

HUGE

Hello.

November 19, 2015
UPS Shipping Wireframes
1375 Peachtree St. NE, Suite 400 / Atlanta, GA 30309

November 19, 2015

UPS Shipping wireframes.

Huge

Agenda



- 1. Where we are**
- 2. Vision**
- 3. User flows**
- 4. Wireframes**
- 5. Next steps**
- 6. Discussion**

Where we are.

Where we are.

Discovery

- ✓ Kickoff
- ✓ Stakeholder Interviews
- ✓ Material Reviews
- ✓ Audience Research
- ✓ Technology Assessment
- ✓ Requirement Definition
- ✓ Definition of user types
- ✓ End of Phase 1 Presentation

Concept Design

- ✓ Creation of user flows
- ✓ Working Session
- ✓ Conceptual UX Design
- ✓ Conceptual Visual Design
- ✓ Presentations to stakeholder working team

Iterative Sprints & Prototyping

- ✓ Design Sprints
- ✓ Experience Prototyping
- ✓ User Testing
- ✓ Final delivery

Vision.

Securing arrival.

Vision:

**Create an experience that
empowers users with the knowledge
and control to ship with confidence.**



Simple.

No expertise
needed.



Smart.

Anticipate needs
and provide help for
an accurate delivery.

Ideal shipping partnership.



Tailored.

One entry,
many paths.



Human.

Make it
approachable.

User flows.

Guest flow: new shipment.

UPS Shipping.



Logged-in: Business power user flow.

UPS Shipping.

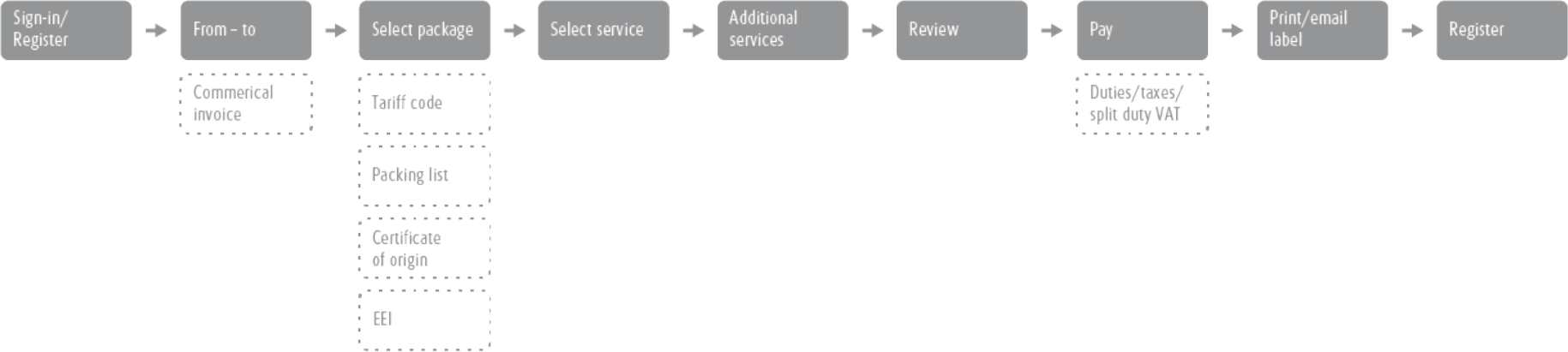
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November 19, 2015



International flow.

UPS Shipping.



Guest flow: shipment with return label.

UPS Shipping.

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November 19, 2015



Guest flow: new shipment as return.

UPS Shipping.



Logged-in: new shipment.

UPS Shipping.

HUGE

November 19, 2015



Logged-in: new shipment and return label.

UPS Shipping.

