



**Nobody delivers
like UPS.**

Discover how much more we can do for you.

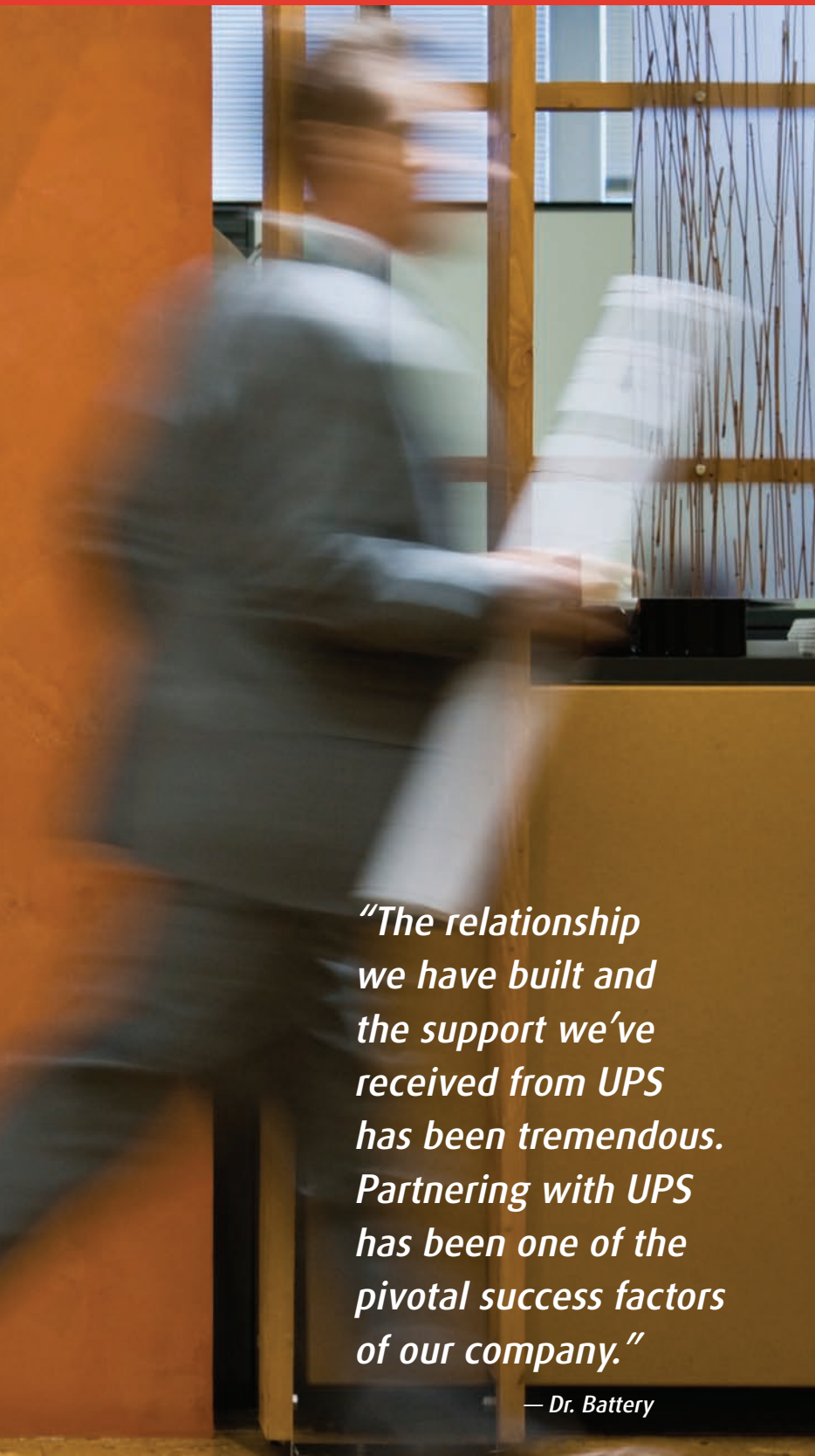


Turn Our Advantages into Yours

These days the business world spins faster than ever. And getting more value from your business partners has never been more critical.

So why not rely on the world's leading delivery company?* One that outperforms the rest. One that can take your business to places you never thought possible. Not just to places like Topeka, Timbuktu or Taipei. But to a new place with improved customer service, efficiency, productivity and cost savings. Consider how your business could benefit from a company offering outstanding reliability with greater speed and more service options. And with innovative technology tools that can take your business to new heights.

*Based on annual revenue



"The relationship we have built and the support we've received from UPS has been tremendous. Partnering with UPS has been one of the pivotal success factors of our company."

