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SHIPPING NEWS **U** CAN USE

FALL 2006

INBOX

INDUSTRY NEWS

U DHL Packaging Update

In anticipation of a new U.S. Department of Transportation regulation slated for October 1, 2006, DHL is issuing a new lab pack design and is discontinuing the old green lab packs. The new Exempt Human Specimens Lab Pack (LAB-ND) is designed for human or animal bodily fluids except probable infectious substances or diagnostic specimens. In addition, DHL Tri-tubes have been re-sized from 6x6x6 triangle that held a 3 3/8" diameter roll to a 5x5x6 triangle that holds a 2 7/8" diameter roll.

U DHL Delivers Footwear to Iraqi School Children

DHL recently assisted in the delivery of thousands of pairs of shoes destined for elementary-age school children in Iraq. Members of the U.S. military identified the need and dozens of school children of Hewlett Elementary School in Long Island responded by collecting more than 2,000 new shoes, flip flops, sneakers and sandals.

U Roadway Honors Baseball Legends

With the support of the Negro Leagues Baseball Museum, freight carrier Roadway Express[®] has introduced Times of Greatness, the first-ever mobile museum dedicated to Negro Leagues Baseball. Housed in a 53-foot trailer, the mobile educational exhibit offers a dynamic multi-media experience with historic film footage, one-of-a-kind photographs, interactive displays, players' equipment, team jerseys and other memorabilia from throughout the history of Negro Leagues Baseball. The Times of Greatness mobile exhibit visits professional ballparks, Roadway facilities and other exciting locations across the country. Visit www.roadway.com to learn more.

Message from the New President of Unishippers

The Unishippers Board of Directors recently appointed Dan Lockwood as President of Unishippers Association, Inc. The following is a message to you from Mr. Lockwood:

First, I would like to express my appreciation to all of our loyal customers. Unishippers is a customer-focused business with you at the heart of our organization. We hope you'll recognize the many ways we're working hard to achieve what's in your best interests.

A lot has changed since 1991 when I started my career as the owner of the Unishippers franchises in San Bernardino and Riverside, California. At that time, Unishippers offered essentially one product from one carrier — domestic overnight shipping with Airborne Express.

Today, Unishippers is the largest reseller of complete shipping services in the United States. We offer Domestic and International Express, Ground, full truckload and less-than truckload (LTL) freight, air freight, ocean shipping and bulk mail. Essentially we've become a one-stop shop for our customers' shipping needs.

By partnering with 80,000 small to mid-sized businesses just like you, we have developed strong partnerships with leading industry carriers like DHL, Roadway Express, BAX Global and USF, resulting in lower rates for you. Last year, on average, we saved our customers 20% on over 12 million shipments. So, ultimately, you benefit by receiving rates comparable to high-volume shippers while reaping the benefits of local customer service.

Each Unishippers franchise throughout the country is managed by industry experts who have a great deal of experience analyzing shipping trends and implementing programs

that dramatically impact the bottom line. In every customer relationship, members of the various Unishippers teams strive to create individual solutions that help you make smart choices and save money, while making the shipping experience as easy and worry-free as possible for you.

One way we're doing this is by investing substantial resources into state-of-the-art technology tools to make your life easier. By visiting www.unishippers.com you can take advantage of Unishippers online programs like Express Manager for DHL and Freight Manager for freight. Both provide shipment estimates, delivery times, address books and the necessary documentation to process your shipments. You can also easily schedule pickups, find drop boxes or answers to Frequently Asked Questions.

With DHL as a world-leading express partner, a well-developed network of freight carriers and useful technology tools for our customers, I believe Unishippers will continue to make significant strides in the shipping services industry. For you, our valued customers, that means even better customer service, competitive pricing and additional opportunities. We value your relationship and look forward to working with you for years to come.

Regards,

Dan Lockwood
President, Unishippers Association, Inc.