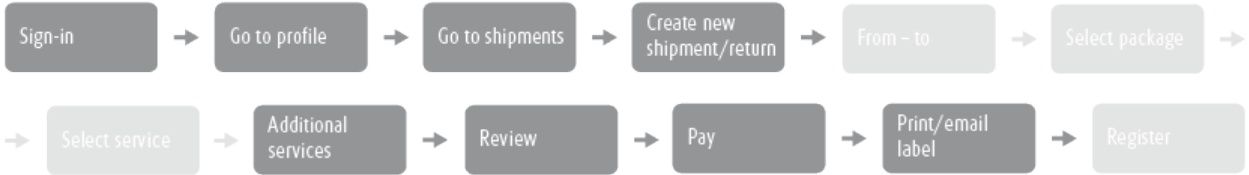
HUGE

November 19, 2015



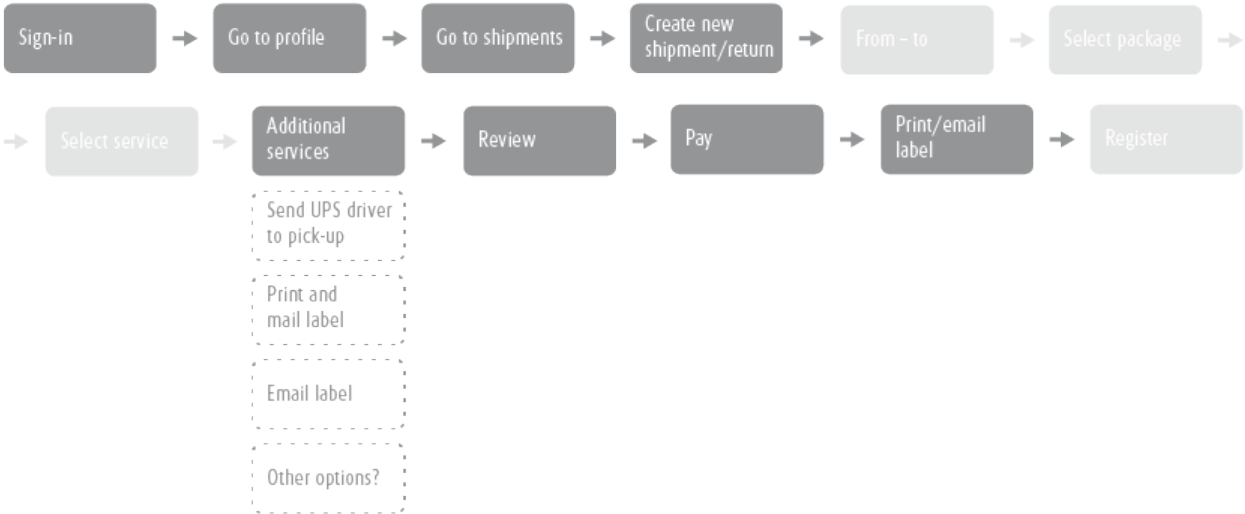
Logged-in: new shipment from history.

UPS Shipping.



Logged-in: create return label for customer.

UPS Shipping.



Guest/logged-in: get a quote.

UPS Shipping.



User flows:

For review today.

User flows.

UPS Shipping.

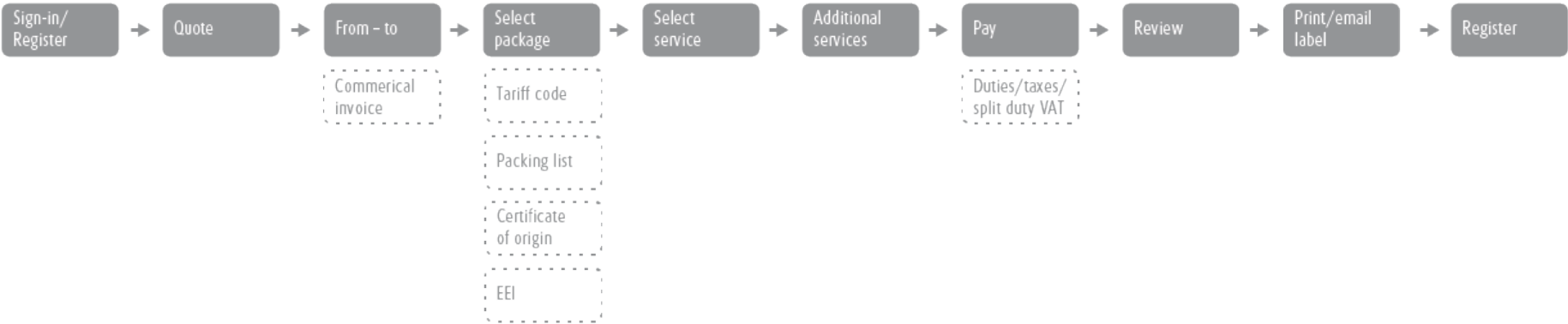
Guest flow:



Registered, business power user flow:



International flow:



Wireframes.

