GSA and UPS…….. Turn our advantage into yours.

February 2, 2010

GSA U.S. General Services Administration

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Agenda

- Introduction of UPS Team
- Unique solutions and service differentiators – Why UPS?
- Scope of DDS2
- Transitioning to UPS - Implementation process
- Q and A’s

UPS Team Members

Government Sector Team

- Sheila Dunn – Vice President – Strategic Accts.
- Tim Shaw –Vice President –Gov't Sector
- Maureen Baer - Director
- Tom Dames - Director
- Eric Henderson – Director
- Bill Sturgeon – Director
- Andy Sullivan - Director

DDS2 Implementation Team

- Randy Leach – Project Manager
- Sharon Cooperman – Implementation and Billing Solutions Manager

Operations

- Bill Stratton – Metro DC Engineering Team

Security

- Jim Vint – UPS Corporate Security
- Jeff Merkle – Metro DC Security Manager

Solutions:

- Bud Wiser – Gov't Solutions Manager
- Cindy Hall - Gov't Solutions Manager
- Brad Moser - Gov't Solutions Manager
- Ron Stultz- Gov't Solutions Manager

Account Alignment By Director

Eric Henderson	Tom Dames	Bill Sturgeon	Maureen Baer	Andy Sullivan
VA	DHS	USDA	DOI	DOJ
Dept. of Treasury	GSA	Dept of Educ.	DOS	Peace Corp
DOC	HHS	FDIC	Amtrak	US Legislature
HUD	USAID	UNICOR	White House / OMB	Dept. of Energy
GPO	SSA	EEOC	SEC	NASA
	DOT	Smithsonian	DOL	SBA
		TVA	All Other Gov't	Fed Reserve
		US Courts	OPM	NARA
				EPA

Discover the unique ways UPS delivers our customers a competitive advantage.

We Deliver ***More.***
UPS offers more service choices so you can balance cost and customer service. And we back you with the world's premier network.

The Ground Alternative ***Savings.***
See how UPS is providing our customers significant savings with our fast, reliable, **guaranteed** Ground Service.

We Make Doing Business ***Easier.***
UPS technology tools and support make it easier for you to serve your customers and can accelerate your own business processes.

Brown® Can Make You ***Greener.***
UPS is a leader in sustainability, which can help us both work more responsibly and efficiently.

UPS guaranteed domestic package service options*

Multiple options to meet your many demands

Same-Day	
UPS Express Critical℠	Typically same-day delivery, next flight out, 24/7/365
1 Day	**- To *More* Businesses and ZIP Codes**
UPS Next Day Air® Early A.M.®	Guaranteed overnight by 8:00 a.m.
UPS Next Day Air®	Guaranteed overnight by 10:30 a.m.
UPS Next Day Air Saver®	Guaranteed overnight by 3:00 p.m.
2 Days	
UPS 2nd Day Air A.M.®	Guaranteed two-day by 10:30 a.m.
UPS 2nd Day Air®	Guaranteed two-day by end of day
3 Days	
UPS 3 Day Select℠	Guaranteed three-day by end of day
By Date Scheduled	
UPS Ground	Guaranteed day-definite one to five days
UPS Hundredweight Service®	Guaranteed day-definite contractual service for Less-Than-Palletload℠ (LPL) shipments

*Visit ups.com® or call 1-800-Pick-UPS® for guarantee details, service availability, delivery-time commitments or to request a pickup. Excludes UPS Express Critical.

International express package delivery options with a difference

UPS provides international services utilizing the same network.

- Delivery worldwide is typically in one to three days, depending on destination.
- Same UPS Driver at pick-up and delivery as for your ground and domestic air shipments

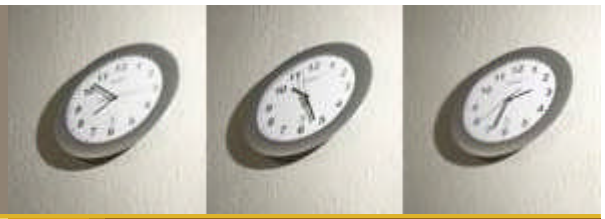
UPS provides WWX pricing to all Federal Agencies.

