

# SKY HIGH QUALITY



EXCELLENCE. SIMPLY DELIVERED.



# SKY-HIGH QUALITY



Companies that operate on a worldwide basis are realizing the opportunities offered by globalization and are segmenting production sites and adapting distribution processes. Air freight logistics has become an important factor in supply chain management, keeping up the pace with the changing world market and ensuring costly backlogs or shortages are kept to a minimum.

As the global leader in air freight, carrying 12% of the total worldwide market, DHL Global Forwarding provides a personalized service to and from all key markets and competitive rates for all time and cost variants. Our air freight operations are managed through our own network including 7,000 specialists in 600 offices from over 150 countries worldwide. All air freight services are time-defined, and by working together with carefully selected preferred carriers, DHL Global Forwarding offers standardized connections and fixed schedules on all

main routes with commercial airlines as well as charter capacity. All logistics processes from pick-up to delivery are supported and controlled by leading-edge information management systems and provide the customer with full information transparency. Air freight traffic has been forecasted to grow at an average annual rate of over 5.9% for the next two decades, according to the 2010/2022 Boeing World Air Cargo Forecast. DHL Global Forwarding is in a key position to continue leading the future of air freight logistics.



# SHIPMENT REASSURANCE



## DHL INTERACTIVE ONLINE TOOLS

We have developed DHL Interactive to help streamline your shipping process. We will provide increased shipment information to that seen online, which ensures that you always have the greatest visibility of your freight from collection through to delivery. Shipment management benefits will be seen in both online booking and automatic route optimization. DHL Interactive's step by step approach makes certain that your requirements are covered and that critical information is saved.

## DHL CARGO INSURANCE

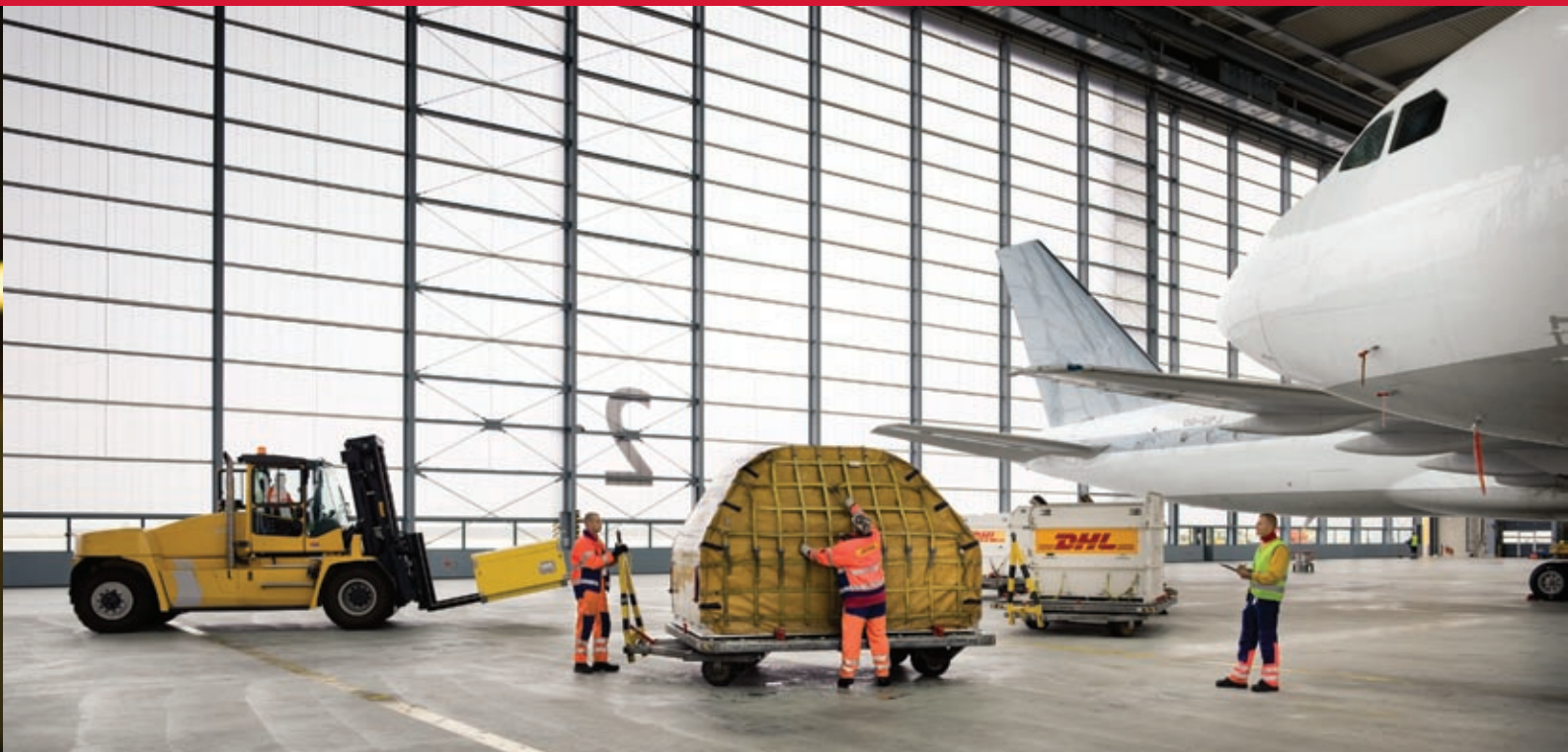
DHL is acknowledged within the industry for its insurance expertise. On top of the standard industry liability, we provide insurance services that offer you financial protection against the risk of physical loss or damage, from almost any external cause. Every year we insure billions of

