

# A Smart & Sustainable Shipping Journey

Our customers want to ship more, with less impact. We offer sustainable solutions to help minimize the environmental impacts associated with their supply chains.



## ANALYZING

An updated Carbon Impact Analysis solution uses a dashboard that allows customers to view their emissions data in multiple ways, such as by mode, service level, or business unit. Based on a customer's emissions, we offer optimization techniques that improve efficiency and reduce impact.



## PACKAGING

Our Eco Responsible Packaging Program recognizes shippers who are committed to sustainable packaging. Shippers who meet criteria for damage prevention, appropriate sizing, and packaging material can participate. We also offer a packaging solution that enables customers to create a right-sized box for any item.



## SHIPPING

UPS carbon neutral shipping is an easy, cost-effective way to offset GHG emissions from shipments of any size. With UPS Smart Pickup™ service, customers can schedule a pickup only when needed, avoiding unnecessary trips and emissions.



## RECEIVING

UPS My Choice® services enable customers to adjust delivery times or locations, while UPS Access Point™ locations enable package pick up from a centralized location. These solutions increase customer convenience and help avoid unnecessary trips, miles, and emissions.

For customers in multiunit buildings, the Latch smart access device permits UPS drivers to enter buildings and deliver packages to a lobby or package room. This enables drivers to deliver more packages on the first attempt.

The UPS chatbot, now available on mobile phones and smart speakers, uses artificial intelligence to share information about package deliveries and other UPS® services. The chatbot integrates with UPS My Choice services, and provides a conversational interface that allows customers to ask questions like, "Are any packages coming to my house?"

## RETURNING

We simplify returns with turnkey packaging, preprinted labels, and more than 150,000 convenient drop-off and pickup locations. UPS Returns™ Manager allows customers to print return labels directly from the UPS tracking results page and provides merchants with online management and visibility of returns. UPS's reverse logistics solutions also help customers reclaim and refurbish products to be used again.

