



Relocation • Transportation • Logistics

UniGroup Worldwide, Inc. | One Worldwide Drive | Fenton, MO 63026 | 800-325-3924

www.theunigroupanswer.com



Make global transitions faster, easier and more cost-effective.

die line for pocket



die line for business  
cards holder



**In the USA**

UniGroup Worldwide UTS  
One Worldwide Drive  
St. Louis, Missouri 63026  
Telephone: (800) 325-3924  
Telephone: (636) 395-6000  
Facsimile: (636) 305-2190  
E-mail: web-uw@unigroupworldwide.com  
Internet: www.unigrouputs.com

**In Europe**

UniGroup Worldwide UTS  
Leeuwendseweg 16  
P.O. Box 284  
1380 AG Weesp  
The Netherlands  
Telephone: 31 (0)294-415-012  
Facsimile: 31 (0)294-417-014  
E-mail: info@uts-intl.com  
Internet: www.unigrouputs.com

**In Canada**

UniGroup Worldwide UTS  
7229 Pacific Circle  
Mississauga, Ontario L5T 1S9  
Telephone: (905) 564-6400  
Facsimile: (905) 564-0253  
E-mail: canadainfo@unigroupworldwide.com  
Internet: www.unigrouputs.com

**In Asia**

UniGroup Worldwide Asia  
40 Kian Teck Road  
Singapore 628783  
Telephone: 65 6266-5525  
Facsimile: 65 6264-5525  
E-mail: singapore@unigroupworldwide.com  
Internet: unigrouputs.com





**One world. One source.** Whether your role is to relocate employees, move products or manage logistics, you face a growing challenge: how to cut cost, without lowering quality. Globalization may be making the world smaller, but it's not making your life any easier.

## The right answer for global moves today.

What's the best way to manage moves in a 'one-world' economy? Choose a 'one world' partner to help you make the most of every emerging opportunity. We are the single source you need. Wherever your business takes you, our global service network will already be there. With locations on every continent, there is not an ocean or a border we do not cross daily.

When you work with us, the only thing you'll give up is the stress of managing every detail, every day. Is it any wonder that a full 98% of our customers say they would use our services again?

UniGroup Worldwide UTS is part of the UniGroup global family of companies. Through us, you'll have access to the best-known brands in the relocation, transportation and logistics businesses around the world. We're a \$7 billion network of agent-owners whose passion is your own: to have all of the answers you need, all under one roof.

Global moves are just part of The UniGroup Answer. Look to us for complete time- and cost-saving solutions for domestic needs as well. Whether you're moving employees or products, we're here for you.

## Wherever you do business, we're already there.

With 50,000 UniGroup service providers managing 1,300 regional service centers on six continents, we're at the heart of commerce throughout the world. We're strategically located to provide you with all the efficiencies of intercontinental control, along with the added benefit of regional and local contact.

In short, we're right where you need to be, ready to help you be more cost-effective and productive. We maintain the highest quality standards to provide seamless service around the world, whatever you need most:

- Global Mobility Management
- Transportation Services
- Logistics Solutions

## The added advantage of service provider ownership.

Every UniGroup service provider is also an owner of the company. So you receive something extra that you won't find anywhere else: the added commitment that only a business owner can provide. You might expect this level of service and attention to detail more from a local business than you would a \$7 billion network. When you choose The UniGroup Answer, you get the best of both worlds: global scale, plus local commitment.



## Exceptional quality control.

In addition to our personal commitment to quality, we strictly adhere to the worldwide performance standards established by our ISO 9001:2000 registration. That means we document every process and conduct regular internal and external audits to ensure we're meeting or exceeding our own standards. You can be confident that we have the procedures in place to deliver best-in-class service around the world, every day.

## A closer look at the right answers today.

You won't find the true advantage of The UniGroup Answer in one place — but in many. It's the combined effect of having the best people, delivering the best service to many of the best companies in the world. Quite frankly, our competitive advantage is in helping you enhance yours. And we do it daily through a myriad of services, organized by Global Mobility Management, Transportation Services and Logistics Solutions.

