



Effective July 22, 2020

To our Valued Clients,

We've spent the last several months monitoring the varied impacts of Coronavirus Disease (COVID-19) on our industry and our clients. As a commitment to you, we've prepared a statement from our CEO, and a number of updates important to your business, and made them readily available to you at [insight.com](https://www.insight.com). As the situation continues to evolve, [this page](#) will be your resource on the latest updates from Insight.

Below are a few current updates we can share on this rapidly changing situation:

- LTL Providers: Our Less-Than-Truckload, or LTL providers, are not experiencing any service level disruptions at this time.
- FedEx: While FedEx has their own transportation and service levels aren't expected to be impacted at this time, they have notified us that there could be disruptions in cities where streets are closed due to local conditions.
 - Packages that cannot be delivered by ground shipments will be held for 10 business days.
 - For express shipments that cannot be delivered, FedEx can post-date the delivery and store it until delivery is an option, provided the business has a posted close and return date. If nothing is posted, the package will be returned to the shipper after three failed delivery attempts.
- UPS: While UPS has their own transportation and service levels that aren't expected to be impacted at this time, they have acknowledged that if



destination addresses cannot be serviced due to a geographic area being closed or quarantined, packages will be held until the area is cleared for delivery (typically 14 days), followed by a “First In First Out” (FIFO) methodology to process the volume.

- Depending on the area and situation, we may also consider alternate delivery locations.
- UPS and FedEx: UPS and FedEx are adjusting “Signature Required” services. Now, when a signature is requested by the shipper, their drivers need to make visual contact with a person and validate and record the name of the package recipient in lieu of obtaining a signature. The driver will not simply release it.
- PGL: If a shipment cannot be delivered, we’re working with PGL on a case-by-case basis to determine reroute or warehousing needs.
- CEVA: If a delivery attempt is made but the business is closed, Ceva will store the package at their local facility and call the local business to see if redelivery can be made the next day. If not, they’ll hold the freight at their facility until Insight provides them further instructions such as a reroute or return to shipper.

Insight sincerely appreciates your business and thanks you for your patience as we continue to do what we can to help your business run smarter.