



Service Guide

LATIN AMERICA AND THE CARIBBEAN

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Service

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Service Portfolio

Services (Express and Expedited)

UPS offers a wide variety of door-to-door services with guaranteed delivery schedules and customs brokerage.

Service	Delivery Commitment *	Origins/Destinations
1 TO 3 DAYS		
UPS Worldwide Express PlusSM	Export: - Guaranteed delivery by 9:00 a.m. the next business day in the United States and Canada (8:00 a.m. – 8:30 a.m. in some postal codes). - Guaranteed delivery within two or three business days before 9:00 a.m. to main metropolitan areas in Europe and Asia. Import: - Not available.	More than 30 countries and territories including main cities in the United States, Canada, Europe and Asia.
UPS Worldwide ExpressSM	Export: - Guaranteed delivery within one or two business days before 12 p.m. in the United States and Canada. - Guaranteed delivery within two or three business days usually before 12:00 p.m. to main metropolitan areas in Europe, Asia and Latin America. Import: - Guaranteed delivery usually before 12:00 p.m. from the United States, Canada, Latin America, Europe, Asia and Africa.	More than 50 countries and territories worldwide. More than 186 countries and territories worldwide.
UPS Worldwide Express SaverSM	Export: - Guaranteed delivery within one or two business days, before the end of day, in the United States and Canada. - Guaranteed delivery before end of the second or third business day to main metropolitan areas in Europe, Asia, Latin America, Africa and other destinations. Import: - Guaranteed delivery before end of business day from the United States, Canada, Latin America, Europe, Asia and Africa.	More than 215 countries and territories worldwide. More than 186 countries and territories worldwide.
3 TO 7 DAYS		
UPS Worldwide ExpeditedSM	Export and Import: - Delivery usually within three to five business days, by the end of day, to and from major cities in the United States and Canada. - Delivery usually within four or seven business days, by the end of day, to and from countries in Latin America, Asia, Europe and the rest of the world.	More than 60 countries and territories worldwide for exports and imports.

* Contact the UPS Customer Service Center to obtain the most recent information about guarantee details, product limitations (UPS Express Envelope, Documents and Non Documents), service availability and delivery time commitments. You can also obtain this information when you visit us at www.ups.com.

New Services

UPS Returns®

Now, you can create a return process for your customers worldwide. If you have goods or documents that need to be returned from other countries, UPS offers an unmatched range of return options. Additionally, you can be sure that a commercial invoice is included with each shipment's return label.

Please contact your UPS Account Executive or your local UPS Office for service availability information in your country.

Powered by UPS Technology

The UPS Returns process is automated through UPS shipping systems such as UPS WorldShip® 10.0, UPS CampusShip® or UPS Internet Shipping. Shipment labels and commercial invoices can be prepared by you and delivered or transmitted electronically to your customer. Your customer simply affixes the label and commercial invoice to the packages intended for return. You can provide enhanced customer service by tracking the shipment at ups.com® or through Quantum View.®

Worldwide Access, Simplified

Customers can give their returns packages to The UPS Store,® a UPS service provider, or drop it off at any UPS Drop Box or locations that accept UPS packages for shipment, such as any UPS Customer Center or UPS Authorized Shipping Outlet® (note: dropoff locations vary by country). You can also schedule a pickup by calling a UPS office (see ups.com for specific telephone numbers). Additional pickup fees may apply.

Return Options

Options vary based on origin and destination countries and include:

Print Return Label

You print the return label to include with the outbound shipment or send the label to your customer.

Electronic Return Label

UPS e-mails the return label to your customer.

Print and Mail Return Label

UPS prints the return label and mails it to your customer.

1 UPS Pickup Attempt

If the package cannot be picked up on the first attempt, UPS leaves the return label at the pickup location. Customers can then either bring the package to a UPS dropoff location or schedule a pickup.

3 UPS Pickup Attempts

UPS makes attempts to deliver the return label and pick up the package at your customer's location on each of three successive business days. If the package cannot be picked up on the third attempt, the return label will be returned to UPS.

New Services (continued)

UPS PaperlessSM Invoice

Please contact your UPS Account Executive or your local UPS Office for service availability information in your country.

