



Making returns just got more simple

with **UPS Complete View® Returns**

Fulfillment spikes can be a challenge or an opportunity. Don't fall behind your competition during the most important time of year for your business. UPS has a portfolio of solutions built on decades of experience helping customers make the most of their peak seasons.

How will you leverage the UPS advantage?

UPS Complete View® Returns helps avoid repeat customer calls, lack of product return visibility, and overcrowded warehouse space. We know that handling returns can be a difficult task for any business, and it's not so easy for customers either.

UPS Complete View Returns allows customers to complete the returns process online, inclusive of receiving electronic UPS® return labels. UPS Complete View Returns automates your returns process within the context of your existing business rules. You can even redirect clients directly to UPS Complete View Returns via your own website.

We've made processing your returns online a simple, ready-to-use option. Connect easily with UPS and start offering a new level of support to your customers.

Control costs, stay flexible, and keep customers satisfied

UPS Complete View® Returns enables your customers to process their returns online, in turn reducing call center costs. You can also lower operational costs by linking the Return Merchandise Authorization (RMA) number, order number, cost code, and UPS Tracking number. This is a flexible process that can be integrated into your company's website or customer call center. Easy-to-use technology minimizes both implementation time and your initial investment.

Your customers prefer the availability of 24/7 service, and the ease of web-based returns. With UPS Complete View Returns, they can generate and print a label, utilize the UPS Drop-off Locator, and get credit or replacement for returned goods. They'll also have access to a dedicated team of technical experts that are ready to answer questions and provide support.

Full visibility of returns

UPS Complete View Returns can help streamline your internal returns processes to keep track of returns inventory. This solution includes email notifications from label generation to product delivery. This allows you to track the package, schedule labor accordingly, and help improve inventory management.

How it works

Your customers log on to your website or the UPS Complete View Returns portal, submit a return request, and print the return label. The return label's instructions have a link to the location of the nearest UPS drop off site, giving your customers the option of taking the package to a UPS drop-off location, handing it to a UPS driver, or requesting a pick-up. Once shipped, your customers can track packages directly from UPS's site at [ups.com/tracking](https://www.ups.com/tracking).

Additional key features

For smartphone and tablet customers without a printer, UPS Complete View Returns has an option that allows customers to take their package directly to a The UPS Store® location for printing a return label. We feature a customized portal with eight languages of integrated support, so you can easily facilitate your international business. This portal also allows for the addition of logos, advertising, consumer branding, and social media.

Additional customization services include custom return label emails. Examples include functional messages, important links, specific instructions and package level details. You can work with UPS to change the label email appearance or include verbiage pertinent to your customers and clients.

To ship with UPS Smart Pickup® service to arrange a pickup only when you have packages.

UPS Complete View Returns provides results for US and international origin or destination, and small package shipments only.

UPS Mail Innovations® service is available, which is a cost-effective method for sending lightweight parcels and flat mail within the domestic US and territories through the US Post Office.

By using the UPS Pack and Collect contract service, you can have a UPS Driver collect a return the next business day and pack it using a specially designed box provided by UPS.*

*This feature is only available in the United Kingdom.

Ready to expand your business?

Contact your UPS account manager to discuss how your business can benefit from UPS Complete View® Returns.

