

# Value-Added Services

Value-added services are available for the UPS services indicated. For additional information and rates, refer to the following pages.

|   | Domestic Package              |                   |                         |                       |                  |            |                           |                         | International Package and Freight |                            |                        |                                |                      |                          |  |  |
|---|-------------------------------|-------------------|-------------------------|-----------------------|------------------|------------|---------------------------|-------------------------|-----------------------------------|----------------------------|------------------------|--------------------------------|----------------------|--------------------------|--|--|
|   | UPS Next Day Air® Early A.M.® | UPS Next Day Air® | UPS Next Day Air Saver® | UPS 2nd Day Air A.M.® | UPS 2nd Day Air® | UPS Ground | UPS Ground – Intra-Alaska | UPS Ground – Intra-Oahu | UPS Worldwide Express Plus®       | UPS Worldwide Express NA1® | UPS Worldwide Express® | UPS Worldwide Express Freight® | UPS Worldwide Saver® | UPS Worldwide Expedited® |  |  |
| <b>Delivery Instructions and Notification</b> |                               |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| Adult Signature Required                      | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Collect on Delivery (C.O.D.) Services         | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       |                                   |                            |                        |                                |                      |                          |  |  |
| Delivery Change Request                       | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| UPS Delivery Confirmation                     | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       |                                   |                            |                        |                                |                      |                          |  |  |
| UPS Delivery Intercept®                       | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       |                                   |                            |                        |                                |                      |                          |  |  |
| Hold at Location                              |                               |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        | •                              |                      |                          |  |  |
| Hold for Pickup                               | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       |                                   |                            |                        |                                |                      |                          |  |  |
| UPS My Choice®                                | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| Proof of Delivery (P.O.D.)                    | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Saturday Delivery                             | •                             | •                 |                         |                       | •                |            |                           |                         | •                                 |                            | •                      | •                              |                      |                          |  |  |
| Shipper Release                               | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       |                                   |                            |                        |                                |                      |                          |  |  |
| Signature Required                            | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Verbal Confirmation of Delivery               | •                             |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| <b>International Shipping</b>                 |                               |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| Billing Options                               |                               |                   |                         |                       |                  |            |                           |                         | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Certificate of Origin                         |                               |                   |                         |                       |                  |            |                           |                         | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Currency Conversion                           |                               |                   |                         |                       |                  |            |                           |                         | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Electronic Export Information (E.E.I.)        |                               |                   |                         |                       |                  |            |                           |                         | •                                 |                            | •                      | •                              | •                    | •                        |  |  |
| UPS Import Control®                           |                               |                   |                         |                       |                  |            |                           |                         | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Non-Resident Importer (NRI)                   |                               |                   |                         |                       |                  |            |                           |                         | •                                 |                            | •                      | •                              | •                    | •                        |  |  |
| World Ease®                                   |                               |                   |                         |                       |                  |            |                           |                         | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| <b>Pickup</b>                                 |                               |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| Daily On-Route Pickup®                        | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| Daily Pickup                                  | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| Day-Specific Pickup                           | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| UPS On-Call Pickup®                           | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Saturday Pickup                               | •                             | •                 | •                       | •                     | •                |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| UPS Smart Pickup®                             | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| <b>Returns</b>                                |                               |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| 1 UPS Pickup Attempt Label                    | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| 3 UPS Pickup Attempts Label                   | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| Authorized Return Service                     |                               | •                 |                         |                       | •                | •          |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| Customized Returns                            | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| Electronic Return Label                       | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Print and Mail Return Label                   | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Print Return Label                            | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Returns and The UPS Store®                    | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| UPS Returns® Exchange                         | •                             | •                 |                         |                       | •                | •          | •                         | •                       | •                                 | •                          | •                      |                                | •                    | •                        |  |  |
| <b>Additional Options</b>                     |                               |                   |                         |                       |                  |            |                           |                         |                                   |                            |                        |                                |                      |                          |  |  |
| UPS carbon neutral                            | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| Declared Value for Carriage                   | •                             | •                 | •                       | •                     | •                | •          | •                         | •                       | •                                 | •                          | •                      | •                              | •                    | •                        |  |  |
| UPS Proactive Response®                       | •                             | •                 | •                       |                       |                  |            |                           |                         | •                                 |                            | •                      | •                              | •                    |                          |  |  |

