

# RoundUPS

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Fall 2006

A man with a beard, wearing a green t-shirt and blue jeans, is sitting on a motorbike in a workshop. The motorbike has a '50¢' sticker on the front. The background shows a workshop with various tools and equipment.

## The ride of his life

How far will a penny-powered motorbike travel? Ask Damon Carson.

### Keeping cool

New test chamber ensures the ultimate thermal packaging

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Experts reveal four ways to keep your workers working

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A guide to our latest upgrades



Special tearout: 2006 UPS Year-End Holiday Schedule

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# The art of shipping

BetterWall owners Nick and Nora Weiser align with museums to find permanent homes for ill-fated banners.



Nick and Nora Weiser of BetterWall

Until Nick and Nora Weiser founded BetterWall, the vibrant vinyl banners that adorn city streetlamps promoting museum exhibitions ended up in landfills.

Most of them anyway. From her former curatorial post at the Art Institute of Chicago, Nora often called dibs on recently retired banners. “I hung them at home,” she says. “They looked great on my walls and after each exhibition I could rotate the collection and renew my décor.” The look was a hit with guests who admired the blend of color and culture. “They always asked where they could get one, and I had to tell them they weren’t for sale,” she says.

But Nora knew she was onto something. So in 2004 she and her husband, Nick, began partnering with art museums to salvage ill-fated banners and sell them as limited-edition art. Today, BetterWall’s Denver facility houses thousands of

hangings from around the country thanks to partnerships with more than 20 major museums, including The Museum of Modern Art in New York, the Los Angeles County Museum of Art and the Art Institute of Chicago.

According to Nora, BetterWall’s success has hinged on ensuring her suppliers are unencumbered by shipping hassles. After all, curators don’t drive to work with banners on the brain. They’re thinking things like “will the Cézanne be ready for next month’s exhibition.”

BetterWall keeps a low profile by sending flattened boxes via UPS to participating museums. The museums, in turn, pack the boxes with banners and remit to BetterWall via UPS Ground. “We make it easy for the museums,” Nick says.

## BetterWall

### Challenge

Coordinating shipments with more than 20 museums across the country

### Solution

Providing the UPS Account Number to the museums for seamless shipping

### Web

[betterwall.com](http://betterwall.com)

For more information on UPS Ground, visit [ups.com/fast](http://ups.com/fast).

“We provide our UPS Account Number to them, and it’s a seamless process because everyone is familiar with it, from the art departments to the shipping crew.”

### All clear

Once BetterWall receives the banners, Nick and Nora work to restore the hangings and reconcile any copyright issues. The restorable banners are sold as art, while those that are too weather-beaten or have irresolvable copyrights are consolidated and recycled into vinyl floor tiles and other household products.

“Most businesses, including museums, are looking for ways to incorporate green practices,” says Nick, formerly an executive at an environmental consultancy. “We’re happy knowing our customers get beautiful wall hangings while we do something good for the environment.” In fact, to date, BetterWall has prevented 10 tons of vinyl from going into landfills.

The museums also make out: BetterWall’s banners range in price from \$400 to \$800 apiece, and a portion of each sale goes back to the museums to fund their programs, collections, operations and exhibitions.

### Banner year

Having recently celebrated their company’s one-year anniversary, Nick and Nora say shipping volume remains volatile. But with consumers catching on, those numbers are trending higher. So high, in fact, the Weisers recently launched BannerConcept, which will produce new wall hangings based on the look of the street banners. Home furnishing stores will carry the hangings, which feature unique art images in this trend-forward format. As BannerConcept takes off, the Weisers say they’ll rely on UPS Freight services to ship in bulk to merchants. They’re also considering using a nearby UPS fulfillment center to drop-ship packages.

In the end, the relief, says Nick, is that his operation can rely on its current UPS shipping model, only now in reverse—sending large packages rather than receiving them. “We’re using the same model, and it doesn’t require us to build a new business around it,” Nick says. “There’s no question that when it’s all said and done, UPS will be there.” ■

## DID YOU KNOW?

Since introducing DIADs (Delivery Information Acquisition Devices) for UPS drivers in 1991, we’ve saved more than 60 million sheets of paper a year.

