

Friday after Thanksgiving Operations (as soon as possible)

To help clear the UPS system and prepare us for the first wave of increased volume the Monday after Thanksgiving, we made the decision to implement full small package ground and air pickup and delivery operations in the United States for the Friday after Thanksgiving.

Date to be given: As soon as possible
Audience: All U.S. Small Package Employees
Visual: None

Introduction

Following peak season this past January, we began working on solutions to ensure our service lives up to its promise during peak and beyond. We assembled a team and also solicited input from first-line employees to identify solutions to the challenges we faced.

Key Points

- We have made significant investments in network capacity and processing capability.
- In addition, we are implementing process improvements in volume forecasting, package and asset tracking, and customer communications.
- We have also made the decision to implement full small package ground and air pickup and delivery operations in the United States for the Friday after Thanksgiving.
- This will help clear our system and get us ready for the first wave of increased volume the following Monday.
- It enables us to address heavier online shipping and compressed operating days during peak and to counter competitive tactics. We know, for example, that our competition has been talking to customers about their plans to operate that day, and it's important for our customers to know we are willing to do