

Standards of International Shipping

--Reminder--

Thank you for your continued hard work supporting your UniGroup Worldwide UTS network. As 2009 moves from summer to autumn and we start to turn our attention to 2010, it seems an appropriate time to review key performance standards found in our Service Level Agreement (SLA).

The SLA is integral in defining our shared commitment to quality, both to our customers and to each other, and sets us apart and above our competitors. Please ask your associates to pay specific attention to the following items which we have noted as leading issues resulting in customer dissatisfaction, member frustration, and occasional unnecessary claims:

- Timely Information: From completion of pack and load, origin agents have 24 hours for air freight and 48 hours for sea freight, to provide “ready to go” information to the UniGroup Worldwide UTS move manager. Delays are costly and troublesome for customers.
- Documentation: Ensure you obtain a signed Order for Service and EPP election prior to or at time of pickup and forward to the UniGroup Worldwide UTS move manager.
- Proper Packing: All items in the shipment must be wrapped and packed to protect the item from damage and to protect other shipment contents from being damaged.
 - Special attention must be given to wrapping bicycles, wheel barrows, and other odd shaped items that could damage themselves or other items in the shipment.
 - Containers and lift-vans must be packed tight to prevent shifting of cargo.
 - Inventory numbers must be visible on the outside of packaging material. If the crew can't see the inventory number, a proper accountability of items can not be taken when placed in storage or trans-loaded.
- Proper Wood Products: Wood used for crates, blocking or bracing, and bulkheads in containers or trailers must be heat treated and comply with proper markings under the provisions of ISPM15 standards. This requirement was implemented in 2001 and has been adopted by almost all countries on the globe. Don't ship improperly marked wood. (This does not apply to manufactured furniture, however, its packing does.)
- Accountability: Use inventories or bingo sheets to account for items when loading, unloading or cross loading to ensure full accountability of all items in the shipment.
- Vehicles: Automobiles (cars, motorcycles, trucks, boats, RVs, ATV, etc) require special handling to ensure a safe trip to their destination. Complete the vehicle condition report, fuel must be drained, batteries disconnected and the cable ends taped off. Ensure the vehicles are stowed, tied down, and braced properly, non-vehicle equipment cannot be shipped inside of the vehicle, and the original title, free of lien, is required by US Customs in order for them to release the shipment for export.

UniGroup Worldwide UTS provides required documents for each shipment including Inventory Forms, Order for Service, EPP Application, Vehicle Condition Report, etc. If you have questions regarding any aspect of the SLA, need another copy of the SLA, or need any assistance with international moves, please contact John Hiles or Al Molitor at:

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