



UPS Mail Innovations®

***Not every purchase is a perfect fit,
and that's OK.***

How customers experience shopping on your website must be close to perfect — and that includes the management of deliveries and returns. We can help.

Did you know that 68% of all online shoppers review a vendor's returns policy before making a purchase? Easy, quick returns are an important driver of consideration. And for consumers, it could not get any easier than leaving a package in their mailbox or any other postal location.

A robust returns process also has its advantages for your business. UPS Mail Innovations offers an economical postal channel solution with detailed tracking capabilities so you'll know what is coming back and when those items will be back in inventory. It also helps with cash flow management, knowing when refunds will be going out.

It's one more way we make your world work better.

Easy returns set your business apart. We can help.

Open doors with reverse logistics

UPS Mail Innovations Returns has the strength of UPS, the convenience of the postal service and the speed of UPS Mail Innovations. This service provides a high level of visibility as well as reliable and swift return to the shipper which means happier customers - all helping to improve growth and profitability.

To find out more, visit upsmi.com or call 1-800-500-2224

UPS Mail Innovations® Returns works for you

With UPS Mail Innovations Returns, your customers can conveniently return their packages using their mailbox, postal carrier, local post office or any postal drop box nationwide. In addition, customers can call the USPS for a free pickup right from their doorstep. These packages will then flow through the UPS Mail Innovations network to be processed and delivered back to your return center. Additionally, with package tracking through ups.com, returns visibility has never been better.

Returns that drive growth

Consumers are shopping virtually because it's easier and more convenient, and the more convenient your returns process, the more likely customers are to come back.

With UPS Mail Innovations Returns, you can provide:

- Pre-printed, emailed or electronically created labels for ease of use
- Thousands of USPS® locations, including mailboxes, for your customers' convenience
- Full tracking visibility via ups.com

UPS Mail Innovations can help you structure a return process that is aligned with consumers' expectations.

A first in the industry:

UPS Returns® Manager

UPS Returns Manager makes the returns process more efficient and cost-effective for merchants while making it easier for shoppers.

*Top elements of a positive return experience**

68%
of online shoppers review the returns policy before they purchase an item

FREE
79%

of online shoppers rate free returns as important when selecting an online retailer

75%

The percentage of returns sent directly to retailer as opposed to a physical store

37%
look for a return label right in the box of the original purchase



HOW IT WORKS:

Merchants



E-commerce merchants can administer return policies, manage service levels, set reasons for returns and view reporting on return shipments. No integration required with this web-based portal.



HOW IT WORKS:

Consumers



Consumers benefit from the convenience of accessing a return label at home or work — just by clicking on the outbound tracking number at ups.com.



*Source: 2017 UPS Pulse of the Online Shopper