

INBOX

INDUSTRY NEWS

📍 DHL Delivers for Nationwide Food Drive

DHL recently partnered with America's Second Harvest (The Nation's Food Bank Network) in DHL's second annual Thanksgiving Food Drive. During the seven weeks before the holiday, participating DHL Authorized Shipping Centers around the country served as collection points for donations of non-perishable food items and canned goods to help feed those in need. DHL then delivered the donations to local food banks across the United States by leveraging its U.S. ground network and employee volunteers.

📍 BAX Global Ranked 7th by Inbound Logistics Magazine's Top 100 3PL List

BAX Global was ranked seventh in a recent survey conducted by *Inbound Logistics Magazine* for their Top 100 3PL list. BAX Global, a \$2.9 billion supply chain management and transportation company (and a Unishippers partner), also received an Excellence Award from the magazine. The editors of *Inbound Logistics Magazine* chose the Top 100 3PLs from over 500 in the industry, through a comprehensive process including evaluating questionnaires, conducting research and soliciting reader feedback.

📍 DHL Launches Import Express Online

DHL recently launched DHL Import Express Online in the U.S. market. DHL Import Express Online is a Web-based tool created to support DHL's highly successful Import Express product. The tool allows users to arrange direct or third party imports quickly and efficiently from the convenience of their desktops. It provides an added level of security by eliminating the need for importers to provide suppliers with their account number, thereby preventing unauthorized use.

DHL: A Reliability Leader

Carrier's focus on infrastructure and customer service enhances reliability, study says.

Today's aggressive business environment has increased competition that has resulted in improved service in a variety of industries. Customers expect more and companies must deliver more in order to survive. In the shipping industry, the need for time-definite shipments has created a massive market. In fact, the U.S. Express shipping market is valued at approximately \$70 billion, making it the single largest market for express distribution in the world.

While DHL is the market leader in all regions outside of the U.S., FedEx® and UPS® hold a combined market share of over 70% of the U.S. market. Yet DHL's acquisition of Airborne Express in 2003 and its subsequent investments in infrastructure and technology have made it a very competitive alternative to the FedEx-UPS duopoly.

Anxious to demonstrate its parity with FedEx and UPS in the U.S. market, DHL commissioned a study earlier this year with an independent research organization, PA Consulting Group. The purpose of the study was to understand DHL's 10:30 am delivery performance in relation to its major competitors, as seen through the eyes of the customer.

PA Consulting Group designed research that would accurately and objectively monitor the performance of DHL against key competitors and provide information that could be used to improve operational performance during a period of aggressive growth. The study was designed to test shipments between 44 of the 50 largest cities in the U.S. and in four major regions. In total, each of the 20 destination cities received 240 packages each from DHL, FedEx and UPS for a total of 720 packages. Overall, 14,400 shipments were included in the study to ensure statistical validity.



The results of the study revealed that DHL performed as well, and in some cases better than FedEx and UPS. Nationally, DHL was in a statistical tie with UPS when it came to 10:30 am on time delivery - both were reported at 91%. FedEx came in third, delivering their 10:30 am packages on time 88% of the time. Among the 20 cities tested, DHL led on delivery reliability in 10 of the cities, while FedEx and UPS each led in five cities.

From its founding in San Francisco in 1969, DHL has grown into an international shipping power. Last year, the company moved 1.8 billion shipments worldwide. DHL has one of the most recognized brands in the world, and its parent company ranks 75th on Fortune's Global 500 list with \$60 billion in annual revenue. DHL's investment of more than \$1.2 billion into its infrastructure and technology enables the carrier to scan, sort, track and coordinate shipments with the utmost efficiency. The company's main hub is strategically located within a one-hour flight of two-thirds of the U.S. population, enabling customers' shipments to arrive on schedule.

In short, the performance study confirms that the reliability of DHL's service is certainly equal to the competition, which means that, as a Unishippers customer, you get the reliability of a solid national carrier and the local representation and excellent customer service you have come to expect from Unishippers.



Unishippers wishes you and yours a happy holiday season. May the new year bring you peace and prosperity.

Customer Chronicles

Freshness is Key for Vail Mountain Coffee & Tea Company



Chris Chantler, Vail Mountain Coffee & Tea Co.

Its rich, full flavor combined with its unique high altitude roasting makes Vail Mountain Coffee a one-of-a-kind gourmet drink. Located high in the Colorado Rockies near the base of Vail Mountain Ski Resort, the company depends on Unishippers for a very vital part of its business — inbound and outbound shipping.

It all started in the late 1980s, when Chris Chantler and Craig Arseneau were enjoying a ski vacation at the world-famous Vail

Mountain Ski Resort. While taking in the crisp mountain air and breathtaking scenery, they realized that there were no specialty coffee shops in the area, so shortly thereafter they opened up their first coffee shop, The Daily Grind. Their business was such a success that they opened up additional locations and decided to start roasting their own beans.

Today they roast about 350,000 pounds of coffee each year, distributing it to coffee houses, restaurants, hotels, supermarkets and convenience stores. One reason their coffee stands out from the competition is the high altitude roasting. Located at an elevation of 8,000 feet, the company has one of the highest coffee roasters in the world. At higher altitudes, longer roast cycles create fuller, richer roast flavors due to a lower vaporization point and lower roasting temperatures due to less oxygen, permitting the sugars and carbohydrates to caramelize slowly, resulting in a full-flavored, highly aromatic coffee with no bitterness.

