



2024 Year End Holiday Season Self-Serve Options and Service Modifications

Suspension of Service Guarantee

Currently, the Service Guarantee is in effect for select Air and International services but is otherwise suspended. We remain committed to providing the excellent service that customers have come to expect. For further details on the Service Guarantee, visit [UPS Service Guarantee | UPS - United States](#).

If changes to delivery times or shipment times-in-transit are made, these will be reflected in all UPS shipping, tracking, and package management systems. The most up-to-date transit times are available at [ups.com/ctc](#) at the time of shipping.

UPS Air and International Air

Scheduled delivery times for Air and international Air* packages scheduled for delivery Nov. 29 – Dec. 31 will be extended as follows: UPS Next Day Air® Early and UPS Worldwide Express Plus® services will be extended by 90 minutes, UPS Next Day Air®, UPS 2nd Day Air A.M.®, and UPS Worldwide Express® services to commercial locations with a typical 10:30 AM or 12:00 PM delivery time will be extended to 3:00 PM. UPS Next Day Air® and UPS Worldwide Express® services to residential locations and all other time definite Air and International Air services will be extended to end-of-day.

A limited number of UPS 2nd Day Air® and UPS 3 Day Select® packages tendered Dec. 16 and Dec. 17, and UPS 2nd Day Air® packages tendered Dec. 18 may require an additional day in transit. The most up-to-date transit time details will be available at [ups.com/ctc](#) at the time of shipping.

UPS® Ground and UPS® Standard

From Nov. 18, 2024 – Jan. 10, 2025, a limited number of UPS® Ground and UPS® Standard packages will require additional time in transit. The most up-to-date transit time details will be available at [ups.com/ctc](#) at the time of shipping.

Time-in-transit notes

On UPS holidays — Nov. 28, Dec. 25, and Jan. 1 — there is no movement of any packages tendered to UPS, regardless of the date of tender.

UPS Express Critical® service (now provided by MNX) is available for urgent packages every day of the year, including UPS holidays. Call 1-800-714-8779 or visit [mnx.com](#).

Demand Surcharges

To learn more about Demand Surcharges (also referred to as Peak Surcharges) and when they apply, visit [ups.com/peaksurcharges](#).

Self-Serve Options

Below are links that provide access to current service and package information.

Calculate Time and Cost

[ups.com/ctc](#)

Track a Package

[ups.com/track](#)

Ship a Package

[ups.com/ship](#)

Find a Location

[ups.com/findlocations](#)

Schedule a Pickup

[ups.com/pickup](#)

Manage Your Deliveries

[ups.com/mychoice](#)