Inside UPS

On a Mission of Hope
in Cambodia

SUMMER 10 | UPSers.com

Eco Responsible Packaging

Navigating the Global Playing Field
Photo: Cologne Airport

Safety: Chalk Talk and More

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UPS Brand is Top-ranked
So far, 2010 has brought UPS top recognition as a global brand, thanks to the solutions UPS people are able to provide to customers and their involvement in their communities each day.

“World’s Most Admired”
UPS was rated the “World’s Most Admired” in FORTUNE magazine’s annual survey, scoring a No. 1 ranking in its industry for all nine of the attributes used for scoring. The company also was ranked among the Top 50 in brand recognition across all industries around the world, and No. 1 in the world for its commitment to social responsibility.

A FORTUNE 50 Company
Following the World’s Most Admired announcement, UPS once again ranks as one of FORTUNE’s Top 50 companies, coming in at No. 43.

Top 10 Brand
Small and medium-sized businesses rank UPS among the nation’s most recognizable brands in a survey conducted by American City Business Journals (ACBJ). UPS ranked third—following only Apple and Southwest Airlines.

UPS Is Now an Official Corporate Partner of the NCAA
UPS expanded its long-standing relationship with the NCAA. This partnership with the NCAA will complement UPS’s other sponsorship platforms—NASCAR®, European Golf Tour, and the London 2012 Olympic Games—to help provide new business opportunities.

UPS will be providing the NCAA and its related entities with expanded transportation and logistics services. Also, the expanded partnership provides UPS marketing rights to the official NCAA logos, prominent advertising presence during selected NCAA events, and hospitality at marquis events.

This partnership represents an expansion of UPS’s involvement to 88 championships in 23 sports. This four-year agreement gives UPS the ability to ultimately reach hundreds of NCAA institutions and their alumni on a year-round basis.

New Hubs Open for Business, Ready for Volume Growth
UPS activated its new air hub in Shenzhen, China, and the Worldport addition in Louisville—on the heels of the grand opening of a new hub in Calgary in the Canadian province of Alberta earlier this year.

The Most Important Stop
Devin Zelepuza, fourth-grader and son of Package Car Driver Rich Zelepuza of the Elma Center in the Northwest District. Devin was invited to speak as part of a safety awareness PCM about “My Most Important Stop.”

Devin wanted to share why it was important to him that his dad came home safely every day and read the following letter:

"My dad's last stop is the most important because I need him to come home to help me with my homework and so we can hang out and play video games, and watch TV. My dad told me that sometimes bad things happen. My dad also said he drives safe because he wants to be able to buy some video games and pay for college even though I'm not good because I'm gonna be a drummer in a kick-butt rock band. I hope nothing bad happens to my dad or other drivers so nobody has to be sad."

After the PCM, many of the drivers expressed that it meant more to them to actually see the faces of the people who matter most. But there was one thing about the letter Rich doesn’t agree with. “Devin may end up being in a ‘kick-butt rock band,’ but he will still be going to college,” he says. “So I’m going to keep on working safely and saving money.”
Focus on Safety

Walking the Chalk Talk
With sidewalk chalk, safety committees around the company are making sure their messages are concrete—literally. Walk paths reinforce safe work methods using Chalk Talk. “Once I began to put safety messages on the floor, everyone noticed,” says Package Car Driver Kirk Shocker of the North Atlantic District Bronx Division. ______ of the Florida District ______ Division (at right) uses Chalk Talk to remind drivers to walk on solid surfaces like driveways and sidewalks.

Posi-tively Safe
For Sheliry Duncan, a Worldport Posi sort trainer, “it’s all about safety.” Sheliry is a member of the local co-chaired Employee Relations Committee and Comprehensive Health and Safety Process (CHSP) committee who recently was recognized for going 12 years without an injury. She tells new hires that they should always think about safety whether they are at work or at home, in the car, or walking. “My goal,” Sheliry adds, “is to work safely, so when I leave here, I’m going home the way I came in—without any injuries.”
Assessing impact, taking action

One element crucial to UPS’s success is being able to compete on a level playing field. To that end, the company addresses legislative and regulatory measures that may limit fair competition and trade, while working to support measures that promote issues such as increased access to international markets.

