



2018 Year-End Holiday Schedule for North American Air Freight



We would like to share our holiday schedule to help you plan your UPS® air freight shipments during this busy time of the year. While we look forward to handling your air freight business during this holiday season, the number of shipments moved in our network surges to a yearly high. Volume is especially high during Thanksgiving week, the week after Thanksgiving and peak Christmas week, and UPS air freight shipments are subject to delay.

We appreciate your business. By informing you of our plans, we hope to make it easier for you to manage your shipping during this period. For more information, please contact your account executive or your local UPS Global Forwarding service center.

THANKSGIVING

Wednesday, November 21	Normal UPS pickup and delivery.
Thursday, November 22	No UPS pickup and delivery service. (<i>UPS Express Critical</i> ® service available)
Friday, November 23	Normal UPS pickup and delivery.
Saturday, November 24	UPS delivery service available only for shipments marked "Saturday Delivery"

CHRISTMAS

Friday, December 21	Normal UPS pickup and delivery.
Saturday, December 22	UPS delivery service available only for shipments marked "Saturday Delivery"
Sunday, December 23	No UPS pickup and delivery service. (<i>UPS Express Critical</i> ® service available)
Monday, December 24	Normal UPS delivery. Pickup available if prearranged by December 20.
Tuesday, December 25	No UPS pickup and delivery service. (<i>UPS Express Critical</i> ® service available)
Wednesday, December 26	Normal UPS pickup and delivery.

NEW YEAR'S

Friday, December 28	Normal UPS pickup and delivery service.
Saturday, December 29	UPS delivery service available only for shipments marked "Saturday Delivery"
Sunday, December 30	No UPS pickup and delivery service. (<i>UPS Express Critical</i> ® service available)
Monday, December 31	No UPS pickup and delivery service unless prearranged by December 27. (<i>UPS Express Critical</i> ® service available)
Tuesday, January 1	No UPS pickup and delivery service. (<i>UPS Express Critical</i> ® service available)
Wednesday, January 2	Normal UPS pickup and delivery.

GUARANTEED SERVICE REFUND WAIVER DATES/OVERSIZE LIMITS:

Given the large volume of shipments expected during Thanksgiving week, the week after Thanksgiving, and peak Christmas week, service guarantee is suspended for all UPS North American Air Freight shipments picked up on November 19th – January 5th, 2019. Additionally, guarantees for service to Puerto Rico remain suspended due to market capacity constraints.

In order to reduce service disruptions during these busy weeks, UPS will not accept the following North American Air Freight Shipments:

- Shipments with oversized pieces (*any piece with a length greater than 120 inches or a width greater than 83 inches or a height greater than 76 inches*) in UPS Next Day Air® Freight service. Oversized pieces will be accepted in the UPS 3 Day Freight® service only.
- Shipments requiring Transportation Protective Services (*Constant Surveillance Service or Signature Security Service*).

TIME-IN-TRANSIT NOTES:

On UPS holidays November 22, December 25, December 31, and January 1, there is no movement of any freight tendered to UPS. As a result, shipments picked up on the business day prior to these holidays may incur an additional day in transit time.

UPS EXPRESS CRITICAL®

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