

# Global Services



PRODUCT TYPE	EXP	GEN
<b>Product Description</b>	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

<b>Network Availability</b>	United and Continental mainline flights and trucks (excludes Express, Connection flights)	United and Continental mainline flights and trucks (excludes Express, Connection flights)
<b>Performance Guarantee</b>	100% moved as booked guarantee (up to \$5000 per air waybill; must be requested within 7 days)	None
<b>Specific Commodity Information</b>		
<b>Dangerous Goods</b>	Yes	Yes
<b>Perishables</b> ( <i>flowers, seafood, etc.</i> )	Yes	Yes
<b>Advance Reservation Requirements</b>	Required prior to acceptance time	GEN is booked in advance on subsidiary UA GEN is booked at acceptance on subsidiary CO
<b>Interline Availability</b>	No	Yes
<b>Upgrade Policy</b>	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		
<b>Screened Cargo</b> <i>Gateway Locations*</i>	180 minutes	240 minutes
<b>Screened Cargo</b> <i>All Other Locations</i>	120 minutes	120 minutes
<b>Unscreened Cargo</b> <i>Gateway Locations*</i>	180 minutes	360 minutes
<b>Unscreened Cargo</b> <i>All Other Locations</i>	120 minutes	120 minutes
Domestic Shipments		
<b>Screened Cargo</b> <i>U.S. Hub Locations**</i>	120 minutes	120 minutes
<b>Screened Cargo</b> <i>All Other Locations</i>	120 minutes	120 minutes
<b>Unscreened Cargo</b> <i>U.S. Hub Locations**</i>	120 minutes	240 minutes
<b>Unscreened Cargo</b> <i>All Other Locations</i>	120 minutes	120 minutes

## SHIPMENT ENROUTE

<b>Boarding Priority</b>	Highest freight product boarding priority	Boarded after EXP
<b>Unique Handling</b>	Specialized handling process to ensure maximum performance reliability	Standard quality handling process
<b>Shipment Tracking</b>	Tracked throughout shipment transit	Tracked throughout shipment transit
<b>Shipment Issue/Tracing</b>	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)

<b>International</b>	180 minutes	240 minutes
<b>Domestic Shipments</b>	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.