

# U-PIC

**SHIPPING INSURANCE**



**GET STARTED**



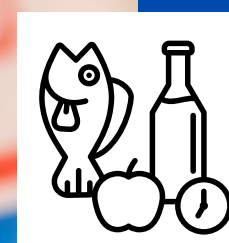
# COVERAGE AREAS & INFO

U-PIC insures parcels that originate in the US or Canada, to most destinations around the world. For more information on what is insurable, be sure to visit our [coverage rules](#) page or ask your agent.



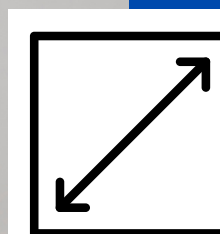
## WHAT ABOUT OVERSEAS ORIGINATION?

Our coverage can be bound once your parcel arrives on US or Canadian soil and is scanned into the mail system there.



## CAN I INSURE PERISHABLE ITEMS?

Yes! U-PIC may insure your perishable items while in transit. Ask your agent for more information!



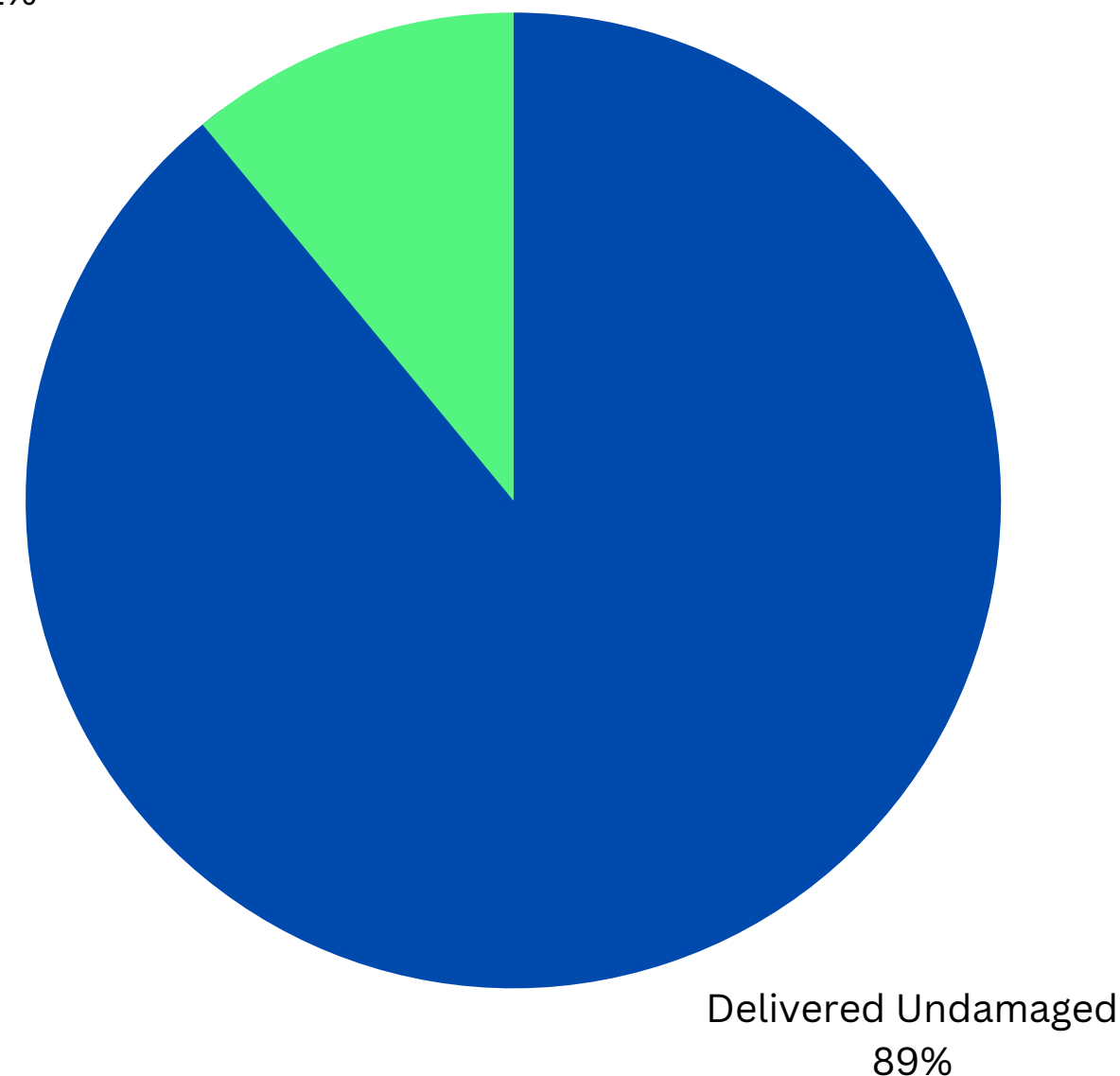
## THERE ARE NO MINIMUMS

Our insurance programs are ideal for shippers of all size and scale, from small to mighty.

# WHAT DOES U-PIC COVER?

Our parcel insurance coverage solution is simple. We protect your customer's orders while in transit with the carrier of your choice. According to studies, up to 11% of parcels will be lost or damaged before delivery.

Lost, Shorted, or Damaged Parcels  
11%



## LOST PARCELS

Your customer reaches out stating that their order never arrived. You check your carrier's tracking and it shows that the delivery was successful. File a claim with U-PIC. Delivery scans aren't always accurate...

## SHORTED PARCELS

Your customer ordered one pair of shoes, three shirts, and a belt buckle. The order arrives, but the belt buckle is missing and the package looked tampered with. File a claim with U-PIC.

## DAMAGED PARCELS

Your customer's parcel has arrived at the delivery location and is now in their hands. Only, the box looks severely distressed and the glass figurine that you shipped has arrived in 3,000 pieces. File a claim with U-PIC.



# COMMONLY INSURED COMMODITIES

U-PIC customers come in all types and sizes. Below are examples of some of our most commonly insured commodities. If you don't see yours, ask your agent!

## HOME GOODS

Furniture, silverware, etc.

## SPORTING & OUTDOOR GOODS

Hunting supplies, sports equipment, etc.

## HEALTH & FITNESS

Supplements, gym equipment, etc.

## AUTOMOTIVE OEM & AFTERMARKET

Engine parts, wheels, interior pieces, etc.

## APPAREL & ACCESSORIES

Clothing, shoes, jewelry, etc.

## GIFTS & COLLECTIBLES

Figurines, games, sports memorabilia, etc.

## AND MORE!

Don't see your commodity? Let's talk!

## MEDICAL DEVICES & PHARMACEUTICALS

Medication, hospital supplies, etc.

