

# GUIDE HOW TO PREPARE YOUR SHIPMENTS



Effective December 30, 2013



WE ♥ LOGISTICS™

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As the leader in global transportation, our experience is one of the most important factors to provide the service that our customers expect: within its budget, timely and uninterrupted





This Guide puts that experience at your disposal to help you prepare your shipments. Information is presented simply summarized in three sections:

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# UPS Packaging

## INTERNATIONAL SHIPMENTS

A correct packaging is essential for your shipment to arrive to its destination on time and in good condition. You can choose whether to use your own material for packaging or the material that UPS offers according to the list below:

Packages	Use	Specifications	Dimensions
<b>UPS Express Envelope</b> 	International shipment of letters, business correspondence and documents	<p>There is no weight limit or number of pages that can be included as long as the envelope closes securely*</p> <p>The UPS Express Envelope may be used only for documents with no commercial value</p>	9.5" x 12.5" (24.13 cm x 31.75 cm)
<b>UPS Express Pak</b> 	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 destination	12.75" x 16" (32.38 cm x 40.74 cm)
<b>UPS Express Box</b> 	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 destination	18" x 13" x 3" (45.72 cm x 33.02 cm x 7.62 cm)
<b>UPS Express Tube</b> 	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 destination	38" x 6" x 6" (96.52 cm x 15.24 cm x 15.24 cm)

For more information about UPS packaging and their availability, please contact our Customer Service Center

\* If your shipment originates in the United States and the weight of the UPS Express Envelope exceeds 8 ounces, UPS will apply the published rate of the corresponding weight

# Packaging Guidelines

## INTERNATIONAL SHIPMENTS

### Packaging Guidelines

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

The following steps must be followed when packaging your shipments to ensure safe transportation of contents

#### 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 to protect the content

#### 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

For information about UPS's shipping systems, visit [www.ups.com](http://www.ups.com)

# UPS Worldwide Express Freight™

## Packaging Guidelines

### INTERNATIONAL SHIPMENTS

#### Step-by-step instructions for palletizing your shipment for UPS Worldwide Express Freight

##### 1. Select Pallets

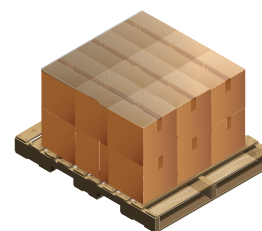
- Choose a pallet large enough to prevent overhang of shipment pieces
- Pallet must be sturdy enough to support the load
  - Select a pallet with closely spaced pallet deck boards
  - Never exceed the rated capacity of your pallet
- Do not select a pallet with broken boards or protruding nail heads
- A pallet with four-way forklift entries is preferred, for improved handling, and damage reduction



##### 2. Stack Boxes on Pallet

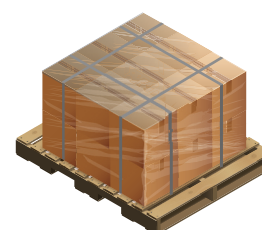
For shipments that contain boxes or stackable pieces:

- Ensure cartons are new and of proper strength to withstand stacking
- Securely close, staple and/or seal cartons
- Protect contents from internal vibration with proper amounts of dunnage within cartons; no void areas/spaces between contents or on top of carton
- Remove old labels from shipping cartons and contents
- Align boxes in columns, corner to corner, for the greatest stacking strength
- Avoid interlocking or rotating layer patterns
- Do not align corners over the spaces between pallet deck boards
- Boxes should not extend past the pallet edges
- Do not pyramid the boxes; keep the top layer flat to minimize the risk of loss or damage
- Cover the top layer with clear plastic to protect the shipment from inclement weather



##### 3. Secure Shipment to Pallet

- Use a minimum of 60-gauge stretch wrap, five revolutions recommended, extending to bottom of pallet and across top, to prevent shifting
- To ensure stability, corner boards and banding are recommended
- Use three-way-locking, nailed corners (not staples) on crates; angle board must extend from the deck board to the top of the pallet load
- Insert layers of cardboard between layers of freight to absorb vibration; distribute the weight evenly
- Strap individual pieces over 150 pounds to the pallet with either heavy-duty metal strapping or unbreakable plastic straps applied around the box, or skid freight on all sides for shipments to and from the US



##### 4. Label Shipment

- Apply labels to each side, and on top, of every pallet in the shipment. Each label should have telephone numbers and complete address information, including postal code of the shipper and the consignee
- If using a UPS Worldwide Services Waybill, use one per shipment:
  - Packages within the pallet do not require an address label or UPS Worldwide Services Tracking Label
- If using a UPS Worldwide Services Waybill for a multiple-pallet shipment to the same recipient, only the lead pallet requires a waybill:
  - Each additional pallet must have an address label and a UPS Worldwide Services Tracking Label
- Detailed preparation instructions are printed on the reverse side of the waybill
- To request a UPS Worldwide Services Waybill, visit "Order Supplies" from the left side of the ups.com homepage