**You can take advantage of these services individually, or all together. It's up to you. So let's take a closer look at each.**

How do you make international relocation more efficient? Take the guesswork out of the process before, during and after the move. We start by assigning a Certified Move Manager to each transferee, who will know your company's program and employee's needs inside and out.

## Global Mobility Management

Our managers are trained in all aspects of international pricing, forwarding logistics, overseas transit protection programs and customs documentation requirements. With an average of 20 years experience in the international relocation industry, our Move Managers know how to successfully coordinate every global move, every time.

Along with critical industry training, UniGroup Worldwide UTS employees receive thousands of hours of continuing and advanced instruction each year. In the classroom and online via UniGroup University, employees learn the latest and most advanced strategies for helping you improve quality while controlling cost.

**Here are just some of the ways we'll serve your transferees:**

### **Certified Move Manager**

To provide live support around the clock, toll-free in many countries.

### **Needs Assessment**

To understand each transferee's individual requirements, such as housing, schools, language skills and leisure-time interests.

### **Culture Kits**

Customized to help employees acclimate faster to their new country.

### **Web Tools for Transferees**

To help them with customs regulations, host country information for more than 175 countries and shipment tracking data 24/7.

### **Global Service Center Network**

To provide local service and support via 1,300 service centers in more than 100 languages (including regional dialects).



## Overseas Transit Protection

Regardless of how stringent we are about delivering on the highest quality standards in the world, there is still some risk in shipping internationally. We know that moving a family's possessions halfway around the world can be very stressful for your employees and you. That's why we provide added protection against loss or damage, such as:

- All-Risk Door-to-Door Transit Protection
- Short- and Long-Term Storage Protection
- Full-Value Replacement at Destination
- Optional Protection Covering:
  - Pairs and Sets
  - Mechanical Derangement
  - Mold and Mildew
- Broad Terms & Simplified Language
- Expeditious Settlement
- Automobile Coverage

Claims are managed and settled by professional claims analysts who have access to a global network of repair firms and support offices in more than 75 countries.

Whatever you're moving around the world, from household goods to your company's products to special items that require added expertise, The UniGroup Answer is the only answer you need. No competitor can match the strength of our operations, the power of our technology or the savvy of our transportation professionals in ensuring that every move is both cost-effective and of the highest quality.

## Transportation Services

A key advantage of The UniGroup Answer is having all of these resources available to you, all under one roof. We'll customize the best transportation program for you, matching our resources to your exact needs.

### The most recognized names in global transportation.

Some of the best-known brands in the business will transport your goods, such as United Van Lines, Mayflower Transit and UniGroup Worldwide UTS. In fact, UTS is the most popular transportation brand in Europe.

Like its American-based sister companies — United and Mayflower — UTS is agent-owned by its service providers. Some of UTS's service providers have been moving European families for more than two centuries. Today, UTS has grown to more than 150 international service centers, with a fleet of 1,500 trucks in 123 countries throughout the world. We also feature the European continent's first intra-European van line service, to increase cost efficiency and meet the European Union's stringent environmental regulations.

When it comes to service, UTS means confidence the world over. Wherever you relocate employees, our agent-owners will handle your employees' possessions with the attention you would expect more from a local business owner than a global network. Here, you'll get the best of both worlds.

Here are just some of the advantages you can expect with The UniGroup Answer:

#### **Third-Party Logistics Services (3PL)**

To provide customized solutions for product distribution, including transportation, warehousing and installation services.

#### **Billing and Payment in Multiple Currencies**

To make administration easier for you, wherever you do business around the world.

#### **Scalable Permanent Storage and Distribution Solutions**

To provide single-source warehouse management and administration worldwide, regardless of your storage volume needs. With a global footprint of nearly 50 million square feet, we have the capacity and expertise to serve you.

