



# How is UPS Freight® Responding to the Coronavirus?



The UPS Freight Guaranteed Service Refund is suspended for all LTL shipments.

UPS Freight is designated among the U.S. government's critical infrastructure. Therefore, operations continue and we're working to keep your business's supply chain running uninterrupted.

As always, our highest priority is to help ensure the health and safety of our employees, customers, and suppliers while upholding our service levels. Here's what you can expect from us:

- Constant monitoring of our ground networks to address potential sources of disruption.
- Compliance with applicable government regulations related to the containment of the coronavirus.
- Careful guidance and information being provided to our staff regarding the best ways to prevent the spread of infection, based on guidelines from the World Health Organization (WHO) and, in the U.S., the Centers for Disease Control and Prevention (CDC). Please also see the FAQ below.
- The ability to track your deliveries on UPSFreight.com

For more information, we encourage you to visit WHO's [Q&A on coronavirus](#) and the CDC's [FAQ](#) on the issue.

## Frequently Asked Questions About the Coronavirus

### How will UPS Freight respond to constantly changing circumstances?

Our network planning and operations teams are experienced with adapting to changing conditions, and we are developing contingency plans to address potential sources of disruption in our ground network. Of course, we will comply with all government regulations and guidelines related to the containment of the novel coronavirus.

### What measures is UPS Freight taking to prevent the spread of infection?

UPS Freight staff will continue to follow guidance on the best methods to prevent the spread of infection in accordance with recommendations of the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC) and other health authorities.

### Are you still making deliveries?

UPS Freight is maintaining delivery services, except where limited by government restrictions. We are working with the governments of the countries we serve to obtain exceptions that allow our operations to continue wherever possible. UPS delivery operations have already been designated critical infrastructure by many governments and we continue to pick up and deliver, even in restricted areas.

### What is UPS Freight doing to help during the novel coronavirus outbreak?

In the U.S., the White House, through the Rapid-Response Taskforce for novel coronavirus testing sites, recently asked UPS to assist with the logistics planning and operations to support the opening and regular operation of drive-up novel coronavirus community-based testing sites, in several cities.

Globally, The UPS Foundation has expanded its response to the novel coronavirus, including new grant allocations of more than \$6 million to United Nations agencies, humanitarian relief partners and community-based non-profit and international non-government organizations.

### Is it safe to receive a shipment from a novel coronavirus-affected area?

The WHO and CDC have stated that the likelihood of novel coronavirus contaminating cardboard or other shipping containers is low.

### Do I still need to sign for my shipment?

In the interest of employee and customer safety, UPS's Signature Required guidelines are temporarily being adjusted so consignees will no longer need to sign for UPS Signature Required deliveries. Despite this adjusted process the driver will still need to make contact with the consignee. The consignee must, at the time of delivery, acknowledge that UPS is making a delivery and, if applicable, show government issued photo ID.

### Can I still receive guaranteed shipping from UPS Freight?

Yes, UPS Freight LTL Urgent is continuing its guaranteed shipping. For customized urgent solutions please call (800) 644-0900.