### EASY ACCESS

## So many shipments, so many ways

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### Convenience is key when shipping on a deadline.

Fortunately, UPS provides roughly 63,000 shipping locations nationwide.

For full-service shipping and business services such as copying, printing, document finishing and mailbox services, visit one of more than 4,200 locations of The UPS Store®. Staff at any of these locations are qualified “International Shipping Experts,” familiar with the paperwork, processes and procedures to ensure your shipments clear customs safely and with minimal delay.

For the ultimate convenience, 40,000 UPS Drop Boxes are available for drop-off 24 hours a day, seven days a week. And now our drop boxes are your location for UPS Returns Services shipments, including UPS Ground Returns\*.

More than 1,000 UPS Customer Center locations offer a place to ship your packages along with any packaging materials required. A majority of these centers sell gift cards for mass merchandise and specialty retailers such as iTunes, Starbucks, Blockbuster and many others.

You can also ship UPS at more than 1,000 Office Depot and 1,200 Staples locations. Whether you’re a regular shipper or simply ship occasionally, both office supply chains offer a full complement of UPS services.

Additional UPS access points include the more than 6,500 Authorized Shipping Outlets (ASOs) spanning the nation. ■

\* Ground Returns shipments are those being sent via UPS Ground with either a Return Service (RS) or Authorized Return Service (ARS) label.





Damon Carson, president of Kiddie Rides USA

# Profit rockets

With help from UPS, Damon Carson of Kiddie Rides USA puts a lucrative spin on a dying tradition.

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**D**amon Carson, president of Denver-based Kiddie Rides USA, has a fun job. His company stocks the coin-operated theme rides that have clattered their way from amusement parks and grocery stores to private homes and corporate lobbies. The rides come in almost every conceivable shape, and at any point may include a Roy Rogers horse, a giraffe-piloted Jet Ski or all manner of planes, trains and automobiles.

Carson's company is the last of its breed in the United States, after the "kiddie ride" heyday of the 1980s and '90s. Rather than mass-producing new rides, Carson's company remanufactures old ones.

"We have more than 300 rides in our warehouse," Carson says. The rides, which the company finds at auction or through word-of-mouth, are stripped to the fiberglass and restored using high-end automotive body paint. The finished products can cost between \$995 and \$5,000.

To find out more about UPS Next Day Air options, visit [ups.com](http://ups.com).

## Who wants a ride?

At a nickel a whirl, a Mr. Potato Head wagon isn't exactly a money-making machine. It is, however, an excellent way to make friends. Many grocery stores, for example, still vend the rides for a penny. "While the golden age of kiddie rides as vending equipment may be passed," says Carson, "they still allow business owners to provide a little fun and goodwill at their locations."

But not all of Carson's rides go toward charming the children. Some are used as marketing vehicles by major corporations. A rail company, for instance, may purchase a miniature steam engine and pay Carson's team to paint a custom exterior that promotes the company's brand.

## Kiddie Rides USA

### Challenge Solutions

Quick delivery of parts inventory  
UPS Next Day Air<sup>®</sup>, UPS 2nd Day Air<sup>®</sup>,  
UPS 3 Day Select<sup>SM</sup>, UPS Ground  
[kiddieridesusa.com](http://kiddieridesusa.com)

### Web

## TELL YOUR STORY

Would you like to be profiled in *RoundUPS*?  
Visit [ups.com/roundups](http://ups.com/roundups) and click "Tell My Story."

According to Carson, his rides are also gaining steam in the private sector among avid collectors, and even parents whose stock tends to rise when their basement becomes a fun park. Combine the two (a collector with children) for the ultimate incentive: "We had one Ferrari fanatic," says Carson, "who purchased a Ferrari ride for his children, thereby satisfying two main interests."

**Parts and parcel**

Kiddie Rides USA also stocks a unique array of parts for rides that break down. In fact, nearly 20 percent of the company's business comes from selling these parts to keep rides merrily whirling across the nation. For some parts, says Carson, the pressure is on because Kiddie Rides USA is the only company in the nation that provides them.