— Dr. Battery

UPS Services

UPS provides its customers with the most comprehensive portfolio of small package delivery services in the industry to more than 215 countries and territories around the world.

Benefit from a choice of time-definite guaranteed delivery options backed by one of the world's largest, most-efficient transportation networks.

Shipping within Canada

Find the right balance between speed and cost with UPS Canada's six day-definite delivery options. UPS is the only carrier to offer its customers a choice between same-day delivery, three time-definite overnight delivery options, a two-day service and reliable ground delivery across Canada.

UPS Express Critical™	Available 24/7/365 – pickup and delivery by the fastest means possible.
UPS Express Early A.M.®	Guaranteed* delivery the next business day by 8 a.m. or 8:30 a.m.
UPS Express®	Guaranteed* next business day delivery as early as 10:30 a.m.
UPS Express Saver®	Guaranteed* next business day delivery as early as 12 noon.
UPS Expedited®	Guaranteed* delivery by the second business day.
UPS Standard®	Guaranteed* day-definite service for less urgent shipments.

Shipping to the U.S.

UPS offers its customers the broadest selection of guaranteed courier services to the U.S. in the industry. UPS delivers more packages, on-time, from Canada to the U.S. than any of our competitors.

UPS Express Critical	Available 24/7/365 – pickup and delivery by the fastest means possible.
UPS Express Early A.M.	Guaranteed* delivery the next business day as early as 8 a.m.
UPS Express	Guaranteed* next business day delivery by 10:30 a.m. or 12 noon.
UPS Express Saver	Guaranteed* delivery by the end of the next business day
UPS Expedited	Guaranteed* delivery by the end of the second business day.
UPS 3 Day Select®	Guaranteed* delivery by the end of the third business day.
UPS Standard	Guaranteed* day-definite service for less urgent shipments.

Shipping Worldwide

With five international delivery options, the UPS international service portfolio is unsurpassed. Whether you need next-flight-out service to Australia or Europe or three-day service to South America or Asia, UPS can offer them all.

UPS Express Critical	Available 24/7/365 – pickup and delivery by the fastest means possible.
UPS Worldwide Express Plus™	Guaranteed* delivery within two business days by 9 a.m.
UPS Worldwide Express™	Guaranteed* delivery within two business days by 10:30 a.m. or 12 noon.
UPS Worldwide Express Saver™	Guaranteed* delivery by the end of the second business day.
UPS Worldwide Expedited™	Guaranteed* delivery within three to five business days depending on destination.

*UPS guarantees delivery of your shipment on-time, as scheduled — or your shipping charges will be refunded. International shipments must be cleared through customs by UPS or its designee for the guarantee to apply. The guaranteed day of delivery and the delivery time vary based on destination. For delivery days and times from your shipping location to a specific address use the Calculate Time and Cost application on UPS.com® or call 1-800-Pick-UPS®.

Earlier Delivery



UPS gets there... *early.*

Services within Canada and the U.S.

Early delivery offers your company a competitive advantage. And when you ship with UPS you'll own the mornings.

The earliest guaranteed morning delivery in Canada

UPS is the only courier in Canada to offer an 8 a.m. delivery guarantee. We'll get your package or envelope overnight to many metropolitan areas by 8 a.m. and to others by 8:30 or 9 a.m. — earlier than any other national carrier. Saturday service is also available as early as 10:30 a.m. to many destinations.

Morning delivery guaranteed: to more businesses in Canada

UPS delivers your packages overnight by 8:30 a.m., 10:30 a.m. and 12 noon to more businesses and postal codes than FedEx in the 40 largest cities in Canada. While some of our competitors have implemented service cut-backs, UPS continues to deliver early where and when you need it most.

Earlier to more places in the U.S.

UPS can deliver your shipments overnight to most U.S. businesses by 8:30 a.m. and some as early as 8 a.m. with UPS Express Early A.M.® service. So when your business partners want an early start with a crucial document or package, UPS has you and more of the U.S. covered.

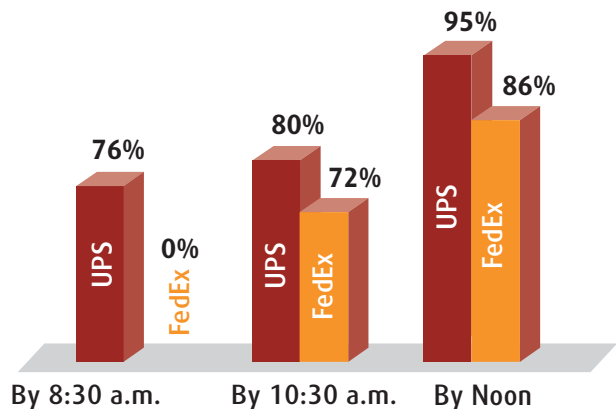
Delivering Earlier in the Morning in Canada

UPS 8 a.m.