Wireframes:
Guest.

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Is this your first time?

Sign in with social

[FACEBOOK](#)[TWITTER](#)[LINKEDIN](#)

Sign in with email

[Sign in](#)

Don't have a UPS profile
[SIGN IN HERE](#)

Or continue as a guest

[Continue as guest](#)

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Let's ship it.

Get a quick quote to ship your package.

Where

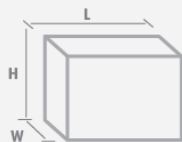


From



To

What



[Not sure? Let us help.](#)

L

x

W

x

H

[in.](#) | [cm.](#)

Weight

[lbs.](#) | [kg.](#)

When

Fri

Dec 10th

As low as

Sat

Dec 11th

As low as

Mon

Dec 13th

As low as

Create Shipment

- WHERE
- WHAT
- WHEN

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Let's ship it.

Get a quick quote to ship your package.

Where



From

ZIP CODE

30309

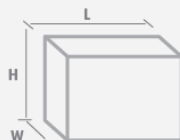


To

ZIP CODE

11777

What



[Not sure? Let us help.](#)

L

 x

W

 x

H

in. | cm.

Weight

lbs. | kg.

When

Fri

Dec 10th

As low as

\$117.31

Sat

Dec 11th

As low as

\$109.71

Mon

Dec 13th

As low as

20.59

WHERE

WHAT

WHEN

Estimated shipping charges

\$20.59 — 117.31

Create Shipment

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Let's ship it.

Get a quick quote to ship your package.

Where



From

ZIP CODE

30309

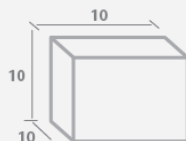


To

ZIP CODE

11777

What



[Not sure? Let us help.](#)

10 in

x

10 in

x

10 in

in. | cm.

5 lbs

lbs. | kg.

When

Fri

Dec 10th

As low as
\$99.21

Sat

Dec 11th

As low as
\$93.56

Mon

Dec 13th

As low as
17.72

WHERE

WHAT

WHEN

Estimated shipping charges

\$17.72 — 99.21

Create Shipment

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Let's ship it.

Get a quick quote to ship your package.

Where



From

ZIP CODE

30309

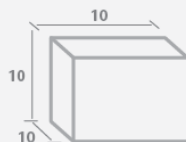


To

ZIP CODE

11777

What



[Not sure? Let us help.](#)

10 in

x

10 in

x

10 in

in. | cm.

5 lbs

lbs. | kg.

When

Fri

Dec 10th

As low as
\$87.31

Sat

Dec 11th

As low as
\$86.71

Mon

Dec 13th

As low as
15.59

● WHERE

● WHAT

● WHEN

Saturday, December 11th

UPS Second Day Air

☐ 10:30am - \$92.20

☒ EOD - \$86.71

Create Shipment



QUICK START ▾

Tracking

Shipping

Products & Services

Locations

United States - English ▾

Frances ▾

Search



Customer Service

Where's it going?

Enter the from and to of your package



From

COUNTRY

UNITED STATES ▾

ZIP CODE

30309

STATE

GEORGIA

CITY

ATLANTA

ADDRESS



To

COUNTRY

UNITED STATES ▾

ZIP CODE

11777

STATE

NEW YORK

CITY

PORT JEFFERSON

ADDRESS

Previous

Continue

- WHERE
- WHO
- WHAT
- WHEN
Saturday, Dec 11th
- PAYMENT
- REVIEW

Estimated shipping charges

\$86.71

Estimated arrival

Saturday Dec, 11th



QUICK START ▾

Tracking

Shipping

Products & Services

Locations

United States - English ▾

Frances ▾

Search



② Customer Service

Who's who?