"We definitely have emergency issues," he says. "For example, a ride may quit working on a Thursday, and the

customer wants it operating in time for a busy weekend. In these cases, we'll use UPS Next Day Air® which has been incredibly reliable." In other cases, Carson has come to rely on the full gamut of UPS shipping options including UPS 2nd Day Air®, UPS 3 Day Select<sup>SM</sup> and UPS Ground. This kind of flexibility helps him strike the right balance between speed and cost.

Then there's automation, which Carson says has been key to keeping his four-man operation thriving. UPS WorldShip® and other tracking tools keep him apprised of a shipment's status every step of the way. And he uses UPS's online Billing Center as a no-cost means of viewing and paying his invoices electronically.

"Downtime in the vending industry costs money," Carson says. "UPS makes us look really good by delivering on time and providing the tools to keep our eye on the prize."

And for Carson, looking good is what it's all about. He considers the vintage rides a piece of history and has made it his business to preserve them. "For 50 years, kiddie rides have captured pop culture in miniature," says Carson. "We're in the business of keeping the fun alive." ■

## TECH TIPS

## Quantum View Manage offers new features

**With Quantum View<sup>SM</sup> Manage, multiple users within your organization can quickly and easily view, download and share the latest shipping status information from any computer connected to the Internet.** And now,

thanks to the following enhancements, Quantum View Manage is even better:

- All e-mail alerts from UPS will be sent at the shipment level, thereby reducing the number of e-mails you receive. In addition, you can identify the corresponding customer or package by using the reference number provided in the alert.
- You can now configure alerts for critical shipments by single or multiple account numbers, location ID, receiving addresses, importer account numbers, exception categories, and/or UPS service.
- You can now more accurately reconcile voided packages that are manifested to UPS but never shipped.
- Quantum View Manage for Importers now lets you access commercial invoices and recommended actions from the Alternate Billing and Inbound Package Detail views. ■



Stay current on shipping status with Quantum View Manage.

To learn more about Quantum View  
or to view an online demo, visit  
[ups.com/quantumview](http://ups.com/quantumview).

## SOLUTIONS

# Put your package to the test

**Did you know that plastic becomes brittle in low temperatures?** Or that corrugated board can lose half its compressive resistance in a 95 percent relative humidity climate? The proper packaging and shipping of sensitive goods takes science. And behind that science are the packaging engineers at the UPS Professional Services Package Design and Test Lab.

The UPS Test Lab is an International Safe Transit Association (ISTA) certified facility with validated equipment to simulate the conditions that can compromise goods in transit.

Take, for example, UPS's new temperature-humidity chamber. This computer-controlled enclosure exposes packages containing items like food and pharmaceutical products to environments ranging from winter and summer ambient to tropical (wet) and desert (dry).

To measure the impact of climate changes on packages, temperatures in the chamber can be set from -20° to 185° F, and humidity can range from 20 to 95 percent. Following removal from the chamber, the test packages can undergo a

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To arrange a thermal package consultation, contact the UPS Professional Services team at 1-877-877-7229 or e-mail [package\\_testing@ups-psi.com](mailto:package_testing@ups-psi.com).



The UPS temperature-humidity chamber helps identify the proper packaging for your sensitive shipments.

further series of trials that may include shock, compression or vibration.

### Book a personal package consultation

In special cases, you can arrange a one-on-one consultation at the UPS Package Lab. After factoring things like anticipated transit conditions and times, our engineers will put your test packages through a rigorous “rope course” that provides the data they need to create custom thermal packaging that can keep your goods protected. And just to be sure, they can even use monitors to record internal and ambient temperatures during actual test shipments. ■

## WHAT'S NEW?

# WorldShip 9.0 coming in January

**In January, UPS WorldShip® customers will receive WorldShip 9.0, the latest software version with new features and services to meet your shipping needs:**

- **Residential address verification.** Reduce billing adjustments for residential shipments within the United States or from Puerto Rico to the United States.
- **Time-definite delivery options for international shipments.** You will have three time-committed delivery options for international shipments—by 9 a.m., by 12 p.m. or by end of day.
- **Freight processing.** Create a Bill of Lading for freight services on [ups.com](http://ups.com) using addresses from your WorldShip address book.

