



# Going Beyond Borders to Grow Your Business

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## Webinar Q&As



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## Questions

## Response for customer/ email

We would love to do business internationally, especially in Canada. I recently tried to accomplish that during our border closure while Canadian's are not able to get to our brick and mortar location. The cost for a 10 lb. package was over \$50 plus brokerage fees that we were told could not even be estimated until the customer faced them upon delivery. Is there any affordable way to get our products to our Canadian customers via UPS?

UPS® Worldwide Economy can help you reach consumers with reliable, affordable delivery service to more than 210 countries and territories worldwide. Created especially for small businesses and e-tailers shipping lightweight, less expensive products, [UPS Worldwide Economy](#) delivers competitive delivery times and amazing value.

Currently we have retail customer interest. Many have found us as they visit our manufacturing warehouse in Northwest Montana just south of the Canadian border. They stop in to buy, but would love to order online and would love to tell their local coffee shops that would order in a wholesale capacity if we could get them our products. I am not familiar with the acronym DDP and DDU?

DDU stands for "Delivery Duty Unpaid", while DDP term stands for "Delivered Duty Paid". DDU payment means the receiver/customer will get contacted by customs once their shipment arrives, and will have to settle any charges in order for customs to release the shipment and have it delivered to the customer. DDP means the sender is responsible for paying the duties. In many e-commerce cases, the seller includes these duties at checkout and directly collects payment from the customer for DDP shipping.

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The problem I am having is the extended length it is taking for my products to get to the clients. In certain instances it has taken two months which should have taken two weeks. We are experiencing longer shipping times. How can we resolve this?

The Novel Coronavirus pandemic has created unprecedented complexities, which have required us to constantly reassess our operations. Our highest priority is to help ensure the health and safety of our employees, customers, and suppliers. Effective March 26, 2020 and until further notice, we have suspended the UPS Service Guarantee for all shipments from any origin to any destination. For all U.S. origin shipments, the Service Guarantee suspension became effective as of March 24, 2020. As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local, state, and national government entities to ensure that we fully align with their regulations. We are committed to continue operating globally except where constrained by government restrictions.

Prior to shipping, please check to see if the recipient's location is open, since many business hours may have changed either due to local restrictions or at the business's discretion. We will make three routine delivery attempts before returning a package to the sender. Please continue to visit our [site](#) for the most up-to-date information regarding the impact of Coronavirus on UPS services.



We just sent a package to Mexico last week and they wanted to charge us \$300 to take the package. We have an account with UPS so when I called they said it was a customs fee. Is this correct?

There could be several reasons for import charges. We recommend you use this [tool](#) to find country or territory-specific facts and regulations that may affect your international shipment.

We've been selling internationally but often run in to pricing issues and then customer satisfaction due to tariffs and taxes. Between shipping and tariffs, our customers can be paying double to what our state-side customers are. Any suggestions or tools on how to better ship internationally and keep total customer price down?

One option may be UPS Worldwide Economy, which can help you reach consumers with reliable, affordable delivery service to more than 210 countries and territories worldwide. Created especially for small businesses and e-tailers shipping lightweight, less expensive products, [UPS Worldwide Economy](#) delivers competitive delivery times and amazing value.

I scheduled a pick up for a motor to be delivered to Texas for repair and re-delivered to my house. I never got a confirmation email or a receipt. How do I get a receipt to show this shipment?

It's not clear if this is a shipment made through The UPS Store® or from the business account. Scheduling a pickup or return shipment from a My UPS account will provide a receipt. If shipment was sent from someone else's UPS® account, they would have to provide a receipt which could take the form of a Ship Notification e-mail.

I'm familiar with Alibaba but not Tmall. There is a huge language issue and Chinese is not an easy language to learn how to read. There is greater than average uncertainty and problems but when you look at the numbers you need to be there...

You might be a candidate for the UPS Gateway to China program if they are specifically looking to sell their goods within China via a Chinese e-commerce platform. For more information on the [UPS Gateway to China](#) program please contact us.

Does UPS offer special rates for e-commerce businesses focused on international shipping?

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As a consumer, how do I find more detailed information on my package deliveries such as when they will be delivered or if I missed a delivery when will it be delivered again?

We recommend you sign up for [UPS® My Choice](#) (no charge) which will provide you with up to date delivery alerts for all your shipments, allow you to reroute or reschedule package deliveries, get estimated and confirmed delivery windows, receive real-time delivery alerts and follow your delivery on a live map. You can also leave delivery instructions for the driver and ultimately, plan deliveries around your schedule.



One of the obstacles when growing a business, especially when shipping internationally is the cost of the shipping. How do you minimize cost of shipping for small business when their products cost less than the shipping charge?

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Regarding USMCA, if a product is manufactured in Mexico, will it still be able to enter the US and Canada as duty free? What percentage of components must be manufactured in Mexico as opposed to some components being imported into Mexico as internal components?

Please visit the International Trade Administration website at [trade.gov/usmca](https://www.trade.gov/usmca) for more information.

What type of warehousing and fulfillment services do you offer in the destination countries?

Let UPS experts, technology and infrastructure do the supply chain logistics work for you. We'll tightly [tailor a solution](#) around your process, using a global network of assets to bring you a logistical advantage in the marketplace. So scale up for a market launch or expansion, speed up adding distribution services or seasonal inventory—or even scale down your own warehousing operations—more rapidly, proficiently, strategically, and economically.

Does UPS have service in Tijuana, MX and the US?

Yes, we offer service to and from Mexico. UPS has been operating in Mexico for nearly 30 years and has 88 weekly flights with service to our air hubs in Mexico City, Monterrey, Guadalajara, Tijuana, Chihuahua, Cancun, Merida and Hermosillo.



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