# UPS Air Waybill

## INTERNATIONAL SHIPMENTS

### Complete the UPS Air Waybill

Customers who use UPS shipping systems like UPS WorldShip®, won't need to prepare a UPS Air Waybill, because the system will allow them to generate and print shipping labels, in addition to commercial invoices and documentation required to process their shipments

Customers also have the option of manually processing the preparation of the UPS Air Waybill and all the necessary shipping documentation

Enter the following information about your shipment in the UPS International Air Waybill (letters and numbers correspond to those that appear in front of the Air Waybill):

#### 1. Shipper's Information

- Enter your UPS Account Number
- Enter your Identification No. for Customs Purposes, if applicable
- Enter Name of Sender
- Enter your Telephone Number
- Complete all address information, including postal code and country

#### 2. Receiver Information

- Enter the Receiver's UPS Account Number, if applicable
- Enter the Receiver's Identification Number For Customs Purposes (E. I. N., V. A. T., Importer's Number, R. F. C. Number, etc.), if known.
- Enter the Name of Contact Person
- Enter the Telephone Number. To prevent delivery delays, the receiver's telephone number must be included
- Complete all address information, including postal code and country. Shipments with only P. O. Box addresses may incur service delays

#### 3. Payment of Charges

- Select one payer for Shipping Charges, and one payer for Duties and Taxes, if applicable
- Shipper is the only payer option available when paying shipping charges by credit card (American Express, Diner's Club, Discover, MasterCard and Visa are accepted.), or check. A UPS Account Number is required for all other payer selections
- If the shipping charges and/or duties and taxes are to be billed to a third party(s), record the Third Party's Company Name, UPS Account No. and Country (Note: The third party must have a UPS account)

#### 4. Service Level

- Please mark a large "X" in the selected Service Level box

#### 5. Shipment Information

- Enter the Number of Packages in Shipment
- Enter the Total Actual Weight of Shipment (specify kg or lb). Increase fractions of a weight to the next half kilogram or full pound. For a UPS Express Envelope, enter "ENV"

- Enter the Total Dimensional Weight of Shipment. Shipping charges will be based on the dimensional weight of the shipment when the dimensional weight exceeds the actual weight. When the dimensional weight is greater than the actual weight of the shipment, enter both the Total Actual Weight of Shipment and the Total Dimensional Weight of Shipment
- Enter the UPS Zone. Refer to the UPS Service and Rate Guide to obtain the applicable zone
- Enter the Number of Large Packages in Shipment from total.\* The Maximum Size limit is 165 inches or 419 cm
- Enter the Number of Additional Handling Packages in Shipment from total\*\*
- Mark a "X" to indicate the UPS container used, if applicable
- Enter a Description of Goods for document and non-document shipments. Avoid general terms such as "documents", "printed matter", and "parts"
- Mark a large "X" to indicate if Documents Only of no commercial value
- Enter the total Declared Value of Shipment for Carriage Only. Specify currency
- Enter the total Declared Value of Shipment for Customs Only. Specify currency. Customs regulations require that a value be listed for all shipments
- Enter your Reference Number(s), if applicable

#### \* Large Package Surcharge:

An additional charge applies for packages that are considered large packages, and thus, those packages within the shipment that meet the criteria below:

- When its length plus girth [(2 x width) + (2 x height)] combined exceeds 130 inches or 330 centimeters, but does not exceed the maximum UPS size of 165 inches or 419 cm

Large Packages are subject to a minimum billable weight of 90 pounds or 40 kilograms. An Additional Handling charge will not be assessed when a Large Package Surcharge is applied

#### \*\* Additional Handling Charge:

An additional charge applies for certain items that require Additional Handling, and thus, those packages within the shipment that meet any of the criteria below:

- Any article that is encased in an outside shipping container made of metal or wood
- Any cylindrical item, such as a barrel, drum, pail or tire, that is not fully encased in a corrugated cardboard shipping container
- Any package with the longest side exceeding 60 inches or 152 cm., or its second longest side exceeding 30 inches or 76 cm
- Any package with an actual weight of more than 70 Lbs. or 32 Kg
- Each package in a shipment where the average weight per package is greater than 70 Lbs. or 32 Kg. and the weight for each package is not specified on the source document or the UPS automated shipping system used

UPS also reserves the right to assess the charge for any package that, in UPS's sole discretion, requires special handling. An Additional Handling charge will not be assessed when a Large Package Surcharge is applied