- **New languages.** WorldShip is now available in 14 languages, including Spanish.
- **Simplified billing terms.** New terms make billing decisions easier.
- **Enhanced LAN management.** Control the features and functionality remote users may access.
- **XML importing.** Import shipment information into WorldShip via XML.

WorldShip 9.0 is supported by Windows 2000 (Service Pack 4 or greater) and Windows XP (Service Pack 2 or greater). If you need to update your Service Pack, go to [microsoft.com](http://microsoft.com). Windows 98, Windows ME, and Windows NT users must upgrade their systems to take advantage of these new enhancements. ■



# Control unplanned absences

When your employees are happy, they'll come to work more often.

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Small businesses thrive on the versatility of their employees, but as a worker's role expands, so, too, does the impact of his or her absence. Unscheduled absenteeism might be a headache for larger companies, but for smaller firms the effects can be crippling.

"There isn't anyone to cover in a small business like there is in a large one," says Christy Zajack, SPHR, executive vice president of Global Work Resources, a Culver City, Calif.-based workplace consulting firm. "The employee [who is] absent may wear many hats, so things may virtually stop."

A high rate of unexpected absenteeism is often the result of employee dissatisfaction, which stems from the workplace environment, Zajack says. Therefore, removing barriers within the workplace typically results in lower levels of unplanned absences.

Following are strategies for dealing with excessive unplanned absences:

**1. Look at your company's leadership.** In Zajack's experience, the No. 1 workplace complaint among employees is dissatisfaction with a superior. Do your leaders have adequate people skills?

**2. Help employees become engaged.** One of the keys to engagement is ensuring employees realize their

## The takeaway

- **Don't** just hire managers; hire leaders with strong people skills to form lasting relationships with employees.
- **Listen** to employee complaints.
- **Give** employees proper resources.
- **Offer** unique benefits packages.

impact on a company's success. Zajack says it's equally important not to overlook employees who are known complainers: They may provide valuable insights.

**3. Demonstrate a commitment to quality.** Employees get frustrated when inefficiencies steal time from primary tasks. Committing to quality means giving employees proper resources to execute their jobs.

**4. Offer more work/life benefits.** Work/life benefits—including flextime, telecommuting, a compressed workweek, job sharing and sabbaticals—can prevent burnout caused by external stressors such as rush-hour traffic and family obligations, says Frank Scanlan, spokesman for the Society for Human Resource Management in Alexandria, Va. ■



# What's new at ups.com?

When it comes to automation, UPS is really hauling. And with ups.com receiving roughly 18.5 million page views a day, you better believe we're working hard to make your visit productive. Here's an overview of some of the latest enhancements to ups.com.

## Calculate Time and Cost

The website's "Calculate Time and Cost" tool now includes a "Find Postal /ZIP Code" look-up function along with additional content to improve your ability to check rates. Now, your shipment information transfers directly to UPS Internet Shipping for seamless rate estimates and label creation. "Calculate Time and Cost" is located under the Quick Links tab on the UPS homepage. Or visit [wwwapps.ups.com/calTimeCost](http://wwwapps.ups.com/calTimeCost)

## Billing Center

You can now access invoices for multiple UPS accounts using a single Billing Center User ID. You can also add accounts from the Administration menu and use recent invoice information to enroll additional accounts. Visit the Billing Center at [billingcenter.ups.com](http://billingcenter.ups.com). In addition, UPS can now e-mail you and five others a PDF copy of your UPS invoice. Visit [ups.com/billing](http://ups.com/billing) to sign up.

## Address Verification

When shipping on ups.com, the site automatically verifies addresses as commercial or residential for shipments within the United States or from Puerto Rico to the United States, thereby helping you reduce billing adjustments for residential shipments.