## PERISHABLE GOODS

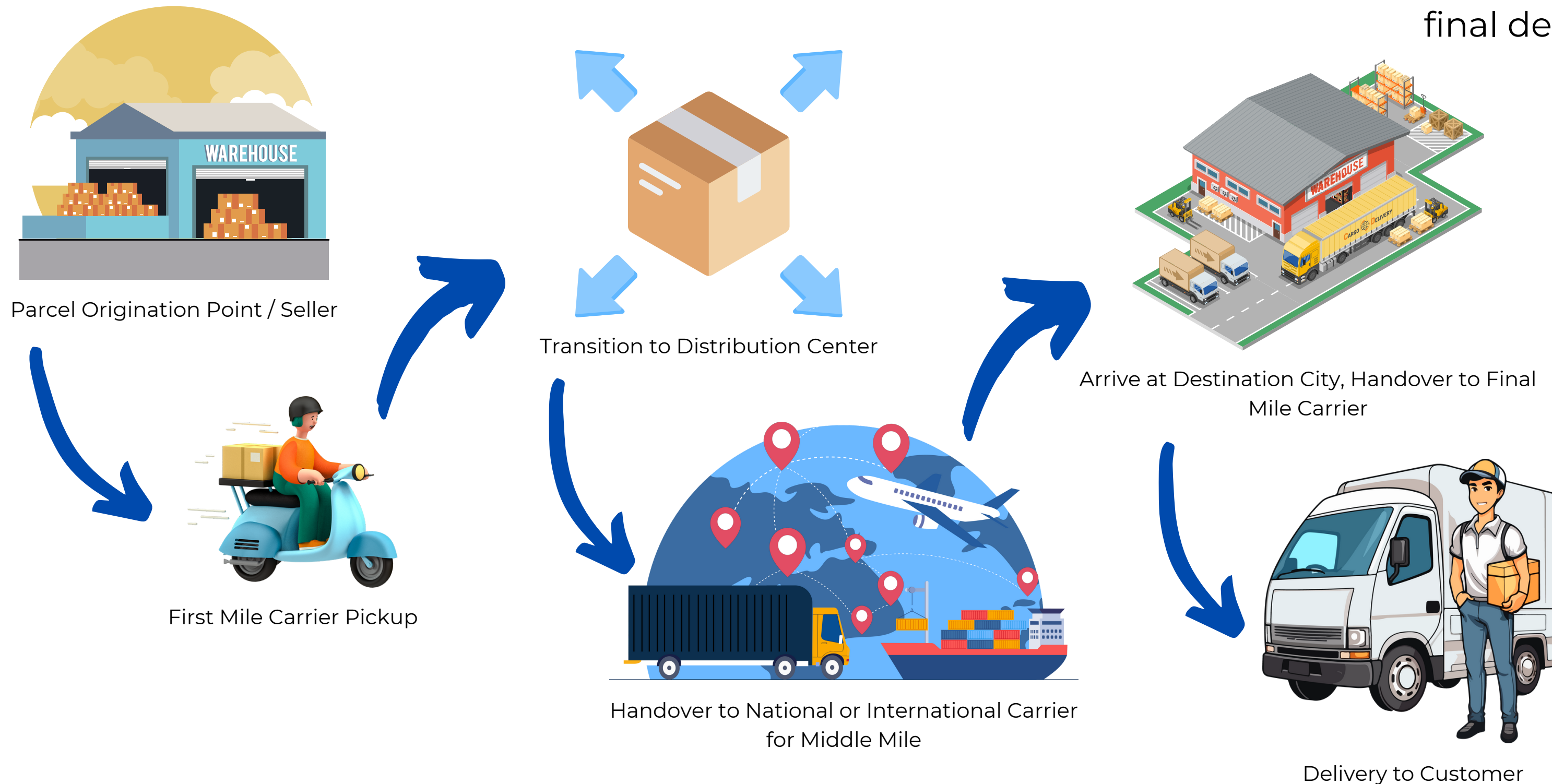
A truly unique solution, ask about it!





# THE INSURED PARCEL JOURNEY

No matter the path, your parcels are covered while in transit from the point of origination in the US or Canada, through to their final destination.



Parcels inbound from overseas are insurable at the point of their first carrier scan on US or Canadian soil, to the final delivery address.



# TECHNOLOGY

Our Technology Team is the driving force behind our success, collaborating seamlessly with partner and client teams while ensuring peak efficiency of our own platforms. They forge strong relationships, understanding technical needs and constraints to exceed expectations with value-driven digital experiences. Continuously innovating, their expertise delivers remarkable operational efficiency, elevating service quality and customer satisfaction.



## REPORTING VIA API

U-PIC has a RESTful API which connects with our partner's platforms to process insured shipment reports in real-time.

## MOBILE APP

Currently in its final stages of development, U-PIC intends to release a mobile Android and iOS app in 2023.

## PAPERLESS CLAIMS

Our claims process is 100% online and does not require mailing or faxing paper documents.



# FRONT END INTEGRATION

The front end, customer facing integration is a big selling point for integrated partners.

U-PIC helps partners showcase their commitment to customer success by powering a native parcel shipping insurance solution within their platforms.