Your Advantage is Technology

As an international shipper, you know how essential commercial invoices are to clearing your shipments through Customs. If required information is missing or incomplete, costly fines or transit delays could impact you and your customers.

Only UPS enables you to use electronic invoices for international shipping. It's another way you can use technology to integrate order processing, shipment preparation and now commercial invoice data, making your business more efficient.

You'll significantly reduce the chance of errors and delays in the shipping process. UPS Paperless Invoice requires you to submit all necessary information, reducing the likelihood that packages will be detained in Customs due to incomplete entries.

UPS Paperless Invoice Works Seamlessly

UPS Paperless Invoice works seamlessly with UPS shipping systems UPS WorldShip® 10.0, UPS CampusShip® and UPS Internet Shipping. There's no need for any additional software. Any company, regardless of size or industry segment, can use UPS Paperless Invoice. Best of all, UPS Paperless Invoice is free of charge.

With UPS Paperless Invoice, information about your shipment is shared promptly and correctly. All you have to do is input the shipment commodity details into your UPS shipping system. The information is then available electronically and used to clear your shipment through Customs. With this electronic transmission, shipment processing can begin earlier, enabling timely Customs clearance.

Take the Next Step

It's easy to get started. First, you'll need to sign a Letter of Agreement that authorizes UPS to use your company letterhead and authorized signature on the UPS Paperless Invoice. Then, provide electronic files (JPEG or TIFF file format) for your invoice letterhead and your signature to your UPS Account Executive. We'll complete the setup and your shipping system will be able to process commercial invoices via UPS Paperless Invoice.

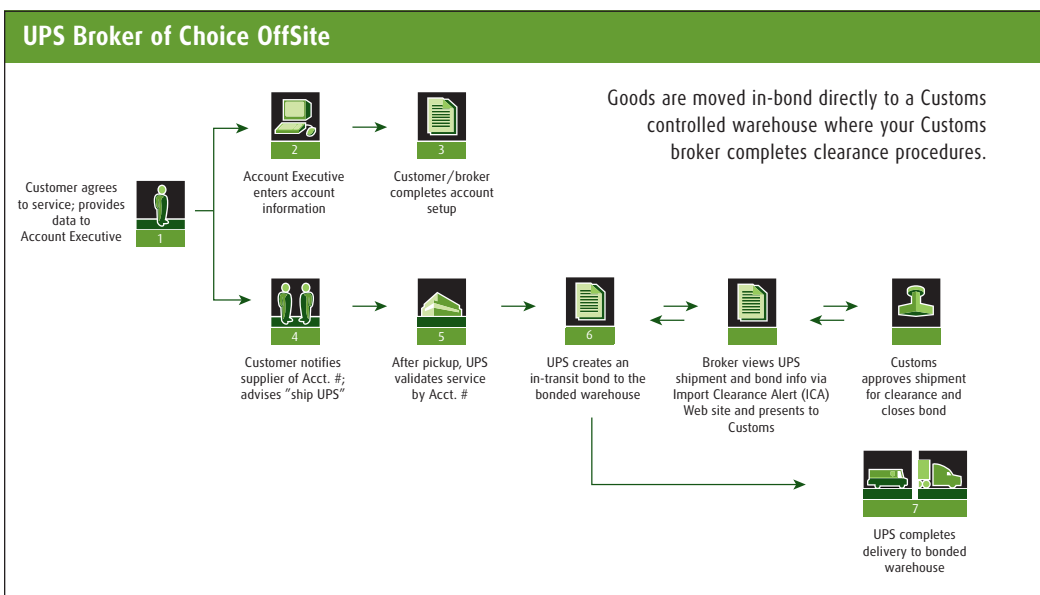
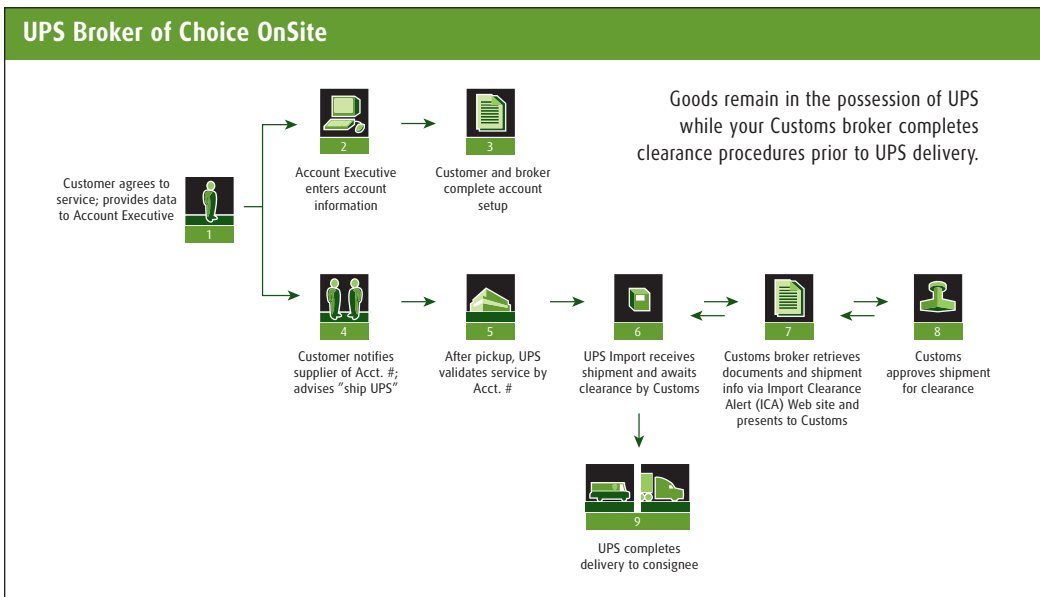
With UPS Paperless Invoice, there's no need to print and apply multiple copies of paper invoices on shipments to destinations where Customs offices have the capacity to accept electronic forms.

