



**NOTE: GLS Does not have a formal Service Guide, please use this Document in lieu of requested item**

## Our Benefits

We understand your needs when it comes to shipping time-critical, important documents and packages. That's why thousands of organizations rely on us to not only deliver their packages on time, but to also handle them with care.

With a focus on providing exceptional service levels, we offer a strong alternative to other regional and national carriers alongside reduced transit times throughout the West at comparable rates.

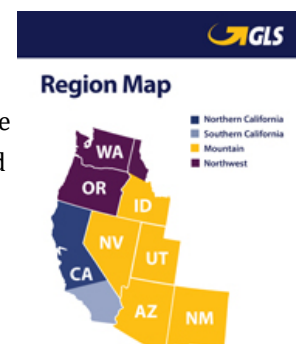
### Shipments arrive in the hands of your customers more quickly with benefits including:

- Faster delivery to every address in California, Washington, Oregon, and Idaho as well as the metro areas of Arizona, Nevada, New Mexico, and Utah
- Next-day Ground delivery over a much larger geography, reducing transit times by at least a day when compared to the national carriers
- Later pickup times – as late as 8:00 p.m. in certain areas
- Delivery by 8:00 a.m. or 10:30 a.m. to many areas
- Among the highest on-time delivery percentages in the industry—consistently exceeding 97%
- Easy-to-use online customer portal for creating labels, ordering supplies, scheduling pickups, viewing reports, and more

## Service Areas

We provide Parcel and Freight delivery services throughout the West, covering the states of California, Arizona, Nevada, New Mexico, Oregon, Washington, Idaho, and Utah.

Please use the [Delivery Rates & Times Calculator](#) to view delivery dates and estimated rates.



[Check Delivery Rates & Times](#)

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## Delivery Service Types

### [Priority](#)

Improve Service and Reduce Costs with Our Priority Overnight Service.  
Later Pickups.Faster Delivery.Greater Savings.

### [Ground](#)

Grow Your Business with Our Speedy Ground Service.  
Reduce Transit Times across an Expansive Geographical Footprint.

### [Freight](#)

Simplify your LTL Shipping with Our Freight Service.  
Per-Pallet Rates throughout the West.

## Shipping

### [Schedule a Pickup](#)

On-Call customers may schedule pickups [online](#), or by contacting the Customer Service Center at 800-322-5555, option 1.

### [Prepare a Shipment](#)

A GLS compliant bar-coded tracking label is required on each package. To print labels and begin the shipping process, please [log into your account](#) and choose the "Prepare a Shipment" tab.

### [Rates & Fees](#)

Access the Instant Rate Calculator, priority rate sheet, or calculate dimensional weight, accessorial charges, declared value, fuel surcharge details, and delivery address corrections.

### [Delivery Rates & Times](#)

We deliver to every address in California, Oregon, Washington, and Idaho as well as the metropolitan areas of Arizona, Nevada, New Mexico, and Utah. View available delivery times and published shipping rates for your destination area.

### [Time-in-Transit Maps](#)

Our Time-in-Transit Maps illustrate the number of transit days for delivery of your Priority, Ground, or Freight shipments from the five digit origin ZIP code entered.

### [Open an Account](#)

Setting up a GLS shipping account is fast and easy.



### [Online Shipping](#)

We offer convenient options for online shipping.

### [Locate a Drop Box](#)

Find the nearest Drop Box location(s) in your area.

### [Packaging & Supplies](#)

To order our shipping supplies (labels, envelopes, stickers, etc.), log into your account and go to Shipping > Order Supplies, or call the Customer Service Center at 800-322-5555, option 1.

### [Labeling](#)

In order to ensure the proper tracking and security of priority shipments, we require a GLS compliant bar-coded tracking label on each shipment.

### [Proof of Delivery](#)

The consignee signature combined with the time of delivery is your Proof-of-Delivery (POD). The POD indicates that your shipment was received in good condition at the appropriate destination

## **Days of Service**

We provide pickup service Monday through Friday.