Freshness is another key to the company's success. "We're one of the few roasters that puts a roasting date on our packaging," Chris says, emphasizing that the product must be shipped within 24 to 48 hours of roasting. "I don't have time to worry about shipping. I need to focus on the quality of my coffee and servicing my customers," Chris admits. "Unishippers has taken the headaches of shipping out of our business."

Unishippers of Colorado constantly works to get the company the best quotes and service possible. Unishippers franchise owner Norm Steen and his team work together to make sure their shipping needs are met, coordinating shipments for both outbound express shipments through DHL, as well as inbound shipping of pallets of coffees and teas using Unishippers' state-of-the-art Freight Manager tool. "We work hard to make sure they have what they need to succeed in their business," Norm says. "And their coffee is excellent," he adds.

A Holiday Gift for You

Redeem this coupon for **\$10 Off** your next invoice.

To redeem, simply clip off and return with your invoice. **Happy Holidays!**

Offer expires 12/31/06. Not redeemable for cash or credit. Not valid where prohibited.



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2006 DHL HOLIDAY SCHEDULE

Service Type	Ship-by Date
Next Day 10:30 am	Dec. 21
Next Day 12:00 pm	Dec. 21
Next Day 3:00 pm	Dec. 21
2nd Day	Dec. 19
Ground	Dec. 15

PLEASE NOTE:

- **Express Service Guarantee** will be suspended for overnight air and 2nd Day shipments to extend delivery times by 90 minutes for shipments scheduled for delivery between December 18, 2006 through December 24, 2006.
- **Ground Service Guarantee** will be suspended for ground shipments picked up and scheduled for delivery December 12, 2006 through December 24, 2006.

Monday	Tuesday	Wednesday	Thursday	Friday	Sat. /Sun.
4	5	6	7	8	9
<p>At left are dates to note for U.S. express and ground shipping during the holidays. For international and freight shipments, please visit our website, www.unishippers.com, or simply give us a call.</p> <p>The ship-by dates listed here are the dates shipments need to be shipped in order to reach their destinations in time for Christmas. We recommend that whenever possible, tender your holiday shipments early. Happy Holidays!</p> 					10
					16
18	19	20 Normal Operations.	21 Normal Operations.	22 Normal Pickup, Drop Box and Delivery Operations. Express shipments will be delivered on Tue., 12/26. 2nd Day shipments will be delivered on Wed., 12/27.	23 Normal Operations. Express shipments delivered on 12/26. Closed. Drop box service is not available.
25 Closed for Christmas Day.	26 Normal Operations.	27 Normal Operations.	28 Normal Operations.	29 Normal Operations. Express shipments will be delivered on 1/2/07. 2nd Day shipments will be delivered on 1/3/07.	24 Closed. Drop box service is not available.
1 Closed for New Year's Day.	2 Normal Operations.	3			31

S A V I N G



Time, Trouble and Money

Unishippers Technology Solutions Make Life Easier

As businesses seek to compete in today's market, technology continues to have a profound impact on virtually every industry throughout the world — and shipping is certainly no exception. Online scheduling, waybill creation and shipment tracking have made shipping simpler and more convenient. In addition, e-commerce solutions have streamlined organizations' ability to sell their products to customers all over the globe.

Recognizing these trends, Unishippers is committed to providing its customers with useful technology solutions that make their lives easier. The Unishippers technology team is constantly working on new applications that meet the needs of our increasingly diverse customer base.

International Shipping Solution

For example, last year Unishippers launched its own online shipping tool, Express Manager. Developed to empower Unishippers customers with powerful online shipping options, the tool lets customers see personalized rate estimates, compare costs on the various service levels, manage address book contacts and set up multiple-user accounts.

Although Express Manager was originally launched to handle domestic shipments only, the Unishippers technology team has been working with DHL to also include international shipping so customers can get price quotes and create waybills for overseas shipments.

Expected to be available early next year, the international shipping capability within Express Manager will be fully integrated within the application. In addition to displaying shipping rates to locations all over the world, Express Manager will help customers fill out important documentation such as the Shipper's Export Declaration (SED) and the Commercial Invoice. Express Manager will then assist shippers in submitting the appropriate information electronically to the U.S. government, and will allow them to print documents that need to accompany the shipment for customs.

E-Commerce Solution

Another exciting technology enhancement is a new tool called Unishippers PriceLink. This tool allows Unishippers customers who sell products online to get instant price quotes for their customers at the

time of checkout. Web developers of Unishippers customers will be able to link their sites to Unishippers' servers in order to get instant rate quotes for their customers. Since most customers want to know the cost of their shipping immediately, the tool will help Unishippers customers drive additional online growth with their customers. Web developers may also add handling fees to the total shipping cost before it is displayed to customers.

"We're excited to offer this very useful e-commerce tool," says Alan Humpherys, Director of Technology at Unishippers. "It is a great tool that allows our customers to give their customers instant shipping quotes at the moment of checkout, so they will know exactly what their shipping costs will be."

Unishippers PriceLink is now available. For details on how to get set up, including documentation for web developers, contact your local franchise office.