#### 6. Country of Origin of Goods

- Enter the country of manufacture of the goods

#### 7. Date of shipment and shipper's signature

- Your UPS driver will also sign the UPS Air Waybill and leave the SHIPPER'S COPY with you. Please do not detach the SHIPPER'S

SHIPPER'S COPY

DOCUMENTATION

# Shipping Labels

## INTERNATIONAL SHIPMENTS

### Complete Multiple Package Shipping Labels

For international shipping of multiple packages that are processed manually, attach a UPS Waybill to one of packages. Each additional package in the shipment must carry a UPS tracking label, which should not be attached to the package that has the UPS Air Waybill

Follow the steps below to prepare tracking labels, writing in block letters in the spaces provided:

#### 1. Shipper Information

- Name of sender
- Telephone number (very important)
- Complete all address information, including postal code and country

#### 2. Consignee Information

- Name of consignee
- Telephone number (very important)
- Complete all address information, including postal code and country

#### 3. Weight of this package

#### 4. UPS account number

#### 5. Large Package Surcharge

#### 6. Additional Handling Charge

#### 7. Number of packages in shipment

#### 8. Service level

Please mark a large "X" in the selected Service Level box. (select one only)

**UPS WORLDWIDE SERVICES / SERVICIOS INTERNACIONALES ETIQUETA UPS**

**SHIPPER RECEIPT (RECEPCION)**  
4167 159 971 1

**SHIPPER RECEIPT (RECEPCION)**  
4167 159 971 1

**EXPORT 1**      **EXPORT 2**

3	4	5
WEIGHT OF THIS PACKAGE PESO DEL PAQUETE/PALETA	UPS ACCOUNT NUMBER N° DE CUENTA UPS	Large Package Surcharge Cargo por Paquete de Mayor Tamaño Additional Handling Charge Cargo por Manejo Adicional

6	7	MARK "X"	UPS USE
NUMBER OF PACKAGES IN SHIPMENT PAQUETES EN EL ENVASE	SERVICE LEVEL: SELECT ONE ONLY CATEGORIA DEL SERVICIO		
OF	<b>EXPRESS PLUS</b>		<b>1+</b>
	EXPRESS		1
	EXPRESS FREIGHT		1P
	EXPRESS SAVER		1P
	EXPEDITED		2

0287550706 / 13 BRD

For information about UPS's shipping systems, visit [www.ups.com](http://www.ups.com)

# Commercial Invoice

## INTERNATIONAL SHIPMENTS

### 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 additional copies

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

<b>1 Company Name:</b> _____ Your Company <b>Company Address:</b> _____ Your Address City, State, Postal Code - Country <b>Contact Name:</b> _____ Your Name <b>Telephone No.:</b> _____ Your Telephone Number		<b>Invoice</b>																																																									
<b>2 Date:</b> 08-20-01 <b>3 Invoice No.:</b> 11101 <b>Purchase Order No.:</b> 1234																																																											
<b>4 Ship To:</b> Oliver, Ponice & Kon 101 Kutz Street Suite 421 Miami, FL 33122 - U.S.A. <b>Contact Name:</b> David J. Cooke Telephone No.: (305) 555-2900		<b>5 Sold To (if different):</b> Bafock, Harly y Asociados Calle 94 Pinar # 456 Barranquilla Colombia <b>Contact Name:</b> Dar Golden Telephone No.: (875) 312-3456																																																									
<table border="1"> <thead> <tr> <th>6 No. UNITS</th> <th>7 Description of Goods Harmonized System Tariff Number (if known)</th> <th>8 Country of Origin</th> <th>9 Unit Value</th> <th>10 Total Value</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Hardbox and Books - 4901.89.00.70</td> <td>Panama</td> <td>US\$5.25</td> <td>US\$105.00</td> </tr> <tr> <td>30</td> <td>Dictionaries - 4901.81.00.20</td> <td>Peru</td> <td>US\$5.25</td> <td>US\$157.50</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td colspan="4"> <b>11 Reason for Export:</b> Sale                 </td> <td> <b>12 Subtotal</b> US\$262.50                 </td> </tr> <tr> <td colspan="2"> <b>13 Terms of Sale (Incoterm):</b> FOB                 </td> <td colspan="2"> <b>14 Shipping Charges</b> US\$ 62.00                 </td> </tr> <tr> <td colspan="2"> <b>15 No. of Packages:</b> 2                 </td> <td colspan="2"> <b>16 Declared Value</b> US\$ 62.00                 </td> </tr> <tr> <td colspan="2"> <b>17 Total Weight:</b> 15 lb.                 </td> <td colspan="2"> <b>18 Total Value of Shipment in US\$</b> US\$ 386.50                 </td> </tr> <tr> <td colspan="3"> <b>19 Shipper Signature:</b> <i>David Cooke</i> </td> <td> <b>Date:</b> 4-11-02                 </td> </tr> </tbody> </table>				6 No. UNITS	7 Description of Goods Harmonized System Tariff Number (if known)	8 Country of Origin	9 Unit Value	10 Total Value	20	Hardbox and Books - 4901.89.00.70	Panama	US\$5.25	US\$105.00	30	Dictionaries - 4901.81.00.20	Peru	US\$5.25	US\$157.50																					<b>11 Reason for Export:</b> Sale				<b>12 Subtotal</b> US\$262.50	<b>13 Terms of Sale (Incoterm):</b> FOB		<b>14 Shipping Charges</b> US\$ 62.00		<b>15 No. of Packages:</b> 2		<b>16 Declared Value</b> US\$ 62.00		<b>17 Total Weight:</b> 15 lb.		<b>18 Total Value of Shipment in US\$</b> US\$ 386.50		<b>19 Shipper Signature:</b> <i>David Cooke</i>			<b>Date:</b> 4-11-02
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**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
- Include its material (for example: Shirts 100% cotton).
- Avoid general terms like "parts", "paper", "printed material", etc.
- Include the tariff, if possible, for customs purposes

