



Forum

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The latest news and views from UPS - 3rd Quarter 2002

Welcome

Hello and welcome to the first edition of UPS Forum, our newsletter created especially for you. This issue is all about making your life easier, from enhancements to existing systems to new services that really make a difference to your business. Our editorial team has compiled a host of articles to ensure you are kept fully up-to-date with the latest from UPS.

World's Most Admired

UPS has once again been ranked the "World's Most Admired" company in its industry in the annual Fortune magazine survey. UPS received the highest overall rating on nine criteria, including quality management, quality of products and services, innovation, financial soundness and global business acumen. Beyond our own industry category, UPS was also voted as one of the top 10 companies worldwide for attributes such as innovativeness, employee talent and social responsibility. UPS was ranked No. 3 in the world for the quality of its products and services, behind Toyota Motors and Intel.



On April 4, 2002, UPS opened its intra-Asia air hub in the Philippines, connecting major cities in Asia and beyond. The new hub enables UPS to reach all major Asian business centres within a four-hour flight and accelerates delivery times for goods moving within and out of Asia.

Located at the former United States Air Force Base in Clark, the 16,000-square-metre hub is the latest in addition to UPS's other hubs in Taipei, Hong Kong and Singapore. With links to UPS's around-the-world flight, UPS's global network is now complete and customers can enjoy greater capacity and better reliability of one of the world's fastest growing trade routes connecting Europe to Asia.

Intra-Asia Hub Opens

- UPS's new delivery system connects you faster, easier and better

Ron Wallace, president of UPS International, noted the significance of the Philippines hub. "Now with the opening of the hub, we can offer even faster, more reliable service for our customers. It is indeed an important milestone for international commerce".

With the new hub, UPS has enhanced its services in Asia. This includes the industry-leading **UPS Worldwide Express Plus™**, **UPS Worldwide Expedited™** and **UPS Express Freight™**. These enhanced services give customers the broadest portfolio of **fast, faster, fastest** delivery solutions in the region.



The hub was officially opened by Philippine President Gloria Arroyo. "The UPS operations in Clark are expected to bring region-wide access to exports and imports and make it a vital centre in East Asian transport services," said President Arroyo in her opening speech.

Good packaging techniques means secure handling

Working together, we can reduce the risk of packages being damaged.

It's a fact of life: during transportation all shipments are subject to a certain amount of vibration and stress – it's unavoidable. Both the shipper and UPS have a responsibility to do as much as possible to prevent shipments from being damaged on their journey.

Q. What does UPS do to prevent packages being damaged?

A. At UPS we deliver over 13 million packages and documents everyday, so you can imagine we have to work very hard to make sure that each shipment is treated in a manner that will ensure it won't be damaged. We do this in a number of ways:

Training – all our drivers and package handlers receive special and regular training in safe handling procedures, not only for their own well-being and to ensure we comply with all appropriate regulations, but also in order to ensure packages are moved, lifted and handled properly.

Technology – UPS invests over US\$ 1 billion a year in technology, a large part of the investment is in barcode and scanning technology that enables us to capture all necessary information about each package electronically so we have more "smart" packages which can almost move themselves.

Automated sorting facilities – our hubs around the world are equipped with scanners and sorting systems that reduce the need for manual handling of shipments. Packages spend the majority of their journey completely untouched by human hands.

Loading – we have developed proper methods for loading vehicles and air containers with large numbers of packages in a way that the weight of each is evenly spread and doesn't cause any individual shipments to be crushed or squashed due to the weight of others. It's almost an artform.

Accountability – we create detailed reports and statistics on damages and claims, so we can identify any weak areas in our operations and take steps to make necessary improvements.



Cost – we have a significant financial interest to ensure good service and reduce our liabilities for claims. Any claim erodes our revenues, so it's as important to us as it is to you.

Q. Do I have any responsibility in preventing damaged packages?

A. Yes. No matter how well you have built your product, it is important that your packaging is adequate enough to protect it, or you run the risk of en-route damage. UPS is only liable to compensate customers for damaged shipments, if the product itself was adequately packaged internally and externally in the first place.