- Deliveries are made Monday through Friday, with Saturday Delivery as requested
- Pickup service is available on Saturday, for government accounts, but must be agreed upon before starting service
- GLS does not provide pickup or delivery service on Sunday

### **Service Holidays**

We do not provide pick up or delivery service on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day



The pickup and delivery schedules for days surrounding holidays may change depending on the day of the week on which holidays are observed in any year. Packages scheduled for delivery on a holiday will be delivered on the next business day following the holiday according to the service standard chosen.

### 2021 Holiday Schedule

Fri, Jan 1, 2021 – Closed

New Years Day

Sat, Jan 2, 2021 – Closed

New Years Day

Mon, May 31, 2021 – Closed

Memorial Day

Mon, Sep 6, 2021 – Closed

Labor Day

Thu, Nov 25, 2021 – Closed

Thanksgiving Day

Sat, Dec 25, 2021 – Closed

Christmas

### 2022 Holiday Schedule

Sat, Jan 1, 2022 – Closed

New Years Day

These closures are based on business trends and industry standards.

## Pickup Information

Our package pickup options include Scheduled Service, On-Call Service, and Drop Boxes.

### [Scheduled Service](#)

If you ship packages most days, daily scheduled pickup service is available. We will assign your pickup location to a regularly scheduled route, and a driver will come by every day during the one-hour window you choose for your daily pickup. Scheduled service is available at no cost to shippers meeting minimum volume requirements: \$100 per billing cycle for parcel shippers, and \$500 per billing cycle for freight shippers.

### [On-Call Service](#)

If you don't require daily pickup service or your pickup times are unpredictable, you can opt for On-Call Pickup Service and request package pickup from your office on an as-needed basis. On-Call Pickup Service requires a minimum two-hour window for pickup in most areas. For a per pickup fee, On-Call customers may



schedule pickups online or by contacting the Customer Service Center. Please check the [Accessorial Charges page](#) for the per-pickup service fee.)

### [Drop Box Service](#)

Drop Box customers receive the benefit of scheduled daily pricing and flexibility of dropping off packages at their convenience in our growing network of Drop Boxes. By choosing to utilize Drop Boxes exclusively, you can lower your shipping costs by avoiding On-Call Pickup fees. Drop Boxes also offer the latest pickup times in any given area.

### [Other Pickup Options](#)

We can also accommodate Remote Pickups, Third-Party Pickups, and Second Pickups.

## **Prohibited Items**

GLS reserves the right to refuse shipment of any package deemed unfit for transport. Prohibited items for shipment with us include but are not limited to:

- Stocks, bonds, cash, or cash equivalents
- Lottery tickets and gambling devices where prohibited by federal, state, or local law
- Collector's items such as sports cards, souvenirs, and memorabilia
- Fine Jewelry
- Fine Art
- Antiques
- Artwork
- Sheet glass or glass doors or screen doors
- Furniture except boxed disassembled
- Pipe: metal or plastic, rod iron and metal posts
- Corpses, cremated or disinterred remains
- Illegal substances
- Marijuana/Cannabis, including marijuana/cannabis intended for medicinal use, oils, edibles, and vapor products. Any product that contains THC, or Cannabinoids (CBD), even in trace amounts, is considered illegal under federal law
- Counterfeit or pirated goods or material
- Pornographic and/or obscene material which is prohibited by law
- Dangerous and hazardous goods, including explosives
- Frozen/refrigerated items such as: ice cream, frozen yogurt, sorbet, ice sculptures, and gelato
- [List of Prohibited Live Animals](#) that are banned from being shipped and are not accepted for transport



## Special Care and Restricted Items

The following commodities may be acceptable for transport by GLS with pre-approval of our management, if shipper acknowledges and accepts GLS Terms of Liability.

- Perishable items such as flowers, plants, food products, and items requiring temperature control and special handling
- This [List of Accepted Live Animals](#) may be accepted for transport unless poisonous, venomous, and/or a Threatened or Endangered Species
- High Declared Value (HDV) items over \$10,000

## Sanctions Programs

The sending of goods or parcels which are banned under all applicable sanctions laws is prohibited. For example because of the type of contents, the intended recipient or the country to or from which they are to be sent may be prohibited by sanction law. Sanctions laws include all laws, regulations, and orders imposing sanctions (including trade restrictions and economic sanctions) on countries, individuals or entities, including without limitation those imposed by OFAC.