Enter your name and the recipient's name



From

BUSINESS NAME (OPTIONAL)

FIRST NAME

JOHN

LAST NAME

SMITH



To

BUSINESS NAME (OPTIONAL)

FIRST NAME

JANE

LAST NAME

DOE

- WHERE
Atlanta, GA → Port Jefferson, NY
- WHO
- WHAT
- WHEN
Saturday, Dec 11th
- PAYMENT
- REVIEW

Estimated shipping charges
\$86.71

Estimated arrival
Saturday Dec, 11th

Previous

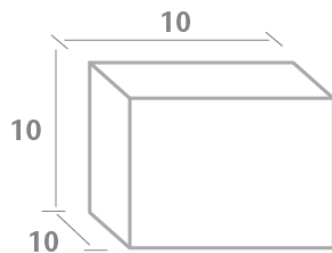
Continue

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Pick it. Pack it. Send it.

Pick the package size for your shipment.

Your Package



[Not sure? Let us help.](#)

10 in x 10 in x 10 in

in. | cm.

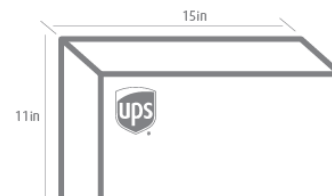
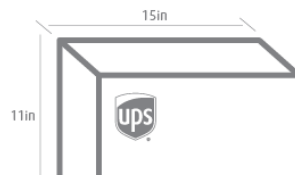
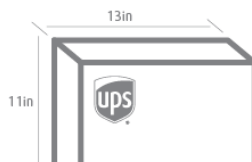
5 lbs

lbs. | kg.

USE MY OWN BOX



UPS Package



WHERE

Atlanta, GA → Port Jefferson, NY

WHO

John Doe → Jane Doe

WHAT

WHEN

Saturday, Dec 11th

PAYMENT

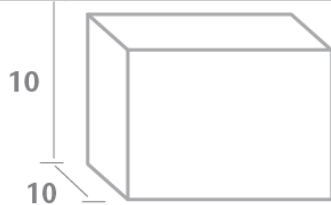
REVIEW

Estimated shipping charges

\$86.71

Estimated arrival

Saturday Dec, 11th



[Not sure? Let us help.](#)

10 in x 10 in x 10 in

[in.](#) | [cm.](#)

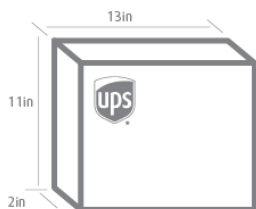
5 lbs

[lbs.](#) | [kg.](#)

USE MY OWN BOX



UPS Package

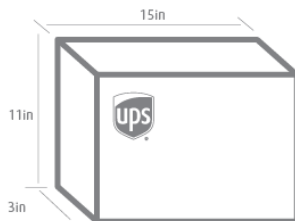


[What fit's in this box?](#)

Small Box
[in.](#) | [cm.](#)

Weight

[lbs.](#) | [kg.](#)

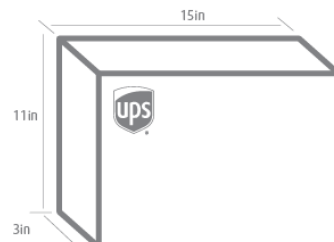


[What fit's in this box?](#)

Medium Box
[in.](#) | [cm.](#)

Weight

[lbs.](#) | [kg.](#)



[What fit's in this box?](#)

Large Box
[in.](#) | [cm.](#)

Weight

[lbs.](#) | [kg.](#)



[Previous](#)

[Continue](#)

● WHERE
Atlanta, GA → Port Jefferson, NY

● WHO
John Doe → Jane Doe

● WHAT

● WHEN
Saturday, Dec 11th

○ PAYMENT

○ REVIEW

Estimated shipping charges
\$86.71

Estimated arrival
Saturday Dec, 11th



QUICK START ▾

Tracking

Shipping

Products & Services

Locations

United States - English ▾

Frances ▾

Search



Customer Service

Get it there on time.
Pick your shipping method and arrival time.