#### **Secure Online Tracking and Reporting**

To enable corporate clients to make online move initiations 24/7, plus check the status of on-time delivery anywhere in the world. You'll also have a dynamic reporting function for end-to-end pipeline visibility for the entire supply chain.

#### **Automated Pricing Systems**

To provide cost modeling tools that will further help you control cost and manage within established budgets.

#### **General Commodities Forwarding**

To efficiently help you move goods via our extensive truck/rail, air and ocean freight solutions worldwide.

#### **High-Value Products Freight Forwarding**

To help you cost-effectively and confidently move special products and unique items — from intricate trade show exhibits to sensitive medical equipment and priceless fine art.

You can take advantage of these services individually or all together; it's up to you. Whether you're moving people, products or managing logistics, The UniGroup Answer is the right answer, every time.



## General cargo solutions.

### **International Air Freight Services**

We are a certified IATA service partner and can handle the most challenging shipments, offering both priority and standard levels of international air freight service.

### **Domestic Air Freight Services**

We have a network of more than 200 partners in the United States who cover all major metropolitan cities and can handle whatever your special requirements might be. Service is available next-day, second-day or deferred (our most economical).

### **Ocean Freight Forwarding**

Our global, custom-carriage services include: consolidated shipments, full container shipments, roll-on/roll-off and barge transportation. Our high volume gives us added leverage to negotiate even better pricing on your behalf.

### **Fairs and Exhibitions Services**

As a member of International Exhibition Logistics Association (IELA), we are part of an exclusive network of 100 companies in 45 countries totally dedicated to international exhibition shipping and on-site services. Nowhere else will you find such a dedicated group of highly trained specialists.

## Logistic Solutions

Whether you need goods shipped anywhere around the world, require warehousing, need help with inventory management or reverse logistics, UniGroup Worldwide UTS is the only logistics partner you'll ever need.

We'll customize logistics services to your specific requirements, operating philosophy and business strategies. Here, you'll find a complete package of air, ocean, customs clearance and supply chain management services to meet the most demanding requirements for on-time performance, reliability and cost effectiveness.

## Right where you want us.

We have nearly 500 distribution providers strategically located close to major population centers around the globe, including more than 200 in the United States. Each location is prepared to tender, receive, inspect and take responsibility for shipments, regardless of the carrier. Products are securely stored, and multiple shipments are merged for single inside pickup or delivery.

## Global expertise you can trust.

For more than three decades, we have specialized in large-scale project management, from moving general commodities to special products and goods. We offer such diverse services in conjunction with consolidation/migration/relocation, physical infrastructure upgrades and project management.

From critical handling considerations to specific billing requirements, we'll handle everything end-to-end. The result: a complete transportation solution, every time. Plus, our services are contingency-driven, to anticipate any situation in transit. Because we pay such attention to detail, we avoid the delays and damages that traditional shipping methods can cause. Using our quality-first approach, we successfully move tens of thousands of shipments every year.

## The logistics services you need.

### Flatbed services

Featuring an entire fleet specializing in this niche market across America.

### Network distribution management

From local to national coverage, an established network carrier base that provides quality service.

### Warehouse management

For general storage, inventory control and order fulfillment.

### Installation management

For light mechanical and technical professional work.

