



- **What is UFN?**

The United Forwarders Network is a group of freight forwarders and cargo agents around the globe. We share a mutual goal to expand our business globally. UFN members collaborate to share best practices and find solutions to industry-wide challenges. Working together and using our collective strengths enable us to compete against multinational competitors.

- **What criteria must my company meet to become a UFN member?**

To become a UFN member, your company must be well-managed, financially stable, with a potentially significant volume of business, have a good credit history and a well-established reputation and preferably have been in operation for a minimum of 2 years.

- **What does the application process involve?**

The application process is in two stages.

- **Stage 1:** You need to complete the online Membership Application form or download and email us one. The application evaluation takes 2-5 days. Thereafter, we will inform you if your registration has been accepted. The process is faster if your references apply to our emails immediately as per your request to them.
- **Stage 2:** You will be invoiced, upon receipt of the funds. After that, we will inform you of your acceptance, membership fee invoice, and website credentials.

- **How much is the UFN membership fees?**

The annual membership fee costs a total of \$1000 - \$750 is the membership fee while \$250 is the insurance fee for the Payment Protection Plan (optional).

- **Can I apply for membership for more than one office, country, city, or market?**

Yes, absolutely! But if the location is vacant. To incentivize this, we even provide a discount for the registration of multiple offices.

- **Can I receive a discount on the membership fee?**

Yes, we have a referral program & a shipment reimbursement incentive for our members.

- **Referral Program:** For every recommended agent who becomes a member, the referring agent earns a \$25 discount on their annual membership fee for up to \$150.
- **Shipment Incentive Program:** Receive \$25 incentive per shipment among members for up to \$100, annually

With the referral program and shipment reimbursement incentive, you can receive a total discount of \$250 on your annual membership.

- **When does my membership start and end?**

Your membership will begin on the date you receive your website credentials. Your membership will end one (1) year from that date unless renewed by you or a company representative.



- **What information do you require for my member profile?**

The more information you provide, the better it is for all our members to evaluate your trustworthiness. For your member profile we request you to provide:

- Company contact information
- Company logo
- At least two (2) personal contacts
- At least two (2) photos (staff and offices)
- Description of services
- Territories where you handle shipments
- Local charges
- Bank information
- Office Hours
- Names of associations that you are a member of
- Your logistics licensure
- Company Website & Social Media Information
- Company literature (brochure, PowerPoint, leaflet, etc.)

- **Does UFN offer country, city, or market exclusivity?**

Because countries are different, we offer exclusivity per city or market. For example, India is a country with many cities/markets that is why the network needs several agents there. However, Kuwait is smaller, so one agent may be enough to handle UFN requirements. They will most likely be capable to manage all business within the network from/to the country. Granting exclusivity based on city/market and not per country allows the introduction of more business exchange amongst members.

- **Who are your members? Can I access the database?**

Company policy prohibits the disclosure of any member information to non-members. Nonetheless, you are welcome to have a look at city/country page to view our membership coverage.

- **What happens if UFN has no member in a city/country?**

We encourage members who find a reliable agent(s) to refer to UFN, as it may earn a substantial discount on their membership fee under the Referral Program.

Note: UFN accepts no liability for any financial loss or other losses that may incur as the result of working with non-UFN members.

- **What is the annual average volume of business from/to my city, market or country?**

Currently, UFN does not compile this statistical data that specifies the number of shipments per city/country. Neither does UFN guarantee any business to any city/country. UFN can only facilitate & market your company for leads.



- **Will I receive shipments from other UFN members?**

We cannot guarantee shipments. We assume that you will receive enough shipments as long as you provide an excellent service and competitive rates for your city/country. We will facilitate and market your company to our members to receive shipments from them. This should translate increased business.

- **When I give business to a member, will I receive the same volume of business from that member in return?**

It is not necessarily that you receive business from that same member, but overall, your cooperation will be rewarded by the business you receive from your fellow members.

- **Can UFN guarantee that I will receive enough business to justify the membership fee?**

Absolutely not! No network in existence, including UFN, can guarantee its members business because every city/country is different. Nevertheless, UFN provides you with a database of trustworthy and reliable partners as well as a secure environment that benefits your business. The rest depends on the proactiveness and service of each member as well as the rates offered. Our members are committed to offering a substantial amount of shipments to network members. This will be monitored frequently through various methods such as questionnaires. If a member is seen to be taking business but and never offering business, that member will be warned. If they continue, they will be expelled from the network. They will immediately be replaced by a waiting list agent.

- **Do I have to stop working with my current agents?**

No, absolutely not. Please continue working with your current agents as well. We at UFN totally understand how difficult it can be to find trustworthy and reliable agents. We would never want to jeopardize your existing relationships. That is why our members are never required to use the network for 100% of their shipments. Furthermore, members are urged to recommend their favorite agents as candidates for membership, and therefore, we have the referral program setup. For every referred agent who becomes a member, the referring agent earns a \$25 discount on their annual membership fee for up to \$150.