Fri
Dec 10th



UPS Next Day Air

- ☐ 8:30am - For **\$39.20** More
(\$125.91 Total)
- ☐ 10:30am - For **\$7.77** More
(\$94.48 Total)
- ☐ 3:00pm - For **\$0.60** More
(\$87.31 Total)

Sat
Dec 11th



UPS Second Day Air

- ☐ 10:30am - For **\$5.49** More
(\$92.20 Total)
- ☒ EOD - \$86.71

Mon
Dec 13th



UPS Ground

- ☐ EOD - For \$71.12 Less

Previous

Continue

- WHERE
Atlanta, GA → Port Jefferson, NY
- WHO
John Doe → Jane Doe
- WHAT
Your Package
10in x 10 in x 10 in - 5lbs
- WHEN
Saturday, Dec 11th
- PAYMENT
- REVIEW

Estimated shipping charges
\$86.71

Estimated arrival
Saturday Dec, 11th



QUICK START ▾

Tracking

Shipping

Products & Services

Locations

United States - English ▾

France ▾

Search



Customer Service

More features. No worries.

Make shipping even more worry-free with our additional services.

1

Notification Services.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.



Add e-mail notifications (Free)



Stretch Your Business.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.



Add Saturday Delivery



Delivery Confirmation.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.



Add delivery confirmation



Direct Delivery Only.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.



Add direct delivery

- WHERE
Atlanta, GA → Port Jefferson, NY
- WHO
John Doe → Jane Doe
- WHAT
Your Package
10in x 10 in x 10 in - 5lbs
- WHEN
Saturday, Dec 11th
- PAYMENT
- REVIEW

Estimated shipping charges
\$86.71

Estimated arrival
Saturday Dec, 11th



QUICK START ▼

Tracking

Shipping

Products & Services

Locations

United States - English ▼

Frances ▼

Search



Customer Service

Pick your payment method.

 PAY WITH PAYPAL

Or pay with credit card

Mrs. ▼ FIRST NAME LAST NAME Suffix ▼

CREDIT CARD NUMBER     Suffix ▼ Suffix ▼ Suffix ▼

Previous

Continue

- WHERE
Atlanta, GA → Port Jefferson, NY
- WHO
John Doe → Jane Doe
- WHAT
Your Package
10in x 10 in x 10 in - 5lbs
- WHEN
Saturday, Dec 11th
- PAYMENT
- REVIEW

Estimated shipping charges
\$86.71

Estimated arrival
Saturday Dec, 11th



Locations

United States - English

Français

QUICK START

Tracking

Shipping

Products & Services

Search



Customer Service

Complete and review your shipping details.



WHERE

COUNTRY
UNITED STATES

ZIPCODE STATE
30024 GA

CITY
ATLANTA

ADDRESS
1375 PEACHTREE ST NE



COUNTRY
UNITED STATES

ZIPCODE STATE
11777 NY

CITY
PORT JEFFERSON

ADDRESS
120 RUSTIC ROAD



WHO

BUSINESS NAME
HUGE

LAST NAME
SMITH

FIRST NAME
JOHN



BUSINESS NAME
N/A

LAST NAME
JANE

FIRST NAME
DOE



WHAT

Custom Package
5lb.
5 in x 5 in 5 in



WHEN



UPS Second Day Air
Thursday, December 11
End-of-day



PAYMENT



Mastercard
ending in 0268



ADD-ONS

None
selected

Estimated shipping charges
\$86.71

Estimated arrival
Saturday Dec, 11th

[Continue](#)

Wireframes:

Power user.

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Is this your first time?

Sign in with social

[FACEBOOK](#)[TWITTER](#)[LINKEDIN](#)

Sign in with email

[Sign in](#)

Don't have a UPS profile
[SIGN IN HERE](#)

Or continue as a guest

[Continue as guest](#)

[Locations](#)[United States - English](#)[Français](#)[QUICK START](#)[Tracking](#)[Shipping](#)[Products & Services](#)[Customer Service](#)

Complete and review your shipping details.



