



Offset your carbon emissions

A more responsible way to ship

Having been active in the shipping industry for more than 100 years, UPS actively pursues sustainable business practices through operational efficiency, conservation initiatives, industry-leading innovations and transparent, accurate reporting.

One key sustainable business practice is the UPS carbon neutral service – which allows customers to offset the environmental impact resulting from the transportation of their shipments.

UPS carbon neutral is a convenient, easy way to offset carbon (CO₂) emissions.

As certified, market-based financial instruments, carbon offsets are designed to reduce



greenhouse gas emissions. UPS's offset purchases compensate for the calculated carbon impact from shipping by reducing it elsewhere through the support of environmentally responsible projects. Especially targeted are activities involving reforestation, renewable energy, methane and landfill gas destruction, wastewater treatment and the destruction of industrial pollutants.

UPS carbon neutral is available for a low, flat fee per package whenever a shipment is created using the web-based UPS Internet Shipping or UPS CampusShip® applications. Throughout 2010, UPS will also match offset purchases, up to a value of USD 1 million, when you choose this per-package option.

UPS also offers a customised carbon neutral solution for

those interested in offsetting the carbon impact of all their package and freight shipments. This option uses historical data to calculate the total carbon impact and set a price for carbon offsetting.

Within Europe, UPS carbon neutral is available in the following markets: Austria,

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Case study: Big Image

Founded in 1982, Big Image is the first Scandinavian company to produce large-scale prints on soft materials. The company's products range in size and weight and can be found in a variety of industries, whether used in trade show booths, television filming sets, theatre decorations or appearing as large advertisements displayed on buildings.

Though all their products are produced in Täby, located near Stockholm, Big Image regularly ships to customers located in Australia, Hong Kong, Japan, South America, the US, as well as Europe and Sweden. Having such a widespread customer base, Big Image finds it critical to be able to produce and deliver their products – whether sent as small packages or heavy freight – quickly and reliably.

Partnering with UPS enables Big Image to keep a high level of visibility and control over all shipments, and as a result, promptly answer customer queries on shipment status and ensure products arrive on-time.

“UPS helps us to provide our customers with an excellent service. For instance, in the case of a delay we are automatically alerted, which gives us the opportunity to notify our customer immediately. This keeps us in control of our deliveries,” says Susi Andrae Schäfer, logistics manager at Big Image.

For a majority of their deliveries, Big Image uses UPS Express® because the service allows shipping to many destinations

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New facility in Romania quadruples capacity



A new facility in the Bucharest metropolitan area has led to increased sorting capacity and faster delivery and collection times for customers in Romania. The 2,500 square metre facility is located near the city's Otopeni airport and features a package sorting centre, regional shipping hub, freight office, supply chain warehouse and an air gateway.

“We have high hopes for business here going forward

and this investment is part of a long-term strategy to ensure that UPS meets Romania’s increasing demand for reliable and efficient express and freight services,” said Michael Mavropoulos, the general manager for UPS operations in Greece, the Balkans and Mediterranean area.

Replacing three older UPS facilities in Bucharest, the new Otopeni centre serves customers in 60% of the country and provides additional benefits to

those located in the Bucharest metropolitan area.

A daily flight links the new facility to Europe and the rest of the world.

A key factor is the facility’s ability to sort more than 4,000 packages per hour – four times greater than UPS’s

previous capabilities in the area. Inbound volume can now be sorted much faster, allowing earlier deliveries and later collection times for many in the greater Bucharest area. The facility’s high sorting capacity also greatly improves UPS’s service parts logistics capabilities.

Other key UPS activities in Bucharest include a daily flight from the Otopeni airport to the UPS international air hub

in Cologne, essentially linking the new Romanian facility with Europe and the rest of the world.

“Romania is one of the largest and most dynamic markets in Eastern Europe and this new facility is a testament to its importance to UPS,” said Mavropoulos.



UPS Import Control

UPS empowers importers to take control of inbound shipments

A new service option available on UPS shipping systems now allows customers to manage the collection, scheduling and billing of their import shipments. Named UPS Import ControlSM, the solution uses advanced technology to take care of tasks such as customs documentation and shipment billing.

A critical feature in Import Control is the ability to initiate the collection of packages in another country that are destined to you or a third party. The service allows you to create the appropriate shipping labels, commercial invoices and billing information to ensure accuracy and avoid delays. Labels and invoices can then be sent to your exporters by email, mail or with the UPS driver who collects the shipment. Additionally, importers having packages sent to a third party can choose an option to remove the value of goods on the commercial invoice.

Customers interested in monitoring and planning their import schedules can also take advantage of the Quantum View[®] suite and receive automatic email notifications on the status of their shipments.

UPS Import Control ensures accuracy and avoids delays.

UPS Import Control can be currently accessed through the web-based shipping systems, UPS Internet Shipping, UPS CampusShip[®] and Developer Kit. Beginning 2011, Import Control will also be offered for WorldShip[®] users.

For more information on UPS’s complete importing services and solutions, please visit the Business Solutions section on www.ups.com.

UPS wins prestigious customer service award

For seven years, the TNS Sofres – BearingPoint Customer Relations Awards have been recognising companies and organisations that excel among their peers in customer service.

