

# UPS® Express and Ground Services



## Welcome to Unishippers® The shipping company that works for you.

Whether you are shipping a critical document or life-saving medical devices, we take your business shipping needs as seriously as you do. That's why Unishippers and industry-leader UPS are the right choice for all of your letter and small package deliveries.

With over 25 years of experience, Unishippers knows what it takes to provide the right shipping solutions for small and medium-sized businesses. And with 50,000 customers across the country, we have the leverage to provide every customer with rates normally available only to large volume shippers. Couple that with our local, personalized customer service, and you have the best possible solution for your company's express and ground shipping needs.

After all, **we're the shipping company that works for you.**



"Our relationship with Unishippers is fantastic. Their customer service is second-to-none. They never let us down."

Mark Goldberg ■ Milton A. Goldberg Co. ■ Beverly, MA  
*Specializing in personalized merchandise for any organization.*

**UNISHIPPERS®**  
THE SHIPPING COMPANY THAT WORKS FOR YOU®

[www.unishippers.com](http://www.unishippers.com)

Authorized  
Reseller



**With Unishippers®  
and UPS, the value  
really adds up:**

Experience +  
Service +  
Reliability +  
Savings

No matter the size, speed or distance, Unishippers and UPS can deliver it all.

Anyway.  
**Anyhow.**  
Anywhere.

Let us show you the savings, experience and service our great team can provide. ►

Unishippers Delivers.

Anyway. Anyhow. Anywhere.

EXPRESS AND GROUND SERVICES

# UPS: A Carrier with a Tradition of Excellence



## Unishippers and UPS: Working for You

Unishippers has always focused on providing our customers with the most value for their shipping dollar. And when it comes to value in small package delivery, nobody matches UPS. With more express options than anybody else in the industry, and industry-leading reliability ratings, UPS is the carrier Unishippers relies on for superior package delivery. With an unsurpassed global transportation network and considerable experience, you can rely on UPS to provide the most flexibility and peace of mind possible.

## UPS is the Reliability Leader

Shippers again rated UPS first among all carriers in Service Reliability for ground deliveries. ”

Morgan Stanley Shippers' Survey, October 2012

### UPS First in Ground Service Reliability\*



Morgan Stanley Freight Transportation: Parcel Returns 16 Shipper Survey

\*Morgan Stanley Shippers' Survey, October 2012

## The UPS Advantage — It's in the Details

For more than 100 years, UPS has focused on innovation and excellence to ensure speed, accuracy and value. Today, UPS is one of the largest and most respected brands in the world, and they continue to provide their millions of customers with the UPS advantage by offering unique benefits including:

- **One driver** who understands your business and will pick up and deliver all your air, ground and international packages, so you get more convenience.
- **More domestic express delivery options** — and more early business deliveries than anyone else, so you get more choice.
- **No weight limit for documents and electronic media** in overnight letter envelopes, so you get more value with each shipment.

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U.S. EXPRESS AND GROUND

# A Wide Range of Flexible Shipping Services



## U.S. Express

Get it there exactly when you need it

For Express services you can count on, nobody offers more choices than UPS. Whether you need it there tomorrow morning or three days from now, we can handle it.

### EXPRESS, GROUND, AND INTERNATIONAL DELIVERY OPTIONS ARE ALL GUARANTEED

UPS Next Day Air® Early A.M.®	8:00 a.m. delivery
UPS Next Day Air®	10:30 a.m., noon, or end of day delivery
UPS Next Day Air Saver®	3:00 or 4:30 p.m. delivery
UPS 2nd Day Air A.M.®	10:30 a.m. or noon delivery on second business day
UPS 2nd Day Air®	End of day delivery on second business day
UPS 3 Day Select®	End of day delivery on third business day
UPS Ground	Day definite delivery in one to five business days
UPS Hundredweight Service®	Guaranteed day-definite contractual service for less-than-pallet load (LPL) shipments

Plus seven international services to meet your worldwide shipping needs

"Unishippers allows us the ability to better focus on our guests and our food. Unishippers takes care of the shipping. It's one less thing to worry about."