# Domestic, Export and Import Value-Added Services

## PACKAGE

Unless otherwise noted, UPS rates are per package for domestic services and per shipment for international services.

| Available Options  | Description   | Fee   |
|--|---|---|
| <b>Billing Options</b>   | <ul style="list-style-type: none"> <li>- If the duties or the duties and taxes are billed outside the destination country, a Duty and Tax Forwarding Charge will be applied.</li> <li>- UPS can bill shipping charges to the shipper, the receiver or a third party to and from most countries for no additional charge. Check your UPS shipping system or contact UPS for service availability.</li> </ul>   | \$15.00   |
| <b>UPS carbon neutral</b>                                      | <ul style="list-style-type: none"> <li>- UPS calculates the CO<sub>2</sub> emissions associated with the transport of your shipment and purchases carbon offsets to balance out the CO<sub>2</sub> impact.</li> <li>- Available to shippers using a UPS automated shipping system.</li> <li>- The shipping label will include a carbon neutral indicator. Also, if you select e-mail notifications, your recipient will receive a UPS carbon neutral branded e-mail.</li> <li>- Learn more at <a href="https://ups.com/carbonneutral">ups.com/carbonneutral</a>.</li> </ul>   | Per package charge:<br>- UPS Domestic Air Services: \$0.20<br>- UPS Ground: \$0.05<br>- UPS International Services: \$0.75<br><br>Per pallet charge:<br>- UPS Worldwide Express Freight®: \$20.00 |
| <b>Certificate of Origin</b>                                   | <ul style="list-style-type: none"> <li>- Can be prepared by UPS on behalf of the shipper for exported goods manufactured and originating within the U.S.</li> </ul>   | \$10.00   |
| <b>Collect on Delivery (C.O.D.) Services</b>                   | <ul style="list-style-type: none"> <li>- UPS will attempt to collect the amount shown on C.O.D. tag or package label, then send payment to you. If payment cannot be collected after three attempts, the package will be returned.</li> <li>- C.O.D. service is available for packages shipped throughout the U.S. and Puerto Rico.</li> <li>- Business or personal checks are accepted as payment. Currency is not accepted for payment.</li> <li>- C.O.D. service is not available when using a UPS Ground shipping document.</li> </ul>  |   |
| <b>UPS C.O.D.</b>  | To request a C.O.D. electronically:<br><ul style="list-style-type: none"> <li>- Service is available by using a UPS automated shipping system.</li> <li>- The shipping system will produce a barcoded address label that contains all C.O.D. information.</li> </ul> To request a C.O.D. using a manual tag:<br><ul style="list-style-type: none"> <li>- Type or print an address label and attach it to the top of the package.</li> <li>- Complete the UPS C.O.D. tag per the instructions on the tag and specify the exact amount due.</li> <li>- Attach C.O.D. tag to each package requiring collection, covering the address label.</li> <li>- Retain the "Shipper Receipt" portion for your records.</li> </ul> | \$12.00   |
| <b>C.O.D. Direct®*</b>   | <ul style="list-style-type: none"> <li>- Receive C.O.D. payments generally within six business days of package delivery.</li> <li>- Direct electronic transfer of funds into your designated accounts; timely alert of non-sufficient funds.</li> <li>- Receive daily reports of payments received, net deposits to accounts and total returned items.</li> <li>- Must have minimum annual 50 C.O.D. packages to qualify.</li> <li>- No additional fee beyond the C.O.D. rate. Please contact your account representative for more details.</li> </ul>  | Contractual service   |
| <b>C.O.D. Automatic®*</b>                                      | <ul style="list-style-type: none"> <li>- Receive advanced C.O.D. funds in as few as two days.</li> <li>- Direct electronic transfer of funds into your designated accounts; timely alert of non-sufficient funds.</li> <li>- Online access to statement history, check images and downloadable transaction details.</li> <li>- Must have minimum annual C.O.D. remittances of \$30,000.00 to qualify.</li> </ul>  | Contractual service   |
| <b>Delayed Deposit for C.O.D. Direct and C.O.D. Automatic*</b> | <ul style="list-style-type: none"> <li>- Additional feature of C.O.D. Direct and C.O.D. Automatic.</li> <li>- Eliminates manual handling of checks held for delayed deposits by electronically scheduling future deposits directly into your designated accounts; includes online, self-service capabilities.</li> </ul>  | Contractual service   |
| <b>C.O.D. Secure®*</b>   | <ul style="list-style-type: none"> <li>- Receive all the benefits of C.O.D. Automatic, along with protection for returned C.O.D. checks up to a specified limit.</li> <li>- Must have minimum annual C.O.D. remittances of \$50,000.00 and at least 50 C.O.D. packages to qualify.</li> </ul>   | Contractual service   |