New Services (continued)

UPS Broker of ChoiceSM

With UPS Broker of Choice, you select your own Customs broker while utilizing UPS international delivery services. Choose from UPS Broker of Choice OnSite or UPS Broker of Choice OffSite services.

Please contact your UPS Account Executive or your local UPS Office for service availability information in your country.



Additionally, UPS offers the UPS Free Trade Zone Facilitator (FTZ) service, which allows you to transport your international shipments In-Bond to and from a Free Trade Zone. For more information please contact your UPS Account Executive.

Additional Services

Contact your UPS Account Executive for more information about these additional services offered by UPS, their availability in each country, as well as other services subject to additional charges.

UPS Trade DirectSM

Integrate, simplify and speed up cargo and small package deliveries to the United States with UPS Trade Direct. The variety of UPS Trade Direct services provides a solution through a single source that allows an accelerated shipment movement to retail stores or customers' doors.

UPS Trade Direct provides consolidation of international freight and individual packages for customs clearance processing; it transports by sea with Trade DirectSM Ocean or by air with UPS Trade DirectSM Air and then it separates them for final delivery through the UPS courier delivery service or the Less-Than-Truckload service.

UPS Trade Direct allows you to:

- Reduce Time in Transit. Eliminate the need for multiple carriers, reducing handling costs, minimizing shipment errors.
- Increase visibility. Shipments can be traced worldwide along the supply chain, giving you the highest visibility level, an enhanced customer service and more cost and forecast control.
- Improve asset usage. Simplify shipment processes and bypass distribution centers. UPS Trade Direct helps reduce inventory and warehouse time for products. The need for expensive warehousing costs is usually eliminated.
- Reduce time and costs. With a single consolidated invoice under one provider, cost estimates, budget management and reconciliation require less time and paperwork.

Note: For more information about UPS Trade Direct contact your Account Executive or visit: www.ups-scs.com/tradedirect.

Customs Brokerage

UPS provides customs brokerage services for all your shipments. Some additional charges may apply when complex brokerage services are involved.

Additionally, the length of time your merchandise takes to clear customs may originate warehouse charges.

Saturday Delivery

Saturday Delivery service is available to the United States, Canada, Germany and the United Kingdom.

Extended Areas

Delivery service is offered to regions outside of the metropolitan areas.

Address Correction

Address correction service is conveniently offered.

UPS Exchange CollectSM

This service helps to reduce costs and eliminate the common risks associated with international commerce.

