

# DHL AIR FORWARD DELIVERING RELIABILITY AT THE SPEED YOU NEED



EXCELLENCE. SIMPLY DELIVERED.



# 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:

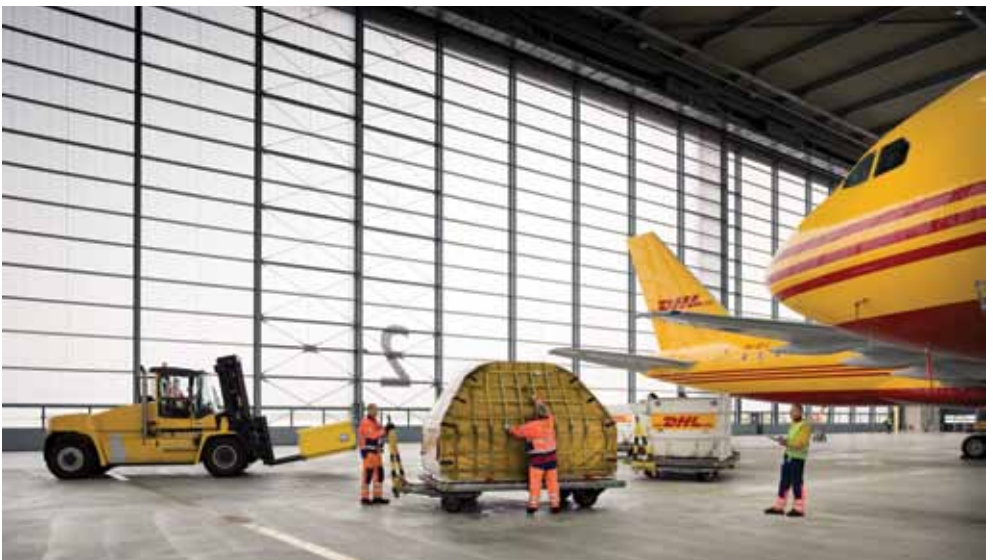
- Temperature controlled shipments for the Life Sciences and Healthcare
- Multi-modal track and trace for greater certainty
- Customs expertise where you need it most
- Charter solutions for oversize and specialist cargo
- Easy to use information systems



# MORE AIR FREIGHT SERVICES THAN ANY OTHER CARRIER...

As well as access to the greatest global network, DHL AIR FORWARD 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.
- 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 can blend Air and Ocean Freight to provide a seamless mix built around your schedules and cost requirements.
- We lead the industry in investing in security screening.
- 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 FORWARD 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 FORWARD

**AIR FORWARD 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 solution that suits your requirements.**

## **DHL AIR PRIORITY**

For time sensitive cargo DHL AIR PRIORITY is the right choice. It includes priority handling at origin, first flight out, expedited clearance and delivery at destination to ensure fast door to door performance.

## **DHL AIR CONNECT**

With over 17,000 scheduled departures per week from over 250 city pairs DHL AIR CONNECT is the right balance of speed and efficiency for moving a wide range of shipments door to door to every major marketplace worldwide.

## **DHL AIR ECONOMY**

Using alternative routing and carrier selection, DHL AIR ECONOMY is a cost effective product with no loss of customer service. For less time sensitive cargo 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 THERMONET**

Is the global standard for temperature-controlled life sciences air freight, delivers unparalleled visibility supported by a worldwide network of Good Distribution Practice (GDP) certified life sciences stations, regulatory compliant customer procedures, 24/7/365 proactive shipment monitoring and intervention, managed through the industry's only purpose-built IT system, LifeTrack.

## **DHL LIFECONEX**

DHL LIFECONEX is our premium management Solution for temperature sensitive goods in the pre-launch, launch and distribution stages through visibility, accuracy, quality, and efficiency. With post shipment diagnostics, FMEA, auditing and support, DHL LIFECONEX is further enhanced through cold chain optimization and data analysis services.

# DHL AIR FORWARD

## DHL AIR COMBINED

A combination of AIR, OCEAN, GROUND FORWARD 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.

- **DHL DOOR-TO-MORE™**

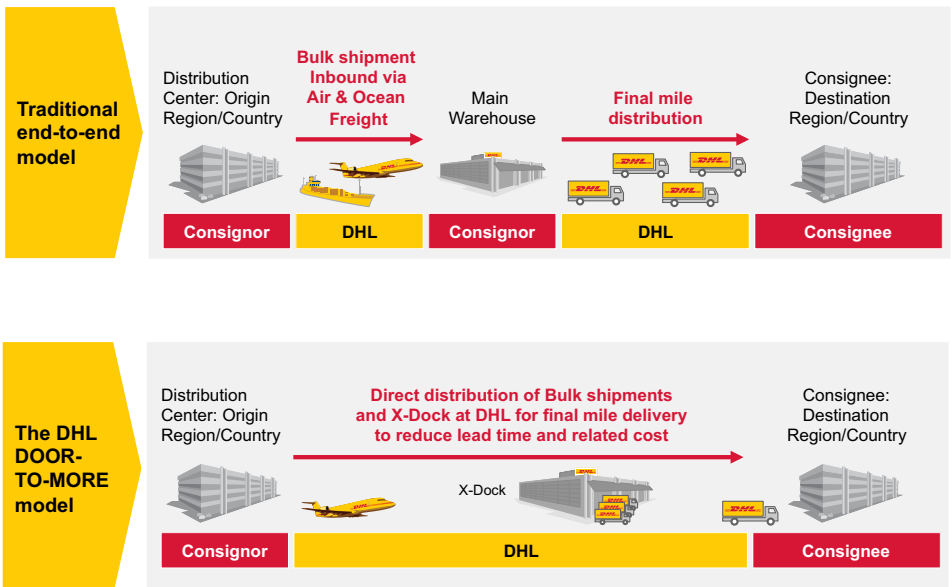
Combines DHL's leading intercontinental transportation capabilities with our comprehensive ground distribution network. DHL DOOR-TO-MORE™ provides end-to-end transparency and helps shorten your delivery time to market – cutting supply chain costs.

Note: DHL DOOR-TO-MORE™ can also use Ocean mode.

- **DHL SEAIR**

Combines the speed of AIR FORWARD Products with the economy of OCEAN FORWARD. This Product 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.

## THE DHL DOOR-TO-MORE™ ADVANTAGE



# WHY YOU SHOULD CHOOSE DHL AIR FORWARD



## EXCEPTIONAL GLOBAL REACH

DHL AIR FORWARD runs from every major market around the globe with 15,000 consolidation flights every week – more than any other operator.

- With over 850 offices, we are always where you need us.
- Our reach and range of service means you only deal with one company, giving you greater control over your supply chain.
- As part of Deutsche Post DHL we promise sound financial backing and stability.



## DEEP SECTOR EXPERTISE

Our in depth sector expertise means we can add real value to your business.

- Sector specific expertise includes Automotive, Energy, Chemicals, Retail, Technology, Consumer, Engineering and Manufacturing, Life Sciences and Healthcare.
- Security and compliance are important to us, that's why we have highly experienced experts in customs and regulations 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, valuables.

# 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 Rep 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?”**

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## **“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.

**Need more information about DHL AIR FORWARD?**  
Talk to your local Sales Rep or contact our  
AIR FORWARD experts at [www.dhl.com](http://www.dhl.com)