Customer Chronicles

Temecula Valley Bank Finds a Partner in Unishippers

It was a Friday afternoon when Unishippers shipping consultant Dave Hite decided to make one last sales call at a bank in rural Southern California. As he introduced himself and talked about the benefits of using Unishippers, Dave couldn't have guessed what a positive partnership would soon develop.

Three years and 35,000 shipments later, Dave Hite and the Unishippers team sponsored a customer appreciation lunch for the bank's employees and presented the bank's CEO Steve Wacknitz with a plaque recognizing the great business relationship. Upon receiving the plaque, the CEO commented that it is great to see two companies have such good rapport.

One reason the partnership has been so successful is that, like Unishippers, Temecula Valley Bank employees and officers are determined to see that its growth is an ongoing advantage to its customers, giving them the personal service they've come to know and expect.

Temecula Valley Bank is an \$850 million commercial bank serving communities throughout San Diego and Riverside counties in Southern California. Since its founding in 1996, Temecula Valley Bank has grown considerably by offering a broad range of banking services. In fact, in just eight years, the bank has grown to be one of the top SBA lenders in the nation, operating 29 SBA loan offices located in more than a dozen states across the country.

Lisa Rickman, Vice President, SBA Loan Processing Manager at Temecula Valley Bank, oversees the processors and makes sure everything runs smoothly. She says that over the past three years, she has come to really appreciate the specialized attention the bank has received from Unishippers. "It is extraordinary," Lisa says, "Unishippers does everything it can to accommodate our needs. I don't think that we would get that kind of attention from anyone else."

Dave Hite believes that one of the keys to their successful relationship with the bank is

Lisa Rickman,
Vice President,
SBA Loan
Processing
Manager,
Temecula Valley
Bank



the great support provided by Dan O'Rourke, Regional Service Manager for DHL. He and his team at DHL have been very responsive to the bank's needs.

Dave says he makes it a point to check in regularly. Since the bank sends many overnight documents to escrow companies, closing attorneys and title companies, and its construction division sometimes sends very large checks to contractors who need to pay their subcontractors, it's crucial that shipments are delivered on time. It's a proven formula for success — Temecula Valley Bank, Unishippers and DHL — three great companies all working together to exceed customer's expectations.

Ship Freight Fast with Unishippers Freight Manager

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Compare carriers, book a shipment and more with a few clicks of your mouse with our new FREE, online freight management system.

Sign up today and receive **\$10 off your first freight shipment booked with Freight Manager** with this coupon.

Contact us online at www.freightmanager.com for a demo.

Coupon must be redeemed with invoice upon payment. Offer valid to new customers of Freight Manager only. Contact us for details. Offer not valid where prohibited. Coupon has no cash value.

In This Issue:

- Message from the New President of Unishippers
- Temecula Valley Bank Finds a Partner in Unishippers
- How Should I Ship This? A Shipping Service Comparison
- Six Great Ways to Avoid Unnecessary Accessorial Fees unishippers.com
- DHL Packaging Update
- DHL Delivers Footwear to Iraq! School Children
- Roadway Honors Baseball Legends

Did I Know?

How Should I Ship This?

It's a question that shipping managers frequently ask: What is the best way to ship this? And the answer always comes down to "that depends..." Finding the best shipping method for your particular circumstance depends on what you're shipping, where it's going and how quickly it needs to arrive. Here is a comparison of the various shipping services and when to use them.

DHL Ground vs. Less-than-truckload (LTL)

When does it make sense to do a LTL freight shipment instead of using DHL Ground? If the shipment is palletized, use an LTL freight carrier. If the shipment contains multiple packages bound for many destinations, use DHL Ground. If the item to be shipped weighs more than 150 pounds or is oversized according to DHL's rules, it will be subject to fees and so you may consider using one of Unishippers' LTL carrier partners.

