



UPS SHIPPING Procedure Guide

1. Simply choose from the following services to meet your delivery needs

For urgent shipments that need early morning money back guaranteed* delivery	UPS Worldwide Express Plus
Fast, door-to-door, customs-cleared express money back guaranteed* delivery by 12pm or 2pm	UPS Worldwide Express
Money back guaranteed* delivery by end-of-day	UPS Worldwide Express Saver®
For delivery in as little as three business days**	UPS Worldwide Expedited
For palletised shipments with guaranteed* delivery by end-of-day	UPS Worldwide Express Freight
For time-sensitive palletised shipments with guaranteed* delivery by midday	UPS Worldwide Express Freight Midday

* Conditions and restrictions apply. ** Based on a comparison of published city-to-city time-in-transit information.

2. Prepare your package for shipping

You can use your own packaging or order the following complimentary UPS packaging materials with your UPS Account number.

				
Express Envelope	Express Pak	Express Box	Express Tube	UPS 10KG Box® and UPS 25KG Box® ***
34cm x 25cm	41cm x 32cm (Regular) 51cm x 42cm (Big)	33cm x 28cm x 5cm (S) 46cm x 31.5cm x 9.5cm (L)	97cm x 19cm x 16.5cm	42cm x 34cm x 27cm (10KG) 50cm x 45cm x 34cm (25KG)

*** UPS 10KG Box® and UPS 25KG Box® are not available for UPS Worldwide Expedited®

3. Prepare your shipping documents

For Document Package	For Non-Documnt Package
Please attach the printed Waybill to your document package.	Please attach the printed Waybill together with three copies of commercial invoices to your Non-Documnt package.



4. Schedule a collection online or call our UPS customer service centre **62-0807-1-877-877 (toll free)** for collection

5. Hand your package, together with shipping documents, to our driver

6. Track your shipment via our website **ups.com**

For more information, please contact the UPS Customer Service Centre at **62-0807-1-877-877 (toll free)**
Operating hours: 8.00am - 7.00pm (Mon-Fri) 8.00am - 1.00pm (Sat)