

## UPS Service Standards Upgraded

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On August 15<sup>th</sup> UPS announced it has significantly expanded the number of locations in the United States that can receive delivery of UPS Next Day Air<sup>®</sup> Early A.M.<sup>®</sup> packages.

UPS has recently added or improved coverage on approximately 1,300 zip codes, placing UPS ahead of all its competitors in offering guaranteed early morning delivery services.

UPS was the first express carrier to offer early morning delivery service 15 years ago to support customers who faced expanding business geographies and more complex supply chains. UPS already had the lead in serving more zip codes with regular 10:30 a.m. next-day delivery service than any other carrier.

With the expansion of the UPS Early A.M.<sup>®</sup> delivery area, more than three-quarters of all U.S. businesses can now receive guaranteed early morning deliveries. A complete list of the UPS Next Day Air Early A.M.<sup>®</sup> zip codes with committed delivery times is available on [ups.com](http://ups.com).

As companies seek competitive advantages, premium services can make them stand out in the marketplace. UPS Next Day Air<sup>®</sup> Early A.M.<sup>®</sup> premium services can set a business apart from its competitor. Earlier deliveries help customers across the country meet urgent deadlines faster. This could mean a legal contract arrives in time for an early client meeting, or a critical part delivered to a factory assembly line to get it back into operation more quickly. Clients must recognize the premium cost for this type of service. They also need to ensure this type of service is not abused and truly adds value that their customers will recognize and appreciate. Too often premium services are used only to have the package meander thru a client's internal delivery process.

This also brings with it the need to ensure the package has met its service delivery commitment. If you are not already having your UPS packages checked for on time performance we can help. As part of our parcel audit service we can identify when a service failure occurs. Then based on your contract with the carrier we can obtain a service failure refund. If you are not already having Data2Logistics recover service failures contact your Account Coordinator or Joyce Rose at 239 425 8081 or via email at [joyce.rose@data2logistics.com](mailto:joyce.rose@data2logistics.com).