



Important Routing Guidelines

February 2024

The Hope Group is pleased to announce that we have partnered with UPS as our parcel transportation provider. We are committed to offering our customers a high-quality product and we realize that our suppliers are crucial to that commitment.

In an effort to ensure exceptional levels of service to our customers and to control transportation costs we have updated our routing instructions. These routing instructions supersede any other routing instructions previously disbursed. With this change, we can better ensure adherence to our expected level of service by asking for your cooperation in routing shipments, as outlined below.

Shipments are to be processed on UPS Ship Manager at www.ups.com.

The definition of a shipper includes: The Hope Group locations, Suppliers and Supplier direct shipments.

Small Parcel Shipping Instructions and Requirements

All small parcel non-palletized packages should be sent UPS Ground. This includes non-palletized multiple piece shipments up to a total shipment weight of 250 pounds.

- **Consignee:** As indicated on PO (address to The Hope Group location or Authorized drop-ship)
- **Declared Value:** Enter “0”
- **Service Type:** Select **UPS Ground**[®] ~ unless otherwise stated on PO
- **Billing Details * Our UPS Account # will be referenced on the PO ***
 - Delivery to a The Hope Group location: Select “Bill transportation to **Recipient**”
 - Authorized direct-ship (drop-ship): Select “Bill transportation to **3rd Party**”
- **Your Reference**
 - Enter The Hope Group **Purchase Order (PO#)**
 - Field Required → *Must appear on the shipping label*