Their shippers enjoy significant discounts, a simple claims process, and no need to manually report shipments.



## UNIQUE BUSINESS RULES

Shippers appreciate the ability to set their own business rules, allowing them to effortlessly insure parcels based on their needs.

## DISCOUNTED RATES

Shippers who insure with U-PIC through an integrated partner typically still save more than 50% on shipping insurance when compared to carrier rates.

## HASSLE-FREE PROCESS

Shippers utilizing integrated partner platforms do not have to do any extra work to insure their parcels. Simply set up business rules or choose parcels to insure manually.



# BACK END INTEGRATION

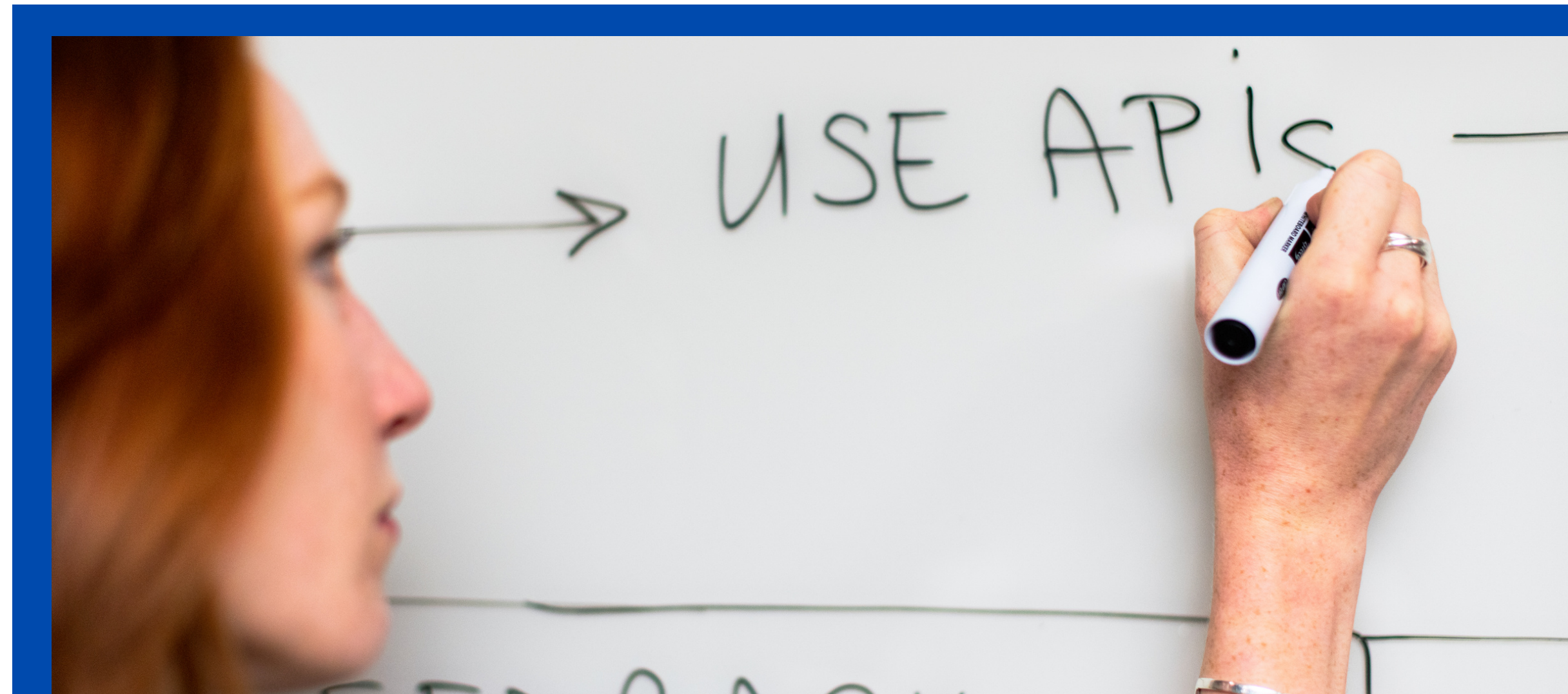
The back end integration makes reporting insured parcels simple. U-PIC offers multiple solutions for the reporting of shipping data. Some partners large and small prefer to send over Text files, while others prefer to integrate via RESTful API and let the machines do the work.

