

EXPECT MORE FROM YOUR AIR FREIGHT PARTNER

Today's dynamic global markets demand an Air Freight partner who is able to take on more of your logistics load.

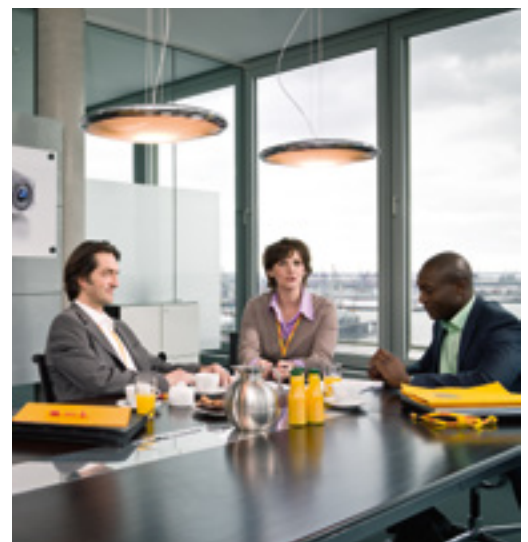
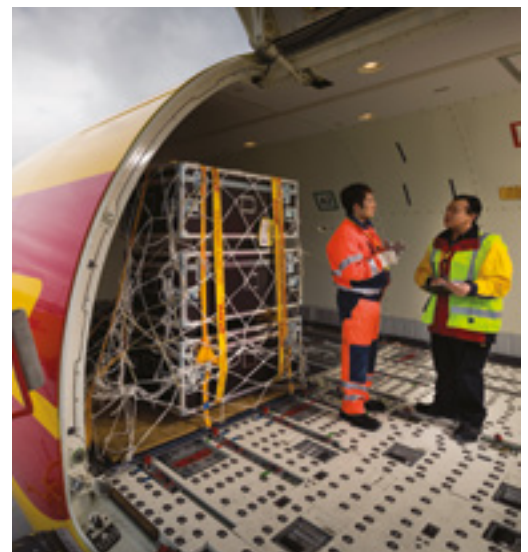
The challenge is to find a supplier able to offer increased capacity across more routes worldwide, who strikes the right balance between budgets and outstanding service quality, and provides a single, dedicated point of contact that will save you time.

That's why more international businesses are choosing DHL Global Forwarding as the air freight partner.

With over 15,000 consolidation flights every week and daily flights from more major locations, we maintain a fast, secure and flexible service with the visibility and assured supply chain management you demand.

From tailored sector-specific solutions to simple volume air freight, no one offers a broader range of services for every size of business, including:

