

Introducing the New DHL Express Product Portfolio

Dear Valued Customer,

At DHL we strive to create a superior shipping experience by being the most responsive company in the industry. DHL Express is pleased to announce a new extended Product Portfolio offering you more time definite delivery choices than anyone in the industry!

Our product portfolio has been conveniently organized according to delivery times, making it simple to choose the service that is right for you. International service options will now be:

- DHL EXPRESS 9:00
- DHL EXPRESS 10:30
- DHL EXPRESS 12:00
- DHL EXPRESS WORLDWIDE
- DHL INTERNATIONAL GROUND

How will this change the way you ship with WebShip?

For International shipments, there are two main changes to note on the main WebShip Shipping screen.

- 1) **Product listing.** The above International Products are available for your selection in what used to be the Service dropdown in the main WebShip shipping screen under Shipment Information. Note that not all products are available for every destination address you ship to. Each country has different guidelines in terms of product offering. When Completing your shipment, WebShip will inform you if the selected Product is not available for the selected Receiver.

Here are the Products that will display when a US destination is specified:

The screenshot shows the 'SHIPMENT INFORMATION' section of the WebShip interface. It features several input fields and dropdown menus:

- Product:** A dropdown menu currently showing 'DHL EXPRESS WORLDWIDE' with a blue arrow icon and a red question mark icon to its right.
- Shipment Date:** A dropdown menu with three options: 'DHL INTERNATIONAL GROUND', 'DHL EXPRESS WORLDWIDE' (highlighted in blue), and 'DHL EXPRESS 10:30'.
- Ready Time:** A text input field containing '14:44'.
- Pickup/Drop off:** A dropdown menu showing 'Pickup-Office' with a blue arrow icon and a red question mark icon to its right.

Here are the Products that will display when an International (non US) destination is specified:

SHIPMENT INFORMATION

Product: DHL EXPRESS WORLDWIDE

Shipment Date: DHL EXPRESS 9:00
DHL EXPRESS 12:00
DHL EXPRESS WORLDWIDE

Ready Time: 14:44

Pickup/Drop off: Pickup-Office

- 2) **Dutiable vs. Non-Dutiable selection.** You will now notice Dutiable (Nondoc) vs. Non-dutiable (Doc) checkboxes as a replacement for the International Products WPX (NONDOC) and DOX (DOC). If your shipment is dutiable, check the Dutiable checkbox, if your shipment is not dutiable, check the Non-Dutiable checkbox. Click on the help icon for additional details on how to determine if your shipment is dutiable or non-dutiable.

INTERNATIONAL SERVICE

Duties: Dutiable NonDutiable

Declared Value: \$1.00

Does this change the International Labels?

The International labels will only change subtly with new codes that will print on each international label. Here is a table of the International Products and the related Label code that you will see print in the middle of your labels.

Product	Dutiable Shipment?	Label Code
DHL Express Worldwide	No	DOX
DHL Express Worldwide	Yes	WPX
DHL Express 9:00	No	TDK
DHL Express 9:00	Yes	TDE
DHL Express 10:30	No	TDK

DHL Express 10:30	Yes	TDE
DHL Express 12:00	No	TDT
DHL Express 12:00	Yes	TDY
DHL International Ground		ESU

Are there any changes to Domestic shipments?

For Domestic shipments, you will notice a slight change in the way you select 9AM shipments.

Here is a screenshot of how 9AM value added service was selected in the previous version of WebShip:

DOMESTIC SERVICE

9 AM Service: ? Fragile: ?

Saturday Service: ? Residential: ?

Special Handling: Non-Pack ?

Here is a screenshot of how 9AM value added service is selected in this new version of WebShip:

SHIPMENT INFORMATION

Product : DHL GROUND ?

Shipment Date: DHL GROUND
 DHL DOMESTIC EXPRESS
 DHL DOMESTIC EXPRESS 9:00

Ready Time: 14:44

Pickup/Drop off: Pickup-Office ?

Notice that 9AM shipments are now specified by selecting the DHL Domestic Express 9:00 Product in the Product dropdown list.

Should you have any questions, please do not hesitate to contact your DHL Express Sales Executive or DHL Technical Support at 1-877-549-3638. We look forward to providing you flexible shipping solutions that exceed your expectations in 2008 and for years to come.

Regards,
The DHL Express Canada WebShip team