In the United States and around the world, the UPS Public Affairs group assesses the impact of proposed legislation on the company’s ability to provide service to its customers and effectively compete—while controlling costs and maximizing operational efficiencies. It also serves as an advocate for the entire transportation industry, promoting the importance of issues such as modernizing the nation’s transportation infrastructure.

“We’re not looking for special treatment,” Marcel explains. “What we do strive for is legislative equity between UPS and our competitors and a rational approach to measures that affect our business.”

Following are examples of issues addressed by UPS Public Affairs.

Same job, same law

Currently, drivers for one company, FedEx Express, are governed by the Railway Labor Act (RLA), a law designed to cover work performed at railroads and airlines. All other drivers in the United States, including those at UPS, are governed by the National Labor Relations Act (NLRA).

As a result of differences between the RLA and NLRA, FedEx leverages the unique status of its drivers under the law to try to lure customers from UPS and other companies, claiming a greater reliability due to the difficulty of unionization under the RLA.

Congress is considering an amendment to the Railway Labor Act that would place all drivers, including those at FedEx Express, under the NLRA. The amendment is part of the Federal Aviation Administration (FAA) Reauthorization Act. The House of Representatives and Senate have both passed versions of the FAA bill and now the bills need to be reconciled.

UPS supports the efforts to amend the RLA, as it will help to level the playing field for all companies and drivers.

UPS Public Affairs has communicated the company’s position on this issue to Members of Congress to help them better understand the similarities in the way the express delivery companies operate and the reasons FedEx Express drivers should be governed by the NLRA just as all other drivers in the United States.
After several years of negotiations, the United States and the European Union (E.U.) reached an Open Skies agreement that promotes increased U.S.-E.U. cooperation on a variety of aviation issues including aviation security, safety, competition, and ease of travel. Most notably, the agreement provides express carriers greater protection from night flight restrictions at European airports.

UPS also continues to follow issues regarding access to markets and competition with government-run postal services around the world. For example, China recently amended its postal law to include a provision that excludes foreign express carriers from the domestic letter market.

The new law also subjects express delivery companies to additional taxes which benefit China Post. These fees will be passed on to customers, making it even more difficult for private carriers to compete with China Post and harming the competitiveness of Chinese express delivery customers.

**Open skies, open trade**

**Proactive approach**

New issues can arise at any time, and matters that were once resolved often have the potential to be reintroduced. As a result, UPS through its Public Affairs team takes a proactive approach as much as possible—through educating and maintaining relationships with elected officials.

The company also builds partnerships, like its current relationship with the U.S. Commercial Service (USCS). The USCS is a government organization that helps small and medium-sized U.S. companies engage in global trade by providing resources and expertise.

“These efforts go a long way in promoting a positive impression of UPS and its brand,” adds Marcel, “as well as cultivate relationships that can help the company continue to conduct business in a healthy, competitive environment.”

**Impact at the Local Level**

“All politics is local.” That’s a belief that UPS incorporates into its Congressional Awareness Program, where UPSers in each UPS district maintain regular contact with members of Congress to educate them about UPS and its operations.

In addition to global and national issues, UPS Public Affairs also addresses local matters that affect the company. It’s important for the company to build and maintain relationships in the communities it serves and with local governments and elected officials.

As constituents, UPS people can educate their local representatives about issues that are important to UPS such as fair competition, operational efficiencies, and the company’s ability to serve its customers.