FedEx 10 a.m.

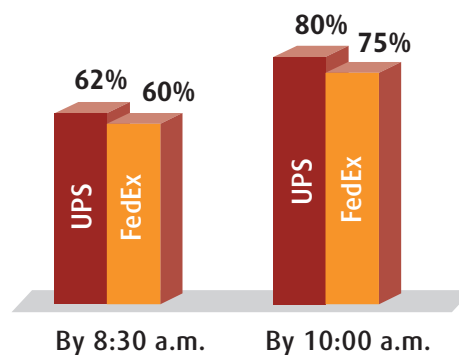


Delivering Earlier to More Canadian Businesses*



Percent of businesses** in the 40 most populous cities in Canada***

Delivering Early to More Businesses in the U.S.*



Percent of U.S. businesses****

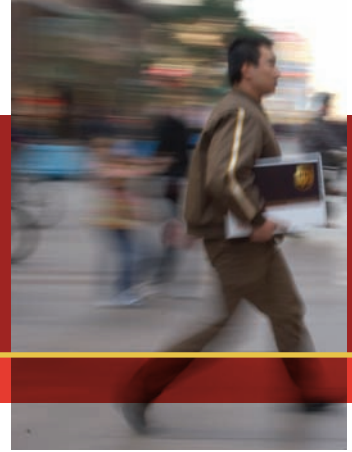
*Delivery time and day commit data: based on published business days and delivery times

**Canada Business Data: Dun & Bradstreet, January, 2010.

***Canada Population Data: Statistics Canada, 2006 census.

****United States Business Data: Dun & Bradstreet, May, 2009.

Greater Speed



UPS gets there... *fast.*

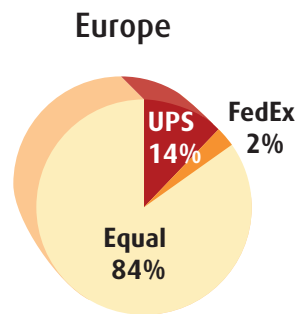
Services to international destinations

Earlier worldwide

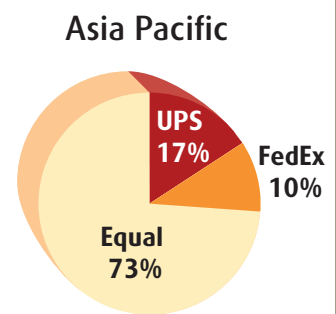
Internationally, no one delivers earlier to more cities and countries than UPS — with 9 a.m. delivery to key cities all over Europe and Asia including the emerging markets of China and India. UPS can also guarantee your international shipments by 10:30 a.m. and 12 noon to destinations around the world.

UPS Delivers Faster than FedEx to Most Major International Cities from Canada*

UPS Days In Transit Advantages vs. FedEx

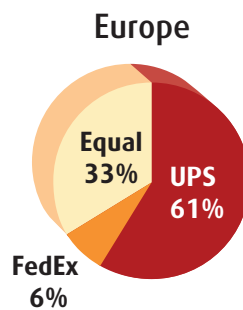


UPS is faster to 14% of major cities and faster or equal to 98% vs. FedEx.

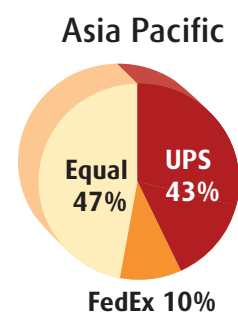


UPS is faster to 17% of major cities and faster or equal to 90% vs. FedEx.

UPS Earliest Delivery Time Advantages Vs. FedEx



UPS is earlier to 61% of major cities and earlier or equal to 94% vs. FedEx



UPS is earlier to 43% of major cities and earlier or equal to 90% vs. FedEx

■ UPS Advantaged ■ FedEx Advantaged ■ Equal

*Delivery time and day commit data: based on published business days and delivery times

More Services



Do you need more than small package shipping services?

UPS offers the most complete range of delivery service options and is a global leader in supply chain solutions

UPS Trade Direct® Services

UPS offers you end-to-end solutions with UPS Trade Direct. From the point of origin, UPS consolidates your shipment (Air, Ground and Ocean services are available), transports it to the destination country and provides customs clearance. Upon clearance and arrival at the gateway, UPS breaks down the bulk shipment into individual shipments and promptly delivers them directly to your customers or retail stores, bypassing warehouses and distribution centres.