\*Visit [upscapital.com/cod](https://upscapital.com/cod) or call 1-877-263-8772 for more information.

### Notes:

- The value-added services listed are available for UPS domestic, international package and UPS Worldwide Express Freight services unless otherwise noted at the beginning of this PDF.
- Fuel surcharges apply to value-added services associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](https://ups.com).

# Domestic, Export and Import Value-Added Services

## PACKAGE

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| Available Options                               | Description  | Fee  |
|---|--|--|
| Currency Conversion                             | - Charges to a payer's account in a foreign currency will be converted to the payer's currency using a weekly exchange rate secured through major money center banks.  | 0.75% of currency amount converted   |
| Declared Value for Carriage                     | <ul style="list-style-type: none"> <li>- UPS's liability for loss or damage for each domestic package or international shipment, or to each pallet in a UPS Worldwide Express Freight® shipment is limited to \$100.00 without a declaration of value.</li> <li>- The maximum declared value is \$50,000.00 per package/\$100,000.00 per pallet shipped via UPS Worldwide Express Freight. UPS's liability for loss or damage can be increased up to \$50,000.00 per package or \$100,000.00 per pallet by making a declaration of value for an additional charge (subject to terms and conditions).</li> <li>- For shipments with a declared value of more than \$50,000.00, multiply the total declared value by the rate to determine the declared value charge for the shipment.</li> <li>- For packages tendered to a UPS driver with a declared value amount more than \$1,000.00, the shipper must retain a high-value shipment summary signed by the driver. The UPS shipping system provides this form when the shipping label is requested.</li> <li>- Declared value charges can be included in charges billed to receivers or third parties.</li> <li>- Refer to the "UPS Tariff/Terms and Conditions of Service – United States" for more information.</li> </ul> | <ul style="list-style-type: none"> <li>- \$0.00-\$100.00 \$0.00</li> <li>- Over \$100.00, for each \$100.00 (or portion of \$100.00) of the total value declared \$0.90</li> <li>- Minimum \$2.70</li> <li>- For international shipments with a declared value of more than \$50,000.00: \$0.009 times the declared value</li> </ul> |
| Delivery Change Options                         | - In addition to Delivery Change Option fees, additional transportation fees may apply. Refer to the "UPS Tariff/Terms and Conditions of Service – United States" for more information.  |  |
| UPS Delivery Intercept®                         | <ul style="list-style-type: none"> <li>- As a shipper, after you tender your package to UPS, you can request that UPS return the package to you*, reroute the package to a new address*, have the package available at Will Call for pickup, or have the package delivered on a future date. When the package is tracked, the status of the intercept will be displayed.</li> <li>- Shippers can request a UPS Delivery Intercept through the Shipping History within WorldShip®, UPS CampusShip®, UPS Internet Shipping, Quantum View Manage® or UPS tracking on <a href="https://www.ups.com">ups.com</a>®. A UPS Delivery Intercept can also be requested by calling 1-800-PICK-UPS®.</li> </ul>  | UPS Delivery Intercept: <ul style="list-style-type: none"> <li>- \$12.35 per package for web requests</li> <li>- \$17.50 per package for phone requests</li> <li>- No charge for Will Call</li> </ul>  |
| Delivery Change Request                         | - For domestic packages and import shipments only, after the first delivery attempt has occurred, consignees may request a Delivery Change Request for a package or pallet, to return to the sender*, hold for pickup, hold for future delivery, or change a package's delivery location* (but not a pallet's). Consignees submit requests by using the Tracking application on <a href="https://www.ups.com">ups.com</a> , or by calling 1-800-PICK-UPS. A UPS InfoNotice® number is required to change the destination delivery address.   | Delivery Change Request: <ul style="list-style-type: none"> <li>- \$5.00 per package for web requests</li> <li>- \$6.00 per package for phone requests</li> <li>- No charge for Return to Sender and Will Call (including pallets)</li> </ul>  |
| UPS Delivery Confirmation                       | <ul style="list-style-type: none"> <li>- Confirmation of delivery is sent by mail, and includes the delivery date, either the name of the recipient or the package disposition, and in the event of a return, the reason for the return.</li> <li>- Similar information, including the ability to view a signature, is available for no charge when you track your package at <a href="https://www.ups.com">ups.com</a>.</li> </ul>  | \$2.00   |
| Signature Required and Adult Signature Required | - UPS will obtain the necessary signature on delivery, and include it with the mailed Delivery Confirmation information. For Signature Required packages only, UPS may obtain, at its discretion, an electronic acknowledgment of receipt from the recipient.  | Signature Required: \$3.87<br>Adult Signature Required: \$4.90   |
| Verbal Confirmation of Delivery                 | - To confirm delivery of your shipment, a UPS representative will call the preferred contact telephone number listed on your UPS Next Day Air® Early A.M.® package.  | \$3.00   |