- For both Export and Import Services
- Rates Automatically Attached to all FSSI/DDS2 Users.

UPS International shipments can be processed on the same systems as domestic shipments

- Paperless Invoice provided

UPS delivers *more* guaranteed packages on time around the world than any other carrier.



A single driver for ground, air and Int'l means *more* personalized service

One UPS driver **picks up your ground, air and international packages.**

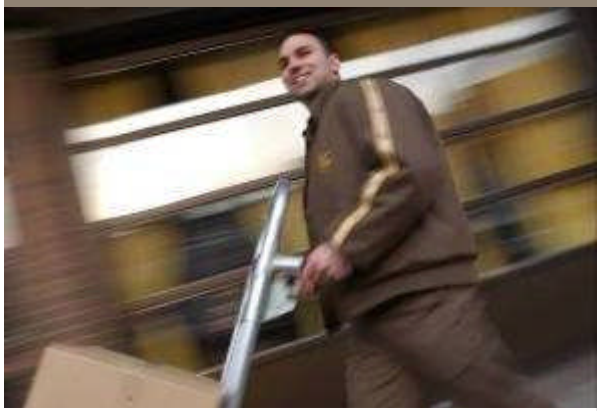
- Customers trust UPS drivers to know and understand their business, and that's a real advantage when managing complex shipping operations

UPS delivers *more* ground packages than any other carrier.

- More than 10 million ground packages delivered on time every day

Customers recognize UPS drivers as the industry's best in customer service surveys.

- Our drivers are the face of reliability, making sure your pickups and deliveries are consistently right on time.



Our integrated package network creates better efficiency and flow in your dock operations.

The Ground Alternative *Savings.*

Sample of a *Ground* Conversion Strategy

- All field sites within 300 mile radius of the St Louis, Missouri DC are evaluating shifting from air to ground services
- Substantial savings are available, typically exceeding $25 dollars per box shipped.
- Full inbound Quantum View Visibility is now available for these former Air shipments.
- UPS Ground Shipments have a Time in Transit money-back guarantee, with 98% plus reliability on time.