UPS Exchange Collect allows delivery of merchandise to buyer only after all transactions have taken place and all payments have been completed. This service is offered under contract collaterally with UPS Capital. UPS provides the transportation and customs brokerage, while UPS Capital provides the technology infrastructure for the financial operation.

UPS World EaseSM

A contract service for companies shipping to multiple consignees in one country. UPS World Ease is a facilitator for the customs clearing process.

Through an automated shipment preparation process, the paperwork is summarized, prepared and transferred with your shipments to UPS, which enables a single transaction for customs clearance of all your shipments. This guaranteed service is offered for imports and exports shipments processed using UPS Worldwide ExpressSM, UPS Worldwide Express SaverSM and UPS Worldwide ExpeditedSM services.

Multiple shipments are transported all together to the customs facilities, achieving a reduction in Time in Transit.

Technology Services

Contact your UPS Account Executive for more information about these technology services offered by UPS and their availability in each country.

UPS TradeAbility™

UPS TradeAbility is a suite of tools that can help you turn international trade into a competitive advantage. As the requirements for your international shipment increase, your company needs a liable source to help effectively manage the movement of goods across international borders in a more compliant, timely, and efficient manner.

Whether you need harmonized tariff codes or total cost estimates from origin to destination, they are available today with TradeAbility on ups.com® and through our Internet Services technology.

The following TradeAbility services are available:

- **Harmonizer** - Quickly and accurately identify harmonized tariff codes for your products.
- **Landed Cost** - Estimate the landed cost of international shipments, including applicable duties, fees, taxes, and transportation costs.
- **Denied Party Screener** - Use a single source to search for restricted trading parties or embargoed countries.
- **Import Compliance** - Verify compliance of your import shipments with country-specific trade regulations, procedures, tariffs, laws, and administrative rulings.
- **Export License Detector** - Proactively identify United States government export licensing requirements and exceptions.
- **Forms** - Complete forms online or browse a library of PDF documents to assist you with export and import shipments.

Quantum View Notify™

Quantum View Notify provides proactive e-mail notification of important shipment status updates during the transportation. This option is free-of-charge and can be used with up to five email addresses so that you and your clients are informed of the shipment status. Choose any combination of the following alerts:

- **Ship Notification** confirms that UPS has received information from the shipper regarding shipments.
- **Exception Notification** lets you know when and why a shipment will not meet its original scheduled delivery date, and provides you with a rescheduled date of delivery.
- **Delivery Notification** confirms the delivery of a shipment.

UPS Billing Data and Billing Analysis Tool

Information about your shipment and invoicing is sent electronically to you. In addition, UPS offers a tool that works with your billing data to quickly produce insightful reports that support your business processes. By offering a variety of shipping expense summaries and subtotals, which can be arranged by your company's cost codes, by UPS service, shipping method, and more, the tool makes reporting UPS shipping information fast and simple, without replacing the usual paper invoice.

UPS Internet Shipping™

A fast and convenient way of shipping using the Internet without any extra software installation required.

With UPS Internet Shipping you can:

- Ship from any computer with Internet access.
- Save time by printing your own shipping labels.
- Obtain complete shipment visibility from pick-up to delivery.

You only have to access www.ups.com, select your country, key in your user ID and password at the beginning of the session.

If you are a new user, you will be asked to register, once registered, access My UPS, select Shipping on the tool bar to start immediately shipping and tracking online.

UPS WorldShip®

Designed for Microsoft Windows®, UPS WorldShip offers a fast and convenient way to process high volume shipments without delays or errors.

With WorldShip you can:

- Ship to more than 215 countries and territories worldwide.
- Send the shipment information automatically to UPS.
- Prepare commercial invoices, register all activities and tracking results and print shipping labels and documents for all UPS services.
- Send and receive e-mails with shipping notification through Quantum View Notify™.

My UPS

Manage your shipments on the Web. You can access from your system, the widest variety of shipping options in the industry. You only need an Internet access connection, a login ID for My UPS and a credit card or a UPS account number for billing.

Use the international tools offered to manage international commerce. Effectively manage the movement of goods across international borders in a more compliant, timely, and efficient manner. These tools help you obtain harmonized tariff codes, landed cost estimates and up-to-date compliance information.