\*Additional transportation fees may apply (and, for requests to return to the sender, will be assessed to the shipper). Refer to the "UPS Tariff/Terms and Conditions of Service – United States" at [ups.com/terms](https://www.ups.com/terms) for additional information.

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## Domestic, Export and Import

# Value-Added Services

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| Available Options  | Description  | Fee                  |
|--|--|----------------------|
| <b>Electronic Export Information (E.E.I.)</b><br>formerly known as Shipper's Export Declaration (S.E.D.) | <ul style="list-style-type: none"> <li>UPS can file E.E.I. on your behalf when all required data is provided with the proper Power of Attorney.</li> <li>Providing E.E.I. as part of a shipment using WorldShip®, UPS Internet Shipping or UPS CampusShip® ensures that UPS has all the information to file E.E.I. in a timely manner.</li> <li>File E.E.I. free of charge at <a href="http://aesdirect.census.gov">aesdirect.census.gov</a>, the U.S. Government website designed for U.S. export shippers.</li> </ul>  | \$10.00              |
| <b>Hold at Location</b>  | <ul style="list-style-type: none"> <li>For UPS Worldwide Express Freight® shipments, the shipper may request that UPS hold a shipment at a UPS Worldwide Express Freight Center location for pickup. For each such shipment, the shipper will complete an address label showing the words "Hold for Pickup," the consignee's name, telephone number, the name of a contact person and the full address of the consignee (designated UPS Worldwide Express Freight Center address not required).</li> </ul>   | No charge            |
| <b>Hold for Pickup</b>   | <ul style="list-style-type: none"> <li>UPS will deliver the package to a selected UPS Customer Center and call the recipient for pickup, usually by 8:30 a.m. on the scheduled day of delivery.</li> <li>Recipient will be required to present a government-issued photo ID.</li> <li>If a recipient's representative is picking up the package, a letter on company letterhead authorizing release or a company ID may be required.</li> <li>Packages not picked up within five business days will be returned to the shipper.</li> <li>Hold for Pickup service is not available for Saturday Delivery.</li> <li>For each package, customers must prepare a label including the words "Hold for Pickup," the recipient's name and telephone number and the full address of the UPS Customer Center.</li> <li>Apply a UPS Hold for Pickup label above the address label on the package. Labels can be ordered from <a href="http://ups.com">ups.com</a>® or by calling 1-800-PICK-UPS®.</li> <li>Visit <a href="http://ups.com">ups.com</a> or call 1-800-PICK-UPS for the most convenient UPS Hold for Pickup location.</li> </ul>  | No charge            |