Q. How can I help reduce the risk of damage?

A. Some simple measures in advance can save time, money and labour later. **Here are a few tips to get you started:**

- 1. Outer packaging.** Always use good quality new packaging, strong enough to support the contents and able to be stacked with other boxes. Make sure the box is large enough to allow for the addition of protective cushioning and remove any labels or other shipment markings from the box. Box certification markings can also help you choose boxes, which suit the weight they need to contain.
- 2. Cushioning.** Use cushioning that will prevent the product from moving during transportation. Fragile and sensitive items should be wrapped individually and protected with firm cushioning on all sides instead of loose filling.
- 3. Sealing.** Packages should be taped shut securely with strong tape designed for shipping. Do not use string or paper wrapping. Address and shipping labels should be on the top surface of the box ("top" being largest flat surface area). Never put labels on seams, closures or on the sealing tape. For added protection, place a duplicate address label inside



the package. Invoice documentation should be enclosed in our free pouches with the self-adhesive flap closed.

Q. What should I do if my shipment arrives damaged?

A. You should call UPS immediately and have details of your account number, tracking number and details of the shipment on hand. You must instruct whoever has the damaged shipment that they must keep the original packaging and merchandise, so we are able to inspect it if necessary. Once you have called us, you will be issued with a claim number and your claim will be processed and settled in accordance with our Terms and Conditions of Carriage, if UPS is liable for the damage.

Q. How can I protect myself against the risk?


A. Besides undertaking appropriate packaging steps, UPS provides customers a facility* to obtain a greater limit of liability for their shipment over and above that which is already provided by UPS under its Terms and Conditions of Carriage and/or covered by Convention Rules or mandatory national law. You can do this by providing the declared coverage value of your package on the shipping document. There is a small surcharge for obtaining this greater limit. This can protect you from financial consequences on the rare occasion that a package is damaged.

* This service is not available in all markets. Please check with your local UPS Customer Service Representative.


The complete A-Z of shipping... online

For those of you who use the Internet to make your life easier, here is a reminder of why you should make www.ups.com one of your Favourites.


Everything you need to do in order to ship with UPS can be done online, at your convenience, any time of the day. From looking up transit times, choosing services and tracking your packages. Now your mouse can do the "shipping"!




How fast?
Use the UPS Worldwide Delivery Times generator to plan your shipments by calculating the delivery dates and times. Simply key in your origin and destination details and you can see immediately the UPS transit times for all available services.




How do I ship?
Access UPS Internet Shipping* to prepare and print all your shipping documentation online from your desktop. It saves time, adds convenience and enhances the service you provide to your customers.



If you haven't yet explored your country page on www.ups.com to enhance your business processes, bookmark it today. We're always available at the end of the phone line, but we're also easily reachable online and sometimes it's even more convenient.



How much?
Estimate your shipping costs and plan your budget using the latest published rate provided by the UPS Quick Cost Calculator*.



Who received it?
Track the progress of your packages and documents online and even pull up a signature of who signed for them using UPS Signature Tracking™ - the ultimate proof of delivery.



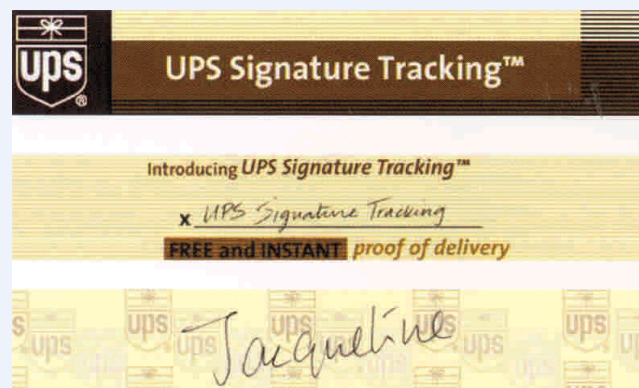
*These services are only available in selected country sites.

UPS Signature Tracking™: Proof of Delivery speeds up cash flow

Do you want to improve your company's billing process and cash flow? Have you ever wished you can speed up payment from your customers? Would you like to know if your consignee has received your goods? If your answer to all these questions is yes, then it's time you make UPS Signature Tracking™ work for you.

Every company dreams of being able to invoice the customer immediately after the order has been delivered. Now, with UPS Signature Tracking, the dream of speeding up your billing and customer service functions is made possible at the click of a mouse!

