



UPS Customer Policy Update

At UPS, we're committed to helping your business succeed with reliable service and the resources you need to ship confidently. To better support our customers, we're updating our Customer Supplies Policy to create a more efficient and sustainable system.

What's Changing?

We're introducing a new approach to distributing free supplies based on your shipping activity. This ensures you receive the right level of supplies while helping us manage resources responsibly.

How Does This Affect You?

- New customers will receive an initial allocation of free supplies
- Ongoing eligibility for free supplies will depend on shipping activity and supplies usage
- Supplies access may be limited if usage doesn't align with shipping activity

Supply Access Levels

UPS is implementing three levels of supply access:

- **Full Access:** Access to order all supplies available on UPS.com
- **Limited Access to UPS Express® Supplies:** Access to general supplies excluding those intended exclusively for UPS Express® shipments
- **No Access:** No access to ordering supplies through UPS.com

Need Help?

If your supply access is restricted, contact UPS Customer Service or your Account Executive to review your account and ensure your needs are met.

Our Commitment

This update reflects our dedication to supporting your business by optimizing resources and ensuring fair access to supplies. Thank you for choosing UPS as your trusted logistics partner.