| <b>UPS Import Control®</b>   | <ul style="list-style-type: none"> <li>Importers initiate UPS shipments from another country, delivering to themselves or an alternate location.</li> <li>Allows importers to use a UPS automated shipping system or their own system to generate labels and commercial invoices, which can be forwarded to a supplier/exporter in another country by e-mail, mail or via a UPS driver with a pickup dispatch.</li> <li>Includes import document preparation, pickup, customs clearance, visibility and delivery.</li> <li>Facilitates pickup/delivery in over 145 countries and territories; varies by country; transportation charges based upon the scheduled delivery date.</li> <li>Exporter will be responsible for meeting export/import documentation requirements; to facilitate export, exporter may receive an Instruction Sheet with every label delivered to them.</li> <li>Shipments containing certain items including, but not limited to, Hazardous Materials or Dangerous Goods requiring shipping papers are not allowed in UPS Import Control shipments.</li> <li>Transportation charges for return packages are billed after entering the UPS system.</li> <li>Print and Mail Label, 1 UPS Pickup Attempt Label and 3 UPS Pickup Attempts Label accessorial fees are billed at the time of request. Print Label and Electronic Label fees are billed after entering the UPS system.</li> <li>Regulations and requirements for documentation for individual commodities vary from country to country. See <a href="http://ups.com/importexport">ups.com/importexport</a> for country-specific rules.</li> <li>Shipments with a package or pallet valued greater than \$1,000.00 (or local equivalent) must include a high-value shipment summary from the exporter with the labels, and signed by driver.</li> </ul> |                      |
| <b>Print Label</b>   | <ul style="list-style-type: none"> <li>You generate the label(s) and distribute to your customer, who applies it to the shipment.</li> </ul>   | \$0.50 per label     |
| <b>Electronic Label</b>  | <ul style="list-style-type: none"> <li>UPS e-mails the label(s) upon request to your customer, who then prints and applies the label(s) to the shipment.</li> </ul>  | \$1.00 per label     |
| <b>Print and Mail Label</b>  | <ul style="list-style-type: none"> <li>UPS prints the label(s) upon request and mails it to your customer, who then applies the label(s) to the shipment.</li> </ul>   | \$2.25 per label     |
| <b>1 UPS Pickup Attempt Label</b>  | <ul style="list-style-type: none"> <li>UPS delivers a shipping label to your customer and collects the shipment. If the shipment cannot be picked up on the first attempt, UPS will leave the label at the pickup location.</li> </ul>   | \$5.65 per label     |
| <b>3 UPS Pickup Attempts Label*</b>  | <ul style="list-style-type: none"> <li>UPS delivers a shipping label to your customer and collects the shipment. If the shipment cannot be picked up on the first attempt, UPS will only make two more pickup attempts over the next two business days.</li> </ul>   | \$7.70 per label     |
| <b>Invoice Removal</b>   | <ul style="list-style-type: none"> <li>UPS removes the commercial invoice prior to delivery, which keeps merchandise values confidential from the final consignee.</li> </ul>  | \$20.00 per shipment |

\*Not available for UPS Worldwide Express Freight.

