



INBOX

PARTNER NEWS

DHL / Airborne Integration Update

This spring brought the integration of Airborne Express into the DHL brand as the two websites became one, transitional uniforms were put in place, and pick up and delivery times were consolidated. Here are a few things you can expect to see this summer:

- **Waybill.** A new DHL waybill for domestic and ground shipments is currently available and is being rolled out to customers gradually. See article on reverse for details.
- **Vehicles.** All vehicle re-branding will be completed by September.
- **Drop Boxes.** New drop boxes will begin to be placed in August with the majority being replaced this fall and winter.
- **Packaging Supplies.** New letter envelopes, packs, boxes, padded pouches and more are now available. Please continue to deplete your stock of packaging supplies and watch for the new materials as they make their way to your area.

Roadway Delivers Trade Show Booths On Time—Guaranteed

In March, Roadway Express® became the first freight carrier to offer guaranteed delivery for all exhibit shipments inbound to any tradeshow site in the U.S. and Canada. Now, when you ship your trade show freight, you are guaranteed complete, on-time delivery at no additional cost.

Do You Need A Shipping Contract?

Some shipping companies are asking customers to sign a shipping contract. Do you need one?

There's a growing trend in the shipping industry to require business customers to sign a shipping "contract." Both FedEx® and UPS® utilize "contracts" for businesses in exchange for reduced rates. However, they often do a poor job reviewing and explaining these documents, leaving shippers frustrated when they don't receive the discounts they were promised and helpless to correct it.

At Unishippers, while we don't require "contracts," we do get calls every day from customers in this exact predicament. As we sit down and review their shipping needs, we regularly find fundamental errors in "contracts" from other vendors.

The Shipping "Contract"

Let's begin by dispelling a common misnomer. While major carriers refer to their shipping agreements as a "contract," they are, in fact pricing agreements. If your shipping volume drops below the agreed upon amount, the discounts do not apply. Additionally, you may find they have an "out-clause." In UPS agreements you'll find this phrase: "UPS and the Customer agree that either party may terminate this Agreement upon 30 calendar days written notice." The 30 days notice is nice, but it's not necessary. If you aren't happy with the service, or have found a company that offers you better rates, you can stop shipping at any time.

Pitfalls to Avoid

Let's face it: these contracts can be confusing. Here are some of the problems our Shipping Consultants frequently see:

- **Additional accounts or locations are not included in the discounts** unless specifically noted on the agreement. If you open additional locations, you must contact the carrier to adjust your shipping characteristics and discount.
- **Not all services are covered.** If your agreement doesn't specifically state ground, international or inbound, then you are probably paying retail rates for these services – and they are not being counted towards your minimums.
- **Oversize charges add up fast.** Oversize charges (OS 1, OS 2, and OS 3) are subject to extra fees and weight charges. It is often cheaper and faster to ship them as air freight through an alternate carrier.
- **Rates increase quickly for not hitting your minimums,** but decrease slowly for surpassing them.

In Your Best Interest

So, do you need to sign a contract just to get shipping discounts? Probably not. We've seen too many customers confused about what counts, what doesn't, and just not seeing the savings they thought they were going to get.

Whether a contract is right for your business is up to you. Simply make sure you know what you're getting into and watch for these pitfalls. Remember, shipping doesn't have to be confusing. Call the shipping experts at Unishippers and get the help you need – no contracts necessary.

Customer Chronicles

MCS Sees Unishippers As More Than a Vendor – a Partner



"They provide for us professionally and care about us personally. It's great to work with a company that is looking out for us instead of just the bottom line."

— Marc Valenta, Account Manager, MCS

What do NASCAR tires, two-foot-tall Santa Clauses, and cell phone-shaped T-shirts have in common? Marketing and Communication Strategies (MCS) of Cedar Rapids, IA has shipped these plus a wide range of other specialty items for the last nine years and Unishippers has been there every step of the way.

With diverse clients across the United States, there's no routine for what, when, and how much MCS will need to ship. From the start, MCS found that working with Unishippers relieved them of the bulk of the shipping burden. Unishippers did the groundwork and came back with answers and options.

Kerry Green, Unishippers Sales Consultant for Cedar Rapids, has built a relationship of trust with MCS over the years. "We're not just a low-cost shipping vendor for MCS; we

know them personally and care about their success," and that's not just lip service.

Recently, MCS was struggling to meet a tight deadline to send a 3,500-piece shipment. When Kerry heard about the situation, he and a few of his office mates drove to MCS and began printing labels as fast as the folks at MCS could stick them on the boxes. Together they filled Airborne's truck – and Kerry's SUV – and made it to the airport with a few minutes to spare.

"We are a priority for Unishippers," said Marc Valenta, Account Manager at MCS. "They provide for us professionally and care about us personally. It's great to work with a company that is looking out for us instead of just the bottom line."

We couldn't agree more!

Need New DHL Supplies? Order Today. (See reverse to complete delivery information)

Complete this order form and mail in to the return address on this newsletter, enclose the form with your next invoice, or give us a call. See reverse to complete delivery information.