- **What is the Payment Protection Plan (PPP) or Insurance premium, and how does the PPP work?**

PPP is optional service offered for an additional security for your payments. If a member chooses that they do not want to join the PPP and they have an unpaid invoice, they will be expected to absorb the costs themselves. However, if the member has joined the PPP, funds will be released to chase the debt on any bad payments and debtors amongst the UFN networks.

- **Will you refund my PPP contributed payments if I leave the network?**

The first year of PPP contributions is non-refundable. PPP is refundable only after two (2) consecutive years of membership. The refundable rate is total contributions, less pro-rata share of money disbursed to complete any claims. A percentage of a minimum of 30% will be retained to cover any expenses that are anticipated to arise for future claims, such as legal or cost of debt collection.



- **What happens to any member who fails to offer shipments within the network?**

If a member is seen to be receiving shipments but never offering, they will be warned and asked to change their working practices. Should they fail to cooperate, they will be expelled and immediately replaced by awaiting waiting list agent.

- **What happens if I am not working well-matched with a UFN member in a city/county?**

If the lack of compatibility is due to quality in the services provided, you should report it to UFN administration for investigation and appropriate action. Otherwise, you may use another UFN member in the same country or find an agent on your own accord.

- **What can cause a member's expulsion from the UFN?**

The reasons for expulsion can be one or multiple such as:

- Engaging in questionable or illegal business practices
- Providing poor quality of service to members and/or clients
- Neglecting responsibilities pertaining to other member and/or clients
- The failure to cooperate with or request cooperation from members
- A recurrent of late payments on invoices issued by members
- Failure to pay invoices issued by members
- Failure to attend two (2) consecutive annual conferences/events
- Failure to actively contribute to sales/marketing promotion
- To act in bad faith in a dispute with another member
- Continuous violations of any other rules, regulations or terms

- **What are UFN's payment terms?**

Thirty (30) days is the payment period between members, excluding any VAT and taxes that will be paid immediately without credit terms.

- **Who is responsible for paying bank fees?**

The member that issues the invoice should receive the net amount of the invoice. Henceforth, the party that orders the bank transfer ought to cover the necessary expenses to make the payment on the invoice such as the bank charges, exchange rates, or other costs & fees. The member party receiving the payment will receive the total amount with no deductions for costs etc.

- **Which currency should I use to pay an invoice?**

UFN advises that payments between members to be made in the currency requested on the invoice. Members can use other currencies only when they have agreed in advance.

- **What happens if a member is late in paying an invoice?**

Agents should not have to spend their time collecting debts, UFN has a policy of zero-tolerance for late payments. The unpaid agent should contact UFN administration immediately and the member will be contacted and given 5 business days' notice to complete the payment. If payment is not made, the member will be expelled from UFN.



- **If I consign a shipment to a UFN member, how can I ensure that it will be handled properly? How can I ensure that I will not be requested to pay excessive charges?**

UFN members understand that it is in their interest to treat customers well, as they may earn business from them in the future. In the instance of any unprofessional behavior by other members, our members agree to report such incidences to the UFN administration.

- **Do I have to attend the UFN Annual Meeting/Conference?**

We require that at least one (1) senior member of staff from each company to attend the annual meeting/conference. Any company that fails to send any representation for two (2) consecutive annual meetings/conference will be expelled from the network.

- **Why should I attend the UFN Annual Meeting/Conference?**

The meeting/conference provides you an opportunity to develop a robust global network of agents. To create a reliable network of agents may require a considerable expense from you in terms of both time and money while traveling the globe to meet and build relationships with partners. Therefore, UFN members collaborate at one location yearly. This saves you from office absences and travel expenses.

Without a doubt, this is the primary benefit that you can take advantage of as a UFN member. It is of the most importance that all members attend the annual meeting/conference. It is your opportunity to promote & market your business on an international platform, do deals, and build lasting relationships. The meetings/conferences are also the best venue for you to seek out industry best practices and discuss solutions to industry-wide challenges.

- **What happens at a UFN Annual Meeting?**

The annual meeting/conference typically lasts 2 to 3 days long. We begin with a cocktail party on the first evening and then what follows are any scheduled presentations or one-to-one meetings. In addition, we take a tour of the local area and have a gala dinner. This is an additional event where you can continue to network & collaborate.

- **Do I have to use the UFN logo?**

It is optional to use the UFN logo. But we highly recommend that members display the UFN logo alongside their company logo with communications their customers, suppliers, and the public in general. You can use the logo on email auto-signatures and websites both to indicate their membership of the network and to promote the brand.

- **Where can I find the instructions on how to use the UFN logo?**

We will make available to you our Branding Manual, which can be downloaded from the members' section on our website.