

TrustUA

Ensuring dignity and respect
at every step of the journey

United Cargo understands that the true measure of any business is its compassion during a time of need.

Casketed human remains shipments

Service description

- Airport-to-airport express air freight service
- Booked on flights specified by the customer
- We require advanced bookings through our dedicated TrustUA desk for all shipments to confirm space availability. To book your shipment, please call us at 1-855-822-2737 or email us at TrustUA@united.com
- Highest priority boarding
- Special handling and proactive monitoring at every point of transit

Acceptance times¹

Minimum times (prior to scheduled flight departure)

Intra-U.S. shipments

| | |
|---------------|-------------|
| All locations | 120 minutes |
|---------------|-------------|

International shipments

| | |
|--------------------------------|-------------|
| Gateway locations ² | 180 minutes |
|--------------------------------|-------------|

| | |
|---------------------|-------------|
| All other locations | 120 minutes |
|---------------------|-------------|

Recovery times¹

Minimum times (after flight arrival)

| | |
|----------------------|-------------|
| Intra-U.S. shipments | 120 minutes |
|----------------------|-------------|

| | |
|-------------------------|-------------|
| International shipments | 180 minutes |
|-------------------------|-------------|

Shipping requirements

- We only accept shipments from known shippers. To apply to become a known shipper, contact the TrustUA desk at 1-855-822-2737. (Please note that additional time is needed for processing applications.)
- We require advance bookings.
- The customer must comply with all local, state, federal and international regulations and requirements.
- Certificate of death, burial permit, burial removal permit and/or other documentation as required by local, state, federal and international regulations must accompany funeral shipments.
- We're required to ship funeral shipments in an acceptable casket and air tray, Zeigler case, or combination unit.
- Shipments weighing 450 pounds or more require advance station notification. The TrustUA desk will contact the stations in the routing to confirm acceptance of these shipments.
- Visit www.unitedcargo.com TrustUA page for latest Central and South America shipping requirements.

Cremated human remains shipments

Service description

- Fastest airport-to-airport express service available
- Booked on flights specified by the customer
- We require advanced bookings through our dedicated TrustUA desk for all shipments to confirm space availability. To book your shipment, please call us at 1-855-822-2737 or email us at TrustUA@united.com
- Maximum piece weight is 99.9 lbs. or 45 kilograms. Maximum piece size is 90 linear inches (L+W+H)
- We transport intra-U.S. shipments through QuickPak (QPK) service on scheduled United® and United Express® flights
- We transport international shipments through QuickPak International (QPI) service on scheduled United mainline flights only

Acceptance times¹

Minimum times (prior to scheduled flight departure)

Intra-U.S. shipments

| | |
|---------------|------------|
| All locations | 60 minutes |
|---------------|------------|

International shipments

| | |
|--------------------------------|-------------|
| Gateway locations ² | 180 minutes |
| All other locations | 120 minutes |

Recovery times¹

Minimum times (after flight arrival)

| | |
|-------------------------|-------------|
| Intra-U.S. shipments | 30 minutes |
| International shipments | 120 minutes |

Shipping requirements

- We only accept shipments from known shippers. To apply to become a known shipper, contact the TrustUA desk at 1-855-822-2737. (Please note that additional time is needed for processing applications.)
- We require advance bookings.
- A certificate of cremation, certificate of physician or health care officer and/or transit permit must accompany cremated remains, as required by local, state, federal and international regulations.
- Cremated remains must be shipped inside funeral urns in order to provide cushioned packaging and to sufficiently protect the contents against breakage.
- Visit www.unitedcargo.com TrustUA page for latest Central and South America shipping requirements.

That's why we offer TrustUA, specialized services designed to assist in the transportation of casketed and cremated human remains shipments.

TrustUA assists your business every step of the way. From booking to arrival, our specially trained staff supports you 24 hours a day, seven days a week.

United Cargo's extensive route network provides access to destinations in the U.S., Europe, the Middle East, Mexico, Canada, Central and South America, the Caribbean, Asia, India and the mid-Pacific islands. Wherever the destination, United Cargo treats human remains with dignity and respect during every point of the journey.

¹ Times may vary by location. See station information on unitedcargo.com for specific drop-off locations and times.

² The gateway location is the station where the shipment is loaded on an international flight.

To book your TrustUA shipment, please call 1-855-822-2737. You can also email us at TrustUA@united.com or reach out to your local United Cargo sales representative for assistance.

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