



# UPS Rate Change May 2019

As the market and consumer behavior continues to evolve, changes to our network are needed, to ensure our customers receive the level of service that they have come to expect from UPS. Part of this changing dynamic is the increase in residential and same-day pick-up requests. On May 6, 2019, UPS will adjust the fee for same-day pickup requests and introduce a charge for pick-up requests from a residential address. Those shipping from, or delivering to a residential address, can avoid many of these charges with services like [UPS My Choice](#)<sup>®</sup> and our growing network of [UPS Access Point](#)<sup>®</sup> locations, to drop off your UPS shipments.

There is also a change to our Additional Handling Fee, for any domestic package, with an actual weight of more than 70 pounds. Please see details below.

## Details

The following changes will be in effect on May 6, 2019:

| Service                         | Current   | New as of May 6, 2019   |
|---------------------------------|---|---|
| <b>On-Call Pickup Surcharge</b> | <ul style="list-style-type: none"> <li>■ \$3.25 per phone-in request for a same-day pickup.</li> <li>■ \$2.25 per request on ups.com for a same-day pickup.</li> <li>■ No additional fees for future day pickup requests, or UPS Returns services pickup requests billed to the issuer of the UPS Returns services label</li> </ul> | <ul style="list-style-type: none"> <li>■ \$4.25 per phone-in request for a same-day pickup.</li> <li>■ \$2.75 per request on ups.com for a same-day pickup.</li> <li>■ The UPS On-Call Pickup service fee does not apply on future-day pickup requests.</li> <li>■ A Residential Surcharge may apply on same-day and future-day pickup requests.</li> </ul> |
| <b>Residential Surcharge*</b>   | <ul style="list-style-type: none"> <li>■ \$3.80 per shipment</li> <li>■ Exception: \$110 per UPS Worldwide Express Freight<sup>®</sup> shipment</li> </ul>  | <ul style="list-style-type: none"> <li>■ \$3.80 per delivery shipment or UPS On-Call Pickup request</li> <li>■ Exception: \$110 per UPS Worldwide Express Freight<sup>®</sup> shipment</li> </ul>   |
| <b>Additional Handling Fee</b>  | <ul style="list-style-type: none"> <li>■ per package</li> <li>■ Weight \$18</li> <li>■ Length \$18</li> <li>■ Width \$18</li> <li>■ Packaging \$18</li> </ul>   | <ul style="list-style-type: none"> <li>■ per package</li> <li>■ Weight \$23 (Domestic) - \$18 (Worldwide)</li> <li>■ Length \$18</li> <li>■ Width \$18</li> <li>■ Packaging \$18</li> </ul>   |

\* UPS provides delivery service to, and UPS On-call Pickup service from, residential addresses as well as business addresses. A residential address is a home, including a business operating out of a home. For each residential address delivery or UPS On-Call Pickup request, the Residential Surcharge applies.

We continue to offer consumers convenience and choice through our free UPS My Choice service, and UPS Access Point locations. UPS My Choice members receive advance delivery notifications informing them of the delivery timing of each UPS package. Consumers also have the ability to reroute eligible packages to another address or reschedule deliveries for a future date, before a UPS driver makes a delivery. Consumers can also activate a vacation setting to have packages held and delivered when they return home. To sign-up, [click here](#).

UPS Access Point locations are local businesses, which include The UPS Store<sup>®</sup> and neighborhood convenience and grocery stores, with evening and weekend hours that fit a consumer's busy lifestyle. Consumers can also drop off pre-labeled and prepaid packages at a UPS Access Point location during the store's hours. There are over 1,100 locations across Canada. [Find a location](#) near you.

For more information, please visit [ups.com](#). Thank you for your business and continued trust in UPS.