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## Value-Added Services

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| Available Options            | Description  | Fee                |
|------------------------------|--|--------------------|
| UPS My Choice®               | UPS My Choice helps shippers to: <ul style="list-style-type: none"> <li>- Ensure delivery on the first attempt</li> <li>- Reduce tracking calls and returns</li> <li>- With two levels of membership, UPS My Choice provides recipients with online and mobile access to flexible delivery options to manage their home deliveries.</li> <li>- Available for domestic shipments and imports into the U.S.</li> </ul>   |                    |
| UPS My Choice Member         | <ul style="list-style-type: none"> <li>- Maintain superior customer service</li> <li>- Improve online purchasing experience</li> </ul> <ul style="list-style-type: none"> <li>- Proactive alerts via text, phone, e-mail or mobile application the day before a delivery, the morning of delivery and/or Confirmation of Delivery.</li> <li>- Provides an online Delivery Planner to help manage and track recipients' home deliveries.</li> <li>- Recipients may give authorization online for UPS to deliver packages without a signature.</li> <li>- Leave a package with a neighbor (someone within sight of the original delivery address).</li> <li>- Hold for Will Call at a UPS Customer Center.</li> <li>- UPS will provide delivery information, typically a four-hour approximate delivery time.</li> </ul> Service upgrades: <ul style="list-style-type: none"> <li>- Reroute or reschedule delivery:               <ul style="list-style-type: none"> <li>• Deliver to a UPS Retail Location*: Have packages delivered to a location of The UPS Store® or UPS Access Point™ location (where available, refer to the "UPS Tariff/Terms and Conditions of Service – United States" at <a href="https://www.ups.com/terms">ups.com/terms</a>).</li> <li>• Redeliver to My Address: If UPS delivered packages to a nearby UPS Access Point location because receiver was not home, recipient can request that eligible packages be delivered back to the original address.</li> <li>• Reschedule Delivery: Have packages delivered on a different day.</li> <li>• Deliver to Another Address: Reroute* delivery to another address (domestic only).</li> <li>• Set a vacation and have all packages delivered to a location of The UPS Store or delivered on one of the three business days after the vacation ends.</li> </ul> </li> <li>- Upgrade UPS SurePost®** to UPS Ground.</li> </ul> | Free               |
| UPS My Choice Premium Member | <ul style="list-style-type: none"> <li>- Includes same features as a UPS My Choice Member, with unlimited rerouting and rescheduling. Annual fee does not include service upgrades.</li> </ul> Service upgrades: <ul style="list-style-type: none"> <li>- Confirmed Delivery Window: Select a two-hour confirmed delivery window.</li> <li>- Upgrade UPS SurePost** to UPS Ground.</li> </ul>  | \$5.00 per package |
|                              |  | \$3.50 per package |
|                              |  | \$40.00 annual fee |
|                              |  | \$5.00 per package |
|                              |  | \$3.50 per package |
| Non-Resident Importer (NRI)  | <ul style="list-style-type: none"> <li>- Applicable when shipping to Canada via Air or Ground shipments.</li> <li>- A Non-Resident Importer is a shipper in the U.S. who acts as the importer of record to the Canadian government.</li> <li>- An NRI account allows you to pay the duties, taxes and brokerage charges for shipments to Canada, simplifying the experience for your consignee.</li> <li>- Shipper files the Power of Attorney (clearance authorization) with UPS for clearance of goods in Canada and is responsible for the payment of all Canadian duties, taxes and brokerage fees.               <ul style="list-style-type: none"> <li>• UPS will automatically charge all Canadian duties, taxes and brokerage fees to the shipper's NRI brokerage account.</li> </ul> </li> <li>- Consignee is not involved in the customs clearance process.</li> <li>- Shipper undertakes all importing responsibilities as required by Canadian law.</li> <li>- Shipper must maintain records on all importation into Canada for a period of time prescribed by the Canadian government (for U.S. NRI account holders, that period is six years).</li> <li>- NRI option can be utilized on air or ground shipments.</li> <li>- Contact your UPS representative if you would like to set up an NRI account.</li> </ul>   | No charge          |

\*Transportation charges may apply when delivery is to an address beyond the zone of the original delivery address.