DHL Ground vs. Second Day Service

A customer recently shipped a large, flat package from Utah to Pennsylvania. The package measured 36" (length), 26" (width) and 1" (height). Due to its odd shape, the DHL Ground dimensional weight factor was 92 inches - i.e. 36" (length) + 2 x 1" (height) + 2 x 26" (width). DHL's oversized ground packages rules were applied, and the shipment was quoted at the 30-pound rate, even though the package weighed less than four pounds. Using Express Manager, the customer did a price comparison which showed that using DHL's Second Day service would not only be less expensive, but would also arrive much faster. Although it seems counterintuitive, SDS is sometimes less expensive than Ground shipping. It's a good idea to pay attention to the oversize rules and do regular price comparisons.

Remember that if your package weighs less than 30 pounds and measures between 84 inches and 108 inches in combined length (longest side) plus girth (2 x width + 2 x height), it will be charged at the 30-pound rate. If your package's length plus girth exceeds 108 but is 130 inches or less, it will be charged at the 70-pound rate, even if it weighs less than 70 pounds. In addition, a large package fee of \$30.00 is assessed to all large packages that are greater than 130 inches in length plus girth but less than 165 inches in length plus girth.

USPS vs. Global Mail

When preparing large bulk mailings, it is important to consider the time it takes to process the mailing, and then determine whether it would make more sense to outsource the project to the experts at Unishippers' partner DHL Global Mail. Customers who use this service enjoy deep postage discounts and also save soft costs such as mailroom expenses, overhead and supplies. Once USPS mail stream for delivery. DHL Global Mail offers domestic, international and catalogue fulfillment services.

Air Freight vs. Ocean Freight

When considering how to ship heavy freight overseas, the question comes down to time vs. cost. While air freight shipments arrive in about a quarter of the time required for ocean, shipment sent via ocean are likely to be a fraction of the cost. Unishippers partners with both air and ocean carriers and can give you a good price and delivery time comparison.

There are many ways to get your packages from point A to point B. At Unishippers, our job is to help you determine the very best way to do it. So give us a call.

Supplemental charges for providing additional services beyond the transportation of packages are called accessorial fees. While some of these fees can't be avoided, others can. Here are a few our shipping experts often see and how you can avoid them to save money.

Lift-gate fee is charged when the shipment requires a lift-gate for unloading the shipment from the truck bed to the ground. Since a lift gate is needed if you do not have a forklift or loading dock, you can avoid these fees by having your freight delivered to an alternate business that does have a loading dock for inbound freight.

Residential delivery fee is assessed if the shipper does not have a commercial location that actually opens and closes at set times each day within a commercially zoned area. By having the shipment delivered to a business, you can avoid this fee. You may also be able to avoid the fee by arranging to pick up the shipment at the carrier's station.

package easier to handle.

Exception Handling fee is charged for odd-sized items such as those shipped in crates, pallets or circular boxes. These have to be manually routed and may therefore incur an additional charge. You may avoid this fee by using a box or other standardized packaging. When shipping oversize documents such as blueprints, use DHL's triangular tube since it does not roll like a cylindrical tube, making the package easier to handle.

Pickup fee is assessed for having DHL pick up individual shipments at your office. To avoid this fee you can use a drop box (locate the one nearest you at www.unishippers.com), drop the package(s) off at the station or arrange for a regular stop from DHL (certain shipment volume requirements apply). You can also avoid the fee by using DHL's prepaid ShipReady product.

You valuable time by storing the addresses and auto-populating the correct fields so you don't have to look them up. Also, to avoid repeat charges, watch your bills closely for corrections when they happen so you can promptly update your address book.

Insurance fees are sometimes charged for unnecessary coverage due to input errors. Customers who enter a reference number or inaccurately enter a large coverage amount in the Shipment Value Protection field will be charged for that amount of coverage, so be sure to put in the accurate amount in this field. (DHL shipments are automatically insured up to \$100 at no extra charge. For each additional \$100 of coverage, there is a \$0.70 charge, with a \$2.50 minimum for Express and \$1.50 minimum for Ground.)

These are a few of the most common accessorial charges. If you'd like additional information on accessories and how to avoid them, give us a call.

Six Great Ways to Avoid Unnecessary Accessorial Fees

SAVING Time, Trouble and Money