“The support of UPSers across the country has been critical to our efforts to amend the Railway Labor Act,” says Pat Thomas, UPS Public Affairs coordinator responsible for UPS’s local Public Affairs activities and the Congressional Awareness Program. “More than 295,000 UPSers wrote letters to their U.S. senators in support of the RLA issue. This is just one example of how UPS people have gotten directly involved in educating their elected officials on UPS’s position on an issue,” says Thomas.

UPS operations also regularly host visits from elected officials for a variety of activities including grant presentations from The UPS Foundation to local nonprofit organizations, employee safety recognition ceremonies, and the opening of new facilities.
At first, customers outside the United States found Skates on Haight by word of mouth, and later on their website. So the San Francisco-based retailer of skateboards, roller skates, and other things on wheels decided to roll with it.

**Globalist next-door**

Since the 1970s, Skates on Haight has been a popular supplier of skating goods that has shipped with UPS from the company’s beginning. CEO Carol Sloan’s husband, Lee Cole, started the company as little more than a hole in the wall, selling skateboards as well as accessories, supplies, and apparel.

“Pretty soon people were locating us from around the country and asking us for products,” Carol recalls. The store opened a UPS account and began to ship orders all over the nation. “We started at the time when you had to write every entry in a book, and you’d give the book to the driver, and the driver would sign off on everything,” she says.

Wary at first of global trade, Skates on Haight developed a strategy and has since grown a huge e-business base, served by UPS technology. No longer an accidental globalist, the little U.S. skate shop now imports from China and exports worldwide with UPS.

The company partnered with a manufacturer in China, started making its own brand of equipment, and soon opened new doors throughout Asia. “All these signs were saying, ‘China! China! China!’” notes Carol. Skates on Haight’s path to global success is typical of many small to midsize U.S. businesses.

**Meeting evolving needs**

Over the years, Lee and Carol added related products, including roller skates, inline skates, snowboards, and scooters. As the skate business grew, UPS evolved products to meet the needs of businesses such as theirs. And today, Skates on Haight uses the UPS WorldShip® shipping system and has integrated UPS Web tools into its multiple...
e-commerce sites to give customers a choice of UPS shipping services and to allow them to track their purchases.

UPS Senior Account Manager Jim McGuigan introduced Skates on Haight to UPS Freight® services and then to Quantum View®, which provides them visibility into the progress of their shipments. “He’d drop by on a biweekly basis, just to say ‘hi’ and to see if we had any questions—and we always had questions,” Carol says. “Like, ‘We’ve never shipped to Egypt before. What do we need to know?’”

As the company’s international commerce grew, Jim encouraged Lee and Carol to attend UPS-sponsored trade seminars, and they connected with U.S. Commercial Service specialists. They also learned how, with UPS Ocean Freight, they could ship directly from factories in China to their customers.

To meet growing demand, Skates on Haight established a large warehouse and distribution center just a few blocks from its UPS center, and then launched a new product line.

An unexpected turn, and turnaround

After Lee passed away last year, Carol found herself trying to learn the e-business while dealing with the sudden loss. “There wasn’t anyone else to do it,” she says, “and he had no chance to send me his business model.

So here I am sitting in his big old chair at his big old desk trying to make sense of his big old company.”

Although Carol was at first intimidated by importing, she got the support she needed from the UPS team. “When I found out what was needed, it was so simple I couldn’t believe it,” she says. “With UPS, we haven’t had to pay for any of the education, the answers to our questions, or the one-on-one time with Jim. We’re getting a premium service at the rate we’d pay for any other shipper.”

According to the U.S. Commerce Department, fewer than one percent of America’s 30 million companies export, and fewer than half of those companies export to more than one country.

How UPS can help customers grow globally

“I think many companies get kind of pulled kicking and screaming into it, but after their first sale, they say, ‘Why didn’t I do this earlier?’” says Kaj Engberg, a UPS Marketing manager. “It just requires getting past that inertia of, ‘What I’m doing is good enough, and I don’t want to change,’ vs. ‘I’ve got to do something to grow my sales, and going international is the next logical step.’”