[More information on Sanctions Programs](#)

## Limits of Liability

Our liability for loss or damage to any package is limited to your actual damages or \$100, whichever is less, unless you pay for and declare a higher authorized value. GLS does not provide cargo liability insurance, but you may pay an additional charge for each additional \$100 of declared value. If you declare a higher value and pay the additional charge, our liability will be limited to the lesser of your declared value and the actual replacement value of your package contents. In any event, GLS will not be liable for any damage, whether direct, incidental, special or consequential, in excess of the declared value of a shipment whether or not we had knowledge or should have had knowledge that such damage might be incurred, including but not limited to loss of income or profit.

GLS will not be liable for your acts or omissions, including but not limited to improper packaging, securing, marking or addressing, or for the acts or omissions of the recipient or anyone else with interest in the package. Also, we won't be liable if you or the recipient violates any terms of our agreement.

We won't be liable for loss, damage or delay caused by events we cannot control, including but not limited to acts of God, perils of the air, weather conditions, acts of public enemies, war, strikes, civil commotion or acts of omission of public authorities with actual or apparent authority.



## Customer Support

### [Contact Customer Service](#)

The Customer Service Center is the main live contact for our customers. You can always use our website or log into the customer portal for tracking packages, scheduling pickups, obtaining rate quotes, and more. To speak to a customer service representative, please call 800-322-5555.

### [Billing, Invoicing, and Payment Options](#)

Learn about [invoicing](#), [payment options](#) including the ability to make a payment online, and [billing terms](#).

Customers receive an invoice twice each month and have a variety of invoicing options to choose from. For your convenience, you may pay your bill online with a credit card, or select from several payment options suited for your specific needs.

### [Customer Claims](#)

Claims of loss or damage to a package must be submitted through a completed claim request form to GLS within 6 months of the shipment pickup date. Claim forms are available through the Customer Service Center.

## **Government Only Support Team**

For all concerns or assistance (including but not limited to Billing, Invoicing, Labels, Tracking, Tracing, Pickups, deliveries, customer service, concerns etc)

### **Phong Trong & Angela Compton**

#### **Government Team**

800-322-5555 x 5135 & 5151

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[govtaccts@gls-us.com](mailto:govtaccts@gls-us.com)



### **Molly Stewart**

#### **Government Team Supervisor**

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### **Brian Vitek**

#### **Director Government Affairs**

760-234-7851

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## Terms of Use

**Effective: December 31, 2019**

Gls-us.com and gso.com (the "Sites") are websites owned and operated by General Logistics Systems US, Inc. ("Company", "we", "us," etc). This Terms of Use is an agreement between you and Company, and governs your use of services offered by us through our Sites ("Services") and all information on or collected through the Sites. By using our Sites and Services, you understand and agree to these Terms of Use, as amended from time to time. Please do not use our Services or our Sites if you do not agree to these Terms of Use.

PLEASE NOTE THE ARBITRATION PROVISION SET FORTH BELOW, WHICH MAY, EXCEPT WHERE AND TO THE EXTENT PROHIBITED BY LAW, REQUIRE YOU TO ARBITRATE ANY CLAIMS YOU MAY HAVE AGAINST COMPANY ON AN INDIVIDUAL BASIS. ARBITRATION ON AN INDIVIDUAL BASIS MEANS THAT YOU WILL NOT HAVE, AND YOU WAIVE, THE RIGHT FOR A JUDGE OR JURY TO DECIDE YOUR CLAIMS, AND THAT YOU MAY NOT PROCEED IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE CAPACITY.

### Account Creation and Passwords

To access certain portions of the Sites, you must create an account. You agree to provide truthful and accurate information during the account creation process. You also agree to maintain the accuracy of any submitted data. If you provided any information that is untrue, inaccurate, or incomplete, we reserve the right to terminate your account and suspend your use of the Sites.