Greg Baker • Abuelo's Mexican Restaurants

## Ground

A little flexibility can bring great things



UPS Ground is a reliable and low-cost option for guaranteed day definite door-to-door delivery within one to six business days for packages up to 150 lbs. With delivery to virtually every address in North America, and to more than 200 countries around the world, UPS has you covered.

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INTERNATIONAL EXPRESS

# Guaranteed Express Shipments Worldwide



## International Express

Any time zone, any language



In today's world, global access is a necessity. And getting your packages around the world just got a lot easier. With Unishippers and UPS international service, you can ship practically anywhere in the world with confidence. UPS guarantees express shipments worldwide to more countries from the U.S. by 9:00 a.m. and noon than anyone.

## 60,000 Convenient Drop-Off Locations

Need more options for getting your shipments on the road? How about more than 60,000 UPS Drop Boxes and drop off locations that accept UPS Express and Ground packages? With that many options, you're certain to find one that's nearby.



### One Convenient Pick-Up

No matter how many ground and express options you choose, you'll always have the convenience of just one coordinated pickup. No more separating packages by service, or dealing with multiple drivers and pick-up times. One call does it all!

## International Services

### UPS Worldwide Express Plus®

One to three day delivery by 8:30 or 9:00 a.m. to more than 25 countries.

### UPS Worldwide Express®

One to three day delivery by 10:30 a.m. or noon to more than 60 countries.

### UPS Worldwide Saver®

One to three day afternoon delivery to more than 215 countries.



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TOOLS & TECHNOLOGY

# User Friendly Tools, Technology & More



"The customer service has been extraordinary — it's like having a Unishippers employee on our staff. Using Unishippers has been a great decision for us."

— Fred Harrel,  
Las Vegas Harley-Davidson,  
Las Vegas, NV

Unishippers is committed to providing customers with state-of-the-art, time-savings shipping tools with easy-to-use interfaces — all available with a click of the mouse.

## Online Shipping Made Easier

Created just for our customers, unishippers.com is a convenient, easy-to-use website that allows you to manage your accounts online. Get 24 hour access to your account and all of the tools that will help you manage your shipping more effectively, including our online shipping tool for your UPS express and ground shipments, Express Manager.

### Use Express Manager to:

- Compare estimated rates and service levels prior to shipping and save money
- Easily ship one package or multiple packages to the same location with Express Manager's multi-piece shipping.
- Create multiple labels for packages of the same size and weight going to multiple destinations with a single click
- Receive timely email notifications of shipment status and reduce stress
- Create detailed reports or summaries for each shipment and save trouble
- Sort, store, and manage contacts in one address book (including those from UPS, FedEx® and DHL address books) for easy access
- Create groups of contacts, specify service, size and weight, and automatically generate waybills to save time
- Create sub-accounts with user names and passwords for each shipper or department with unique preferences
- Create, view, edit, and track U.S. Express, Ground and International Express shipments from one easy location
- Access 180 days of shipment history, payments and invoices



## Customer Service

From our earliest days, Unishippers has been committed to providing customer service that goes above and beyond expectations. From consultation on freight and delivery challenges, to tracking packages, no job is too big, and no detail is too small. Our shipping consultants are ready to help at every stage. After all, we're the shipping company that works for you.



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# User Friendly Tools, Technology & More (Continued)

## Unishippers Gives You More

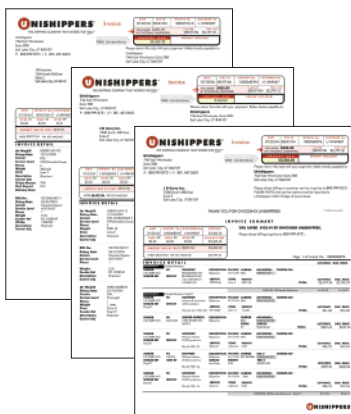
Unishippers customers have access to a variety of UPS tools and services that can save time and money, and help avoid costly errors, including:

- **UPS Worldship®**, gives high volume shippers added speed and convenience when processing their UPS express and ground shipments. Ship to over 200 countries and territories and from 129 origins around the world.
- **Quantum View Notify®**, which keeps you and your package recipients or third parties aware of delivery status.
- **UPS Delivery Intercept®**, a service that enables you to redirect packages before they are delivered.

