

Driving your success

You've probably noticed that your UPS driver stops by a couple of times a day. But once he or she is out of sight, a well-orchestrated process is in play. Here's a look at some key steps UPS and your driver take from sunup to sundown to ensure an optimal customer experience.

1 A THREE-MINUTE MEETING

UPS drivers begin their day with a PCM (Prewrite Communication Meeting). Topics include performance updates, product information and a safety tip.



SAFETY FIRST

UPS drivers are on the road for hours each day, yet 5,289 have driven accident-free for 25 years or more. Check out the list of Circle of Honor drivers at compass.ups.com/circleofhonor

2 A SCIENCE TO LOADING

During the early morning hours, UPS employees load boxes into "package cars" in delivery order using Package Flow Technology. Drivers' routes are optimized for maximum efficiency. Even left turns have been reduced significantly.



4 DO OR DIAD

One of the UPS driver's most important tools is the Delivery Information Acquisition Device, or DIAD, a tablet-like computer that performs a variety of critical functions such as delivery-stop order and special instructions such as adult signature required or a C.O.D.

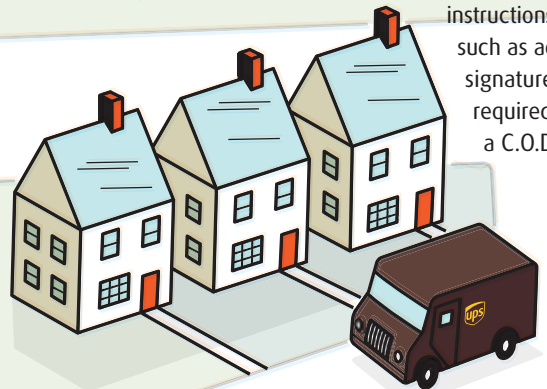


3 AND THEY'RE OFF

Drivers focus first on express packages, which must be delivered by 10:30 a.m.

5 ALERT! NEARBY PICKUP

Using the DIAD's GPS technology, UPS supervisors can pinpoint a driver's location. So, when customers request special pickups, drivers can be dispatched without altering their routes.



6 FINAL STOPS

After completing all customer deliveries and pickups, drivers make their final stops at The UPS Store® locations and UPS Drop Boxes, which usually have the latest pickup times in the area. Then, drivers head back to the hub, where the package cycle begins anew.