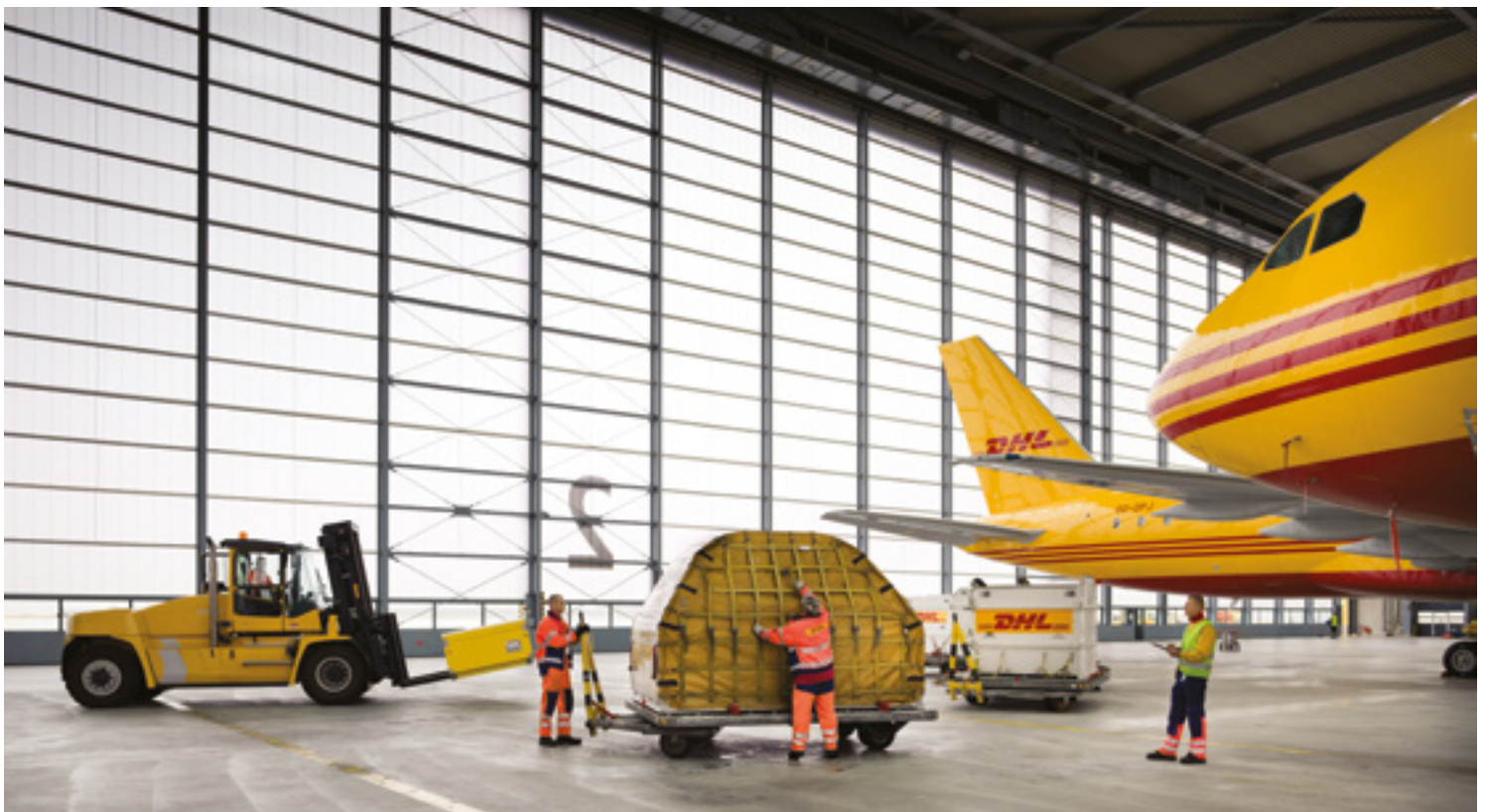
- Temperature controlled shipments for the Life Sciences and Healthcare
- Multi-modal track and trace for greater certainty
- Customs expertise where you need it most
- Charter solutions for oversize and specialist cargo
- Easy to use information systems



MORE AIR FREIGHT SERVICES THAN ANY OTHER CARRIER...

As well as access to the greatest global network, DHL Air Freight provides a range of valuable additional services. Whatever your ambitions or plans, we have the scope to support them:

- We work with you to understand all your requirements and provide a dedicated service contract.
- We consolidate Air Freight from various countries at regional hubs with guaranteed uplifts.
- We can blend Air, Ocean and Road Freight to provide a seamless modal mix built around your schedules and cost requirements.
- Our Door-to-More product is an easy-to-use direct distribution service with all-in-one booking – and the online application gives you end-to-end visibility of each item.
- We lead the industry in investing in security screening.
- Through our DHL SameDay product category we offer a choice of mission-critical air and road services
- By building our own ULDs on major routes, we prevent individual consignments from being split. This ensures faster direct recovery times, reduces the risk of damage or theft, and optimizes unit charges by combining dense and lightweight cargo
- Around the world, we invest in our own teams of dedicated, DHL airport-based staff to ensure that Air Freight always delivers high levels of safety and security. So when our customers trust their Air Freight to us, it will be managed by us, not by airport ground handlers or airline staff.



DHL AIR FREIGHT

Air Freight is a category of products that predominantly use an air mode and offer a choice of delivery speeds. Whether your goods need; priority, speed or special handling, we have a service that suits your requirements.

DHL Air Priority

Typical transit time 1-2 days

DHL Air Priority provides the fastest possible door-to-door freight forwarding transit time from time of pick-up, using the first scheduled carrier flight out. Best serving time sensitive freight, DHL Air Priority provides expedited shipment clearance and handling at origin and destination.

DHL Air Connect

Typical transit time 3-5 days

DHL Air Connect is the fast and flexible competitive choice for moving a wide range of freight shipments, from anywhere to anywhere. Depending on the lane DHL Air Connect offers a typical transit time of three to five days.

DHL Air Economy

Typical transit time 5-7 days

Using the most economical routing and carrier selection, DHL Air Economy is a cost effective product with no loss of customer service. For less time sensitive freight where reliability still counts, this is an economical choice.

