



INBOX

INDUSTRY NEWS

① **NASSTRAC Members Name Roadway Best LTL Carrier**

Roadway Express has been recognized as the "2005 Less-than-Truckload (LTL) Nationwide Carrier of the Year" by the National Small Shipments Traffic Conference. Conference members graded carriers on a quantitative scale in the areas of customer service, operational excellence, pricing, business relationship, industry leadership and technology. When the votes were tallied, Roadway ranked first among service providers. Roadway has been the recipient of the LTL Carrier of the Year Award for 16 consecutive years.

① **New DHL Service Center Planned for New York**

DHL recently began construction of its largest U.S. service center facility in New York City, New York. The \$181 million investment will consolidate two existing service center locations into a new 161,125-sq.-ft. facility to serve Manhattan pickup, delivery, and sorting operations. The new service center will increase throughput capacity from 10,000 to 15,000 pieces per hour, enhance the efficiencies, and secure DHL's ability to maintain a high level of service for years to come. The facility should be fully operational in May 2006.

① **UPS Pilots Request Release from Federal Mediation**

A new labor deal between UPS and the Independent Pilots Association (IPA), which represents the 2,500 UPS pilots, continues to be elusive. Although it's too early to know if a strike will happen, the two sides are mired in stalemated negotiations that are hardly reassuring for UPS shippers. The U.S. National Mediation Board is overseeing the negotiations, but has had little success in brokering a deal. An IPA spokesman says its pilots are digging in for a protracted fight.

Understanding Freight Classifications Saves Trouble

NMFC codes should be assessed correctly to avoid problems and fees.

Whether you ship freight regularly, or you're a total novice, it is important to know how to classify your freight properly to avoid problems and extra charges. Essentially, you need to know how your product is defined by the freight industry. In the world of shipping, different types of products - from chemicals to auto parts to electric can openers - are defined according to their makeup. Each product definition is called a classification. The class of your freight plays a prominent role in calculating how much your carrier will charge you for transporting it.

Based on an evaluation of density, stowability, loadability, ease of handling and liability, the commodities are grouped into one of 18 classes. For example, ping pong balls are class 500 (the most expensive class) because of their density (or lack thereof.) A carrier can fill an entire trailer full of ping pong balls without having much weight loaded. Since rates are based on weight and density, the rate for transporting ping pong balls is higher than it would be for something like heavy machine parts.

But who determines freight classes? It is the National Motor Freight Traffic Association (NMFTA), a nonprofit membership organization comprised of more than 1,100 motor carriers. As North America's leading authority on motor freight commodity classifications, the NMFTA provides both carriers and shippers with a standard by which to begin pricing negotiations and greatly simplifies the comparative evaluation of the many thousands of products moving in today's marketplace.

The NMFTA puts the rules, descriptions and ratings of all commodities moving in commerce in a publication called the National Motor Freight Classification (NMFC). With page after

page of item numbers, commodity descriptions and freight classes, the NMFC is an excellent reference book for both new shippers and transportation professionals. It describes not only shippers' responsibilities, but many of the responsibilities of carriers as well. The NMFC publication includes:

- A list of carriers who participate in the NMFC
- Descriptions of each item/commodity
- Rules specifically for shippers
- Packaging requirements
- Rules for freight loss and damage claims

Besides defining the classes of shipping commodities, the NMFC also assigns item numbers to each type of commodity. The item number is related not only to the commodity itself, but to its packaging, the material from which the commodity is made, and other considerations. Item numbers are associated with rates as well as commodity classifications. (The NMFA presets these product classifications quarterly.)

Needless to say, it is important to always include the correct NMFC number on the bill of lading in order to accurately identify each product you ship and avoid re-classification. Re-classification can cost you fees and delay your shipment. If the wrong NMFC number is used, it could hurt you in the event of damage or loss because the carrier would take the commodity description into consideration when determining claims payout liability.

The good news is that, as your shipping advisor, Unishippers can help you determine the freight classification and determine the correct NMFC number. Your Unishippers team members are experts in shipping and classification and can give you valuable guidance. So give us a call today!

Customer Chronicles

Milton A. Goldberg Company Delivers True Customer Service



Mark Goldberg, Milton A. Goldberg Company

Mark Goldberg knows the custom apparel and promotional items business. After all, he's been in it for most of his life. His father, Milton, started a discount women's apparel store in Washington D.C. in the early 1950s. Since then, Mark has helped to grow Milton A. Goldberg Company into a nationwide provider of customized apparel and promotional products.

Based in Beverly, Massachusetts, the company has customers throughout the United States, including large contracts for apparel with city

and state governments. With customers like the University of Massachusetts Alumni Association (Mark's alma mater) and MaidPro, a nationwide franchise organization specializing in home cleaning, Mark is constantly working to fulfill his customers' specific needs. Through his online store and personal contacts, Mark fulfills orders for items such as sweatshirts, hats and mugs every day.

He prides himself on his ability to help customers find new and creative ways to get their message out through apparel and promotional items. Whether he's fulfilling a large apparel order for the state of Arizona or working with a local charity to put a special logo on T-shirts for a fundraiser, Mark is energized by the fact that each day brings different challenges. As a one-man operation, he takes on a variety of roles, from salesman to bookkeeper, from graphic designer to shipping manager.

Of course, since his business depends heavily on shipping products, Mark is very glad he gave Unishippers a chance two years ago. "Before Unishippers came along I was a

lifelong customer of UPS. And while they are very efficient, I didn't have a personal relationship with anyone there," Mark says. "So when Jonathan Hudson from Unishippers visited me, I was very impressed. He was very professional and showed me how Unishippers could save me money," he adds.