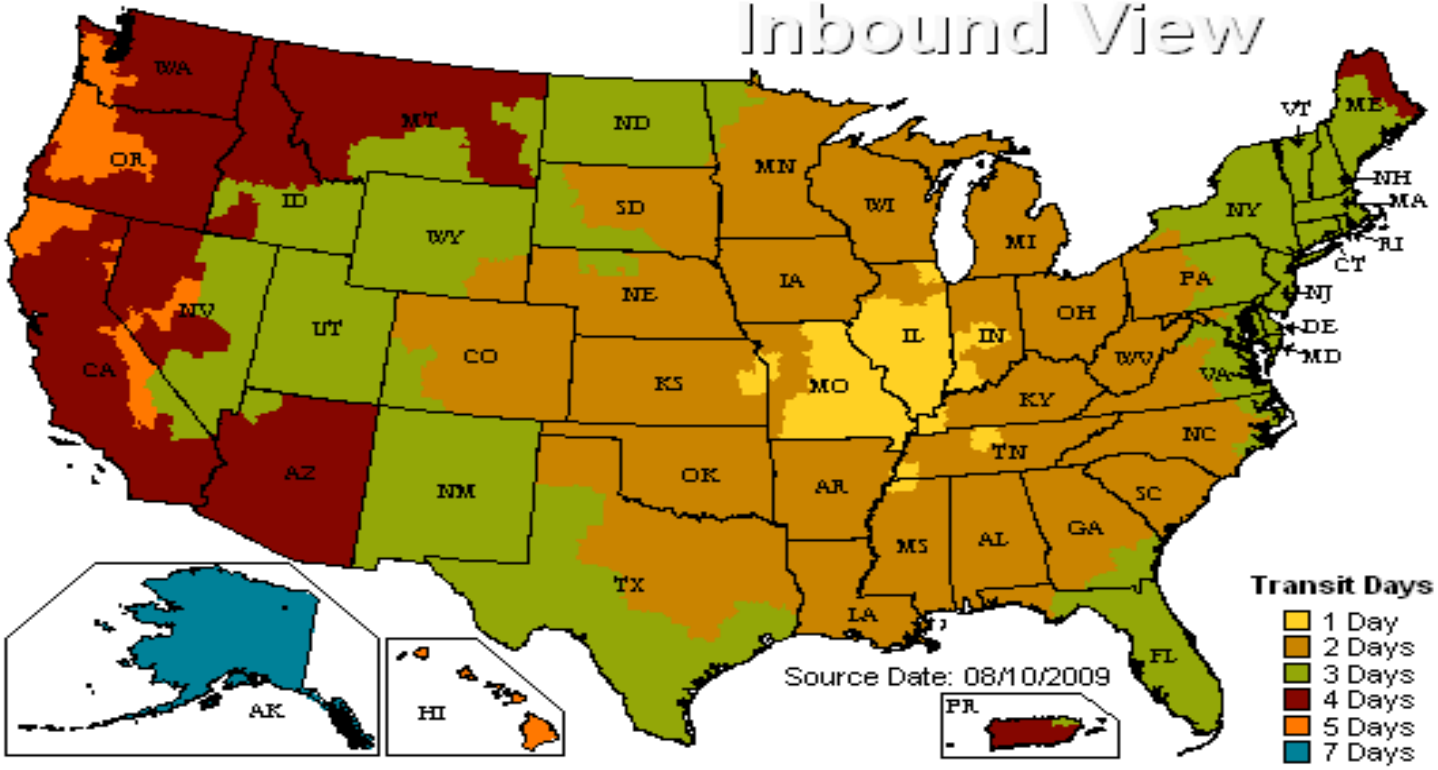
Business days in transit to: St Louis, MO

