

# UPS and FedEx are fighting for your business!



**FedEx and UPS *absolutely positively* guarantee on-time delivery of your packages. But if they're *one minute* late... you're entitled to a 100% refund.**

Most shippers don't know this. But don't expect UPS or FedEx to tell you! Actually, they make it a time consuming task to find out which packages are late. Your customers expect YOU to live up to your promises — and you should expect the same from your vendors.

Now there's a simple solution to avoid paying for failed deliveries. Working through EDI and the Internet, we verify on-time delivery of every package you ship.

When the service guarantee of the carrier isn't met, we make certain your full shipping expense is refunded. The weekly audit is conducted 100% off site and there are no reports to generate, no papers to file or sort.

Last year FedEx and UPS delivered 5% of packages late, and owed customers more than \$2 Billion in refunds. Yet the majority of this money went unclaimed because customers did not have the time needed in their busy schedule to check if their shipments were late.

We want to make something very clear. We're big fans and admirers of Federal Express and UPS.

Federal Express and founder Fred Smith exemplify the best in American business. Mr. Smith is an incredibly talented man who started Federal Express with only a handful of employees and built it into the company it is today.

However, regardless of how well any shipping company is run, they are human and they make mistakes.

When Federal Express or UPS fail to deliver according to their guarantee, they immediately and cheerfully give you a credit when the late delivery is brought to their attention.

If you have  
questions,  
Call us at  
(603) 659 -  
4555

We have developed software that lets us quickly scan thousands of shipments to see if you're entitled to any refunds. And the great part is that if we don't find you any refunds -- you owe us nothing!

There is NO ADDITIONAL PAPERWORK for your staff. Your FedEx and UPS invoices will continue to look just like they do now, except you'll start seeing automatic credits of about 5%!

*You do nothing differently from what you do today.*

- (1) You ship your packages just as you normally do.**
- (2) Using our "state-of-the-art" software, we determine which packages were delivered late.**
- (3) We contact FedEx or UPS, and obtain a credit to your account.**
- (4) You pay us 50% of the refund we obtain on your behalf.**
- (5) We don't get paid until your FedEx or UPS account is credited the refund.**

**Who we are....**We are Refund Technology, a division of American Job Shop Association (AJSA) and we've been in business 23 years. We initially developed our shipment tracking system for our manufacturing clients and it's been so successful we're now offering it to everyone.

We are committed to providing you with the best service possible, and we offer you our own Guarantee — you must be 100% satisfied with our service or you owe us nothing.

Signing up is easy: just fax us the Client Information Form and we'll e-mail you the simple steps to configure your UPS and FedEx systems so we can start finding your refunds. If you have any questions, call us at (603) 659-4555. You can also e-mail us at: [support@ajsa.org](mailto:support@ajsa.org)

## Six Promises

1. We will save you money.
2. There is no work on your part – our system does all the work for you.
3. This is completely risk free. If you're not 100% satisfied with our service, you owe us nothing!
4. If there is no refund, there is no fee.
5. You will reduce your shipping costs without changing carriers.
6. You will *always* receive professional, reliable and courteous service from us.

If you're wondering what the catch is... there isn't one. We charge you nothing up front. When we recover your refunds, they are credited to your UPS or FedEx account. We bill you monthly for 50% of the total amount we recovered for you. That's money you would not have otherwise received without the benefit of our service.

**50% of something is better than 100% of NOTHING.**

Let us help you cut costs for your company and get what is rightfully yours. Simply fill out our Client Information sheet or call us at (603) 659-4555. We'll take care of the rest.

# Frequently Asked Questions



## Q. What's it going to cost me?

We do not charge your company any setup or monthly fee. We charge 50% of the refunds recovered. This is half of the money you're currently not recovering. We don't get paid until the refund appears on your UPS or FedEx invoice! If there is no refund, you owe us nothing.

## Q. Is there any contract or obligation?

There is no contract and no obligation. If at any time you want us to stop tracking your shipments, just write CANCEL on our invoice and you'll owe us nothing! Our customers love our service because we reduce their freight bills and they don't have to do any work. THIS IS TOTALLY RISK FREE!

## Q. Will this upset FedEx or UPS?

No, except that they'd rather keep your money than return it to you! These are the guarantees they offer to everyone. They give a delivery guarantee because they want your business.. What they don't tell you is how time consuming it will be. Most people don't ask for the refund. We suggest you start today!

## Q. Can I claim the service failure refunds myself?

Absolutely -- but most companies never claim these guaranteed refunds because:

1. They don't know the shipment is late until the recipient calls to complain.
2. They don't want the administrative hassle of claiming the refund.
3. There isn't enough time in the day to track hundreds of shipments just to find a few refunds.



If you're considering claiming the refunds yourself, (a) review the service guarantee on the carriers' website (b) identify a service failure in your recent shipments, (c) claim the refund. Take these steps and you'll undoubtedly agree that we are the most cost-effective solution!

## Q. If it is so easy, why doesn't everyone do this?

Actually 40% of Fortune 500 companies do. And we are working hard to get to everyone else that doesn't!

## Q. How much savings can I expect?

On average, you can expect a 5%-10% reduction of your bill. However, you will surprisingly see 15% - 30% savings from time to time. The actual savings depend on your shipping pattern, service type, and time of the year.

## Q. Will I still receive my regular invoice if I sign up?

There will be no change to your current UPS or FedEx invoice, except you'll see a reduction!

## Q. I only ship a few packages each week. Can you still help me?

Absolutely! Because our system is totally automated we can provide the same high level of service to high and low volume shippers.



## Q. How do you know what I ship each week? Do I need to send you a weekly file?

No. Once you give us permission to track your shipments, UPS and FedEx will e-mail us the information we need each day. They provide this service at no charge! Signing up for this service may require a one-time step that takes only five minutes. Our friendly support staff can walk you through this simple one-time procedure.

## Q. Do you take the refund and then forward the rest to our company?

Absolutely NOT! 100% of any refund is forwarded directly to you from UPS or FedEx. We will invoice you for our fee at the end of the month, and you pay us only if you're 100% satisfied.