euros worth of cargo. This gives us tremendous buying power and more favorable pricing than most shippers can command on their own. We offer a broad range of insurance programs, including all-risk coverage for ocean, air, ground, warehousing, and heavy industrial projects.

## SECURITY PROGRAMS

DHL Global Forwarding's high security standards have set the benchmark within the freight forwarding industry. Being one of the first logistics companies to join the Customs-Trade Partnership Against Terrorism (C-TPAT) program, we have been successfully certified and validated by US Customs. With an experienced global security team and a growing network of highly secured locations worldwide, DHL Global Forwarding is the right partner to handle your supply chain security requirements.

# TIME-DEFINED FREIGHT FORWARDING



## DHL AIR FIRST

Whether door-to-door or airport-to-airport, DHL AIR FIRST guarantees priority uplift. Your freight is placed on the first flight out and forwarded to assure the fastest transit time from airport-to-airport. Operating all day and everyday, when you next need priority uplift, DHL Global Forwarding is ready to handle your freight.



## DHL AIRFREIGHT PLUS

When your shipping needs change DHL Global Forwarding adapts. DHL AIRFREIGHT PLUS simplifies the shipping of heavyweight goods, where a day definite transit is required. One price is quoted and invoiced for door-to-door shipment delivery.

DHL AIRFREIGHT PLUS Europe offers you the greatest choice in transporting complex door-to-door shipments within Europe. Whether high value, bulky or dangerous goods, we offer a choice in delivery speed to best suit your shipment requirements.

DHL AIRFREIGHT PLUS Intercontinental offers day definite, door-to-door delivery of your heavyweight goods across the world. To make shipping even simpler we will clear your shipments through customs, you'll have full shipment tracking visibility and your shipping needs will be supported by a local DHL contact.



# FLEXIBLE CAPACITY

## DHL AIR PREMIUM

When you need a fast and competitive service for either door-to-door or and airport-to airport shipping DHL AIR PREMIUM is the right choice. Your shipment will arrive within three days at the airport of every major marketplace worldwide.

## DHL AIR VALUE

By using creative routing via major gateways, our DHL AIR VALUE service provides deep cost savings. For less time sensitive cargo where a slight increase in transit time is acceptable, DHL AIR VALUE provides an economical alternative to DHL AIR PREMIUM.

## CHARTER

At DHL Global Forwarding chartering additional air freight capacity where there is limited commercial carrier airlift is part of our everyday business. Part and full charter is the preferred solution for businesses that are launching new products during peak season or have oversized cargo. Our highly qualified specialists around the globe offer tailor-made solutions for your logistics needs.

## DHL SEAIR

The alternative to the speed of air freight and the lower cost of ocean freight is a combination of both. Customers benefit from our outstanding strength in air and ocean freight. We provide real-time visibility at every step throughout the transportation chain from origin to destination.

## HAND CARRY CAPABILITIES

Special on-board couriers are available to and from most major markets across the world. Since the courier is accompanying the shipment, it is guaranteed to be on the designated flight. DHL Global Forwarding will pick-up at origin and deliver to the ultimate destination. Proof of delivery will be confirmed by telephone anywhere in the world.



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