



**UNITED
CARGO** 

Global
Services

unitedcargo.com | cargoportalservices.com

PRODUCT TYPE

EXP

GEN

PRODUCT DESCRIPTION

Expedited air freight service for time-sensitive priority shipments

Economy airfreight service delivering the best logistics value

SHIPMENT PLANNING

NETWORK AVAILABILITY

United mainline flights and trucks (excludes Express flights)

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PERFORMANCE GUARANTEE

Moved as booked guarantee; refund 80% of the freight transport charge up to \$5,000 USD per United air waybill; must be requested within seven days

None

SPECIFIC COMMODITY INFORMATION

Dangerous Goods

Yes

Yes

Perishables (flowers, seafood, etc.)

Yes

Yes

ADVANCE RESERVATION REQUIREMENTS

Required prior to acceptance time

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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 Cargo Solutions Team until resolved

Managed by specialized Cargo Solutions 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 DEN, EWR, IAD, IAH, LAX, ORD and SFO.