

United Express System

Expect the best. And nothing less.



**United
Express
System** INC.
Delivering Excellence Since 1985



UES: The Inside Story

In 1985, United Express System was a little start up with big dreams, and a lot of determination. Owners Brad and Janice Westrom ran the business out of their home, ending each day at the kitchen table in a brass-tacks discussion with their sole employee: **what can we do that other couriers can't or won't?** Today, UES has grown to serve a six-state area and averages more than one million deliveries annually. And yet, each day still concludes in the same way—discussing daily events and finding ways to serve its customers even better.

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serve our customers
even better



a true total
transportation
company

The United Express Difference

More than just a courier or parcel service, UES is a true total transportation company that cares about our customers' businesses. As our customer needs change, we listen and adapt...while always keeping quality, timeliness and courteous service first and foremost in our minds. With over 150-vehicles in our fleet, including cars, vans, cube vans, straight trucks and tractor trailers, we respond quickly and have the flexibility to offer a wide array of value-added services at affordable rates.

- **PARCEL & FREIGHT DISTRIBUTION**—UES is your Regional Overnight Shipping Alternative. Substantial cost savings on guaranteed next day deliveries of parcels and freight. We build relationships and create partnerships with clients providing the highest level of service and communication. Since 1985, UES has provided a full range of reliable next-day and time-definite delivery options throughout its service area. Headquartered in Naperville Illinois, our late evening scheduled pick-up times, and veteran fleet of route couriers make UES your Regional Overnight Shipping Alternative.
- **LTL & TL SERVICES**—Dependability and low rates team up for same-day or next-day freight. UES is the TL and LTL freight transportation expert in the Greater Chicago-land metro area and beyond. We are an industry leader of transportation services offering a wide variety of services ranging from less than truckload, to full truckload freight shipments. We deliver competitive and reliable freight solutions for your trucking needs. We are dedicated to developing and maintaining long-term relationships with our clients, providing them with reliable, time critical quality solutions. Satisfying customers has always been job #1 and in today's economy where affordable and reliable transportation providers are a must to every business, UES delivers.
- **COURIER SERVICE**—Our fleet of professional couriers are ready to fulfill your special delivery needs. UES Same-Day Service is dedicated to providing fast, consistent and reliable results. With a full fleet of Cars, Vans, Straight Trucks and Tractor Trailers you can count on UES to get your small and larger items to their destination on time and in the same condition as when you shipped them. UES has been providing courier services in Chicago and the surrounding suburbs since 1985. We specialize in same-day delivery and rush services for the Chicago-land metro area, Central Illinois, Southern Wisconsin and Northern Indiana. Our professional and reliable staff is available to meet your on-demand delivery needs 24-7. Whether you're shipping a single document or a full truck load, our team of professional couriers and operations specialists will get your shipment there on-time...Everytime.
- **MESSENGER SERVICE**—Parcel or light freight delivery on a 2-hour, 3-hour, 4-hour, and 6-hour basis. No-rush, next-day services are also available. Our fleet of vans and trucks are ready to fulfill your delivery service needs to the greater Chicago Metropolitan area and beyond. UES Same-Day Courier Service is dedicated to providing fast, consistent delivery service. With a full fleet of Cars, Cargo/Sprinter Vans, Straight Trucks and Tractor Trailers for any size load and with our experienced drivers, you can count on UES Delivery to get your larger items to their destination on time and in the same condition as when you shipped them. UES has been providing messenger and courier services in Chicago and the surrounding suburbs since 1985. We specialize in same-day delivery and rush courier services for not only the Chicago-land metro area but also Central Illinois, Southern Wisconsin and Northern Indiana. Our professional and reliable staff is available to meet your on-demand delivery needs 24-hours a day, 7 days a week. Whether you're shipping a single document or a 1000 lbs. of equipment, our team of messengers, truck & van couriers, and operations specialists will get your package there On-Time, Everytime.
- **LTL AND TL FREIGHT BROKERAGE SERVICES**—And efficient network of reliable nationally based agents deliver anywhere throughout the contiguous United States. UES offers a full service, licensed transportation brokerage through its sister business, Chicago Delivery. UES has the ability to call on hundreds of certified carriers that we know and trust to be reliable to pick-up and deliver loads for our business partners anywhere across the continental U.S. Chicago delivery is certified as a transportation brokerage by the Department of Transportation. From third party brokerage shipping, warehousing and more, UES is flexible enough to meet the needs of demanding clients.
- **CRITICAL EXPEDITED FREIGHT**—Geared to provide just in time delivery anywhere within a 400-mile radius of Chicago. With expedited exclusive use, you can "charter" your own UES vehicle. Your shipment is the only one on the vehicle from pickup to delivery. Direct, door to door shipping in dedicated vehicles. Cargo vans, straight-trucks and tractor trailers are available when you choose UES. Ideal for same-day and early next-day deliveries of critical shipments. Pickup and delivery times are chosen by you and set by your requirements. We match your shipment to the appropriate vehicle, ranging from cargo vans and straight trucks to tractor-trailers. With a combination of our technologies, experienced dedicated staff, and a well-equipped fleet, shipments arrive on time. We know the business, the requirements, and have the time tested experience to get the job done right. Count on UES to deliver.
- **EXCLUSIVE USE / ROUTED COURIER AND FREIGHT SERVICES**—Customer-routed services for companies that thrive on routine as well as customized pricing based on vehicle, hours of use and number of stops.
- **LOGISTICS & FULFILLMENT**—We are a third party logistics company (3PL) providing warehousing, distribution, and fulfillment services targeted for small to medium sized companies. By outsourcing your product storage and product shipping you will be free to concentrate on what is really important for your business, marketing your merchandise and increasing your sales.

UES: The Success Story

We understand that our customers can select from an array of expedited transportation companies, and it's our mission to make UES a clear-cut choice. In this business, timing is everything And that's to our benefit. We've achieved a 97.9% on-time performance rating—a statistic that most transportation companies are reluctant to track and unwilling to share.

Our customers can also monitor the progress of current orders online in real time. They can place new shipments, receive quotes and track each shipment simply, quickly and securely from their desktop. At UES, we continue to listen, to our customers and to our employees. We value their input. We respect their opinions. And we thank them for giving us the tools to create the best total transportation company in the Midwest.

Discover UES.

Call **1-800-826-2130**, **(630) 922-4200**, fax **(630) 922-4209**, email **sales@unitedexpress1.com**, or visit **www.unitedexpress1.com**

Office & Terminal Locations:

Naperville, IL • Chicago, IL • Normal, IL • Galesburg, IL



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Our Mission

In order to realize our Vision, our Mission must be to surpass the Expectations of our internal and external customers. We will accomplish this by recognizing and committing to our Values and by attaining the highest levels of Customer Satisfaction, with emphasis on Delivering Value each and every day. In this way we will ensure that our sustainability, profit, quality and growth goals are met.



superb customer
service