## Voiding Shipments

When shipping packages through UPS Internet Shipping, UPS WorldShip®, UPS CampusShip™ and UPS OnLine® Tools, UPS now gives you 28 days to void a package that has been processed but not actually shipped. You can also void individual pieces without canceling an entire shipment. To learn more, visit [ups.com/voidashipment](http://ups.com/voidashipment)

## Claims on ups.com

Claims on ups.com now lets you upload documentation in several formats including .doc format, thereby eliminating the time and expense of postage or faxing. To file your claims online, visit [ups.com/claims](http://ups.com/claims)



## UPS.com Tracking

You can now use a single ups.com web page to track up to 25 ground (LTL), air and ocean freight shipments along with your small package shipments. Freight and small package shipments can be tracked with either a tracking number or a reference number, such as a purchase order number. You can also request that Quantum View Notify<sup>SM</sup> e-mails be sent from the Tracking Detail screen to provide the current shipment status for all small package and ground, air and ocean freight shipments.

## Solution Finder

Solution Finder at ups.com now includes an interactive consultation to recommend the best UPS Freight solution for you. It's all part of an intuitive "decision tree" that lets you state your shipping challenge (be it order returns, tracking, billing, customs clearance—you name it) and in turn receive a made-to-order list of the UPS tools and services that might be right for you. Give Solution Finder a try at [ups.com/solutionfinder](http://ups.com/solutionfinder)

# 2006 UPS Year-End Holiday Schedule



Please keep these key dates in mind when planning your shipping activity toward the end of 2006.

## THANKSGIVING

### Wednesday, Nov. 22

Regular pickup and delivery. UPS Next Day Air® packages picked up today will be delivered on Friday, Nov. 24. UPS 2nd Day Air® packages picked up today will be delivered on Monday, Nov. 27, except those processed and labeled for Saturday Delivery. Those will arrive on Saturday, Nov. 25.

### Thursday, Nov. 23, Thanksgiving Day

No UPS pickup or delivery. (UPS SonicAir® is available for urgent packages. Call 1-800-451-4550 or visit [sonicair.ups.com](http://sonicair.ups.com).)

### Friday, Nov. 24

Delivery of UPS air and international packages only. Automatic daily pickup service not provided. Pickup available for air and international shipments if pre-arranged by Wednesday, Nov. 22, or via UPS On-Call Pickup<sup>SM</sup> service. Pickup service provided at all UPS Drop Boxes.

### Saturday, Nov. 25

Delivery of UPS Worldwide Express<sup>SM</sup>, Next Day Air and 2nd Day Air packages processed and labeled for Saturday Delivery. Pickup of air and international packages for regular Saturday pickup customers or via UPS On-Call Pickup service.

## CHRISTMAS

### Thursday, Dec. 21

Regular pickup and delivery. 2nd Day Air packages processed and labeled for Saturday Delivery will arrive on Saturday, Dec. 23, but other 2nd Day Air packages will not arrive until Tuesday, Dec. 26.

### Friday, Dec. 22

Regular pickup and delivery. (Next Day Air packages picked up today will be delivered on Tuesday, Dec. 26, except those processed and labeled for Saturday Delivery, which will be delivered on Saturday, Dec. 23.)

### Saturday, Dec. 23

Delivery of Worldwide Express, Next Day Air and 2nd Day Air packages processed and labeled for Saturday Delivery. Pickup of air and international packages for regular Saturday pickup customers or via UPS On-Call Pickup service. (Next Day Air packages picked up today will be delivered on Tuesday, Dec. 26.)

### Monday, Dec. 25, Christmas

No UPS pickup or delivery. (UPS SonicAir available: 1-800-451-4550 or [sonicair.ups.com](http://sonicair.ups.com).)

### Tuesday, Dec. 26

Regular pickup and delivery.

## NEW YEAR'S

### Thursday, Dec. 28

Regular pickup and delivery. 2nd Day Air packages picked up today will be delivered on Tuesday, Jan. 2, except those processed and labeled for Saturday Delivery, which will arrive on Saturday, Dec. 30.

### Friday, Dec. 29

Regular pickup and delivery. (Next Day Air packages picked up today will be delivered on Tuesday, Jan. 2, except those processed and labeled for Saturday Delivery, which will be delivered on Saturday, Dec. 30.) Pickup service provided at all UPS Drop Boxes.

### Saturday, Dec. 30

Delivery of Worldwide Express, Next Day Air and 2nd Day Air packages processed and labeled for Saturday Delivery. Pickup of air and international packages for regular Saturday pickup customers or via UPS On-Call Pickup service. (Next Day Air packages picked up today will be delivered on Tuesday, Jan. 2.)