Obtain Proof of Delivery, import and store tracking numbers so you don't have to write them down repeatedly. Verify delivery by receiving the digital signature image of the recipient through UPS Signature Tracking™.

UPS Online® Tools

Six Tools you can integrate to your Website, free-of-charge:

UPS Shipping – Incorporates the shipping process to all your company's computers without adding software or hardware.

UPS Tracking – Let your clients track shipments from their website using their own reference number.

UPS Signature Tracking – Track your package and get the proof of delivery including the digital signature of the consignee.

UPS Rates & Service Selection – Let your clients compare and select the service that better suits your need and budget.

UPS Time in Transit – Enables your customers to compare the speeds of different UPS shipping services.

UPS U.S. Address Validation – Reduce shipping and billing errors by assuring the addresses in the United States given by your clients are accurate.

UPS Packaging

UPS offers a variety of packaging options for your international shipments.

For more information about UPS packaging and their availability, please contact your local Customer Service Center.

Packaging	Use	Features	Dimensions
UPS Express Envelope 	International shipment of letters, business correspondence and documents.	There is no weight limit or number of pages that can be included as long as the envelope closes securely. The UPS Express Envelope may be used only for documents with no commercial value.	9.5" x 12.5" (24.13 cm x 31.75 cm)
UPS Express Pak 	Flat, unbreakable items, such as large reports or bulky documents.	Rates are based on the total actual weight or the total dimensional weight of all packages in a shipment, whichever is greater, and the respective zone.	12.75" x 16" (32.38 cm x 40.74 cm)
UPS Express Box 	A wide variety of merchandise.	Rates are based on the total actual weight or the total dimensional weight of all packages in a shipment, whichever is greater, and the respective zone.	18" x 13" x 3" (45.72 cm x 33.02 cm x 7.62 cm)
UPS Express Tube 	Larger documents that should be rolled instead of folded, such as blueprints, charts, maps, drawings and posters.	Rates are based on the total actual weight or the total dimensional weight of all packages in a shipment, whichever is greater, and the respective zone.	38" x 6" x 6" (96.52 cm x 15.24 cm x 15.24 cm)
UPS 10KG Box® and UPS 25KG Box® 	Boxes with a convenient fixed rate for your international shipments for the following services: UPS Worldwide Express Plus SM , UPS Worldwide Express SM and UPS Worldwide Express Saver SM .	If the shipment exceeds 10 kilograms (23 pounds) or 25 kilograms (56 pounds), the published rate of the excess weight will be applicable.	10KG BOX 16.5" x 13.25" x 10.75" (41.91 cm x 33.65 cm x 27.30 cm) 25KG BOX 19.375" x 17.375" x 14" (49.21 cm x 44.13 cm x 35.56 cm)

How to Prepare your Shipments

Packaging Guidelines

The following steps must be followed when packaging your shipments to ensure safe transportation of contents. UPS reserves the right to reject those packages that do not adhere to the minimum security and correct packaging guidelines. Extremely fragile or heavy objects require special packaging for safe shipment.

Follow these steps for good packaging:

Use a corrugated carton box

Use a new box, big enough to include the protective material for its contents. Make sure it is rigid and in excellent condition with no punctures. It should be big enough to allow enough space for the protective material.

Protect the contents

- Pack each article separately. Try to maintain fragile articles as separate as possible, away from the corners and from the sides of the box so as to reduce the possibility of breakage or damage.
- An ample variety of materials can be used for protection and cushioning like:
Air-encapsulated plastic (bubble-pack), foam in place (a foam, sprayed into the box or mixed in packets, that expands and forms a protective mold around contents), corrugated board dividing the contents and sturdy packaging paper or crumpled craft paper.
- Use enough cushioning material to ensure the contents do not easily move. Several centimeters of the cushioning material around the contents should suffice.

Close it securely

- To securely close the box, use a strong tape of five or more centimeters wide designed specifically for packaging.
- Do not use masking tape or transparent scotch tape. Adhesive tapes do not provide resistance and do not maintain packages firmly closed.
- Do not use string or paper over-wrap because it can get tangled or ripped in the automated conveyor systems resulting in losses of address labels and/or contents.

