



## UPS RESIDENTIAL GROUND SERVICE COMPARISON

### Maximizing your customer's experience

Today, consumers have increasingly more choices of products and services from a multitude of retail outlets. Retailers strive to provide their customers with a well-rounded superior customer experience while maintaining their costs. While the UPS SurePost® service aims to help you monitor your costs, UPS Ground Service provides you with the flexibility to enhance your customer's experience by allowing you to manage your product delivery process.

Available Features	Which UPS residential ground service is right for my business?	UPS Ground	UPS SurePost
Delivery	Delivery by UPS® driver <sup>1</sup>	●	
	Delivery by USPS® carrier		●
	Multiple Delivery Attempts	●	
	Day-definite delivery (typically in one to five business days)	●	
	UPS Service Guarantee	●	
Package Type	Best suited for all package types	●	
	Suited for small and lightweight packages	●	●
Service Area / Geographic Coverage	Service leverages single-carrier network	●	
	Domestic coverage to US 48 states plus AK, HI and PR	●	●
	Delivery to P.O. Boxes and Military APO/FPO destinations		●
	Delivery to all US territories		●
Tracking: Full Shipment Visibility from Pick Up to Delivery with Exception Status	Immediate update of package status and tracking information	●	
	Delivery location identified (front door, side door, garage)	●	
	Signature Tracking®	●	
	USPS delivery and exception scans available		●
	Proof of Delivery (P.O.D.)	●	
Billing	Prepaid (Bill Shipper)	●	●
	Freight Collect (Bill Consignee)	●	
	Third Party (Bill Third Party)	●	
Value Added Service Options (*additional fees apply)	C.O.D (Collect-On-Delivery) is available up to \$50,000 per shipment*	●	
	Delivery Confirmation Signature services available*	●	
	Declared Value – automatic protection up to \$100 included <sup>2</sup>	●	●
	Declared Value – may declare additional value up to \$50,000*	●	
	Hazmat and Other Regulated Materials (ORM) service available*	●	
	UPS Delivery Intercept® options available*	●	
	Delivery Change Request options available*	●	
	Shipper release available (For UPS SurePost, extra instruction required)	●	●
Receivers can manage deliveries with UPS My Choice®	●		

Available Features	Which UPS residential ground service is right for my business?	UPS Ground	UPS SurePost
Value Added Service Options (*additional fees apply)	Address Correction service available*	●	
	Returns Services available*	●	●
	Undeliverable packages returned via UPS Ground service*	●	
	UPS carbon neutral available*	●	●
USPS Endorsements (*additional fees apply)	USPS Ancillary Service Endorsements (instructions for undeliverable returns) available with treatment of mail that is undeliverable as addressed including: <ul style="list-style-type: none"> <li>• Address Service Requested*</li> <li>• Change Service Requested*</li> <li>• Return Service Requested*</li> <li>• Forwarding Service Requested*</li> <li>• Carrier Leave If No Response (no additional fee)</li> </ul>	N/A	●

<sup>1</sup> UPS SurePost packages may be delivered by a UPS driver or a USPS carrier.

<sup>2</sup> UPS My Choice subscribers have the option of upgrading an inbound SurePost delivery to UPS Ground service for an additional fee.