U.S. Ground Maps

U.S. Ground Map Results

Business days in transit to: SAINT LOUIS, MO 63105

Printer-friendly



We Make Doing Business *Easier.*

Advantage UPS : *One* technology platform works for *many* transportation modes

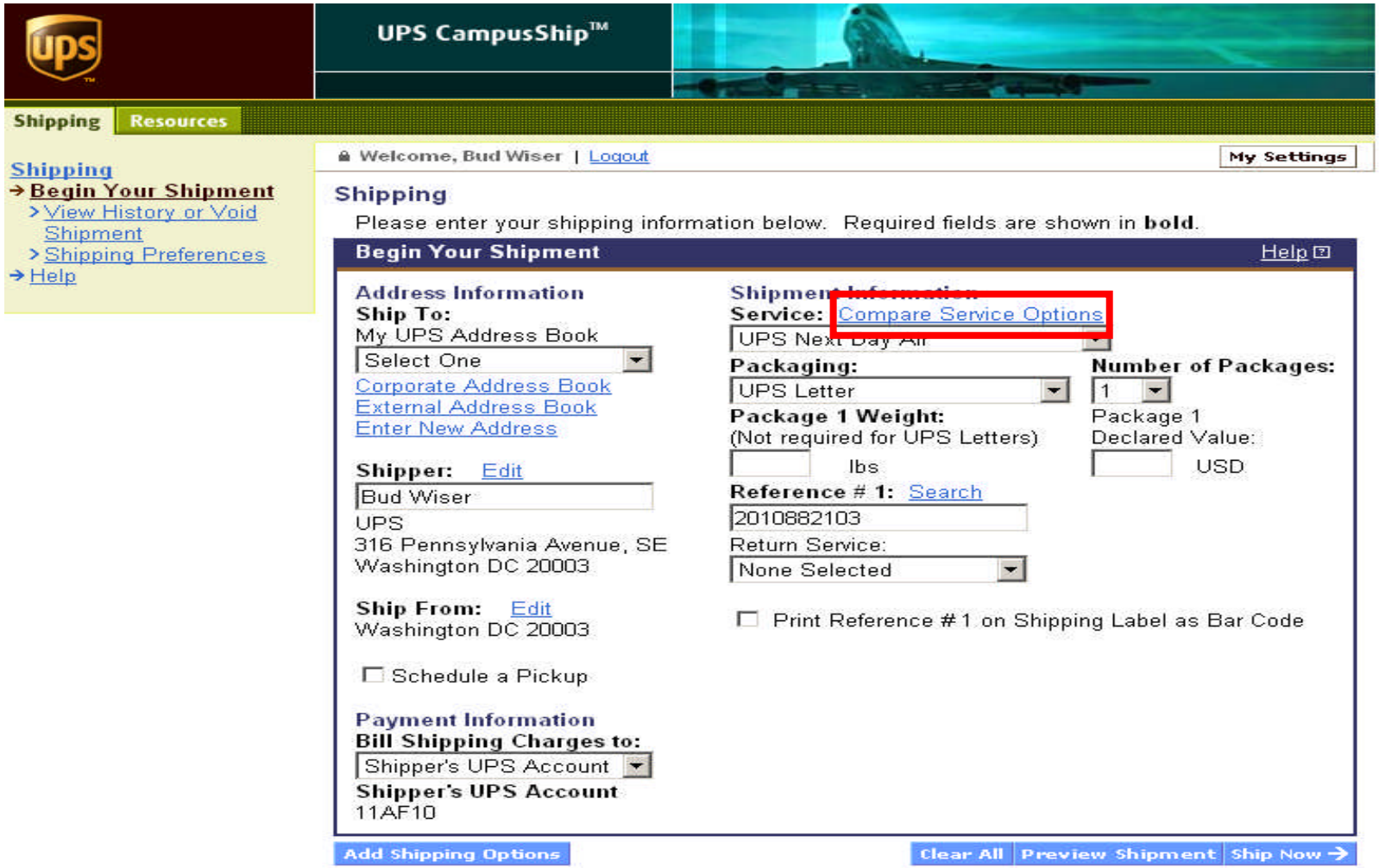
UPS is the *only* major carrier with a single automated system that supports both package and freight shipments.

- That makes it easier for you to ship, track, train your personnel, and integrate our information into your systems.

***Advanced* technology tools that support package and freight services (domestic and international air, domestic heavyweight) include:**

- *UPS WorldShip® 2009 version 11.0*
- *UPS Billing Data and Billing Analysis Tool*
- ***UPS CampusShip***
- ***Quantum View® Manage***

UPS CampusShip is a Browser-Based Solution



Domestic Shipping Label

UPS CampusShip: View/Print Label

1. **Print the label(s):** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.

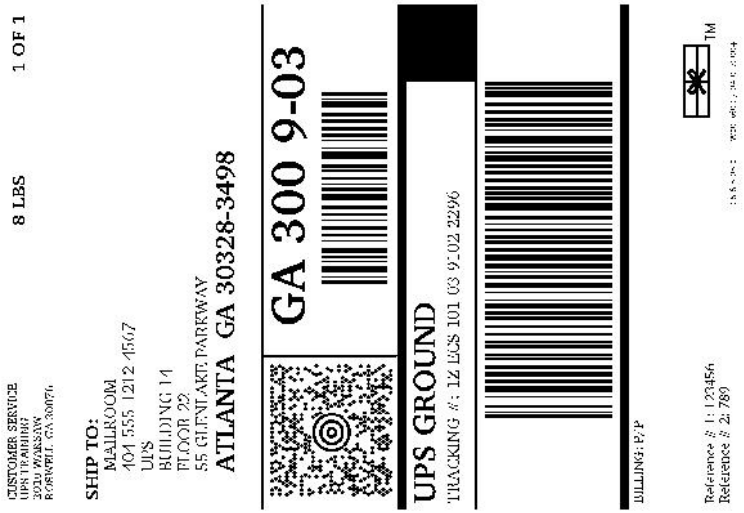
2. **Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. **GETTING YOUR SHIPMENT TO UPS**

   Customers without a Daily Pickup
   - Schedule a same day or future day Pickup to have a UPS driver pickup all of your Internet Shipping packages.
   - Hand the package to any UPS driver in your area.
   - Take your package to The UPS Store™, Customer Center or Authorized Shipping Outlet.
   - Drop off your Air Shipments including Worldwide Express SM at one of our 50,000 UPS locations.

