



2020 Rate Change Information

During the past year, we've introduced new products and services like UPS Worldwide Economy and UPS My Choice® for business (ups.com/mychoiceforbusiness) to help continue to meet customer needs. We've made investments in technology to improve your shipping processes and visibility, so you can better service your customers. Investments have also been made to increase infrastructure, which include expanding existing facilities and building new facilities. Our new Caledon facility, while not yet fully operational, is being fitted with necessary equipment to be utilized to support 2019 peak operations. We recognize the importance of planning ahead for both you and your customers, so below is a summary of our 2020 rates*.

The following changes will take effect on December 29, 2019, unless otherwise specified:

- UPS Standard® within Canada will increase a weighted average** of 4.5%
- UPS Standard to the U.S. will increase a weighted average** of 4.0%
- Small package UPS Air services within Canada** will increase a weighted average** of 5.0%
- Small package UPS Air services to the U.S. and worldwide destinations** will increase a weighted average** of 4%
- UPS imports will increase a weighted average** of 4.4%
- Canada small package brokerage entry preparation fees will increase up to 2.5% and customized customs brokerage rates will increase 3%
- UPS Next Day Air® Freight, UPS 2nd Day Air® Freight and UPS 3 Day Freight® within Canada, and to the U.S. and Puerto Rico will increase a weighted average** of 4.2%
- Rates will change for select additional and value added charges

For additional information about these and other new changes, and to get the most up to date shipping rates, visit ups.com/ratechange. The *2020 UPS Rate and Service Guide* will be available to download on ups.com/ratechange by December 29, 2019.

If you are not already enrolled, please visit ups.com/subscribe/ca and sign up to receive emails on new services, service updates, regulatory changes and critical information related to shipping with UPS. You can sign up to receive newsletters, shipping tips or other information from UPS as well.

*The impact of these changes on your shipping costs will vary according to your shipping characteristics and the terms of your UPS agreement.

**The rate increase varies by weight and zone. The weighted average increase is calculated based on a distribution of UPS package volume across these weights and zones.