



# Night In Boxes

## UPS® Worldwide Economy

Night In Boxes was founded by husband and wife team, Brian and Megan Pruitt, to help other couples and families reconnect from the comfort of their own homes. They curate custom date night and family night boxes with supplies for interactive activities. Their highest priority is to help their customers connect with their partner and their children in a meaningful way. Each month, they ship thousands of these boxes to their customers across the U.S. and around the world.

Most small and medium-sized business owners did not get into business to focus on shipping, so there is a learning curve involved when it comes to shipping logistics. Even though Night In Boxes is a company based around subscription services, they are no exception. Before switching to UPS, they experienced several issues with their international shipping process, from long transit times to insufficient tracking capabilities. To top it off, their previous carrier lost international shipments by the batch, which Night In Boxes had to pay for out of their own pocket. The lost packages also led to an overwhelming number of customer service inquiries and lost production time due to the amount of time spent following up on customer concerns.

Night In Boxes needed an international shipping solution they could depend on. They were already UPS® Ground and UPS® Freight customers, so they reached out to their UPS team and learned about UPS® Worldwide Economy, a new solution to help small and medium-sized businesses expand internationally.

*UPS Worldwide Economy is an ideal solution for lightweight shipments, helping to keep e-commerce transactions efficient and make exporting to new markets easier.*

## UPS Worldwide Economy benefits:

- Dependable transit times
- Full visibility tracking capabilities
- One UPS driver for all small package pick-ups
- Economical rate

That's exactly what Night In Boxes needed, a reliable solution that would give them the confidence they needed to expand their international business. Thanks to UPS, their domestic and international customers can now track every shipment using the integrated UPS My Choice® service. This has in turn benefitted Night In Boxes by reducing their time spent responding to customer service inquiries so they could spend more time growing their business.

Since switching to UPS Worldwide Economy, CEO Brian Pruitt is thrilled. "We have lost zero shipments and international customer support tickets have decreased," he says.

## *Night In Boxes was able to gain confidence and reliability at a reduced cost with UPS Worldwide Economy.*

Now that Night In Boxes can rely on UPS, they've spent less time managing customer inquiries and troubleshooting for lost packages. They're also able to enjoy the convenience of package pickups from their UPS driver. Now, they can spend that valuable time growing their business. And most of all, they can work confidently knowing that their customers are getting what they need, when they need it.

"The main thing we wanted was a partner that would come in and be reliable and consistent, and I feel like this has been just that for us." —CEO, Brian Pruitt



## Challenge

Night In Boxes needed an economical and reliable logistics provider to support their international shipments and allow them to expand beyond the domestic market.

## Solution

UPS Worldwide Economy provided Night In Boxes with an economical, reliable and convenient option for international shipments with a value of less than \$100 per order.

## Results

With UPS's help, Night In Boxes is now able to ship confidently, fulfill orders globally and spend less time troubleshooting customer service issues.

For more information, contact your UPS account executive or visit [ups.com](https://www.ups.com).