DHL Air Charter

Provides flexible capacity and routing options for your special lift requirements. From new product launches and line down situations to handling oversize, heavyweight or other special cargo, we have qualified charter experts in key centers of trade.

DHL Air Thermonet

DHL Air Thermonet is the global standard for temperature-controlled life sciences Air Freight shipments, delivering regulatory compliance with higher visibility to the customers' product movement through the supply chain.

It's supported by a global Good Distribution Practice (GDP) compliant network of certified life sciences stations, regulatory compliant customer procedures, 24/7/365 proactive shipment monitoring and intervention. DHL Air Thermonet is managed through the dedicated IT system, LifeTrack.



DHL AIR FREIGHT

With efficiency and flexibility at their core, DHL's Air Freight capabilities can be customized to deliver you greater competitive advantage. Choose from our broad range of solution capabilities that can combine air, ocean and road transportation, provide premium management of your temperature-sensitive goods or offer an all-inclusive, door-to-door air freight price.

DHL Airfreight Plus

DHL Airfreight Plus makes Air Freight transport easy, offering a range of day definite transit times for door-to-door, Intra-European or Intra-Asia freight shipments, in a simple all-inclusive rate. Built upon DHL's feeder and carrier network, shipments benefit from daily departures, fixed schedules and local DHL expertise.

DHL Door-to-More

Combines DHL's leading intercontinental transportation capabilities with our comprehensive ground distribution network. DHL Door-to-More provides end-to-end transparency and helps shorten your delivery time to market – cutting supply chain costs.

Note: DHL Door-to-More can also use Ocean mode.

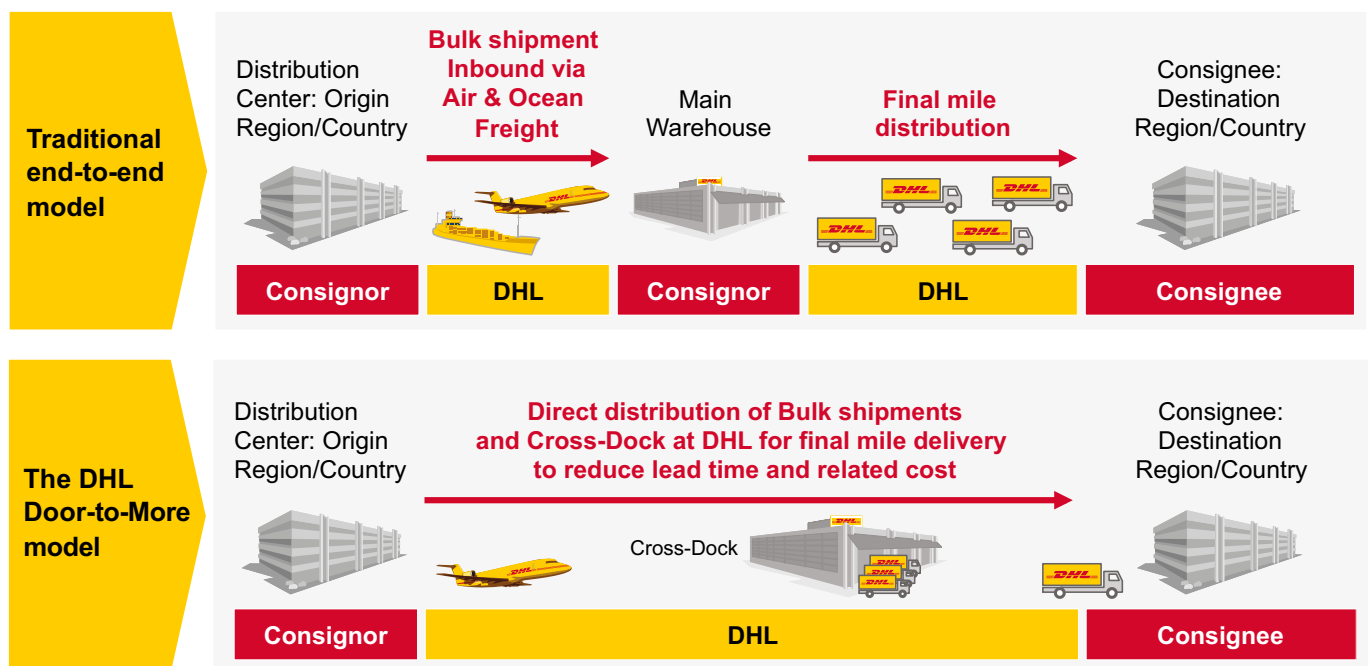
DHL SeAir

Combines the speed of Air Freight with the economy of Ocean Freight. This solution offers the ideal balance for improved transit times over conventional Less-Than-Container-Load (LCL) movement at a considerably lower cost than pure Air Freight.