WHERE

COUNTRY
UNITED STATESZIP CODE
30309STATE
GACITY
ATLANTAADDRESS
1375 PEACHTREE ST NECOUNTRY
UNITED STATES

ZIP CODE

STATE

CITY

ADDRESS



WHO

BUSINESS NAME
HUGELAST NAME
SMITHFIRST NAME
JOHN

BUSINESS NAME

LAST NAME

FIRST NAME



WHAT

Custom Package
5lb.
5 in x 5 in 5 in

WHEN

UPS Second Day Air
Thursday, December 11
End-of-day

PAYMENT

Mastercard
ending in 0268

ADD-ON'S

None
SelectedEstimated shipping charges
\$86.71Estimated arrival
Saturday Dec, 11th[Continue](#)

Wireframes:
International.

International:
Forms.

Commercial invoice.

UPS International Shipping.

HUGE

November 19, 2015

Shippers information

Invoice

Page 1

From	
Tax ID/VAT No.:	Waybill Number: Shipment ID:
Contact Name:	Date:
Company Name:	Invoice Number (Reference 1):
Address:	Purchase Order Number (Reference 2):
City State/Province:	Terms of Sale (Incoterms):
Postal Code Country/Territory:	Reason for Export:
Phone:	
Ship To	Sold To
Tax ID/VAT No.:	Tax ID/VAT Number:
Contact Name:	Contact Name:
Company Name:	Company Name:
Address:	Address:
City State/Province:	City State/Province:
Postal Code Country/Territory:	Postal Code Country/Territory:
Phone:	Phone:

Units	UOM	Description of Goods/Part Number	Harmonized Code	QTY	Unit Value	Total Value	Currency

Additional Comments:	Invoice Line total: _____		
	Discount/Rebate: _____		
	Invoice Sub-Total: _____		
	Freight: _____		
	Insurance: _____		
	Other: _____		
	Total Invoice amount: _____ Currency		
Declaration Statement:			
Shipper's Signature / Title	Date	Total Number of Packages:	Total Weight:

These commodities, technology, or software were exported from the United States in accordance with the Export Administration Regulation. Diversion contrary to U.S. law is prohibited.

Commercial invoice.

UPS International Shipping.

HUGE

November 19, 2015

Invoice

Page 1

From							
Tax ID/VAT No.:	Waybill Number: Shipment ID:						
Contact Name:	Date:						
Company Name:							
Address:	Invoice Number (Reference 1):						
City State/Province:	Purchase Order Number (Reference 2):						
Postal Code Country/Territory:	Terms of Sale (Incoterms):						
Phone:	Reason for Export:						
Ship To	Sold To						
Tax ID/VAT No.:	Tax ID/VAT Number:						
Contact Name:	Contact Name:						
Company Name:	Company Name:						
Address:	Address:						
City State/Province:	City State/Province:						
Postal Code Country/Territory:	Postal Code Country/Territory:						
Phone:	Phone:						
Units	UOM	Description of Goods/Part Number	Harmonized Code	QTY	Unit Value	Total Value	Currency
Additional Comments:			Invoice Line total: _____				
Declaration Statement:			Discount/Rebate: _____				
			Invoice Sub-Total: _____				
			Freight: _____				
			Insurance: _____				
			Other: _____				
			Total Invoice amount: _____ Currency				
Shipper's Signature / Title			Date		Total Number of Packages:		
					Total Weight:		

Receivers information

These commodities, technology, or software were exported from the United States in accordance with the Export Administrator Regulation. Diversion contrary to U.S. law is prohibited.

Commercial invoice.

UPS International Shipping.

HUGE

November 19, 2015

Invoice

Page 1

From	
Tax ID/VAT No.	Weight Number
Contact Name	Date
Company Name	
Address	Invoice Number (Reference 1)
City, State/Province	Purchase Order Number (Reference 2)
Postal Code/Country/Territory	Terms of Sale (Incoterms)
Phone	Reason for Export

Ship To	Sold To
Tax ID/VAT No.	Tax ID/VAT Number
Contact Name	Contact Name
Company Name	Company Name
Address	Address
City, State/Province	City, State/Province
Postal Code/Country/Territory	Postal Code/Country/Territory
Phone	Phone

Units	UM	Description of Goods/Post Number	Harmonized Code	CO	Unit Value	Total Value	Currency

Additional Comments:	Invoice Line Total:
	Classified/Release:
Declaration Statement:	Invoice Sub-Total:
	Freight:
	Insurance:
	Other:
	Total Invoice amount:
	Total Number of Packages:
	Total Weight:

Shipper's Signature / Title

Date

Total Invoice amount:

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ups

QUICK START

Tracking

Shipping

Products & Services

Locations

United States - English

Print

Search

Customer Service

Who's who?