You can track all Trade Direct shipments with Flex™ Global View, the online tracking service provided by UPS Supply Chain Solutions®. You'll get total visibility even across multiple modes of transportation.

UPS Freight®

Air Freight

With our comprehensive portfolio of time-definite, guaranteed and cost-saving options, UPS can meet your air freight requirements with confidence and reliability.

Within and between the U.S., Canada and Puerto Rico: choose from guaranteed and non-guaranteed services ranging from next-day delivery to delivery within four business days.

To all International Destinations: choose from guaranteed and non-guaranteed services ranging from next day to five business days.

Ground Freight

UPS Freight offers many options to fit your schedule and budget. Choose from truckload or less-than-truckload (LTL) services. Rely on one carrier for your U.S. service. Delivery is guaranteed at no additional cost between the U.S. and Canada.

Critical Freight

UPS Supply Chain Solutions is a leading provider of global time-critical freight services with access to almost any kind of aircraft or vehicle. Door-to-door expedited ground service, air service to major cities worldwide and air charters are available.

Ocean Freight

UPS is a leading ocean freight provider (NVOCC), handling more than 700,000 shipments annually. Maximize your routing and transit-time options by managing your ocean shipments door-



to-door with ease, visibility and global reach. Choose from flexible ocean freight services based on timing, cargo size, and equipment needs.

UPS Customs Brokerage

UPS, the world's largest customs broker, can clear all of your shipments through customs regardless of size, value or carrier. UPS Canada Customs Brokerage processes over 5 million shipments annually and maintains a day-one clearance rate of over 98%.

When UPS is both the carrier and the broker we have access to the shipment details up to five days before the shipment arrives at the border. This allows UPS to prepare your shipment for clearance prior to the shipment arriving in Canada.

UPS is the only customs broker that offers a full guarantee on service: if UPS is both the carrier and the customs broker you will receive your shipments on time or your money back.

Innovative Technology



UPS advanced solutions can make businesses more productive

Your technology consultants

Our proven experience in implementing and customizing solutions can add real value to your business. UPS has integrated systems with millions of customers and got them up and running with our automated shipping systems and the UPS Developer Kit, which provides UPS APIs (Application Programming Interfaces), allowing you to integrate UPS functionality into your systems.

But what really sets UPS apart from other carriers is our ability to identify and implement the right solutions for your business. We can drive efficiency, saving time and money, while enhancing you and your customers' experience.

The Quantum View® suite of services

Get up-to-date information about shipments you send or those you're expecting from one web-based format with Quantum View® Manage. For proactive notification of changes in your shipment's status you can use Quantum View Notify®. And, if you need comprehensive tracking information that can be integrated into your business, choose Quantum View® Data.

Many happy returns

UPS offers more returns options than anyone, enabling businesses to provide the level of customer service desired while balancing costs. UPS Returns™ is an industry first, offering efficient international returns to 98 countries and territories. It helps customers expand into new markets worldwide.

The paperless advantage

UPS is the first carrier that allows you to submit a commercial invoice electronically when shipping internationally. UPS Paperless™ Invoice can decrease processing time, eliminate paper waste and reduce customs delays.

“UPS shipping software is simple to learn and easy to maintain. Using it means we can focus our resources on customer service and growing our business.”

— New Directions Aromatics





You can be Green with Brown®.

Services, facilities, aircraft and automotive fleet: here are some ways that UPS is working towards a greener future.

- UPS is the first package carrier to offer UPS Paperless™ Invoice, allowing customers to submit customs paperwork electronically, eliminating the need for paper copies.
- UPS Billing Data gives customers the option of receiving invoices electronically via a secure website.
- UPS facilities have programmable thermostats, photo cells for exterior lights and motion sensors. There are recycling programs for many materials including: aluminum, steel, wood pallets, plastic wrap, batteries and fluorescent light fixtures.
- UPS operates the quietest fleet of aircrafts in the package sector. It also achieves significant fuel, noise and emissions reductions by using a Continuous Descent Approach (CDA) when landing.
- Delivery routes are custom-designed to make fewer left turns to conserve fuel and reduce emissions.
- UPS has the largest private green fleet in the transportation industry — with more than 1,783 alternative fuel vehicles globally.
- Twenty-five percent of the UPS Canada delivery fleet is now green, with forty-three percent of the UPS global green fleet operating in Canada.

For more information, contact
your UPS Sales Representative.

WHAT CAN BROWN DO FOR YOU?®

Visit UPS.com® or call 1-800-Pick-UPS® for guarantee details, service availability, delivery time commitments or to request a pickup.