## A HANDS OFF APPROACH

RESTful API supporting data transmission of insured packages, claim status information, and more.

## TEXT FILES

U-PIC regularly receives files containing over 1.5 million records at a time.







# CLAIMS

Filing claims is simple. The process is 100% online in your own claims portal, and once you file, you're done!

## LOG INTO YOUR CLAIMS PORTAL

We will supply you with login credentials in order to access your portal, file claims, and monitor open claims.

## COMPLETE THE SIMPLE PROCESS

File your claim and upload any additional required documentation from within your portal. You may include the cost of shipping in your claim total, too!

## WE'LL PROCESS YOUR CLAIM

Once submitted, please allow 7 - 10 business days for processing and release of payment upon approval.



# CLAIMS EXPERIENCE

Clients will access claims via their designated portal login page, and find the claim form. For clients who are on the run, the claims portal is also optimized for mobile. The claims process is remarkably simple by design, ensuring high claims payout percentages.

## AMAZON CLAIM LOGIN

To check the status of an existing Amazon claim, enter the claim id and the email address you provided when you filed your claim.

Claim ID

Email address

SUBMIT

To file a new Amazon claim, or to check the status of an existing claim using the tracking number and insured value instead, [click here](#) and then click the Amazon Client section.



[Coverage Terms](#)



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## FILING A NEW U-PIC CLAIM

[Go Back](#)

If you have any questions or concerns please contact us at 800-955-4623, option 2 for claims.

### TELL US ABOUT YOURSELF

Company Name

Johns BBQ Supplies

Contact name

John Smith

Check remit address

1234 Long View Rd.

Check remit city

Atlanta

Check remit country

United States

Check remit state

Georgia

Check remit zip code

45612

Phone

(800) 555-5555

Email address

john@bbqsupplies.com

[Click to clear/reset check remittance fields](#)

WHO WAS THE PACKAGE MAILED TO?

### TELL US ABOUT THE PACKAGE

Item description

BBQ cover

Invoice/package ID

653744

Tracking number

1234567654

Ship Date

2023-05-22

Type of claim

Loss

### HOW MUCH WAS THE PACKAGE WORTH?

Total invoice value

50.00

Insured value/amount

100

Amount recovered

00.00

TOTAL CLAIM AMOUNT

\$50.00



# OUR PARTNERS

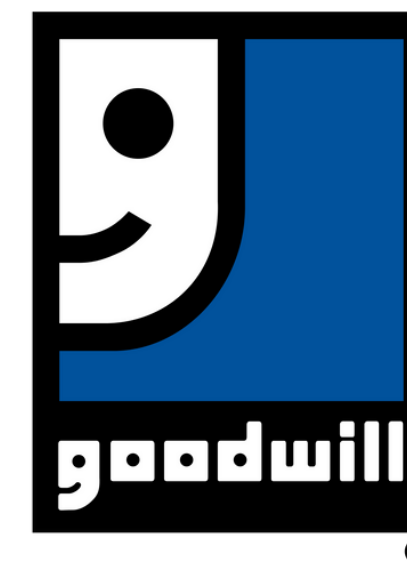
# THOUSANDS SERVED

Since our humble beginnings in 1989, U-PIC has insured billions of parcels for thousands of customers, large and small alike.

U-PIC works with the world's largest ecommerce marketplaces and parcel carriers. Here are some of our customers and partners. Following this page are some firsthand testimonies for your review.



JD.COM







# CONTACT US

Thank you for considering U-PIC as your trusted insurance partner. We are here to protect what matters most to you. Your peace of mind is our priority. Call or email and let's embark on a journey of comprehensive coverage and unwavering support.

-- Adriane Burckert, National Sales Executive (CDI #0B94562)



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