You are responsible for preserving the confidentiality of your account password and will notify us of any known or suspected unauthorized use of your account. You agree that you are responsible for all acts or omissions that occur on your account while your password is being used.

### Privacy

Your submission of personal information through the Sites and Services is governed by our Privacy Policy located at [www.gls-us.com](http://www.gls-us.com).

### User Conduct

By using the Sites, you agree to the following terms:

- You shall not copy, store, redistribute, decompile, reverse-engineer, reproduce, transmit, modify, alter, emulate or disassemble any part of the Sites in any way, or create derivative works thereof.
- You shall not access or search the Sites by any means other than our publicly supported interfaces (for example, "scraping").

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- You shall not violate or attempt to violate our security features, including logging into a server that you are not authorized to access, or probing the vulnerability of our systems and networks.
- You shall not use the Sites to harass, harm, threaten, abuse, or defame other users.
- You shall not use the Sites to violate or encourage others to violate any local, state, national or international law, regulation or order.
- You shall not infringe any copyright, trademark, trade secret, patent or other right of any party.
- You shall not participate on the Sites in any manner that consists of any unsolicited or unauthorized advertising, promotional materials, “junk mail,” “spam,” “chain letters,” “pyramid schemes,” or any other form of solicitation.

### **Disclaimer of Warranties**

The Sites and all their content, functionality, assistance and services are provided “as is” without any warranties from either us or any third parties, either express or implied, including without limitation any implied warranties of merchantability or fitness for a particular purpose. Specifically, Company does not make any representations or warranties of any kind, express or implied, about the completeness, reliability and accuracy with respect to the Sites or the information, Services or related graphics contained on the Sites for any purpose. Any reliance on such information is therefore strictly at your own risk.

The Sites are provided “as is” and “when available,” and we may change any or all of its content, functionality and Services in our discretion at any time without notifying you.

Company does not guarantee that the Sites will meet your requirements, or that they are error-free, reliable, without interruption or available at all times. Company does not guarantee that the Services that may be obtained from the use of the Sites, including any support services, will be effective, reliable, and accurate or meet your requirements. Company does not guarantee that you will be able to access or use the Sites (either directly or through third-party networks) at all times or locations of your choosing.

### **Limitations of Our Liabilities**

To the extent permitted by law, neither Company nor any of the third parties will be liable under any circumstances for any indirect, special, consequential exemplary or punitive damages or for any loss of business, revenues, profits, goodwill, content or data. To the extent permissible by law, in no event will Company’s liability arising out of the use of the Sites or our Services exceed USD100.

In addition, when using the Sites, information will be transmitted over a medium which is beyond the control and jurisdiction of Company, its partners, advertisers, and sponsors or any other third party mentioned on the Sites. Accordingly, Company assumes no liability for or relating to the delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Sites.

### **Ownership**

You understand and agree that Company, its affiliate, and/or our or our affiliate’s licensor is(are) the sole and exclusive owner(s) of all right, title, and interest, including intellectual property rights, in and to the Services and Sites (“Company IP”) at all times. You also understand and agree that Company is the sole and exclusive



owner of all right, title, and interest, including intellectual property rights, in and to any and all information we collect about your online activities while using our Sites or Services. Except as expressly provided in these Terms of Use, you have no right to use Company IP. In particular, you (i) have no right to use our trademarks, service marks, trade dress, product names, logos, domain names or other distinctive brand features associated with Company or its affiliates without our prior written consent; and (ii) may not copy, reproduce, modify, sell, create derivative works from, upload, transmit, or distribute Company IP in any way without Company's prior written consent.

### **External Links**

Our Sites may contain links to web sites of third parties or contents provided by third parties such as our sponsors and affiliates. While their information, products and services may be helpful to you, these third parties are independent entities and we do not control or endorse them. We do not guarantee the quality, reliability, or suitability of any third party services provided, made available or linked through our Services and we will bear no responsibility for such third party services and contents. You agree that any visits to linked web sites or third party contents are solely at your own risk. There may be, from time to time, third party contents and services on our Sites that are subject to further terms, including terms from the relevant third party that originally produced such contents and services. In such cases, you agree to comply with any such further terms and conditions.