Enter your name and the recipient's name

From

John

First Name

Last Name

Phone Number

Company Name

Tax ID/VAT #

☒ I confirm this is the sender. It's probably you!

To

First Name

Last Name

Phone Number

Company Name

Tax ID/VAT #

☒ Uncheck if sold to person is different than ship to person.

WHERE

Houston, TX → Atlanta, GA

WHO

WHAT

WHEN

PAYMENT

REVIEW

Estimated shipping charges

\$19.87 - 301.38

Estimated arrival

Wed. 15 - Mon. 12

Commercial invoice.

UPS International Shipping.

HUGE

November 19, 2015

Invoice

Page 1

From	
Tax ID/VAT No.	Invoice Number
Contact Name	Date
Company Name	
Address	Invoice Number (Reference 1)
City, State/Province	Package Order Number (Reference 2)
Postal Code/Country/Territory	Terms of Sale (Incoterms)
Phone	Reason for Export

Ship To	Sold To
Tax ID/VAT No.	Tax ID/VAT Number
Contact Name	Contact Name
Company Name	Company Name
Address	Address
City, State/Province	City, State/Province
Postal Code/Country/Territory	Postal Code/Country/Territory
Phone	Phone

Units	Unit	Description of Goods/Part Number	Harmonized Code	CO	Unit Value	Total Value	Currency

Additional Comments:	Invoice Line Total: Charges/Fees: Invoice Sub-Total: Freight: Insurance: Other:
Declaration Statement:	Total Invoice amount:
Shipper's Signature / Title	Date
	Total Number of Packages: Total Weight:

These commodities, technology, or software were exported from the United States in accordance with the Export Administration Regulation. Diversion contrary to U.S. law is prohibited.

ups

Since this is an international shipment,
we need additional information.

PHONE NUMBER

BUSINESS NAME

TAX ID / VAT #

PreviousContinue

ups

Who are you shipping to?

ED

BUCKLEY

PHONE NUMBER

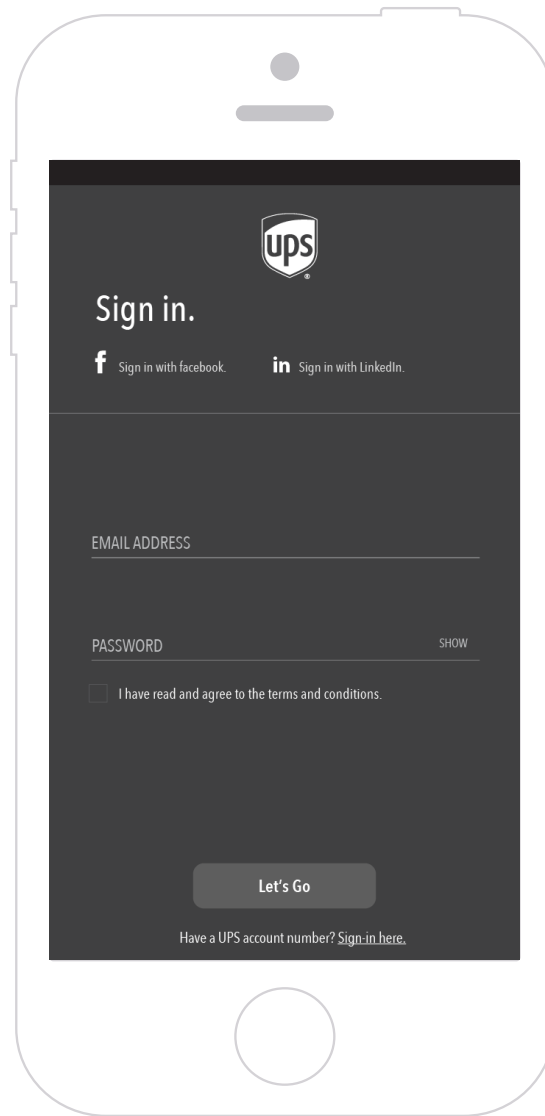
BUSINESS NAME

TAX ID / VAT #

☒ UNCHECK IF SOLD TO PERSON IS DIFFERENT THAN
SHIP TO PERSON.