Use proper labeling

For a timely and efficient delivery, please keep these key points in mind when labeling the package:

- Always include the receiver's postal codes with the complete street address.
- For international shipments, always include a contact name, phone number and postal code.
- Always include the shipper's complete information.

How to Prepare your Shipments (continued)

Complete the UPS Air Waybill

Customers using UPS shipping systems like UPS WorldShip®, do not need to prepare a UPS Air Waybill because the system will generate it, as well as all required documents like shipping labels, commercial invoice, etc. to process your shipment. For more information about UPS's shipping systems, visit www.ups.com.

Additionally, customers have the option of manually preparing the UPS waybill and shipping paperwork. Complete the International UPS Air Waybill with the following information:

1. Shipper's information

- UPS account number
- Shipper's identification number
- Shipper's name
- Phone number (including area code)
- Company's name and address (including postal code and country)

2. Receiver's information

- UPS account number
- Receiver's identification number
- Receiver's name
- Phone number (including area code)
- Company's name and address (including postal code and country)

3. Payment of charges

- Bill shipment charges
- Bill customs fees and taxes

4. Type of service

5. Shipment data

- Specify if shipping documents
- Number of packages in the shipment
- Real total weight (specify if Kg. or Lbs.)
- Dimensional weight
- Zone number
- Merchandise description
- Declared value

6. Country of origin (place of manufacturing)

7. Shipper's signature and date of shipment

Multiple-Package Shipment

When you use a UPS Air Waybill for multiple-package shipments to the same recipient, only the lead package requires an Air Waybill. Each additional package must have an address label and a UPS Worldwide Services Tracking Label. Address labels and tracking labels should not be placed on the package carrying the UPS Air Waybill.

Follow these steps when preparing the labels:

Address label

- Create a label with the shipper's and the receiver's complete information. (name, address and telephone number)
- Affix the label to the package.

Tracking label

- Write in your UPS account number.
- Write in the package weight and the number of packages included in the shipment (example: 2 of 3, etc.).
- Affix the label to the package.
- Take out the part of the label titled Shipper's Receipt and keep it.

How to Prepare your Shipments (continued)

Complete the Commercial Invoice

To meet customs' requirements in the shipment clearing process, include a commercial invoice along with the UPS Air Waybill. Prepare an original and four copies of the invoice.

Include the following information in the invoice, in English, in order to avoid delays in the customs process. It is important to include the UPS Waybill number.

Invoice				
1 Company Name: <u>Your Company</u>				
Company Address: <u>Your Address</u>				
City, State, Postal Code - Country: <u></u>				
Contact Name: <u>Your Name</u>				
Telephone No.: <u>Your Telephone Number</u>				
2 Date: <u>09-20-01</u>		3 Invoice No.: <u>11101</u>		
		Purchase Order No.: <u>1234</u>		
4 Ship To:		5 Sold To (if different):		
Oliver, Ponce & Kim		Babcock, Mary y Asociados		
101 Kula Street		Calle del Pinar # 456		
Suite 421		Naranyuela		
Miami, FL 33122 - U.S.A.		Columbo		
Contact Name: <u>David J. Cooke</u>		Contact Name: <u>Diego Golden</u>		
Telephone No.: <u>(305) 555-2800</u>		Telephone No.: <u>(575) 312-3456</u>		
No. of Units	Description of Goods	Country of Origin	Unit Value	Total Value
20	Hardbox and Books - 4901 99.00.70	Panama	US\$5.25	US\$105.00
30	Dictionaries - 4901 91.00.20	Peru	US\$5.25	US\$157.50
6 Reason for Export: <u>Sale</u>				7 Subtotal: <u>US\$262.50</u>
8 Terms of Sale (Incoterms): <u>FOB</u>				
9 No. of Packages: <u>2</u>	10 Shipping Charges: <u>US\$ 62.00</u>			
11 Total Weight: <u>15 lb.</u>	12 Declared Value: <u>US\$ 62.00</u>			
13 Total Value of Shipment in US\$		14 <u>US\$ 386.50</u>		
15 Shipper Signature: <u>Don Ponce</u>		16 Date: <u>7/10/02</u>		

1. Shipper's information

- Name and address of the company (including the postal code and country)
- Shipper's name
- Phone number (including area code)

