



Robert Gibbons, director of purchasing, Weather Shield Windows & Doors

When your business is windows, “fragile” is more than just a word on a cardboard box. Weather Shield has been manufacturing high-end custom doors and windows for 50 years. Founder Edward “Lee” Schield started the business in 1955 when he borrowed \$300 and rented a 12-by-24-foot garage in Medford, Wis. This is where he began hand-crafting doors and storm windows to serve as “shields” against the weather.

Today, Weather Shield annually manufactures hundreds of thousands of windows and doors for both residential and commercial projects. As one of the nation’s largest window and door manufacturers, the company boasts more than 2 million square feet of manufacturing space, with plants in five cities.

“We’re a well integrated company,” says Robert Gibbons, director of purchasing. “We have our own raw lumber, and we turn it into a finished product.”

And getting that product to the customer isn’t always easy. “Obviously, in windows, glass is involved,” Gibbons

Windows to the world

For Weather Shield, a switch to UPS meant no broken promises — or glass.

says. “It’s a somewhat fragile commodity.” As such, every broken pane is income down the drain.

So when a rising number of Weather Shield’s replacement windows were falling prey to shipper negligence, the company switched to UPS, enlisting the company’s package testing lab to develop a safe and affordable way to ship glass.

“We’re utilizing their labs and test methods to come up with a package that will prevent damage in transit,” Gibbons says.

Against this backdrop, Gibbons says UPS has implemented services that have enhanced Weather Shield’s ability to track

SNAPSHOT

Company	Weather Shield Windows & Doors (weathershield.com)
Where	Headquartered in Medford, Wis.
What	Window and door manufacturer with seven different product lines
Employees	2,500
Challenge	Find a safe and affordable way to ship glass

shipments online. Prior to using online tracking, the company was plagued by games of phone tag to locate shipments.

"We've gone to a master agreement where all our facilities ship UPS as our preferred provider," Gibbons says. "That allows us to use the online tracking system, which saves us from making multiple phone calls. Now we can get back to the customer within minutes."

Weather Shield has also integrated UPS WorldShip® software at each of its major shipping locations. This Windows-based application helps standardize shipping procedures, rates and tracking across all five of the company's plants.

"It's incredibly efficient," Gibbons says. "We believe the reliability and tracking have increased our business now that customers can depend on our service."

And the customer, according to Weather Shield vice president Mark Schield, is what it's all about. "Many companies start small and grow into large businesses," Schield says. "Somewhere along the way some of those companies lose touch with their customers." At Weather Shield, the focus is always on the customer. ■

Weather Shield opens doors with UPS WorldShip

Weather Shield Windows & Doors uses UPS WorldShip® software to ship its products throughout the United States and across the globe. With WorldShip, Weather Shield can:

Ship to more than 200 countries and territories

Print approved UPS shipping labels with reference data, a custom barcode and their company logo

View UPS shipping rates or customize Weather Shield's own rates with a built-in rate calculator

Streamline shipping by customizing default settings with Weather Shield's preferred package type and service level

Process invoices quickly by printing proof-of-delivery information such as time of delivery and the name, address and signature of the recipient

Locate packages accurately and easily with up-to-the-minute tracking. ■

SOLUTIONS

WorldShip 7.0: Ship, track, save

The latest version is here.

What makes UPS WorldShip® the ultimate shipping solution for businesses worldwide? The fact that it lets companies manage all of their shipping activities right from their desktop. By installing WorldShip software, your desktop becomes a window into every shipping activity and a portal into any distribution channel spanning 200 countries and territories.



WorldShip 7.0 packs the tools it takes to conquer your supply chain.

WorldShip 7.0 is packed with new benefits, including:

Smarter features

- Your customer's e-mail address can be entered with all other "Ship To" information
- Shipments can be processed up to six months in advance
- Support for two new thermal label printers.

Tie-ins to new UPS services

- Access to UPS's expanded Ground, Air, and Hundredweight services to and from Alaska, Hawaii and Puerto Rico
- Access to UPS's Next Day Air® service from Oahu, Hawaii, to the 48 contiguous states and Alaska
- New Shipper Release option allows you to request that UPS deliver your package on the first attempt, no signature required.

To order WorldShip 7.0 or upgrade your existing version, visit worldship.ups.com. ■