy access to tracking, without requiring the repeat acceptance of our T&Cs each time. Under MY UPS.com you can also access UPS Internet Shipping and UPS Signature Tracking, so register on MY UPS.com now and try it out. If you track via UPS Online shipping solutions or Online Tools, you are already an acknowledged user and the change does not apply.

UPS Freight Services

Last year we announced the expansion of our freight forwarding expertise with the acquisition of Fritz Companies Inc.

UPS Freight Services, still known as Fritz in some regions, helps customers transport freight efficiently around the globe. Whether you need to move components to production sites or deliver finished goods to retail shelves, UPS Freight Services can meet your timing and budget requirements by managing the most effective combination of international

trade and transportation services such as Air, Ocean, Ground and multi-modal freight, as well as materials management, customs clearance and more. UPS Freight Services professionals work in more than 400 locations in 120 countries. If you are interested in learning more, please contact your local UPS.

95 Years at Your Service

Good business is all about meeting and exceeding customer expectations...

1907	1920s	1950s	1976	1981	1985	1986	1987	1989
Established in Seattle, USA, with a loan of 100 US dollars	The Model T Ford is the vehicle of choice	Nation-wide service offered across the 48 contiguous states in the US	First market outside of North America is Germany	UPS purchases its first plane – now the world's 11th largest airline	International air service begins between the US and Europe	Operations begin at UPS' European Air Hub in Cologne/Bonn	UPS builds up its European network – 16 companies purchased by 1992	Services begin to Eastern European countries (former Soviet Union, GDR, Hungary and Poland)

UPS OnLine™ WorldShip™ Shipping Tip

Are you getting the most out of UPS OnLine™ WorldShip™?

Are you familiar with the Shipment History function? It could make your work easier.

If you are already using UPS OnLine™ WorldShip™, you should be experiencing the benefit of the key activities you can do, such as: produce your shipping documentation electronically, use the shipment notification function to email shipment details to your customers in advance, create useful shipping reports etc...But you might not be aware of some of the other jobs it can do to make your work easier.

Shipment History

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 tracking 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 MY UPS.com 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 Organiser" 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.



If you are not using UPS OnLine™ WorldShip, we recommend you try it out. For a free copy of our software, place an order via the e-business section on your country page at www.ups.com, or email us at tellus@upsforum.com

Note: Shipment history data is retained for 180 days. After this period you have the option to save as a file or delete. You can set the retention period in the *Default Settings* window

UPS OnLine™ WorldShip™ Reminder!

"Shipping" your data is as important as shipping your packages

Customers using a communicating version of UPS OnLine™ WorldShip™ need to remember to complete the "end of day" processing task when all shipment details for the day have been entered into WorldShip. While your shipping documents have been printed successfully, the information is not uploaded into UPS systems until this happens.

The benefit of uploading means your shipments are immediately "recognised" by our systems when they arrive and are scanned at our facilities.

This "end of day" activity also triggers the despatch of the shipment notification emails you have selected, to your customers, so they have details of the shipments being sent to them, in advance. In addition, it's a critical process if you are using our Return Services, as these cannot work without us receiving the data from your WorldShip system.

So, once the last shipment is processed, simply select "File" and then "End Of Day Processing".

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 Flection'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 returns 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 e-business section of your country page on www.ups.com to learn more or email us at ecservices@europe.ups.com.

Jos Dujardin, UPS e-Business Solutions Director



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 – one single brand, one familiar driver, one bill... It's a story rich in innovation, hard work and vision.

1993	1994	1995	1996	1996	1998	1999	2000	2001	2002	2002
The custom-made P-36 is introduced to the European vehicle fleet	New hand-held computer DIAD introduced in Europe	First UPS Retail store opens in London – now over 800 points of access across Europe	First UPS websites in local languages in Europe – over 100 worldwide today	UPS first to introduce scheduled time-definite services with money-back guarantee	Largest European fully-automated hub in Frankfurt – 40,000 packages sorted per hour	A public company. UPS' IPO is the largest ever	UPS launches tracking via SMS – for customers on the move	UPS' portfolio of return services are the industry's first standardised offering	New Airbus A300-600 aircraft are introduced to the European air network	95 years at your service

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's swift and sure path to its destination, with a minimum human intervention. It is the technology enhanced "smart" replacement for the traditional paper waybill.

