

Global Services



PRODUCT TYPE	EXP	GEN
Product Description	United Cargo's expedited air freight service for time-sensitive priority shipments	United Cargo's economy airfreight service delivering the best logistics value

SHIPMENT PLANNING

Network Availability	United and Continental mainline flights and trucks (excludes Express, Connection flights)	United and Continental mainline flights and trucks (excludes Express, Connection flights)
Performance Guarantee	100% moved as booked guarantee (up to \$5000 per air waybill; must be requested within 7 days)	None
Specific Commodity Information		
Dangerous Goods	Yes	Yes
Perishables (flowers, seafood, etc.)	Yes	Yes
Advance Reservation Requirements	Required prior to acceptance time	GEN is booked in advance on subsidiary UA GEN is booked at acceptance on subsidiary CO
Interline Availability	No	Yes
Upgrade Policy	Terminated GEN shipments may be re-tendered as EXP on new air waybills	GEN shipments must be terminated before upgrade to EXP

SHIPMENT ACCEPTANCE AT ORIGIN

Minimum Acceptance Times (prior to scheduled flight departure)

International Shipments

Screened Cargo Gateway Locations*	180 minutes	240 minutes
Screened Cargo All Other Locations	120 minutes	120 minutes
Unscreened Cargo Gateway Locations*	180 minutes	360 minutes
Unscreened Cargo All Other Locations	120 minutes	120 minutes

Domestic Shipments

Screened Cargo U.S. Hub Locations**	120 minutes	120 minutes
Screened Cargo All Other Locations	120 minutes	120 minutes
Unscreened Cargo U.S. Hub Locations**	120 minutes	240 minutes
Unscreened Cargo All Other Locations	120 minutes	120 minutes

SHIPMENT ENROUTE

Boarding Priority	Highest freight product boarding priority	Boarded after EXP
Unique Handling	Specialized handling process to ensure maximum performance reliability	Standard quality handling process
Shipment Tracking	Tracked throughout shipment transit	Tracked throughout shipment transit
Shipment Issue/Tracing	Managed by specialized Issue Resolution Team until resolved	Managed by specialized Issue Resolution Team until resolved

SHIPMENT RECOVERY (PICK-UP) AT DESTINATION

Recovery Time Commitment (after actual flight arrival)

International	180 minutes	240 minutes
Domestic Shipments	120 minutes	120 minutes

*The gateway location is the station where the shipment is loaded on an international flight.

** United's U.S. Hub Locations are CLE, DEN, EWR, IAD, IAH, LAX, ORD and SFO.