Ups's packaging tracking system

Business, Customers

1. What are the inputs, processing, and outputs of UPS's packaging tracking system? According to the ppt on D2L, input is " Captures raw data from organization or external environment". Based on this definition, in UPS packaging tracking system, inputs are the detailed information about the senders, the destination, and when the package should arrive. All of the information is saved in the scannable bar-code label which is attached on a package. Also, when a package arrive a UPS milestone station, or on the way to a UPS station, the location information of this package is an input.

Processing is changing or transforming the complex row data into a meaningful and easy-understanding form. In UPS's packaging system, inputs are sent to the centre computer. The centre computer converts the inputs into meaningful form. This is the processing part of UPS's packaging system. Output is the use of processed information. In package tracking system, customers use UPS software to know the location of package. UPS can know the location and condition of the package, so they can make plans for the package. With the well knowing the information of a package, UPS can provide a better service to customers.

2. What technologies are used by UPS? How are these technologies related to UPS's business strategy? The first technology should be mentioned is the scanable bar-coded label. It contains " information about the customer, the destination and when the packages should arrive". By using the label, the time of collecting, gathering and checking customer information are saved, and the labour cost that spend on managing customer information are decreased. Also, the label provides vast customer information. With this information, UPS can improve their customer service. The second technology

is the dispatch software. The software creates the most efficient way to delivery which considers weather, traffic and destination. The software helps UPS to decrease the traffic cost. The third technology is Delivery Information Acquisition Device (DIAD). DIAD saves time on arranging tasks to each driver. As drives log on DIAD, they will know what they are going to do immediately.

This device saves money on staff managing. The forth technology is package tracking system. This system allows customers to detailed know the location and the condition of a package through the UPS website or UPS software. Also, it helps UPS to make better plan to transfer the package. It improves UPS's customer service. The last technology is Order Management System (OMS). This system can make the best way to globally deliver the critical parts to end users as soon as possible. Customers can order online and track the critical parts. Notification of the critical parts location and condition, and the change of delivering process are automated sent to customers. OMS provides the fastest, global, and money saving service to customer.

3. What strategic business objectives do UPS's information systems address? The strategic business objectives are decreasing the operational cost, providing effective and efficiency work, and provide customer better service.

4. What would happen if UPS's information systems were not available? UPS's business heavily depends on information system. Without information system, customer information, package information, and the corporation internal management information are not available. Therefore, UPS can not know customer quickly and clearly; customers can not track their packages; and UPS can not manage staff and can not control global business efficiently

and effectively. Shortly, without information systems, UPS's cost will increase a lot, and its customer service will be much worse than today's. This will decrease UPS's profit.