Companies across the world face significant financial and customer repercussions during business downtime. When a production line breaks down, when a spare part is needed to complete an order, when Force Majeure requires an alternative solution, every minute counts.

With DHL SameDay Jetline we can help you reduce and eliminate business downtime. From Next-flight-out to Charter Services and Onboard Courier, we can deliver your parts or paperwork wherever they are needed, no matter how remote the location.

**SOLUTIONS THAT CAN REDUCE YOUR BUSINESS DOWNTIME**

**PRODUCT**

- **DHL SameDay Jetline Unaccompanied shipment**
  - Direct flights* worldwide using the first available flight.

- **DHL SameDay Jetline Personally accompanied shipment**
  - Delivery by air: helicopter, private jet, charter or commercial flight.

**EXAMPLE SITUATION**

- No matter what the distance, DHL SameDay Jetline reaches all parts of the globe in the shortest possible time with its next-flight-out approach. We have access to commercial flights and DHL’s own network flights, and dedicated vehicles to deliver to and collect from each airport.

- When you need the highest protection for your high-value emergency shipment, choose our accompanied ‘secure’ option. We will provide you a charter service, by plane or even helicopter. For smaller shipments, a dedicated onboard courier keeps your package secure from the moment it is picked up, through to its delivery to the specific person you nominate at destination.

**MEETING YOUR NEEDS**

- Next-flight-out service to more than 200 countries and territories
- Door-to-door 24/7/365 service
- One transparent door-to-door price
- Proactive tracking and monitoring from pick up through to delivery
- Online, real-time tracking
- Pick up within 60 minutes** of order
- Customs clearance/document preparation
- Dangerous Goods & Temperature-Controlled Handling
- Extended white glove service
- A dedicated courier who personally accompanies your shipment from collection to delivery, regardless of the delivery method
- Available full charters, including helicopters and private jets if needed
- Oversized, overweight shipments, anywhere in the world

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*Subject to destination being served by a direct flight  ** Excludes out of gauge shipments and remote locations
DHL SameDay Jetline is our fastest emergency air solution between country origin and destination. For those shipments that need the highest level of security, select our accompanied ‘secure’ service and we’ll provide a charter service, or for smaller shipments, a dedicated onboard courier.

For both accompanied and unaccompanied requirements our specialist teams will coordinate the pick up, transport, delivery and tracking of your shipment. Each movement is tailored specifically to your needs and proactively monitored from origin to destination.

<table>
<thead>
<tr>
<th>OUR FEATURE</th>
<th>YOUR ADVANTAGE</th>
<th>HOW YOU BENEFIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next-flight-out</td>
<td>Achieve the fastest possible arrival based upon airline schedules, dedicated courier for pick up and delivery and no consolidation</td>
<td>Fastest possible end-to-end delivery</td>
</tr>
<tr>
<td>Accompanied air transportation</td>
<td>High-value goods are accompanied by a dedicated courier from collection through to delivery</td>
<td>Highest level of security and protection achieved</td>
</tr>
<tr>
<td>Shipment transportation by helicopter, small jet, charter or an onboard courier in a passenger seat</td>
<td>Flexibility in commercial uplift to suit your shipment’s size or urgency</td>
<td>Peace of mind that your shipment receives the highest level of safety and security</td>
</tr>
<tr>
<td>24/7/365 Customer Service</td>
<td>Immediate response to your needs and continuity of your supply chain</td>
<td>Minimize the impact the emergency can cause</td>
</tr>
<tr>
<td>Pick up within 60 minutes** of booking</td>
<td>No time wasted waiting for a scheduled delivery</td>
<td>Your shipment moves as soon as it’s ready</td>
</tr>
<tr>
<td>Proactive tracking and monitoring</td>
<td>Door-to-door monitoring and management of your shipment</td>
<td>Specialists proactively monitor your shipment against milestone exceptions</td>
</tr>
<tr>
<td>Simple all inclusive rate</td>
<td>Quoting made easy, one price for end-to-end shipping. A separate charge for customs clearance and airline security</td>
<td>You have greater control of your logistics costs</td>
</tr>
<tr>
<td>Online, real-time tracking</td>
<td>Shipment visibility at your fingertips</td>
<td>Know where your shipment is at all times</td>
</tr>
<tr>
<td>Holiday or weekend pick up as standard</td>
<td>Supply chain continuity each and every day</td>
<td>Rapid resolution of emergency situations all year round</td>
</tr>
</tbody>
</table>

**Excludes out of gauge shipments and remote locations

For more information please contact your local sales representative or visit us at www.dhlsameday.com