

Shipping Program

Discounts on standard, 2-day and overnight shipping rates.



Member Service Contacts

Una Member Experience Team

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FedEx Customer Service

1-800-463-3339

Contract Highlights

These discounts are specifically on shipping and range depending on the category (standard, 2-day, overnight, etc.).

- Discounts off Standard List Rates on select services
- No minimum shipping requirements



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Frequently Asked Questions

How long does it take to get connected?

After our team has verified your interest and that the program is a good fit, the connection process takes about 3 weeks to get you set up on the discounts.

Do our shipping discounts include a discount on surcharges?

Yes, our discounts cover a variety of different surcharges for both Express and Ground shipping. For a full list of discounts, please contact your Una rep for assistance.

Can a customer get access to the discounts if they have outstanding or delinquent charges on their existing account?

No. The customer will have to resolve those charges before we can move forward with processing their request, otherwise the request will be declined.

Can a customer be reimbursed for paying full price on shipments that were made during the time frame their request for the discounts was in process?

No. The customer will have to wait for the discounts to be applied to their account to benefit from them.

What should I do if I'm still not seeing the discounts after Una has confirmed I am connected to the discounts?

Follow these steps:

1. Please make sure you are logged in to your account when you are looking at pricing. More often than not, the issue is that members accidentally logged out or closed out of the window, which has kicked them out of their online session, and they are looking at public pricing.
2. As long as you are looking at the correctly **logged in view**, and still not seeing the discounts, Una will provide you with further information on what to do next.

What do I do if Una tells me my request for these discounts was declined?

If Una has notified you that your request was declined, a reason should have been also provided. As long as the reason is something you can resolve, Una will give instructions on what to do next.



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FAQs Continued

What should I do if I had access to the discounts but am no longer seeing them?

Please contact the Una Member Experience team so we can work to get this resolved. We ask that you please have the invoice and/or tracking information readily available in order to assist you.

Can I receive a cost analysis prior to getting connected?

Yes, this is an option. Una will first need to work with you to make sure we have enough information prior to moving forward with this process.

How can a member who already has a shipping account number, but does not have a login get set up with one?

Please contact Una's Member Experience team to receive instructions.

What do you need from me to get set up with the discounts?

We'll need your first and last name, email address, phone number, shipping address, and account number (if applicable).

Who do I contact if I have shipping-related questions regarding transit times, packaging, etc.?

For all shipping related questions, please contact the FedEx general customer service line at 1-800-463-3339.

What should I expect once I'm connected to the discounts?

Once connected, you will see a line item on your invoices that says "Performance Pricing" or "Discounts." If you would like to see the discounts on a shipment prior to shipping, please contact Una for instructions on how to view those on your account.



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