By Taking Charge, UPSers may be able to identify companies that are ready to engage in global trade. Following are just a few ways UPS can help them take the next step.

U.S. Commercial Service

UPS has been working with the U.S. Commercial Service (USCS) since 2007 to provide export assistance to smaller firms. A division of the Commerce Department, the USCS functions like a consulting service for U.S. companies seeking international buyers—except most of its services are free or offered at a nominal cost. The USCS can help customers identify markets where their products will have the greatest demand. www.export.gov

Online tools

UPS TradeAbility® can help customers find harmonized tariff codes for assessment of duties and taxes, screen for denied parties, and calculate total landed costs. ups.com/tradeability

Paperless paperwork

A shipment that contains more than just documents requires export paperwork. Typically, international shipments must travel with three copies of a commercial invoice to clear international checkpoints. With tools such as UPS Paperless® Invoice, the necessary information—including a signature—travels electronically with each shipment, reducing the risk of errors. ups.com: search UPS Paperless Invoice

DID YOU Know

Did you know that fewer than one percent of America’s 30 million companies export, and fewer than half of those companies export to more than one country.
The UPS “Green” Stamp of Approval

IN APRIL, UPS BECAME THE FIRST CARRIER TO OFFER ITS CUSTOMERS AN ASSESSMENT OF THEIR SHIPMENT PACKAGING BASED ON ENVIRONMENTAL STANDARDS. NOW, UPS CUSTOMERS CAN SHOW THAT THEIR SHIPPING PRACTICES ARE GREEN.

UPS’s new Eco Responsible Packaging Program sets standards for greener shipping and grants use of a special icon to companies that meet the requirements.

The Eco Responsible Packaging Program is administered by the UPS Package Engineering Design and Test Lab. “UPS engineers have always directed our customers to use the right kind of packaging to protect their goods,” said Bob Stoffel, Senior Vice President, Engineering, Strategy, Supply Chain, and Sustainability. “This service gives our customers a new way to demonstrate that they are serious about sustainability when it comes to shipment packaging.”

Using the right packaging

To qualify for the Eco Responsible Packaging contractual program, the UPS Package Lab evaluates a customer’s packaging processes in three areas of sustainability: right-sizing, damage prevention, and packaging materials.

Three layers of green

To earn use of the Eco Responsible Packaging Program label on their packages, customers’ packaging processes must meet approval in these areas of sustainability:

- **Right-sizing:** When contents fit their packaging well, there’s little unused space. That means that more packages can fit on pallets, in trailers, and on shipping containers—which means less fuel is used to get products to their destinations. Right-sized packages also reduce waste by requiring less filler material.

- **Damage prevention:** Responsible packaging begins with protecting the contents, since damaged goods can lead to the need to remanufacture and reship, doubling the carbon footprint.

- **Packaging materials:** Choosing environmentally conscious shipping materials is more than just opting for recycled cardboard and cornstarch packing peanuts. The entire life cycle of the materials—from manufacture to degradation—matters.

Additional information about the Eco Responsible Packaging Program is available at [www.ups.com/ecoresponsible](http://www.ups.com/ecoresponsible).

XYZ Supply meets UPS’s Eco Responsible Packaging Program criteria. Details at ups.com/ecoresponsible
This Spring, UPS rolled out 200 more Hybrid Electric Vehicles (HEVs) in Austin, Chicago, Houston, Long Island, NY, Louisville, Minneapolis, Philadelphia, and Washington, DC. They join 50 HEVs already operating in Atlanta, Dallas, Houston, and Phoenix, and approximately 20,000 low-emission and alternative-fuel vehicles already in use at UPS.

The 200 new HEVs are expected to reduce fuel consumption by roughly 176,000 gallons over the course of a year compared to an equivalent number of traditional diesel delivery vehicles. The hybrids also should reduce by 1,786 metric tons the amount of CO₂ gases released annually into the atmosphere.

