

# UPS Launches Industry-First Service For High-Value Time- And Temperature-Sensitive Shipments

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***UPS Proactive Response® Secure combines shipment monitoring and risk management solutions to mitigate product spoilage and revenue loss***

**UPS® launched UPS Proactive Response Secure, a proactive shipment monitoring and risk management solution to protect customers against lost profits. Filling a gap in the marketplace, the new service helps ensure time-and temperature-sensitive shipments reach their destinations and guarantees up to the retail value, in addition to other costs, when unexpected events occur - including weather delays.**

"This is the highest level of service we offer. By leveraging our proprietary technology, UPS can identify shipments that will be impacted by a delay," said Bill Hook, Vice President of UPS Global Healthcare Strategy. "With the addition of UPS Proactive Response Secure, we are giving customers an additional solution only available through UPS."

UPS Proactive Response Secure is available throughout the U.S., including Puerto Rico, and for outbound shipments to the European Union\*\*. The complete coverage, end-to-end visibility service, also covers damaged or delayed shipments and expedited delivery costs.

UPS Proactive Response Secure expands UPS's industry-leading solutions for healthcare companies designed to prevent delays of time- and temperature-sensitive shipments with round-the-clock, 24/7 proactive monitoring and intervention services. Nearly 15 million packages were shipped using UPS Proactive Response in 2012. The complete solution leverages proactive technology to provide continuous visibility into potential delivery disruptions in near real time to ensure successful product delivery.

UPS is further enhancing its risk-management solutions to meet the growing global demand. It has recently:

- expanded its UPS Proactive Response service into Europe;
- added Next Flight Out services from UPS Express Critical to provide another option for fast, convenient expedited delivery;
- expanded dry ice replenishment and refrigeration to select destination locations through the entire shipment's journey; and
- expanded its UPS Proactive Response control towers in Europe and Asia.

The new Proactive Response Secure service is optimal for healthcare shipments, including specialty pharmaceuticals, biologics, diagnostic specimens, implantable surgical materials and clinical trial shipments. It also is effective in other industries with high-value shipments or time- or temperature-sensitive needs.

Customers interested in UPS Proactive Response Secure can call 1-877-263-8772 8 a.m. - 8 p.m. EDT for more information.

*\*\*EU countries serviced as part of UPS Proactive Secure include Austria, Belgium, France, Germany, Ireland, Italy, Luxemburg, Netherlands, Portugal, Spain, Switzerland and United Kingdom.*

### **About UPS Capital**

Nobody understands transportation and logistics like UPS®. And while you've probably never thought of a UPS company for financing and insurance services, the global supply chain expertise of UPS Capital® uniquely positions us to help protect companies from risk and leverage cash in their supply chains. Insurance companies and banks can't say that. UPS Capital has offices throughout the United States, as well as operations in Asia, Europe and Latin America. For more information, visit [www.upscapital.com](http://www.upscapital.com), call 1-877-242-7930, or follow UPS Capital on LinkedIn (<https://www.linkedin.com/company/ups-capital>) and Twitter (@UPSCapital).

### **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, UPS serves more than 220 countries and territories worldwide. The company can be found on the web at [ups.com](http://ups.com)® and its corporate blog can be found at [blog.ups.com](http://blog.ups.com). To get UPS news direct, visit [pressroom.ups.com/RSS](http://pressroom.ups.com/RSS).