### **Indemnification**

You agree to indemnify, defend and hold harmless Company and third parties, from and against any and all losses, damage, liability and costs of every nature incurred by any of them (including but not limited to litigation costs and attorneys' fees) in connection with any claim, damage or loss arising out of your unauthorized use of Company IP, the Sites, the Services and any other services provided by us or third parties, or your breach of these Terms of Use. You agree to cooperate fully in the defense of any of the foregoing. We reserve the right, at our own expense, to control exclusively the defense of any matter otherwise subject to indemnification by you and you will not settle any matter without our prior written consent.

### **Termination**

You understand and agree that we have the right, at any time, to suspend or terminate some or all of our Sites or Services without the need to notify you in advance. These Terms of Use will apply to your use of our Sites and Services until access to the relevant Sites or Services is terminated by us.

We may suspend or terminate your access to any or all of our Sites or Services: (i) if we reasonably believe that you have breached these Terms of Use; (ii) if your use of our Sites or Services creates risk for us or for other users of our Sites or Services, gives rise to a threat of potential third party claims against us which will be potentially damaging to our reputation; or (iii) for any other reason in our sole discretion.

### **Updates**

Company may, from time to time, revise these Terms of Use. Company will provide notice of such modifications by posting them on the Sites with a revised "Last Updated" date. Material revisions to the terms



shall be effective no sooner than thirty (30) days after posting on the Sites. You should regularly check our Sites for updates and your continued use of our Sites and Services constitutes your acceptance of the updated Terms of Use.

### **Dispute Resolution and Agreement to Arbitrate**

Any dispute, controversy, or claim arising out of or in connection with these Terms of Use, including the Privacy Policy, will be governed by the laws of California. Except where and to the extent prohibited by law, by using the Sites or Services, you and Company agree that if there is any claim or controversy at law or equity that arises out of the Terms of Use or any part of it, the Privacy Policy, our Sites or the Services ("Dispute"), the sole and exclusive jurisdiction for such dispute will be decided through binding arbitration on an individual basis administered by the American Arbitration Association under its Commercial Arbitration Rules (including, without limitation, the Supplementary Procedures for Consumer-Related Disputes, if applicable), and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. ARBITRATION ON AN INDIVIDUAL BASIS MEANS THAT YOU WILL NOT HAVE, AND YOU WAIVE, THE RIGHT FOR A JUDGE OR JURY TO DECIDE YOUR CLAIMS, AND THAT YOU MAY NOT PROCEED IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE CAPACITY. Other rights that you and we would otherwise have in court will not be available or will be more limited in arbitration, including discovery and appeal rights.

### **Choice of Law and Forum**

These Terms of Use have been made in and shall be construed in accordance with the laws of the State of California, without giving effect to any conflict of law principles. Any disputes or claims not subject to the arbitration provision discussed above shall be resolved by a court located in the State of California and you agree and submit to the exercise of personal jurisdiction of such courts for the purpose of litigating any such claim or action.

### **Miscellaneous**

To the extent permitted by applicable law, Company and you hereby waive any provision of law that would render any clause of these Terms of Use invalid or otherwise unenforceable in any respect. In the event that a provision of these Terms of Use is held to be invalid or otherwise unenforceable, such provision will be interpreted to fulfill its intended purpose to the maximum extent permitted by applicable law, and the remaining provisions of these Terms of Use will continue in full force and effect.

No waiver of a breach of these Terms of Use will constitute a waiver of any prior or subsequent breach of these Terms of Use.

### **Notice**

Any notification or notice given by us concerning these Terms of Use or the Privacy Policy may be via emails, web postings, or others. Such notification or notice will take effect and is deemed to be delivered to you on the date it is sent or released on our Sites.



You agree that you will give us notice related to these Terms of Use via [info@gls-us.com](mailto:info@gls-us.com) or any other methods recognized by us.

**Contact Us**

You may write to us at [info@gls-us.com](mailto:info@gls-us.com) if you have any questions, comments or concerns about these Terms of Use.