Contact your Unishippers representative for more information on all of the tools and services that are available to you.

## Billing Options

We know that managing your shipment billing can be complicated and time consuming. While most shipping companies believe that one invoice and billing solution fits all- we don't subscribe to that theory. Your shipping needs are different, and your billing needs probably are as well.

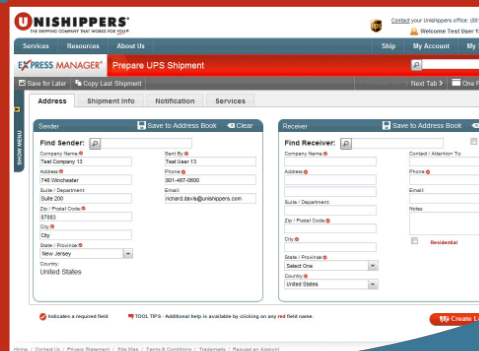


That's why we offer a variety of customized invoices. And no matter how many Unishippers services you use, you'll love the convenience of receiving just one consolidated invoice. Ask your shipping consultant to help you evaluate and select the billing option that's right for your company.



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## TOOLS & TECHNOLOGY



## Our Promise to You

With Unishippers services you get the choices, great rates and flexibility, all backed by your experienced, local Unishippers team. Use us as much or as little as you need. We put our knowledge and experience to work for you.



# Frequently Asked Questions

**Why do I need Unishippers? Can't I get the same rates and service directly from UPS?**

Unishippers uses the combined shipping volume of over 50,000 Unishippers customers to negotiate the best possible rates with major carriers such as UPS. That means you'll always enjoy consistent savings with Unishippers and get discounts typically reserved for much larger volume shippers. Unishippers also offers a full range of shipping solutions, including overnight, ground, LTL and full truckload. You receive one invoice from one company, even if you use multiple carriers, and your bills are carefully reviewed before you even receive them. Plus, you get the kind of attentive and personalized service that can only come from a local company.

**My shipping needs vary drastically from month to month, or even day to day. How can Unishippers help me?**

Most small and medium-size companies have variations in the types of shipping services they need. That's why Unishippers is the perfect choice. There's no need to staff up or invest in what may be a temporary need or situation. You'll get the same service when you ship one package per day as you do when you ship 100. It's our commitment to you.

**How do I know I won't get lost in the midst of larger accounts?**

Unishippers is committed to providing small and medium-size businesses with superior shipping solutions and service. Every company has its own shipping consultant assigned to help with all of its needs. No matter your volume, you'll still get personalized service from a consultant who will work hard to earn your trust.

**How does the shipping consultant work for me?**

Your shipping consultant is your own personal troubleshooter and quality control expert. In short, they make sure that you get exactly what you need. And, if anything ever goes wrong, just one call to your shipping consultant will take care of the problem.

**What happens if there's a problem with my shipping? Who do I contact?**

Just contact Unishippers for all of your shipping needs and questions. Our customer service personnel only handle a small group of customers, so more in-depth and personal service is available from the local office. And, because of our relationships with the carriers, we can often call them directly and work out a solution more quickly than you would by calling the carrier's 800 number.

**How can I be sure I'm getting the best rates and service?**

In addition to providing you with low rates, Unishippers also gives you many tools to help you manage your business. Our online shipping tools can immediately show you all of your options, including pricing and timing, and let you select the one that's best for you. That's one more assurance that your company is benefiting from the best possible rates and options.

**I've never heard of Unishippers. How do I know I can trust them with my shipments?**

Unishippers has been in business since 1987, and in those 25+ years, we've earned the trust of over 50,000 customers annually.

## Unishippers delivers

Anyway.  
**Anyhow.**  
Anywhere.

### How do I get started?

If you haven't already done so, contact your shipping consultant today to get set up. We'll provide an account number, supplies and access to requested shipping tools, so you'll be ready to start shipping and saving immediately. If you've already received your account number and supplies, you can begin shipping immediately.

- U.S. Express
- Ground
- LTL & Full Truckload
- Air Freight
- Ocean Freight
- International Express

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