UPS Signature Tracking is a secure, web-based service that provides enhanced tracking and delivery information. When a package is delivered, an innovative Delivery Information Acquisition Device records and digitises the receiver's signature. The sender can then view it instantly at MY UPS.COM and know actually who signed for the package and when. In addition to the recipient's digitised signature, full delivery information such as full delivery address, Cash on Delivery information and reference number is also available for viewing. The sender does not have to worry about the company's privacy being compromised. A Personal Identification Number (PIN) helps prevent unauthorised access to sensitive UPS delivery information.



Simple Steps to UPS Signature Tracking:

1. Log in to MY UPS.COM
2. Click on 'Request Signature Tracking' to obtain your PIN (allow about seven working days)
3. Activate your Signature Tracking PIN
4. Start tracking

With UPS Signature Tracking, you can have instant and complete proof of delivery to speed up cash flow.

Public Holidays in Region

July		
1	Hong Kong	Special Administrative Region Establishment Day
17	Korea	Constitution Day
20	Japan	Marine Day
25	Thailand	Buddhist Lent Day

August		
9	Singapore	National Day
12	Thailand	Queen's Birthday
15	India	Independence Day
15	Korea	Independence Day
17	Indonesia	Independence Day
31	Malaysia	Independence Day



September		
15	Japan	Respects for the Aged Day
20-21	Korea	Thanksgiving Day
21	Hong Kong	Day after Chinese Mid-Autumn Festival
21	Taiwan	Moon Festival
23	Japan	Autumn Equinox Day

October		
1-3	China	National Day
1	Hong Kong	National Day
3	Korea	National Foundation Day
4	Indonesia	Isra Mi'raj Nabi Muhammad SAW
10	Taiwan	National Day
14	Hong Kong	Chung Yeung Festival
14	Japan	Health Sports Day
23	Thailand	Chulalongkorn Day
25	Taiwan	Taiwan's Retrocession Day
28	New Zealand	Labour Day
31	Taiwan	President Chiang Kai-Shek's Birthday

Fun facts

Amongst the more interesting and fun deliveries that UPS has undertaken over the years, are... a plane full of live lobsters, from Boston to Los Angeles... a chunk of an iceberg the size of a refrigerator, from Anchorage to Venezuela... two giant pandas from Beijing to the Atlanta Zoo... a helicopter from China to the U.S... Janet Jackson's make-up case for the Grammy Awards... and a script to Sean Connery!



UPS Service Portfolio:

1. UPS Worldwide Express Plus™

For shipments that just have to arrive first thing in the morning, there is really only one choice – UPS Worldwide Express Plus. Besides enjoying the same benefits as UPS Worldwide Express, your shipments will be delivered by 8.00 am to major business centres in the U.S. or by 8.30 am to Canada, major European and Asian cities and over 4,000 other U.S. cities. Guaranteed*.

2. UPS Worldwide Express™

For urgent documents and packages, UPS Worldwide Express provides fast, door-to-door, customs cleared delivery to over 200 countries and territories, and to every address in Europe and North America. Guaranteed*.

3. UPS Worldwide Expedited™

For important but less-urgent shipments, UPS Worldwide Expedited is a time-definite, cost-effective choice. It offers door-to-door, customs cleared delivery that takes as little as three business days from Asia Pacific to major trading countries in Europe, North and South America, and Asia.

4. UPS 10 KG and 25 KG Boxes

As part of the UPS Express family of products, you can choose from two simple packing options for your shipments. The UPS 10kg and 25kg boxes will carry your urgent shipment at a flat rate to all parts of the world, with door-to-door delivery and a money back guarantee*.

5. UPS Worldwide Express Freight

With UPS Worldwide Express Freight, you get time-definite, door-to-door, customs cleared delivery of your freight, with the full tracking capabilities of UPS TotalTrackSM system.

6. UPS Import Rates*

UPS Import Rates puts you in control of your imports with its easy-to-use fixed import rates in local currency, giving you the freedom from foreign currency calculations and fluctuations. UPS Import Rates are offered for three delivery options* – UPS Worldwide Express Plus, UPS Worldwide Express and UPS Worldwide Expedited.

* Subject to service availability. Terms and conditions apply – call your UPS Customer Service Representative for more details.
* Available on a contractual basis only. Call your UPS Customer Service Representative for more details.

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'd love to share. Send them to amandakoh@ups.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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