

For more information, please contact the UPS UK Press Office on UPSUKPress@edelman.com or +44 203 047 205

UPS GIVES MERCHANTS GREATER CONTROL TO MANAGE RETURNS

- *UPS Returns[®] Manager provides merchants with online management and visibility of returns*
- *Consumers can create a return shipment for authorized packages, from any UPS tracking results page*

BRUSSELS, September 18, 2017 – [UPS](#) (NYSE:UPS) today said it will offer UPS Returns[®] Manager, a free online tool that allows e-commerce merchants to customize return shipments according to their policy.

UPS business customers can now manage return shipments without having to integrate new technology into their own IT systems. Consumers using the service can print a return shipping label directly from [ups.com tracking](#) (website and mobile) and from email alerts.

UPS Returns Manager, now available in 44 countries, including the UK gives internet merchants a valuable tool to manage returns in a global marketplace where shoppers send back hundreds of billions of dollars in merchandise each year. And there's no such thing as free returns; various industry estimates value the cost of processing returns in a range of 10%-15% of the cost of goods sold.

"Online returns are a headache for many European retailers and their customers. The UPS Returns Manager makes the process a lot easier," said Abhijit Saha, vice president of marketing, UPS Europe. "It's the perfect solution for any shipper, especially small and mid-sized merchants that lack this capability in-house. UPS is the first logistics provider to offer the ability to create a return shipment through a tracking results page."

-more-

2-2-2

UPS Returns Manager provides numerous benefits to merchants who ship with UPS:

- The ability to pre-authorize return shipments for specified accounts
- A controlled, consumer-friendly returns process similar to those at large retail sites but without integrating technology
- A source for business intelligence and other insights about reasons for returns
- An immediate and hassle-free way to provide return labels to customers
- A cost-effective alternative to placing a return label in every outbound package

- Increased customer loyalty due to easy returns

The 2016 [UPS Pulse of the Omni-Channel Retailer](#) study shows that more than half of all online merchants see accepting and managing returns as a key challenge and that many online shoppers check the terms of a merchant's return policy when deciding whether to make a purchase.

UPS Returns Manager will be available in 44 countries and territories for domestic and intra-European Union package returns.

| UPS Returns Manager Available in the Following Countries | | | |
|--|-----------------------|-------------|----------------------|
| Argentina | Dominican Republic | Luxembourg | Serbia |
| Austria | Estonia | Malaysia | Singapore |
| Belgium | Finland | Mexico | Slovak Republic |
| Brazil | France | Netherlands | Slovenia |
| Bulgaria | Germany | Nigeria | South Africa |
| Canada | Greece | Norway | Spain |
| Chile | Hungary | Poland | Sweden |
| Croatia | Ireland - Republic of | Portugal | Switzerland |
| Cyprus | Italy | Puerto Rico | United Arab Emirates |
| Czech Republic | Latvia | Romania | United Kingdom |
| Denmark | Lithuania | Russia | United States |

About UPS

UPS (NYSE: UPS) is a global leader in logistics, offering a broad range of solutions including transporting packages and freight; facilitating international trade, and deploying advanced technology to more efficiently manage the world of business. Headquartered in Atlanta, USA, UPS serves more than 220 countries and territories worldwide. The company can be found on the web at [ups.com](https://www.ups.com) and its corporate blog can be found at longitudes.ups.com. To get UPS news direct, follow [@UPS News](https://twitter.com/UPS_News) on Twitter.