Express Documents Envelope
Holds 30 letter-sized pages or eight ounces including packaging.
Qty. _____

Medium Box
Designed for shipments of binders, catalogs and brochures.
Qty. _____

Large Express Flyer Bag
Tear-resistant bag holds unbreakable items such as bulky reports.
Qty. _____

Express Tubes
Offers extra protection when sending art, blueprints, charts etc.
Qty. _____

Waybills (Blank)
As available.
Qty. _____

Small Box
Heavy construction offers added protection for documents.
Qty. _____

Large Box
Large enough to send video tapes, oversized papers, manuals, etc.
Qty. _____

Small Express Flyer Bag
Tear-resistant bag holds oversized documents and odd-sized pieces.
Qty. _____

Waybill Pouch
Clear-window pouch that holds all shipment documentation.
Qty. _____

Other _____
Qty. _____



IMPORTANT NOTE:

When DHL and Airborne are fully integrated, DHL branded supplies and waybills will become the standard. For now, Airborne supplies will continue to be acceptable as the new DHL supplies are gradually phased in. You can use either carrier's supplies during the transition.

DHL supplies delivered as available.

Company Name: _____
 Attention to: _____
 Address: _____
 City: _____
 State: _____
 Zip: _____
 Your Airborne Account Number: _____
 Phone: _____

Complete this order form and mail in the return address on this newsletter, or enclose the form with your next invoice, or give us a call. See reverse for supply options.

DHL Supplies Delivery Information



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- Do You Need a Shipping Contract?
- New DHL Waybills Hit the Street
- 5 Express Fees You Can Easily Avoid
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unishippers.com

Did U Know?

New DHL Waybills Hit the Street

Note: Visit www.unishippers.com for more information on how to prepare a waybill.

Have you seen DHL's new domestic waybills? These new waybills for domestic and ground shipments are starting to hit the streets. As your shipping partner, we can help you know how and when to use the new waybills to ship your letters and packages.

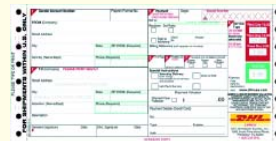
Here's a simple checklist of tips you need to know to complete these new waybills properly and avoid extra charges:

- ❑ **Don't use the credit card option.** This option is not yet available to our customers. To ensure you don't pay retail rates, always use your account number. Or, select the Bill 3rd Party option.
- ❑ **Use your Airborne Express account number.** Until further notice, if you were originally set up with an Airborne account number, continue to use your Airborne account number for your domestic express shipping, even when using DHL waybills and packaging.

- ❑ **Continue using your Airborne packaging.** Whether you use the Airborne airbill or the DHL waybill, it's okay to continue to use your Airborne packaging until your stock is depleted. (See order form at the bottom of this newsletter to order DHL supplies.)
- ❑ **Remember to record the weight of your shipment.** It's important to include the weight of your shipment as a whole number, rounded up to the nearest pound.
- ❑ **Prepare your Ground shipments online or use the new waybill.** You can now choose to prepare your waybill online via WebShip or use the new printed waybill — it's your choice!

When do you start using these new waybills? DHL is implementing the new waybills gradually, so you can use them as soon as you receive them. In the interim, continue to use all Airborne airbills in your inventory. It's likely you'll receive the

new waybills when you order more this summer. Be sure to keep this newsletter handy to help you complete your first few waybills and avoid any errors or additional fees. You can also give us a call anytime, we're here to help.



NEW DHL Express Waybill



NEW DHL Ground Waybill

S A V I N G U Time, Trouble and Money

5 Express Fees You Can Easily Avoid
 Reduce Your Shipping Costs by Avoiding Accessorial Fees

An accessorial fee is a supplemental charge for providing additional services beyond the transportation of packages. Some of these fees can't be avoided — such as shipping to a residence — but there are several you can avoid. Here are a few our shipping experts see on a regular basis, and how you can avoid them and save money:

- **Exception Handling fee** is charged for odd-sized items such as those shipped in crates, pails or circular boxes. These have to be manually routed and may therefore incur an additional charge. You may avoid this fee by using a box or other standardized packaging. When shipping oversize documents such as blueprints, use DHL's triangular tube rather than a round document tube.
- **Address Correction Service fee** is charged for incomplete or incorrect addresses. Avoid

this fee by using DHL WebShip, the online shipping tool available at www.unishippers.com, which also saves you valuable time by storing the addresses and auto-populating the correct fields so you don't have to look them up.

- **Re-invoice fee** is charged when you send a shipment "Bill Recipient" and the recipient either refuses to pay the related fees or the account number entered is incorrect. To avoid this fee make sure to verify the account number with the recipient, or use the "Bill Sender" option.
- **Pickup fee** is the fee for having DHL pick up individual shipments at your office. To avoid this fee you can use a drop box (locate the one nearest you at www.unishippers.com) or send

at least five packages per day — any combination of domestic, international or ground.

- **Default Weight** of two lbs. or an additional service charge may apply when no weight or an incorrect weight is recorded on the waybill. Avoid these costs by entering the correct weight of your shipment and checking the appropriate boxes if shipping a Letter Express envelope weighing eight ounces or less or an Express Pack weighing two pounds or less. Always round up to the nearest pound; don't use fractions or ounces.

These are a few of the accessorial charges we see on a regular basis. If you'd like additional information on accessorial and how to avoid them, just give us a call.