**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**

For information about UPS's shipping systems, visit [www.ups.com](http://www.ups.com)



# Service Restrictions

## INTERNATIONAL SHIPMENTS

Category	Restrictions
<b>Weight and Size Limits</b>	<ul style="list-style-type: none"> <li>• There is no weight limit for the UPS Express Envelope except when your shipment originates in the United States and the weight of the UPS Express Envelope exceeds 8 ounces, UPS will apply the published rate of the corresponding weight</li> <li>• 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</li> <li>• The maximum size per package is 165 inches (419 centimeters) in length and girth combined</li> <li>• The maximum length per package is 108 inches (270 centimeters)</li> <li>• UPS accepts packages for door-to-door transportation of up to 150 pounds (70 kilograms) for the following services: UPS Worldwide Express®, UPS Worldwide Express Saver® and UPS Worldwide Expedited®; however, the maximum weight of a package may vary by destination. For shipments exceeding these weight guidelines, please contact your local UPS office</li> <li>• 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</li> <li>• For service limitations on UPS Worldwide Express Freight visit <a href="http://www.ups.com">www.ups.com</a></li> </ul>
<b>Service Restrictions</b>	<ul style="list-style-type: none"> <li>• The maximum declared value per package is US\$50,000 and the maximum carrier liability is US\$50,000</li> <li>• Jewelry (other than costume jewelry) is limited to a maximum declared value of US\$500 per package</li> <li>• APO and FPO addresses are not accepted. A complete and correct physical address is necessary for all UPS shipments</li> </ul>
<b>Hazardous Materials</b>	<p>Hazardous Materials are prohibited for UPS international services. 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</p>

# Service Restrictions

## INTERNATIONAL SHIPMENTS

Category	Restrictions
<b>Prohibited Articles</b>	<p>Cash and negotiable instruments are prohibited in UPS services</p> <p>The following items are prohibited:</p> <ul style="list-style-type: none"> <li>• Alcoholic beverages*+</li> <li>• Non-domestic animal products</li> <li>• Articles of extraordinary value</li> <li>• Hazardous or combustible articles or materials</li> <li>• Guns</li> <li>• Live animals</li> <li>• Animal skins*</li> <li>• Perishable articles</li> <li>• Personal articles</li> <li>• Plants</li> <li>• Pornographic materials</li> <li>• Seeds*</li> <li>• Tobacco*</li> <li>• Luggage</li> </ul> <p>* 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</p> <p>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</p> <p>+ UPS accepts wine shipments with previous authorization. Please call your local UPS office for more information</p>
<b>Declared Value</b>	<p>A shipment is automatically protected against loss or damage up to US\$100.00 per shipment. The maximum declared value and the maximum legal responsibility of UPS is US\$50,000.00 per shipment. For detailed information about Declared Value charges, please refer to the UPS Service and Rate Guide at <a href="http://www.ups.com">www.ups.com</a></p> <p>For the service of UPS Worldwide Express Freight™ the maximum declared valued and maximum liability for UPS is U.S. \$ 100,000.00 per pallet</p> <p>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</p> <p>Protection against loss or damage excludes or does not provide protection to items that have been incorrectly packed, that have been packed with inadequate materials or with adhesive tape that does not meet the requirements established by UPS</p> <p>It is the shipper's responsibility to make sure that the shipping materials used are adequate</p> <p>The declared value fee can be charged to the shipper, consignee or a third party</p>



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