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1

What are the inputs , processing, and output of UPS's package tracking system?

Input: The input includes package information, customer signature, receipt, delivery, time card data, current location

Processing: The data is sent to a central computer and stored for retrieval. The data is also reorganized so that it can be tracked by customer account, history, and other criteria such as product receipt standardization

Outputs: Outputs include the dates of receipt, delivery and place. The output also includes various reports, such as all packages for a specific account or route, as well as management summary reports.



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→ NOURA AND TEAF





2

## What technologies are used by UPS? How are these technologies related to UPS's business strategy?

The technologies used by UPS are DIAD, barcode scanner, wireless communications, ERP, web service, and GPS tracking device.

These technologies are linked to UPS's business strategy because they improve efficiency and make parcel service cheaper. UPS also uses a Delivery Information Acquisition (DIAD) device that can be accessed via the wireless network. Employees can learn more detailed information (for example, a person's location) from laptops that automatically capture customer signatures.

These technologies also help the strategy increase business resilience. These technologies help businesses integrate tracking, classification, address validation, and other things that can be easily done in real time



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HATOON AND ATHEER



3

What problems do UPS's information systems solve?  
What would happen if these systems were not available?

UPS information system  
provides a solution for  
different categories of  
customers.

Individual clients:  
Easy access to shipping  
and tracking  
Everything you need to ship  
and track it online  
Simple returns



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ROYA.