Since 2000, UPS’s alternative fuel fleet has traveled more than 165 million miles.
Ten years ago, at his wife Jennifer’s suggestion, Paul Warrington went to Cambodia on a volunteer mission trip through his church. He returned a changed man. Every year since, Paul and Jennifer have gone back to the people and the country they love to be a part of something bigger than themselves.

“Cambodia is definitely a place where day-to-day survival is happening,” says Paul. “It’s a country that’s been set back 20 or 30 years from any neighbor and just needs a helping hand.”

A growing commitment

Mosquitoes, stifling heat, and extreme poverty are a way of life in Cambodia. Tropical illnesses, such as fever, malaria, and skin infections are common, and clean drinking water is virtually non-existent. In fact, the water in Cambodia has the highest quantity of natural arsenic in the world, increasing the potential for cancer and other diseases.

What’s more, bacteria in the water claim the lives of one in seven children. “You see kids that don’t make it past the fifth grade because they have such dietary problems and illness,” Paul adds. “And when you go over there and make a difference in a child and a family and leave a little hope, you know you are doing something a little bigger.”

On their many trips to Cambodia, Paul and Jennifer have built water tanks at schools, dug latrines, and spent time with children—teaching hygiene and staging puppet shows. And, with each visit, their commitment has grown.
“Once you’ve gotten a taste of it, you’re inspired to do more and to inspire others,” says Paul. “Everyone has gifts and talents, and they have the ability to make a difference whether it’s in Cambodia, Kentucky, or California.”

After their first few trips, he and Jennifer began organizing their own volunteer teams to work with nongovernment organizations and help in whatever ways needed. Jennifer even decided to go back to school to become a physician’s assistant to better serve the people of Cambodia.

**A passion to serve**

For Paul, being a team leader means preparing volunteers for the tough conditions in Cambodia, both mentally and physically. In addition to the poverty, desperation, and hopelessness, there’s also the heat, humidity, mosquitoes, lack of sanitary conditions, language barriers, and cultural differences to confront.

“Paul has inspired me through his ability to connect through other people,” says UPS’s Matt Sinn of Aircraft Maintenance Control, who has been to Cambodia six times. “He leads these groups in a very professional, positive way and connects with each individual. He’s got a passion for life, a passion for family, a passion for his job, and a passion to help others.”

Paul and his teams work closely with Resource Development International (RDI) in Cambodia, helping to test water wells for arsenic and teaching families about the negative effects it can have over time. They also assist the distribution of clay pots, which are used to clean out some of the bacteria in the water.

According to Chap Bun Thol, a principal at a local school, the water tank and filters that RDI and its volunteers installed in the classrooms have eliminated the need for multiple trips to the river. And, he adds the volunteers have made great strides in educating the children about the importance of clean water.

“Clean water is based on habit,” says Chap Bun Thol. “Once these children have developed good habits, it’s a demonstration to the village of how to have good health and how to use clean water... the whole community changes as a result.”

**Inspiration at home and abroad**

Dr. William Allsworth, Executive Director of Angkor Hospital for Children in Senrig Town, Cambodia, says Paul and Jennifer also have played a big role in advancing his hospital’s mission, both by their work in Cambodia and by advocating the needs of the Cambodian people when they return home.

“Paul has a good heart,” says William. “He’s passionate, and he spends time, money, and energy giving back to the local community and the community overseas. He doesn’t even consider the personal challenges he has to overcome to do this type of work, he just is passionate about reaching out to people who are in need.”

In addition to their day-to-day work and the ongoing planning for mission trips, Paul and Jennifer are raising four children—two of whom already have joined them in their efforts in Cambodia.

“It’s a matter of faith,” says Paul. “I want to inspire, I want to empower, and I want to mobilize people to put their faith into action. I want my life to be about how I serve those in need—not what I’ve accomplished personally or what I have.”