   Customers with a Daily Pickup
   - Your driver will pickup your shipment(s) as usual.

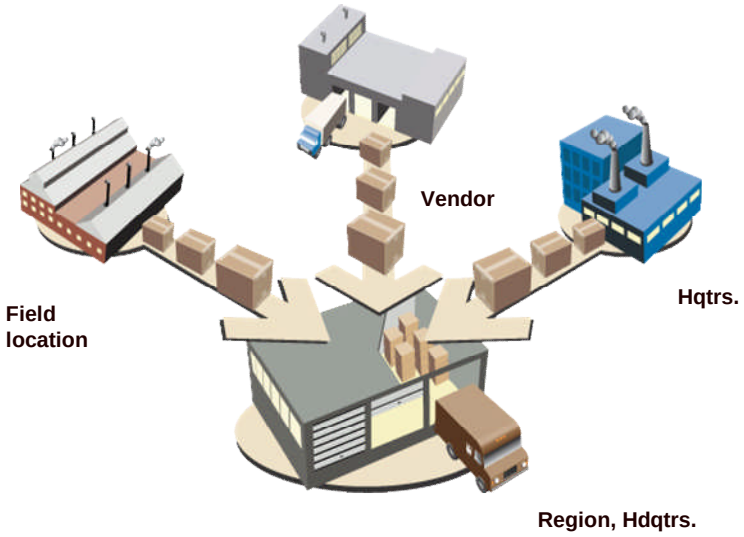
FOLD HERE



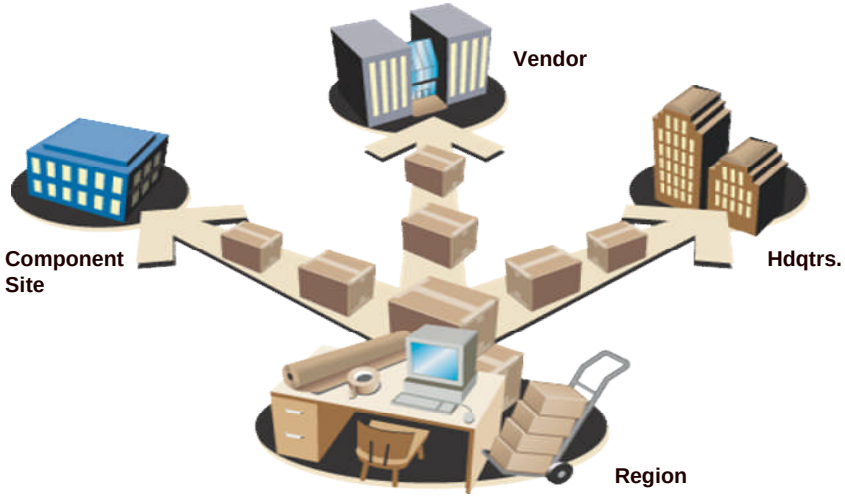
- Follow the instructions on the label to complete the shipment.
- Take your package to the UPS drop-off within your company.
- Or, to find a drop-off location near you, go to UPS.com.
  - Select the Shipping tab
  - Then select the Find Drop-off Locations link

Quantum View is browser based and provides information which helps our customers "see" their inbound and outbound shipments

Inbound View



Outbound View



- This information is available twenty-four hours a day, seven days a week.