\*\*UPS SurePost is a contract only, non-guaranteed economy residential service with final delivery typically provided by the U.S. Postal Service.

#### Notes:

- The value-added services listed are available for UPS domestic, international package and UPS Worldwide Express Freight® services unless otherwise noted at the beginning of this PDF.
- Fuel surcharges apply to value-added services associated with pickup, transport and delivery. For current fuel surcharges, where applicable, visit [ups.com](https://www.ups.com).

# Domestic, Export and Import Value-Added Services

## PACKAGE

Unless otherwise noted, UPS rates are per package for domestic services and per shipment for international services.

| Available Options                 | Description   | Fee  |
|-----------------------------------|---|--|
| <b>UPS On-Call Pickup®</b>        | <ul style="list-style-type: none"> <li>- With one pickup request, UPS will pick up all of your packages – Air, International and Ground Services at your office or home.</li> <li>- Schedule a same-day or future-day pickup via <a href="https://www.ups.com">ups.com</a>® or by calling 1-800-PICK-UPS®.</li> <li>- At <a href="https://www.ups.com">ups.com</a>, send an e-mail confirmation of your pickup request to multiple addresses, modify your pickup request, or cancel the request.</li> <li>- Fees are applied per pickup request regardless of the number of packages being picked up.</li> </ul> <p><b>UPS Worldwide Express Freight®</b></p> <ul style="list-style-type: none"> <li>- Pickup or drop-off must be scheduled for each UPS Worldwide Express Freight shipment via WorldShip®, UPS Internet Shipping, UPS CampusShip®, a UPS Ready® solution, UPS Developer Kit, <a href="https://www.ups.com">ups.com</a> or 1-800-782-7892.</li> <li>- UPS Worldwide Express Freight pickup cannot be combined with Air, International or Ground Services package pickup.</li> </ul> | <p><b>Package</b></p> <ul style="list-style-type: none"> <li>- Same-Day Pickup: \$6.70</li> <li>- Future-Day Pickup: \$5.65</li> <li>- Residential and area surcharges may apply</li> </ul> <p><b>UPS Worldwide Express Freight</b></p> <p>No charge</p> |
| <b>UPS Proactive Response®</b>    | <ul style="list-style-type: none"> <li>- Proactive monitoring and intervention service for UPS Next Day Air® and UPS Worldwide Express® shipments.</li> <li>- Contractual service with a sophisticated monitoring engine, proprietary to UPS that monitors packages to delivery.</li> <li>- UPS provides 24-hour-a-day, seven-day-a-week support for these shipments.</li> <li>- Ideal for customers shipping critical high-value, time- or temperature-sensitive products that require an additional layer of protection.</li> </ul>   | Contractual service  |
| <b>Proof of Delivery (P.O.D.)</b> | <ul style="list-style-type: none"> <li>- Proof of Delivery of a shipment can be requested after the package has been delivered by calling 1-800-PICK-UPS®.</li> <li>- Proof of Delivery includes the time of delivery, full delivery address and the name and signature of the person who accepted your shipment, if available.</li> <li>- Information can be provided via e-mail, fax or mail and is subject to a charge which will be assessed to the shipper.</li> <li>- Similar information is available for no charge when you track your package at <a href="https://www.ups.com">ups.com</a>.</li> </ul>   | \$3.00 per package   |

### Notes:

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# Domestic, Export and Import Value-Added Services

