



**“The UPS Store gives us a nationwide physical presence that allows us to serve our customers better and more conveniently. As an independent, Internet-only bank with no branches, we were able to immediately level the playing field with traditional bricks-and-mortar banks without having to lay a single brick.”**

*Tom Cable  
President, Financial Technologies, Inc.,  
a wholly owned subsidiary of NetBank*

At UPS,<sup>®</sup> our customers' success is the ultimate measure of what we do. Now we offer something that goes even further towards building your success. It's called Corporate Retail Solutions (CRS), which is a family of innovative services that helps improve connections between you, your field staff and your customers. And it's available only at The UPS Store<sup>®</sup> and participating Mail Boxes Etc.<sup>®</sup> locations.

## CRS Program Profiles:

Beth is the Director of Customer Support for a high-tech electronics company that relies on an army of field technicians to keep their customers satisfied. At the end of each day, these technicians can visit the nearest location of The UPS Store to quickly and conveniently ship parts back for repair using the **Returns** program.

Greg is the Vice President of Operations for a manufacturing company. His cell phone stopped working during a recent business trip. Fortunately, his cell phone manufacturer uses the **Exchanges** program. A replacement unit was sent to The UPS Store location closest to Greg and he exchanged his damaged one on the spot. The UPS Store shipped his old phone back to the manufacturer.

Doug is the CEO of a company responsible for staging large, off-site corporate meetings. If a piece of audio visual equipment fails while his teams are on the road, his company has the ability to send a replacement unit — by using the **Alternate Delivery Location** program. The UPS Store will sign for the equipment, keeping it secure until the Project Manager can pick it up.

John is the Vice President of Sales for a pharmaceutical company that provides its sales representatives with **The UPS Store Corporate Card** — saving them time and money while traveling in their territories. While on the road, John's sales force uses their cards at The UPS Store for copying and faxing orders, printing sales presentations and purchasing office supplies. They enjoy negotiated rates on many Business Services while John is able to keep a handle on expenses with consolidated billing.

## CRS Program Benefits:

Improve customer satisfaction with the **Returns** program:

- The UPS Store can pack and ship your customers' and field staff's returns
- You'll have increased visibility into returned inventory

Lessen delays and hassles with the **Exchanges** program:

- Your customers and field staff can return items to The UPS Store nearest them
- Replacement items can be shipped and waiting at The UPS Store

Safely and securely deliver packages with the **Alternate Delivery Location** program:

- Ship an item directly to The UPS Store
- The UPS Store can sign for the package and hold it in a secure environment
- Your customer or field staff can pick it up at their convenience

Increase productivity and manage expense with **The UPS Store Corporate Card** program:

- The UPS Store can be a convenient office on the road
- Your employees have access to copying, digital printing, document finishing, packaging supplies and more

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