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Visit UPSers.com to see a video and additional photos or to post a comment about the Warrington’s efforts in Cambodia. Find it on the Community Page or link to it from InsideUPS Online.
As his pursuit of a major championship continues, a determined and optimistic Lee Westwood says he intends to keep knocking on the door until it eventually opens. And, after finishing third, third, and second in the last three of the Professional Golfers Association’s (PGA) four major tournaments, his knock just keeps getting louder.

"Lee has been quite magnificent ever since he joined our lineup of ambassadors," said Corporate Sponsorships and Events Manager Ron Rogowski. "His performance off the golf course has been equally impressive; his courtesy with our customers exemplary. Lee is a consummate professional."

A close second

"The closer I get to winning a major championship, the more I want the next one to come around," said the owner of nine top 10s in majors after coming in second at the Masters behind Phil Mickelson.

"Finishing second is obviously a massive boost for the rest of the year," noted Lee. "I’ve just got to keep doing the things I’m doing. It was a master class from Phil around the greens. That’s the standard you’ve got to be up to."

Lee’s score of 13 under par, which would have been good enough to win 17 of the last 20 Masters, convinced him he is destined to become a major champion.

"Phil won it more than I lost it. He said to me in the scoring hut afterwards that he’d been that man who kept knocking on the door, finishing seconds and thirds and wondering if it ever would work out," said Europe’s undisputed number one player. "He also told me that I’d been playing some of the best golf out of anybody recently and to keep plugging away."

Like many UPSers around the globe, Emilio Salinas of the Central California District followed the action and was delighted UPS was front and center at the Masters.

"It was great to see the UPS logo on Lee’s polo (shirt),” posted Emilio on UPSers.com. “He’s a great golfer and on the verge of winning his first major. As a UPS employee and golfer, I was proud to see our company well represented.”

Number four and charging

Husband to Laurae and father to Sam and Poppy, Lee is mere percentage points behind third-ranked Steve Stricker in the Official World Golf Rankings. A win at the Masters would have catapulted Lee into second behind Tiger Woods. Phil Mickelson is the current number two.

Along with India’s Jeev Milkha Singh and Spain’s Pablo Larrazábal, Lee is one of three golfers representing UPS during tournament play, at customer hospitality functions, and other brand promotion activities and events.

The 37-year-old from England is getting his next shot at a major June 17-20 at the U.S. Open in Pebble Beach, California.

As the Official Logistics and Express Sponsor of the European Tour, UPS provides key transportation and logistical support for the tour’s 53 events, which span two dozen countries on five continents.

Visit UPSers.com for more on our golf sponsorship, including a list of the UPS-sponsored events on the European Tour.

“Congratulations to Lee on his outstanding performance at the Masters. His perseverance and determination did UPSers proud.”

— K.K. Valiappan, UPS Asia Pacific Region
Lead Singer
MICHAEL WATSON HITS THE RIGHT NOTES WITH SALES LEADS.

Package car driver Michael Watson, a 26-year UPS employee from the South California District Laguna Division, spends his time after-hours singing with a master chorale. He’s a baritone, trained in classical music, and he’s performed works in Italian, German, Hebrew, and English.

You get the feeling he’d use all those languages, if that’s what it took, to bring a sales lead home to UPS. He’s definitely vocal about finding new business for UPS.

Leads all over the place
Some time back, Mike made a delivery to a national linen-and-bedding retailer, where he spotted a pile of parcels shipped through a competitor. “They were all over the place,” Mike says. “All over the place.”

“It bugged me from day one,” he recalls. “So I bugged that customer from day one. I asked them to try UPS, give us a shot. This went on for four years. Finally, they called us.

“Now I go in there and see UPS packages all over the place. It’s a good feeling to do this for a company that’s been so good to me and my family.”