PreviousContinue

International:
Mobile.





Welcome back, Frank.



Still the address you want to ship from?

UNITED STATES ▼

30309 GA

ATLANTA

937 PONCE DE LEON NE

Previous

Continue



Where are you shipping to today?



To

CANADA



M2M4C8

ON

TORONTO

75 DUFFERIN ST. , APT 312

Previous

Continue



Who are you shipping to?

ED ✓

BUCKLEY ✓

PHONE NUMBER

BUSINESS NAME

TAX ID / VAT #

☒ UNCHECK IF SOLD TO PERSON IS DIFFERENT THAN
SHIP TO PERSON.

Previous

Continue



**Since this is an international
shipment, we'll need yours too.**

PHONE NUMBER

BUSINESS NAME

TAX ID / VAT #

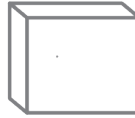
Previous

Continue

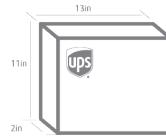


Who's packaging will you use?

Your package



UPS package



Previous

Continue



What is your package weight & size?

75

LBS KG

What size is your box?

20

X

15

X

6

IN CM

Previous

Continue



What's in your box?

Select A Category

Fruits & Vegetables



Electronic Devices



Art & Handicrafts



Clothing





What's in your box?

Great! Now get specific.
What **Electronic Goods** are you shipping?

COMPUTER

Recently Searched By You

Apple Computer Laptop
8423.82.00



Commonly Searched For

Ipad
8423.82.01



Iphone
8423.82.02



Iwatch
8423.82.03





What's in your box?

Great! Now get specific. What exact **Electronic Goods** are you shipping?

APPLE COMPUTER

Recently Searched By You

Apple Computer Laptop
8423.82.00



Commonly Searched For

Ipad
8423.82.01



Iphone
8423.82.02



Iwatch





What's in your box?

Great! Now get specific. What exact
Electronic Goods are you shipping?

APPLE COMPUTER LAPTOP

We found Tariff # **8423.82.00** for you.

Not what you're looking for? Start new search.

Previous

Continue



When would you like it to arrive?

What is the estimated value of the
Apple Computer Laptop you're shipping?

\$2000

USD ▾

Previous

Continue



When would you like it to arrive?

Select A Date



Tues Nov 20

Tues Nov 21

Tues Nov 22



12:00 pm
\$403.17



EOD
\$109.78

Previous

Continue



How would you like to pay?

Bill Me

Visa ****0268

- ☐ For The Entire Package
Duties & Taxes Included
- ☒ For The Package only.
Duties & Taxes Not Included.

Bill The Receiver

- ☐ For The Entire Package
- ☒ Duties & Taxes Only

☒ Notify receiver via email & text to accept charges

Bill A Third Party

- ☒ For The Entire Package
- ☐ Duties & Taxes Only

☐ Notify Third Party via email & text to accept charges

Previous

Continue



Confirm & review all details.

Coming from

Frank Rauss, Frank@hugeinc.com, password, 444-444-4444
1377 PeachTree St. Huge, Tax ID #32'909999.



Going to

Ed Buckley, Ed@loveups.com, password, 444-444-4444
1377 PackageTree St. UPS, Tax ID #32'909999.



Packaging Type

My own packaging, 75 lbs , 20 x 25 x 6



Packaging Time & Date

Tuesday November 21, End Of Day, \$109.78



What's in your box

Create default account shipping preferences
& international settings.



Payment

Bill me for the package, Bill the receiver duties and taxes.



Print International Forms & Labels

Review, sign & print international documents



Review

Continue

Next steps.

Next steps.

- 11/19: Confirm deliverables & date for Panel submission
- 11/23: Feedback due on user flows
- 11/26: Enjoy some holiday cheer!
- 12/17: Design presentation

Discussion.

HUGE

Done.

November 19, 2015
UPS Shipping Wireframes
1375 Peachtree St. NE, Suite 400 / Atlanta, GA 30309