



Electronic Commerce at United Parcel Service

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Supply Chains Are Being Transformed



Today's Reality:

Making Globalization and E-Commerce Work Together

- Will require integrated supply chain and fulfillment models
- Will require converging flow of goods and information
- Opportunity in funds flow



Three T's of the Supply Chain

- Time--Velocity
- Transparency--Seamless Integration
- Trust--Branding and long-term vision.



If You Have Not Started Where Do You Start?

- Define Yourself
- Customer Focus Solutions
- Leverage Process First
- Integration/Information/Knowledge
- Collaboration
- Implementation
- Redefine Yourself



Key Focus 6-12 Months

- **Build Out Core Solutions:**
 - Physical Goods
 - Information
 - Financial
- **Need Data Warehouse**
- **Need Messaging**
- **Need EAI Competencies**
- **Need CRM Process and Technology**
- **Exchanges/Marketplaces**



Over the Next 6-18 Months

- CRM Implementations
- EAI Implementations
- Process Experts in Demand
- Brand becomes more important
- Large Corp. will build Large Exchanges
- X2X will be the way to scale
- Low cost of computing means---
- Wireless
- Rocket Trajectory/Derivatives/Event Driven Supply Chains?



Ask Yourself...Do I have a plan for every order?

- Is your customer service equipped to handle end consumers?
- How are you going to handle that order from Dublin...Ireland?
- How will you manage returns?
- What happens when one order includes items from multiple suppliers and one of the items is on backorder?
- Is your current fulfillment network capable of delivering one-to-one Internet sales?