Since then, Mark does all his shipping with Unishippers. Having a personal relationship with his local Unishippers office staff is extremely valuable. He enjoys being able to call for a rate quote and receiving not only the quote, but also a friendly, "By the way, Mark, how are you today?"

Mark believes that attention to customer service is what sets Milton A. Goldberg Company apart. "I'm old school, and I believe in servicing my customers to a higher degree than is currently acceptable in business," he says. "Unishippers shares that philosophy. If there ever is a problem, I know I can call them and be certain they'll take care of it. And that's a fantastic feeling."

Refer a friend and get **\$10** off your next invoice.

Help a friend find the savings and convenience of Unishippers. Contact us for details.



THE SHIPPING COMPANY THAT WORKS FOR YOU.®

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unishippers.com

Did Know? Changes and Reminders from DHL



Unishippers wants to make sure you have the latest information regarding the policies of its partner, DHL. Please take note of the following information:

New DHL Packaging Introduced

DHL recently modified its small, medium and large express box packaging. Instead of using self-sealing adhesive tape, the boxes now have tamper-proof locking tab flaps. The boxes will not be able to be opened without signs of tampering. Tested and approved by DHL's industrial engineers, the new boxes are more secure than those with adhesive tape. However, DHL still suggests using shipping tape to seal the packaging, for additional packaging integrity.

Be Sure to Void Non-Tendered Shipments

Many Unishippers customers use automated shipping programs such as DHL WebShip, Express Manager or EasyShip. Occasionally, shipments are created and assigned waybill numbers, but are not actually shipped. The problem is that when these shipments are not voided within the automation program, an invoice is created for the shipment.

When the error is eventually discovered, it can be corrected, but it can cause hassle and frustration for customers.

Within DHL WebShip, simply go to the Prepare Shipment page, select Pending Shipments from the left hand navigation pane and select the shipment(s) to be voided and then click Void. The process is virtually identical in Express Manager. Go to the Ship menu option and choose Pending Shipments, select the shipment to be voided and click Void. Be sure to void any shipment by the end of each day that you do not actually ship to avoid being billed incorrectly. If you have non-tendered shipments that were not voided by the end of the day, give us a call and we'll take care of it.

Oversize Limits Imposed

DHL no longer accepts packages over 150 pounds, along with packages with length of greater than 108" or in excess of 165" in combined length and girth. These restrictions pertain to both the Express and Ground products, but not International shipments. Unishippers customers

who have domestic shipments that exceed these size limitations, should contact their local Unishippers office to find out about LTL freight shipping options.

Dim Restrictions Reminder

Dimensional weight, also called "dim weight," is used because the space a package takes on a truck may cost the carrier more than the actual weight. As with FedEx and UPS, DHL charges dims on all packages, including those using DHL branded packaging. Consequently, it is a good idea to calculate the dim weight on every shipment, compare it to its actual weight and use the greater of the two to determine your shipping cost. Bear in mind that dim weight for Express, Ground and International are all calculated differently. Dim weight calculators are available on the Unishippers website (www.unishippers.com) in the customer service section.

For any questions or clarifications, give your local Unishippers office a call today!

S A V I N G



Time, Trouble and Money

Online Shipping Options Expand

Automated solutions for DHL shipments continue to increase in popularity as more and more Unishippers customers leave the manual waybills behind and start using technology tools. To better meet your shipping needs, Unishippers now offers a complete suite of automated shipping solutions, both web-based and desktop based. Each of these tools allows you to see your Unishippers pricing as you process shipments. Here's a short summary of the various options available to you:

Express Manager

This web-based tool, created exclusively for Unishippers customers is accessed from the Unishippers website, and works well for customers shipping up to 20 packages a day. The tool requires an Internet connection as you process shipments, and is accessible from ANY Windows or Macintosh computer with an Internet connection. Express Manager allows customers to make price comparisons before creating a waybill and now supports a number of thermal printers.

DHL EasyShip® Professional

This software-only solution runs on your own Windows PC. It provides batch mode processing of shipments, which means that it only needs to connect to DHL at the end of each shipping day. Once the software is installed, the unique Unishippers rates are loaded into it, allowing you to see your pricing while processing shipments.

DHL EasyShip® Professional Plus

Like DHL EasyShip® Professional, DHL EasyShip® Professional Plus supports the full suite of DHL domestic and international products and speeds shipping via offline processing. Qualified shippers receive a ready, out-of-the-box shipping station complete with hardware and software, onsite installation and training. This solution, available to high-volume customers, replaces the older Libra system.

DHL EasyShip® Enterprise

Formerly known as DHL Swift Ship, this solution

provides a higher capacity version of DHL's Easy Ship software. EasyShip Enterprise can support up to three PCs at a customer's site all using the system. In addition, this system is capable of interfacing automatically with many order entry and billing systems to allow a customer to completely automate the process of label creation. DHL provides all hardware and software plus onsite system installation and integration assistance to qualified shippers.

Other automation solutions from DHL such as WebShip, CorporateShip and EasyShip Connect are also available. Users of those tools can process shipments, but are unable to see their Unishippers price.

Unishippers and DHL are pleased to be able to offer you a complete suite of automated shipping solutions. The ultimate goal is to make it as easy as possible to ship with Unishippers. To find out which is right for your company, please give us a call.