## Specialty expertise.

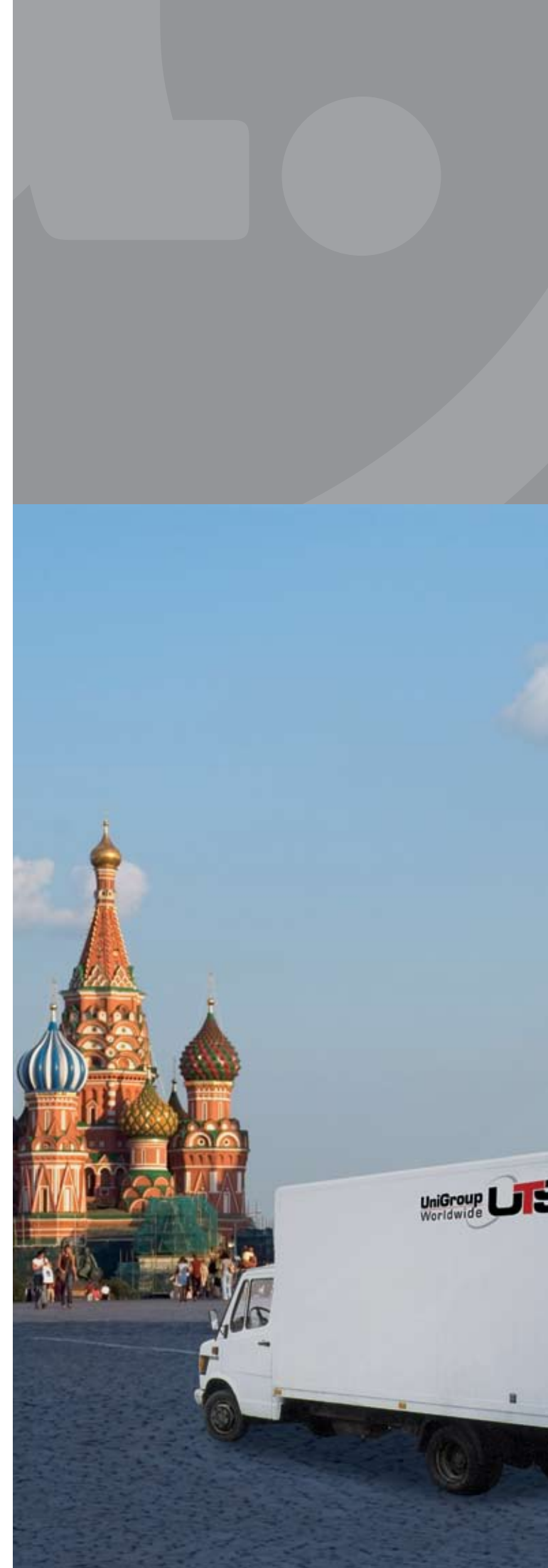
If you're shipping high-value products, trade shows or special commodities, we have the answers you need:

- Global distribution within days of pickup from a centralized manufacturing facility
- Reverse logistics
- Special requirements, including inside pickup and delivery, setup, installation and debris removal — all performed by experienced, uniformed personnel
- Air-ride equipped trailers (including climate control and lift gate trailers), which reduce vibration for the safe transportation of sensitive goods and other specialized equipment
- Express air and team driver service

- A tight control of the supply chain to help you control costs and measure profitability
- On-time delivery guarantee
- The latest in technology:
  - Piece-level tracking via Internet
  - Online order initiation
  - Online, customized reporting 24 hours a day, seven days a week
  - Automated, real-time shipping information, tracking and reporting:
    - Advance shipment notification
    - Shipment scheduled
    - Tendered to carrier
    - Advance delivery notification
    - Proof of delivery

## Even more value, everywhere you look.

- Specialized packing, crating and loading for all types of commodities
- Global warehousing order fulfillment and distribution
- Import and export documentation assistance
- Certificates of origin preparation
- Banking services
- Letters of credit facilitation
- NVOCC services
- A qualified operations staff available 24 hours a day, 7 days a week
- ATA Carnet preparation
- Air-ride trucking
- Trucking to Canada and Mexico
- Trade show experience
- Comprehensive protection programs
- Complete transportation management
- Online tracking at [www.unigroupputs.com](http://www.unigroupputs.com)



The answer is here.

Whether you're relocating employees, transporting products or managing logistics, now you have a single source for saving time and money — while maintaining the highest quality standards. Thousands of dedicated professionals stand ready to assist you like no other partner can, leveraging the best technology in the world. That's The UniGroup Answer at work for you: faster, easier and more cost-effective.

For more information, contact your UniGroup Worldwide UTS representative. If you prefer, log on to [www.unigrouputs.com](http://www.unigrouputs.com) or call toll-free in the United States, 800-325-3924.

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