

Subject: FW: 2011 UPS Rates and Services Information

From: UPS Communications [<mailto:UPS@email.ups.com>]

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Dear UPS Customer,

We appreciate that you have chosen UPS as your trusted logistics provider, relying on us daily to help your business run more efficiently. Next year, the published rates for our services will be increasing; however, the value we offer through our innovative products and logistics know-how can help you be more competitive, serve your customers better, and grow your business.

2011 Rates Information

Effective January 3, 2011, UPS Daily Rates will increase as follows: UPS Ground services will increase a net 4.9% through a combination of a 5.9% increase in rates and a 1% reduction in the UPS Ground fuel surcharge; UPS Air and International services will increase a net 4.9% through a combination of a 6.9% increase in rates and a 2% reduction in the UPS Air and International services fuel surcharge.*

Even with this change, Daily Rates for UPS Next Day Air® remain up to 6% lower than our largest U.S. private competitor for similar services.

In addition, effective January 3, 2011, the dimensional weight divisor used to calculate dimensional weight will change from 194 to 166 for domestic U.S. UPS Ground and Air services shipments, and from 166 to 139 for U.S.-origin export shipments. To review these dimensional weight changes, as well as other accessorial changes taking effect on January 3, 2011, visit ups.com/rates on the following dates:

- October 29, 2010: Preview changes to the dimensional weight divisor and other charges, including accessories.
- November 12, 2010: Preview the 2011 Rates.
- January 3, 2011: Download the *2011 UPS Rate and Service Guide*.

To help you remain agile in a changing marketplace, UPS is always developing new logistics solutions to make your world work better, saving time and reducing

overall costs. Our latest enhancements will be available January 3, 2011, and include the following:

- UPS Air and LTL freight shipping will be available from your desktop with UPS CampusShip®.
- Tracking on ups.com® will display more detail about your shipment, including the progress of your package and alerts for unforeseen events, such as weather disruptions.
- UPS carbon neutral, an easy inexpensive way to offset the carbon impact of your shipments, will be available in UPS WorldShip® 2011.

More information about UPS rates, accessorial changes, new services and technology enhancements can be found at ups.com/rates. As always, thank you for your business. We look forward to serving you in 2011.

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

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