



WHAT'S AN ALTERNATE DELIVERY LOCATION & HOW CAN IT BENEFIT YOUR BUSINESS & YOUR CUSTOMERS



When businesses ship orders to their customers, they want their packages to be received without disruption. A prolonged shipping delay or the recipient not receiving their order at all could result in negative customer feedback.

This is something most small businesses cannot afford, especially if the customer posts a negative review. How can small businesses help ensure that their customers receive their orders without frustration? With a little help from The UPS Store® and our Alternate Delivery Location (ADL) solution.

What is an Alternate Delivery Location?

With an Alternate Delivery Location program, a shipment may be directed to a designated The UPS Store® location rather than to the recipient's primary residence or place of business. The recipient can then pick up the package at a time that is convenient, assured that their shipment is safe either in a secure area accessible only by employees of the pick-up location or in a secured mailbox or locker.

What are the benefits of Alternate Delivery Locations?

Convenience: From a customer perspective, convenience is one of the top benefits of selecting an Alternate Delivery Location to pick up packages. Customers do not have to wait at home for an expected delivery, but instead can plan to pick up their package at a time convenient to them at the ADL location at which their package is being held.

Security: Packages delivered to a front door or front desk of an apartment are unfortunately not always the most secure, as it leaves the items vulnerable to theft and to damage due to inclement weather. When packages are delivered to an Alternate Delivery Location, there is an extra layer of security because the package is held in a secure locker or a staffed-supervised location and requires the recipient to show forms of identification before getting the packages.

Lower Delivery Costs: While picking up a package from an Alternate Delivery Location is usually at no cost to the customer (other than any associated shipping costs), the cost-saving benefits of this delivery method reside more on the business owner's side. It has been reported that more than 53% of total shipping costs are attributed to last-mile delivery. Rerouting a package to a business address, such as to a The UPS Store location rather than to a residential address eliminates additional costs such as residential delivery surcharges.



69% OF ONLINE SHOPPERS

Across Canada are worried about package theft.



1 IN 4 ONLINE SHOPPERS

Across Canada had one or more packages stolen in the past year. Average value of the stolen package: \$113.

*Survey information sourced from CTV News (Dec 15, 2022), and Finder.

Scan the QR code to learn more about ADL or other Corporate Retail solutions available through The UPS Store locations in Canada.

