



Dear Valued Customer,

The purpose of this message is to make you aware of a delivery change that UPS is making that will impact most of the commercial delivery stops that UPS makes each day in the U.S.

UPS is streamlining the delivery process by no longer requiring the receiver to sign for most commercial deliveries. UPS **will continue** to capture the date and time of the delivery, as well as the name of the person receiving the shipment. This change will begin in September 2017 in select parts of the U.S. Of course, if you require a digital signature image for any of your deliveries, UPS continues to offer *Delivery Confirmation Signature Required* options that you can select as you prepare your shipments.

With significant advancements to UPS tracking and visibility solutions over the years, the need for a physical signature has been significantly reduced. In fact, research with UPS customers indicate that most do not need signatures for their deliveries, and that the signature images that UPS routinely captures are often illegible. For receivers, this new procedure provides a streamlined/less disruptive delivery experience.

This delivery change aligns with the terms of the UPS tariff. Please visit our web site for a full review of the UPS tariff.

Should you have any questions or concerns regarding this message, please do not hesitate to contact your local UPS representative.