At the same time, the information is uploaded into our systems so they recognise your package as soon as the label is scanned upon entering a UPS facility. This solution is ideal for shippers with low daily volumes or companies where staff ship individually from their own workstations.

■ **UPS OnLine Shipping Tool** is an XML-based application that can be used via your

UPS Smart Label Elements



Maxicode – 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 delivery facility and even exactly where in the facility the package will be sorted.

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

Service Icon – This human-readable information indicates the package's service level to our package handlers and drivers.

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

What's the benefit?

The benefits are multiple. Here are a few:

Increased reliability

The barcode contains data that has come directly from your own systems, so there is no need for manual re-key-entry. The result - no information errors and great service reliability.

Improved transit times

Packages with smart labels pass through our systems at speed. Automatic scanners read the coded information and this information helps our operations effectively and efficiently plan and route your shipments.

Value-added services

The use of smart labels and uploading your shipping data to UPS electronically enables us to offer you new information-based services such as:

- Reference number tracking
- Email Shipment Notification
- Electronic COD
- Return Services
- Inbound/outbound monitoring

Technology is embedded within each new service we roll out because your businesses needs and your customers are more sophisticated than ever before. If you are not using smart labels, you won't be able to leverage the tremendous benefits technology can bring.

How do I create a smart label?

There are four different ways to create a UPS smart label, depending on your shipping situation:

■ **UPS Internet Shipping** is an online solution that creates smart labels via our website. You simply log on, enter your shipment details and print out a smart label.

intranet or enterprise system. It lets 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 functionality and services you want to give your users access to.

■ If you have a centralised shipping function, then **UPS OnLine™ WorldShip™** is just the solution for you. It too is ideal for creating smart shipping labels, along with many other functions to reduce paperwork and simplify your whole shipping process.

■ **In-house Electronic Manifesting** – if you want to create smart labels yourselves using your own systems, we can give you the specifications to generate your own UPS compatible smart labels.

What if I don't produce smart labels?

You could lose out on many free features that make your work easier and even add value for your customers. Smart labels ensure the most up-to-date routing and tracking methods, so reliability is naturally enhanced. By not taking advantage of them, you are not maximising the benefits that technology can bring to reducing your daily workload and enhancing service quality.

How do I find out more about this?

Start using one of the shipping solutions mentioned above and you'll see how easy it is. Visit your country page on www.ups.com where you can immediately start using UPS Internet Shipping or order a free copy of the UPS OnLine™ WorldShip™ software. Alternatively, contact your UPS associate, call our call centre or email us with questions at tellus@upsforum.com

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
- 29th Unity Day, Vanuatu
- 30th - 5th Hannukah, Israel

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
- 16th Independence Day, Kazakhstan
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
- 2nd St Berchtold Day, Liechtenstein, parts of Switzerland
- 6th Epiphany, Italy, Romania and many other countries
- 13th Liberation Day, Togo
Coming of Age Day, Japan
- 20th Heroes Day, Cape Verde
Martin Luther King Jr. Day, USA

Please note: this list is not exhaustive. It represents a sample of smaller and bigger, religious and non-religious holidays that are observed around the globe. For a complete picture, visit The Worldwide Holiday & Festival Site (www.holidayfestival.com)

Need more time at the end of the day?

Your nearest MBE store could be just the solution



The UPS driver and the brown package car have been and gone. The day's shipments are safely on their way and the mailroom 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 rushes.

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.

UPS acquired Mail Boxes Etc. last year in a move to provide more products, services and shipping alternatives to a growing segment of retail and small 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.

We want to hear from you



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!

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