

## An increased focus on cost savings from reduced cash flow

**50%** of small business owners said COVID-19 has already had a negative impact on their business



### Businesses are pressed for cash

**38%**

have seen a **decline in revenue**



**1/5**



of small businesses are considering layoffs

Many small businesses have tapped into **personal and retirement savings** or turned to **crowdfunding**



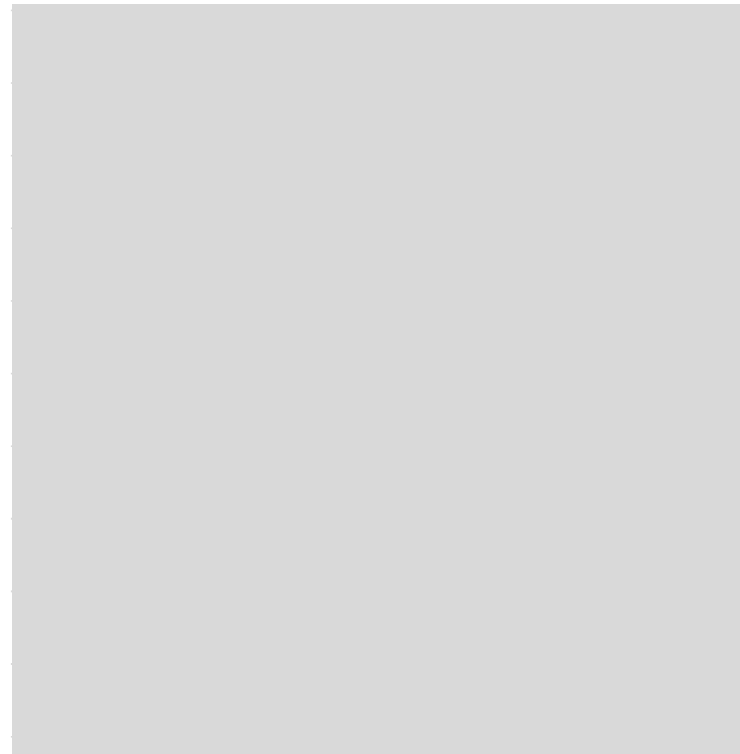
**25%**  
say they will **need a loan to survive**

Source: [Forbes](#)

# What actions are other businesses taking as a result of COVID-19?

**Which of the following actions are you taking as a result of coronavirus relative to your supply chain?**  
(Select all that apply)

- Constantly communicating with our suppliers
- Making contingency plans to ensure minimal impact to our supply chain
- Working with supply chain and transportation providers to minimize disruptions
- Making adjustments to our marketplaces
- Aggressively monitoring deliveries from China
- Revisiting our supply chain to mitigate risk
- Reduced our dependency on Chinese manufacturing
- Making alternative manufacturing plans in countries outside China
- Sought manufacturing geographic diversity
- Utilizing technology to monitor supply chain disruption



Source: [Digital Commerce 360](#)

# What actions are other businesses taking as a result of COVID-19?

**Which of the following actions are you taking as a result of coronavirus relative to your supply chain?**  
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Source: [Digital Commerce 360](#)

\*This assessment reflects various assumptions. Actual results may vary. Nothing herein is intended to or should be relied upon as a promise, guarantee or warranty.  
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# How are you handling these new challenges and what are your greatest needs?



Inventory delays  
and shortages



Labor and  
fulfillment  
challenges



A shift to  
ecommerce due to  
social distancing



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# UPS has solutions that can help you maintain business continuity and provide new supply chain alternatives to navigate through the COVID-19 pandemic



## Inventory delays and shortages

- UPS® International Air Freight Portfolio
- UPS Worldwide Express Freight®
- UPS Preferred® LCL/Ocean Freight
- UPS Trade Direct®
- UPS My Choice® for business



## Labor and fulfillment challenges

- Warehouse Optimization
- Engineering Solutions
- Outsourcing
- UPS® eFulfillment
- Ware2Go™



## A shift to ecommerce from social distancing

- Demand Generation
  - MIVA
  - NetElixir
  - Listrak
  - Rakuten
  - Zinrelo
- UPS® Time in Transit API
- UPS My Choice® for home
- UPS Access Point® network
- Branded Visibility
- UPS® Worldwide Economy
- UPS Ready® Provider – Zonos
- International Compliance



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- UPS® Customer Technology Program
- UPS Capital Solutions
  - Kabbage Payment Protection Loans
  - Kabbage Payments Gift Card Program
  - Cargo Insurance
  - Trade Credit Protection
  - C.O.D. Payment Options
- UPS® Address Validation API
- UPS Customer Solutions
  - Network Optimization
  - Mode Optimization

# Q&A

## Shifting to a New Norm.....taking action

*UPS And Michaels Launch Contactless Curbside Pickup Of Packages And Return Drop-Offs At UPS Access Point Locations*

*UPS Flight Forward, CVS To Launch Residential Drone Delivery Service In Florida Retirement Community To Assist In Coronavirus Response*

## Supporting our Communities

*The UPS Foundation Allocates \$15M To U.S. Community Organizations And Worldwide Non-Profits In Fight Against Coronavirus And To Support The Road To Recovery*

UPS Donates 100,000 N95 Masks to the State of Illinois

UPS Donates 10,000 N95 Masks to the City of Chicago Police Department



## *Keeping The American And Global Economy Moving*

Update: 200+ flights to support Project Airbridge,  
other healthcare-related missions

Effort is helping meet urgent needs



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