DHL LifeConEx

DHL LifeConEx is the premium management solution for temperature sensitive goods in the pre-launch, launch and distribution stages. Provides post shipment diagnostics, FMEA and auditing plus cold chain optimization and data analysis services on all modes of transportation via DHL and non-DHL network.

The DHL Door-to-More Advantage



YOUR QUESTIONS ANSWERED



Why should I use a freight forwarder like DHL Global Forwarding?

There are many components in the supply chain. We eliminate all the pain and effort associated with dealing with carriers, customs, compliance, paperwork, etc. ensuring quality through control of the supply chain. We can offer you added value services as standard including insurance, transport to/from airports and security services.

If my cargo is lost or damaged will DHL Global Forwarding refund me?

Freight Forwarders and Carriers have limited liability under international conventions for the loss or damage of goods. In the case of an incident, your compensation is normally calculated against a 'standard' liability clause. For this reason, we offer DHL Cargo Insurance to cover the gap between standard liability and the full value of your goods. Your local sales representative can provide full details and cover.

Are there any restrictions on what I can ship?

The size and weight of your shipment might restrict how quickly we are able to move it through the air, and some goods are regulated by international law. However, we will work with you to meet your requirements.

What will I see on the invoice?

We can offer all-in pricing to make your invoices clearer. We want to ensure there are no surprises so you can accurately predict what you will pay.

What if I can't afford Air Freight?

A combination of **Air, Ocean and Road Freight** to maximize efficiency, with the emphasis on the **Air** component to ensure speed to market. By combining our products we can offer a seamless mix of transport modes to match delivery schedule and cost requirements.

What happens if my shipment is delayed?

We are committed to lead times and take steps to overcome delays through block space agreements or by alternative routing where possible. However, when a delay is unavoidable, we will work proactively with you to agree a suitable delivery time.

How do I find out where my shipment is?

DHL Interactive (DHLi) enables you to book, track and report on your shipments anytime, anywhere, giving you a consolidated view of your goods.

Why do I have to pay fuel surcharges?

Fuel prices can alter due to factors such as the time of year or International events. In order to minimize this impact, we quote as low a rate as possible and add the minimum amount of surcharge possible to cover the actual increased fuel costs.

WHY YOU SHOULD CHOOSE DHL AIR FREIGHT

Our DHL Air Freight product offering goes far beyond basic transportation, from sector-specific solutions to end-to-end integration, so that we can best support our customers in the optimization of their supply chain.



EXCEPTIONAL GLOBAL REACH

DHL Air Freight runs from every major market around the globe with over 15,000 consolidation flights per week – more than any other operator.

- With over 850 offices, we are always where our customers need us.
- Because of our reach and range of service, our customers need only deal with one company, so we can offer greater control over the customer's supply chain than anyone else.
- As part of Deutsche Post DHL we offer sound financial backing and stability. Our customers know we're going to be here today and tomorrow.



DEEP SECTOR EXPERTISE

Our in depth sector expertise means we can add real value to our customers' business.

- Sector specific expertise includes Automotive, Chemicals, Energy, Retail, Technology, Consumer, Engineering and Manufacturing, Life Sciences and Healthcare.
- Our investments in security and compliance are second to none, with highly experienced experts in customs and regulation to ensure freight moves quickly and securely.



LEADING PORTFOLIO OF PRODUCTS AND SOLUTIONS

In addition to our comprehensive range of services including blended air-ocean, road haulage, cargo insurance, security services and screening solutions, we also offer:

- Online information, customs brokerage and bonded warehousing – no other company has a broader range.
- We can ship products as a consolidated cargo and then break them down and distribute them using our DHL Door-to-More product in our controlled environment.
- Charter solutions for oversize, heavyweight cargo, dangerous goods, perishables and valuables.

Need more information about DHL Air Freight?
Talk to your local Sales Representative or contact
our Air Freight experts at www.dhl.com