## UPS RETURNS® FOR PACKAGE

| Available Options                  | Description  | Fee  |
|------------------------------------|--|--|
| <b>STANDARD RETURNS SOLUTIONS</b>  |  |  |
| <b>Authorized Return Service</b>   | <ul style="list-style-type: none"> <li>– UPS preprints these return labels and provides to you for distribution.</li> <li>– You may include these return labels within an outbound shipment or distribute the label separately.</li> <li>– For domestic return shipments only.</li> </ul>  | Contractual service  |
| <b>Print Return Label</b>          | – You print the return label and include it in an outbound shipment or distribute separately to your customer, who then applies the label to the package.  | \$0.50 per label   |
| <b>Electronic Return Label</b>     | – UPS e-mails the return label upon your request to your customer, who then prints the label and applies it to the package.  | \$1.00 per label   |
| <b>Print and Mail Return Label</b> | – UPS prints the return label upon your request and sends it to your customer, via First-Class Mail®, who then applies the label to the package.   | \$2.25 per label   |
| <b>PREMIUM RETURNS SOLUTIONS</b>   |  |  |
| <b>UPS Returns® Exchange</b>       | <ul style="list-style-type: none"> <li>– UPS delivers a replacement item and picks up a like item for return during the same visit.</li> <li>– The new item is unpacked by the driver and customer; then using the delivery packaging, the old item is repacked for return to the shipper.</li> <li>– Replacement item won't be delivered until consignee provides the item for return to the driver.</li> <li>– Voice, text and e-mail notifications are available to notify your customer of the upcoming exchange.</li> <li>– The outbound and return package tracking numbers are linked for round-trip visibility.</li> </ul> | Contractual service<br>\$15.00 (or local equivalent)<br>per exchange |
| <b>1 UPS Pickup Attempt Label</b>  | – UPS delivers a return shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will leave the return label at the pickup location.   | \$5.65 per label   |
| <b>3 UPS Pickup Attempts Label</b> | – UPS delivers a return shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will only make two more pickup attempts over the next two business days.  | \$7.70 per label   |
| <b>CUSTOM RETURNS SOLUTIONS</b>    |  |  |
| <b>Customized Returns</b>          | – UPS can customize existing returns capabilities to address a customer's specific returns needs.  | Contractual service  |
| <b>Returns and The UPS Store®</b>  | – The UPS Store provides product return and exchange programs that can be tailored to large customer returns needs, and that leverages The UPS Store retail network of nearly 4,400 locations to improve your client's returns experience.   | Contractual service  |

### GENERAL INFORMATION REGARDING UPS RETURNS SERVICES

- Return packages must be UPS-compatible, conforming to UPS packaging guidelines and fall within UPS size and weight limits.
- Shipments containing certain items including, but not limited to, Hazardous Materials or Dangerous Goods requiring shipping papers are not allowed in UPS Returns Services.
- Transportation charges for return packages are billed after entering the UPS system.
- UPS Returns Print and Mail Label, 1 UPS Pickup Attempt Label, 3 UPS Pickup Attempts Label and UPS Returns Exchange accessorial fees are billed at the time of request. UPS Returns Print Return Label and Electronic Return Label fees are billed after entering the UPS system.
- UPS Automated Shipping Systems will allow you to produce a commercial invoice along with the label for international returns shipments.
- Service facilitates pickup and delivery of shipments in over 145 countries and territories. Varies by country.
- The exporter will be responsible for meeting export/import documentation requirements, regardless of who processes a shipment.
- Regulations and requirements for documentation for individual commodities vary from country to country. See Export and Import rules on [ups.com](https://www.ups.com) for country-specific rules.
- Refer to the "UPS Tariff/Terms and Conditions of Service – United States" at [ups.com/terms](https://www.ups.com/terms) for limits on actual and declared value for UPS Returns Services shipments.
- UPS provides third-country returns (where the international shipment is to be returned to a country other than the exporter's or processing party's country) only as a contractual service.

**Note:** The value-added services listed are available for UPS domestic, international package and UPS Worldwide Express Freight® services unless otherwise noted at the beginning of this PDF.



