



2012 Rate Information

New Enhancements

[UPS My ChoiceSM](#) evolves the home delivery experience and improves your customer's experience

[UPS Returns[®] Exchange](#) lets you deliver replacement goods and pick up returns in one stop

[UPS Next Day Air[®] Early A.M.[®]](#) serves more U.S. ZIP Codes by 8 a.m. than any other carrier

Dear UPS Customer,

Thank you for choosing UPS[®]. As a current account holder, we want to make you aware of changes to the 2012 published rates. Next year, the published rates for our services will be increasing; however, this increase enables UPS to continually expand and improve our portfolio of solutions, helping us serve you and making the service you offer your own customers even better.

2012 Rates Information

Effective January 2, 2012, UPS 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 percentage point 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 percentage point reduction in the UPS Air and International services fuel surcharge. Rates for UPS Next Day Air[®] remain up to 4% lower than our largest U.S. private competitor for similar services.
- UPS Next Day Air[®] Freight and UPS 2nd Day Air[®] Freight rates for shipments within and between the U.S., Canada and Puerto Rico will increase 5.9%. UPS 3 Day Freight[®] rates will remain unchanged.

To review these new rates, as well as changes to accessorial rates and customs brokerage fees, visit ups.com/rates.

Also, effective January 1, 2012, UPS's new Privacy Notice will provide more detail about personal information that UPS collects and explain how it is used. For more information, go to ups.com/privacy.

*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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