2. Date of the invoice

3. Receiver's information

- Name and address of the company (including the postal code and country)
- Receiver's name
- Phone number (including area code)

4. Number of invoice and purchase order (if applicable)

5. Buyer's information

- (If different from consignee)
- Name and address of the company (including the postal code and country)
- Buyer's name
- Phone number (including area code)

6. Number of units of each article

7. Complete description of each article

- List each item
- Including its material (for example: Shirts 100% cotton)
- Avoid general terms like "parts", "paper", "printed material", etc.
- For customs purposes, include the tariff, if possible

8. Country of origin of manufactured product

9. Unitary value of each article in US dollars

10. Total value of each article in US dollars

11. Reason for export (for example: Sale or Samples)

12. Partial value of the shipment in US dollars (without freight)

13. Conditions of sale (For example: Prepaid)

14. Number of packages in shipment

15. Gross weight of the shipment (Specify if it is in kilograms or in pounds)

16. Shipment charges

17. Declared value in US dollars

18. Total value of the shipment in US dollars (including the monetary unit)

19. Shipper's signature and date of shipment

Additional Information

For Exports and Imports

Weight and Size Limits

- There is no weight limit for the UPS Express Envelope.
- There is no total weight limit for a shipment or the number of packages that can be included in a shipment. Each UPS Express Envelope, UPS 10KG Box® and UPS 25KG Box® is considered an individual shipment and can not be part of a multiple shipment.
- The maximum size per package is 130 inches (330 centimeters) in length and width combined.
- The maximum length per package is 107 inches (270 centimeters).
- UPS accepts packages for door-to-door transportation of up to 150 pounds (70 kilograms) for the following services: UPS Worldwide ExpressSM, UPS Worldwide Express SaverSM and UPS Worldwide ExpeditedSM, however, the maximum weight of a package may vary by destination. For shipments exceeding these weight guidelines, please contact your local UPS office.
- UPS will determine charges according to the dimensional weight of the shipments in accordance to IATA's (International Air Transport Association) standard volume regulations, which are subject to change without previous notice.

Service Restrictions

- The maximum declared value per package is US\$50,000 and the maximum carrier liability is US\$50,000.
- Jewelry (other than costume jewelry) is limited to a maximum declared value of US\$500 per package.
- APO and FPO addresses are not accepted. A complete and correct physical address is necessary for all UPS shipments.
- Hazardous Materials are prohibited for UPS international services.

Hazardous Materials

It is the shipper's responsibility to comply with current government regulations or laws applicable in each country, to verify the shipment does not contain hazardous materials that are prohibited for air transportation and for completeness and accuracy of shipment documentation. All international shipments are subject to inspection and their delivery might be delayed by customs officials or other government institutions.

Prohibited Articles

Cash and negotiable instruments are prohibited in UPS services.

The following items are prohibited:

- Alcoholic beverages*+
- Non-domestic animal products
- Articles of extraordinary value
- Hazardous or combustible articles or materials
- Guns
- Live animals
- Animal skins*
- Perishable articles
- Personal articles
- Plants
- Pornographic materials
- Seeds*
- Tobacco*
- Luggage

* Certain items may be accepted by UPS on a contractual basis under specific criteria for known shippers with regular volumes and the ability to comply with all applicable regulations.

Please contact your local UPS office for information about the restrictions on these products. When shipping these items, an adult signature is required for delivery.

+ UPS accepts wine shipments with previous authorization. Please call your local UPS office for more information.

Declared Value

A shipment is automatically protected against loss or damage up to US\$100 per shipment.

For detailed information about terms and conditions of this protection, please see the UPS Rate Guide at www.ups.com.

Documents do not have any commercial value for UPS. If your shipment containing documents gets lost or damaged, UPS will refund the freight cost to the shipper. Contact your UPS Account Executive for processing the loss or damage claim or call our Customer Service Center.

Clinical Trials

UPS accepts, on contract basis, any non-infectious human, animal or biological materials being transported for the purpose of routine testing, research or diagnosis.

For these clinical trials transportation, UPS will accept dry ice (carbon dioxide) used to maintain frozen temperatures.

For more information about conditions for transportation, contact your UPS Account Executive.

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