Transitioning to UPS under DDS2 is *easy..*

- **Minimal Costs to Shipper (no IT integration costs), systems and information/visibility technology provided free of charge.**
- **WebCA - Formal Contract Administration Tool that provides consistent flow of information regarding agencies' implementation requirements.**
  - **Provides direct linkage to field resources.**
- **Training on Technology via multiple methods (webinar, by telephone, in-person, etc.).**
- **UPS will scale its resources and activities to correspond to final implementation timeline – we are prepared to deal with any situation.**
- **Quality of the "data" provided by agencies will have an impact on speed of implementation.**

Transition Topics

- On Boarding/Account Set-Up: Process and Timelines
- Common “Pitfalls” on Account Set-Up Information
- Billing Options
- Training: Product/Technology
- Account Representation
- Sustainability
- Communications Plan

On Boarding/Account Set-up: Process & Time Lines

- ***Plan A***
  - Agency's DDS2/SSI Project Manager completes Excel Worksheet for account set-up
    - Completed file sent to Strategic Account Director
    - Active account number attached to rates within 15 business days
    - UPS representative schedules visit/call within 13 business days

Total Process: 15 Days

Excel Worksheet option

- ***Plan A Sample Worksheet***

Company Name	Reference # (not required)	Street Number	Prefix	Street Name	Type	Suffix

Common Pitfalls on Account Setup Information

- ✓Inaccurate address information
- ✓Inaccurate phone information
- ✓Suite/cube numbers not captured
- ✓Account naming conventions inaccurate or unclear
- ✓Email addresses not captured
- ✓Pickup location not captured or inaccurate
- ✓Contact name inaccurate (common errors: people who left the organization, no longer job responsibility, misspelled names)

****Please note that any error in information can lengthen the account setup/on boarding process*

On Boarding/Account Set-up:
Process & Time Lines

- ***Plan B***
  - Set-up Online Registration site:
    - UPS Strategic Account Director and Agency create a unique PIN number.
    - UPS sets up *url* to capture account information within 3 days.
    - Agency communicates link to each location (1 day).
    - Active account number attached to rates within 15 business days, once site registers online.
    - UPS representative schedules visit/call within 13 business days.

- ***Total Process: minimum 19 days, unknown maximum***

GSA

Home | Contact UPS

Open a UPS Account | Shipping and Tracking | Service Guide | Rates, Transit Times & Billing | Sustainability

Open A UPS Account

UPS Air Freight
A new level of convenience and predictability

Learn more

Open Account Application

Application

Enter your pin# and .gov email address and click GO to continue.

All fields required. ◆

Pin#: ◆ dwq6xlp Email Address (.gov): ◆ john.smith@usa.gov

GO

Application

Please fill out the form below and click Submit.

◆ Indicates required fields.

Customer Information

Company Name: ◆ Attention:

Street #: ◆ Street Prefix: Street Name: ◆

Street Type: Street Suffix: Floor #:

Suite / Room: Additional Info:

City: ◆ State: ◆ --Select One-- ZIP: ◆

Contact Name: ◆ Title: ◆ Phone #: (only numbers) ◆

Pickup Information

Type of UPS Service Required: ◆

- (●) Automated Daily Pickup Service - I need the UPS Driver to pick up at my location every day.
- ( ) On Demand Service - I will contact UPS when I have a shipment for pickup, drop off my shipments at a UPS drop box or a The UPS Store location, or give my shipment to a UPS driver.

P/U Point: ◆ Earliest Pick up time: (Example: 0830) ◆

Desired Pick up time: (Example: 1500) ◆ Latest Pick up Time: (Example: 1700) ◆

Manifesting Information

How do you currently ship packages with FedEx? ◆

Vendor System

Which vendor system? ◆

Submit

Shipping Solutions

- UPS CampusShip
  - Web-based shipping solution.
  - Setup forms will need to be filled out by the agency
  - Must identify agency CampusShip Administrator who will manage the program.
  - Setup time, once the setup forms are filled out with all the necessary information, is five days.
- UPS WorldShip
  - WorldShip 12 is a Windows based solution and can be used on XP, Vista and 7.
  - Software is downloadable from www.ups.com or can be installed from a CD.
  - Installation can be instantaneous if the agency is going to use their own computer (software needs admin rights to run on the workstation).
  - UPS provided hardware has a lead time of two weeks.
    - UPS Sales Team will submit the necessary paperwork for the appropriation of the equipment and installation