### Monday, Jan. 1, New Year's Day

No UPS pickup or delivery. (UPS SonicAir available: 1-800-451-4550 or [sonicair.ups.com](http://sonicair.ups.com).)

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References to "UPS air and international packages" in the schedule above refer to the following UPS service options: UPS Next Day Air® Early A.M.,® UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.,® UPS 2nd Day Air®, UPS Worldwide Express Plus<sup>SM</sup>, UPS Worldwide Express<sup>SM</sup>, and UPS Worldwide Expedited<sup>SM</sup>. Time-in-transit notes: On UPS holidays - Nov. 23, Dec. 25 and Jan. 1 - there is no movement of any packages tendered to UPS. Also, Nov. 24 is a transit day for "UPS air and international packages" only.

**Peak-season guarantees:** UPS Early A.M.® and UPS Worldwide Express Plus<sup>SM</sup> deliveries are guaranteed for on-schedule delivery as usual through the holiday season. Guarantees for other air and international shipments delivered within the United States will be extended by 90 minutes on the following days: Nov. 24 and Dec. 18-22. On Saturday, Dec. 23, deliveries are guaranteed by the end of the day. The guarantee does not apply to UPS Ground and UPS Standard to Canada packages picked up or scheduled for delivery between Dec. 11 and Dec. 23.

## HOW TO CONTACT UPS

**Customer Service**  
1-800-PICK-UPS®  
(1-800-742-5877)  
[ups.com](http://ups.com)®

**UPS Freight**  
1-800-333-7400  
[upsfreight.com](http://upsfreight.com)

**International**  
1-800-782-7892

**UPS SonicAir®**  
1-800-451-4550  
[www.sonicair.ups.com](http://www.sonicair.ups.com)

**The UPS Store®**  
[theupsstore.com](http://theupsstore.com)

**UPS Supply Chain Solutions®**  
1-800-742-5727  
[ups-scs.com](http://ups-scs.com)

**UPS Capital®**  
1-800-637-0620  
[upscapital.com](http://upscapital.com)

# QUICK TAKES

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## UPS Express Envelopes: Here are the weight limitations

For UPS Next Day Air® services, there is no weight limit for Express Envelopes containing correspondence, urgent documents and electronic media. However, UPS Express Envelopes containing other items are subject to the corresponding weight rates for UPS Next Day Air.

For UPS Worldwide Express<sup>SM</sup> Express Envelopes can be used only for documents of no commercial value. In this case, there is no limit on weight or the number of pages you can enclose.

For UPS 2nd Day Air® services, Express Envelopes weighing one pound or more are subject to the corresponding weight rates.

In addition, UPS recommends special care when shipping electronic media that contain important commercial or personal information. (See [ups.com/roundups](http://ups.com/roundups). "The best way to ship electronic media.") ■

## Important rules when shipping hazmats to Alaska, Hawaii and Puerto Rico

Shippers sending packages via "ground service" to Alaska, Hawaii and Puerto Rico are reminded that these packages do move by air to their destinations, although on a deferred basis. This means that all hazardous materials—including ORM-D shipments, as well as combustible liquids and other items regulated by air but not by ground—must be in compliance with air regulations when sent to Alaska, Hawaii and Puerto Rico via "ground service." At UPS, hazardous materials are acceptable only from contract hazmat shippers using proper packaging, marks, labels and shipping papers. ■

## Shipping batteries? Read this first

Sending a battery-powered device to a client or loved one? Keep in mind that some types of batteries—including lead-acid batteries and lithium batteries—are regulated as hazardous materials. And though common dry cells (e.g., AA, C, D batteries) are not considered hazmats, all batteries can cause fires from short circuits if their terminals aren't protected.

So when shipping batteries—if they are not sealed and protected in the original packaging—be sure to cover the terminals with an insulating material such as electrical tape, or enclose the battery individually in a plastic bag. Also ensure the batteries you pack are unlikely to shift or get crushed. Finally, never ship *recalled* batteries using any air service. ■

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