



December 23, 2016

Dear Retail Channel Partner,

Due to prohibited items being shipped to Indonesia through UPS approved retail shipping locations, effective immediately, UPS will only accept Indonesia shipments from registered UPS account holders. This means that pre-processed packages destined to Indonesia from shippers with a UPS account dropped off at your UPS approved retail shipping location can be accepted. For customers that come to you for your services and want to ship to Indonesia using UPS, please direct them to 1-800-742-5877 (1-800-PICK UPS) to set up a UPS shipping account.

Your international volume is important to us and we want you to know that UPS expects this service adjustment to be temporary. However, an end date is not known at this time. If packages are shipped to Indonesia from your retail shipping location, they will be identified during screening and returned to your store. We understand this can create concern for you and your customer which is why UPS is stressing you ensure all of your employees understand the importance of not processing packages from shippers without a UPS account destined to Indonesia through UPS.

This is an urgent request and your understanding, diligence and cooperation is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "JAG", with a stylized flourish at the end.

Joseph A. Guerrisi
UPS Vice President
U.S. Products and Channels