UPS Billing Options

- **UPS Paper Bill**
  - Paper invoice delivered in a hard copy to shipper or billing site.
  - Setup is done automatically when account is created.
- **UPS P-Card**
  - Procurement card payment using departments P-Card. Setup is completed after the first week of shipping.
  - The UPS Project Manager will manage the process for setting up agencies on P-Card billing.
- **UPS Billing Data File**
  - Electronic flat or XML file used for auditing the weekly invoice. Delivered via an email link or downloaded from the person's myups.com ID on the web. Customer can self-register or UPS can set it up on the backend.
  - Setup time is less than two days depending on how the agency enrolls
- **UPS Billing Center**
  - Billing portal on UPS.com for customers who need to view their invoices online.
  - Setup time is less than five business days.

User Training Channels for Product/Technology

- UPS will have multiple channels available for training on UPS technology and services:
  - *Recorded WebEx Calls*
  - *Conference Calls*
  - *Training Guides*
  - *On-site/direct training options*

Brown® Can Make You *Greener.*

Sustainability – UPS uniquely qualified to help

Executive Order issued on October 5, 2009: Federal Leadership in Environmental, Energy, and Economic Performance (FLEEP)

- Federal agencies now required to report and reduce their own greenhouse gas (GHG) emissions, as well as that of their transportation contractors (Scope 3 emissions)

  The Order contains a number of milestones, which require immediate action:
  - April 3, 2010 (within 180 days of the Order):
    - Recommendations due regarding tracking and reducing scope 3 GHG from vendors
    - Feasibility assessment due for requiring vendors to register with a voluntary registry or organization for reporting GHG emissions
    - Feasibility assessment due for requiring vendors to make available their GHG inventory and description of efforts to mitigate GHG emissions
  - July 31, 2010 (within 240 days of the Order):
    - Carbon reduction goal due for agency-wide scope 3 emissions
  - January 5, 2011 (within 15 months of the Order)
    - Carbon footprint due for scope 1 and 2 and specified scope 3 emissions

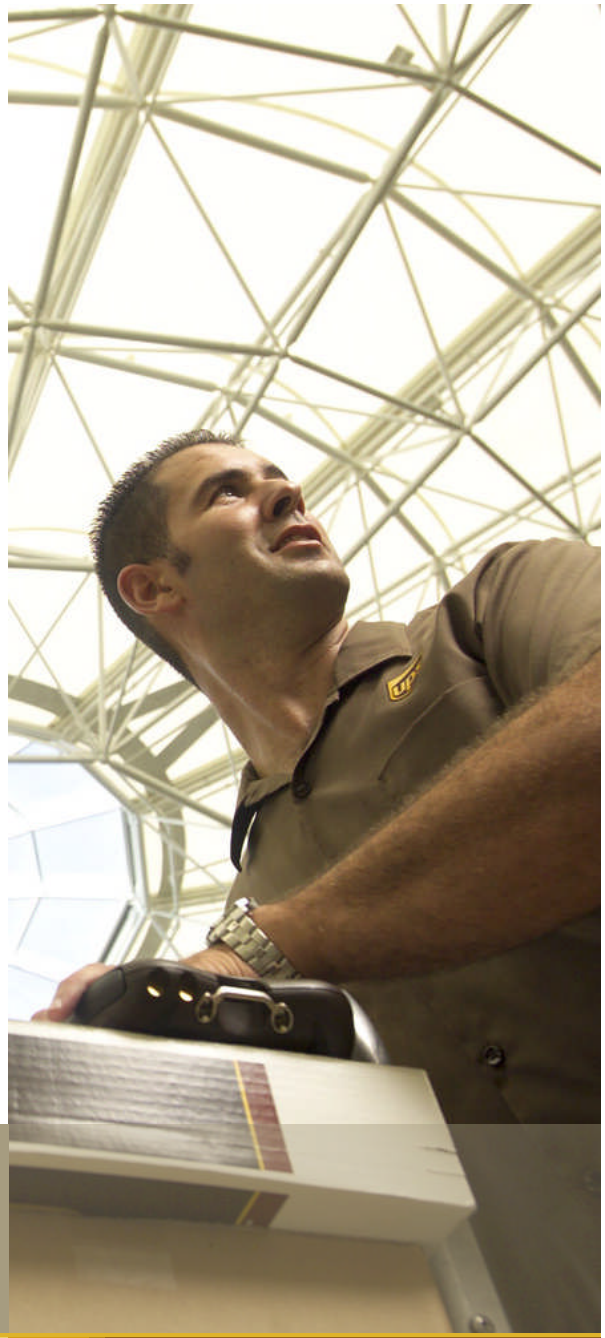
- UPS is in a unique position to help Federal Agencies get up to speed quickly and comply. Simply using UPS over others in the sector will lower your carbon footprint because of the efficiency of our network.
  - UPS can provide agencies with the carbon footprint for UPS shipments.
  - We can help agencies offset the carbon impact of your shipping.
  - Because our scope 3 emissions are relevant to accurately capturing an agency's carbon footprint, they are included in the carbon footprint calculation.
  - UPS has verified its calculation and offsetting methods with third parties