This year, the awards focused on “Digital Customer Relations,” and UPS received top honours during a ceremony in Paris, being declared the best performer in the service company category.

The award especially recognises the attention and effort that UPS gives its customers – specifically, the quality of customer contact, the ease of access to UPS representatives by telephone and the efficiency

of sales and technical support staff in responding to customer enquiries.

“We are very proud to win this customer relations award,” said Jean-François Condamine, the UPS district manager responsible for France. “This award pays tribute to our entire organisational culture, which is geared towards the needs and expectations of our customers.”

The TNS Sofres – BearingPoint awards are based on customer surveys carried out in France. This year’s awards were presented to the top ranking companies in 11 business sectors.



UPS supports disaster relief in Poland

UPS donated USD 50,000 this spring to the Polish Red Cross towards recovery efforts in the aftermath of the May and June floods.

The funds were donated by The UPS Foundation, the charitable arm of UPS, and were part of a relief package involving the US Embassy in Warsaw.

In addition to UPS’s donation, the US Embassy also donated USD 50,000 and 14 specialised pumps for use in cleaning up flooded areas in and around Plock, Sandomierz, Warsaw and Wroclaw.

The entire relief package will go towards ensuring basic means of survival for victims and restoring the areas affected by the floods.

“Considering the devastating efforts of the floods in Poland, The UPS Foundation is proud to support the great work of the Red Cross in Poland and beyond. We hope the grant will help the Red Cross to continue its valuable work to clear the affected areas as quickly as possible, help to rebuild communities and assist the flood victims,” said Piotr Sitarek, the country manager of UPS Poland.

The US Embassy in Warsaw expressed solidarity with those affected by the floods in Poland and recently, during an American Chamber of Commerce meeting, the US Ambassador voiced his gratitude for UPS’s disaster recovery efforts, citing UPS as an exemplary corporate citizen for others to follow.

UPS leads the market in Poland

As result of two independent surveys, one sponsored by Rzeczpospolita, a daily newspaper, and the other by the trade magazines Eurologistics and Truck&Biznes, UPS’s small package operation has been proclaimed the largest courier or logistics company in Poland.

The surveys, conducted by a team of experts from the Warsaw School of Economics, the financial

institution Monitor Polski B, and the Data Group Consulting Co., were based on an analysis of several companies’ income, range of services offered, management efficiency and pace of development within Poland. In both surveys, UPS was ranked No. 1.

UPS first entered the Polish market in 1992 through a service partner, PPS Polkurier, which UPS acquired in March 2001.

In 2005, UPS acquired Messenger Service Stolica S.A., increasing the range of services offered to UPS customers in Poland.

“We’ve been working very hard for a very long time to achieve this leadership position and view the awards as an affirmation of our emphasis on providing superior customer service,” said Piotr Sitarek, general manager, UPS Poland.

Service updates

This summer, UPS introduced several service and technology enhancements to simplify your shipping activities and streamline your global supply chain.

Service enhancements include the expansion of our UPS Express® service to 9 new destinations, seven of which are in the Middle East. In addition, our UPS Express and UPS Express Saver® services are now available from more African countries than before.

Importing is now also easier with UPS Import ControlSM.


This service allows importers to better manage the collection, timing and billing of their import shipments. Another advantage for shippers is the expansion of our UPS Returns® services to several new countries in the Middle East.

Technology improvements include an easier way to ship air freight when using UPS CampusShip®. At the same time, UPS is enhancing the Quantum View® Manage tool to provide additional visibility for small package and air freight shipments.

On the environmental side, sustainable shipping options are now available with the new UPS carbon neutral service and our award-winning UPS Paperless® Invoice solution now features the convenience of self-enrolment.

For additional information about UPS’s services, please visit www.ups.com or contact your local UPS sales representative.





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across the world with a day-specific delivery before noon and a money-back guarantee. However, for less time-critical shipments within Europe, Big Image uses UPS Standard®, for a balance of speed and economy.

To prepare and manage shipping documentation, Big Image employs UPS Internet Shipping, an online tool that can create waybills and customs invoices. For speedy and effective customs clearance, UPS Paperless® Invoice is used. This environmentally-friendly service electronically sends customs invoices to the destination country, effectively starting the clearance process in advance and reducing customs delays.

When shipping large goods, such as long, wide rolls used in exhibitions, Big Image uses UPS's air freight services.

By using the same service provider for its small package and freight shipments, Big Image capitalises on UPS's integrated global transportation network and ability to provide the same level of service, regardless of a shipment's size or shape. Services such as UPS Air Freight Direct® are used when shipments need to move quickly between airports. Less urgent shipments are sent with UPS Air Freight Consolidated®.

All things considered, Big Image's partnership with UPS gives the Europe-based printer an important advantage. "Thanks to UPS, we are a global player that is able to act and compete on a local level. A customer in New York will not notice any difference in terms of delivery time by ordering from Big Image in Sweden, rather than a local supplier," says Schäfer.

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Belgium, Denmark, Finland, France, Germany, Ireland, Italy, the Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and the UK.

To learn more about UPS's carbon neutral solution or UPS's other sustainable business practices, visit www.ups.com/carbonneutral or www.responsibility.ups.com.



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