Hooked on a feeling
And judging by the success of those and other leads, Mike has a lot to feel good about these days. Since UPS changed the Take Charge rewards system last summer from dollars to merchandise, Mike has led his district in finding a chorus of sales leads. In the past 12 months, he has made 10 referrals to the sales lead team, and six have led to new business—to the tune of 105,000 packages and counting.

With his rewards points, Mike has developed a penchant for electronics. Sales leads have so far supplied his wife and five kids, ages 19 to 37, with iPods, a 50-inch screen television, phones, and a digital camera.

The Mississippi native who moved to California in 1980 has his own explanation for his diligence in procuring leads. He recalls how he worked in the receiving department of a department store. Then, one holiday season after years of coaxing from a UPS driver, he joined UPS and became a full-time employee in 1984.

“If somebody hadn’t been persistent and found new business ahead of me, I wouldn’t have a job,” he says. “I sure don’t mind doing this for the next person in line.”

Persistence pays
Mike shares his tricks of the trade in one sentence.

“‘I’m persistent. They may tell me ‘no’ one day … but I can get ‘yes’ another day.”

He works until he gets the name and number of the person who makes the decision, then turns in the lead.

“If one person says no, I go to the next person,” Mike explains. “When I finally get a card and get the number, I turn it in to the sales lead team. Then I follow up with the customer. I ask, ‘Did we contact you? Did we call?’ If there’s been no follow-up, I get back with our sales rep and find out why.

“Nobody gets any rest when I’m on a sales lead.”

Mike has a ready answer for the customer who uses a competitor because of a personal friendship.

“I tell them, well if you want to spend more money and have less service, that’s up to you,” he laughs. “That usually does the trick.”

Added Convenience for UPS Customers: UPS Mobile™ Apps
The UPS Mobile App for Android™ is now available—joining the family UPS Mobile apps for Blackberry® and iPhone® that make UPS even more accessible for customers. The UPS Mobile App for Android is a free application that offers a convenient method of tracking, shipping, finding locations, and estimating shipment costs and delivery times—anytime, anywhere. Like the other UPS Mobile apps, no login is required for tracking, finding locations, and estimating rates and time in transit through the UPS Mobile App for Android. However, logging in with a My UPS ID allows a user to access their address book, ship packages, and other features.

UPS people are encouraged to help spread the word to customers, friends, and family. Instructions and additional details are available on the Advantage UPS page at UPSers.com.
In 1982—a year when Ronald Reagan was President of the United States, and E.T. arrived in movie theaters—UPS started a new era, beginning a partnership with United Way. Since then, the generosity of UPSers has helped to improve the lives of thousands of people in the communities where UPS people live and work.

This year, UPS celebrates past accomplishments and an exciting future as the company reaches a milestone: $1 billion in total contributions. This achievement is complemented by countless hours donated by UPS people and their families over the years to assist agency needs and fundraising efforts.

Corporate Human Resources Manager Allen Hill will lead this year’s campaign, which begins July 15 and will continue through September. The popular “Jeans Days” will return again this year and new opportunities for mentorships will be introduced.

Three teams of UPSers in Columbia, SC, tried their hands at tugging a UPS plane. The Tug-a-Plane event, held annually, brought together teams of people throughout the community despite the rain. Find out who they are and how they fared in the competition at InsideUPS Online.
Compass Online Points to New Look

Compass Online, UPS’s online home for product news and business insights has been redesigned to make the site easier for customers to find information they need about UPS services and solutions.

The site now includes functionality that invites readers to join the conversation by submitting comments and ranking and rating content. Check it out at www.compass.ups.com.

Think Big: The UPS Store Makes Shipping Freight Easy

The UPS Store can ship everything from letters to surfboards, but most locations have the ability to ship, as well as offer packaging and crating services for a piano, a grandfather clock, a pool table, or even larger items. Customers should contact their nearby location for pricing and service availability. Search for participating locations at www.theupsstore.com/freight.