SmartWay Transport Partner
Getting There With Cleaner Air

CLIMATE LEADERS
U.S. Environmental Protection Agency

UPS helps you move *ahead*

- UPS delivers and pick-up from every address in the U.S.
- UPS maintains the largest service portfolio and network in the world, with one combined network for all small package shipments.
- UPS provides solutions that enhance overall value.
- UPS solutions focus on process improvement.
- UPS' innovative technology creates - or enhances current - efficiencies to bring additional value.
- Partnering with UPS aligns GSA with the industry leader.
- Our goal is to produce increased efficiencies, improved reliability, and long-term cost savings.
- Transitioning to UPS is *easy.*



Turn our advantage into yours.

Thank you …..Q & A

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1 800 PICK UPS
www.ups.com
World's First
Hydraulic Hybrid
Delivery Vehicle
EPA1939
EATON

UPS Strategic Accounts Director: Tom Dames
Mobile: (240) 676-7540 or tdames@ups.com

- Agencies Covered:
  - General Services Administration
  - Department of Homeland Security
  - Department of Health and Human Services
  - Department of Transportation
  - USAID
  - Social Security Administration

UPS Strategic Accounts Director: Eric Henderson
Mobile: (240) 417-4763 or ehenderson@ups.com

- Agencies Covered:
  - Veterans Administration
  - Department of Treasury
  - Department of Commerce
  - Housing and Urban Development
  - Government Printing Office

UPS Strategic Accounts Director: Bill Sturgeon
Mobile: (732) 672-5885 or bsturgeon@ups.com

- Agencies Covered:
  - Department of Agriculture
  - Department of Education
  - FDIC
  - UNICOR (Prisons)
  - EEOC
  - Smithsonian
  - Tennessee Valley Authority
  - US Courts

UPS Strategic Accounts Director: Andy Sullivan
Mobile: (201) 410-8637 or asullivan@ups.com

- Agencies Covered:

  - Department of Justice
  - Peace Corps
  - U.S. Legislature (House and Senate)
  - Department of Energy
  - NASA
  - Small Business Administration
  - Federal Reserve
  - National Archives
  - Environmental Protection Agency

UPS Strategic Accounts Director: Maureen Baer
Mobile: (717) 329-0049 or mebaer@ups.com

- Agencies Covered**:**
  - Department of Interior
  - Department of State
  - Amtrak
  - White House/OMB
  - SEC
  - Department of Labor
  - Office of Personnel Management
  - All Other Agencies