

# SKY-HIGH QUALITY



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Companies that operate on a worldwide basis are realizing the opportunities offered by globalization and are segmenting production sites and adapting distribution processes. Air freight logistics has become an important factor in supply chain management to keep pace with the changing world market and keep costly backlogs or shortages to a minimum.

As the market leader in air freight, DHL Global Forwarding is able to offer competitive rates for all time and cost variants. Our air freight network includes 4,500 specialists in 350 offices worldwide. All air freight products are time-defined, and by working together with carefully selected preferred carriers, DHL Global Forwarding offers standardized connections and fixed schedules on all main routes with commercial airlines as well as charter capacity.

All logistics processes from pick-up to delivery are supported and controlled by leading-edge information management systems and provide the customer with information transparency. Air freight traffic has been forecasted to grow at a rate of over 6% each year, throughout the decade, according to the 2004 Boeing & Airbus Report and most recently confirmed by Datamonitor, the world's leading provider of online data. DHL Global Forwarding is in a key position to continue to lead the future of air freight logistics.

# TIME-DEFINED FREIGHT FORWARDING



## Air First

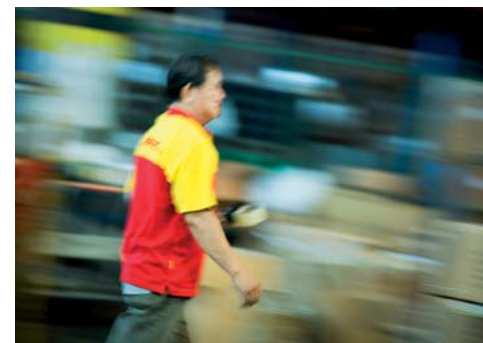
Whether door-to-door or airport-to-airport, Air First guarantees priority. Your freight is placed on the first flight out and forwarded within a maximum of two days from airport-to-airport. DHL Global Forwarding operates 24 hours-a-day, seven days-a-week, 365 days-a-year.

## Air Premier

DHL Global Forwarding combines price and time considerations for both door-to-door and airport-to-airport. Your shipment will arrive within three days at the airport of every major marketplace worldwide.

## Air Value

By using creative routing via major gateways, our Air Value Service provides deep cost savings. Transit time will increase by only one to two days over Air Premier Service.



# FLEXIBLE CAPACITY

## **Airfreight Plus**

When your shipping needs change DHL Global Forwarding adapts. Airfreight Plus combines the requirement of a choice in delivery speed with the need to ship high value freight, dangerous goods and heavyweight cargo worldwide. In combining DHL's network capabilities with DHL Global Forwarding's guaranteed air freight capacity we offer you the greatest choice in transporting complex door-to-door or airport-to-airport shipments.

## **Part and full charter**

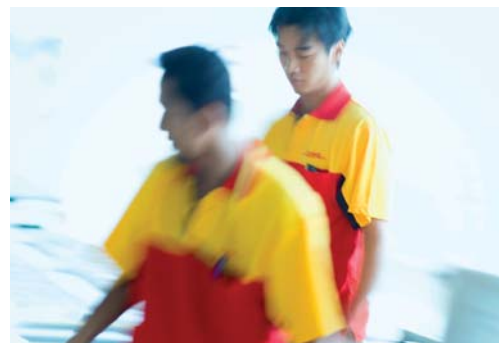
Chartering additional air freight capacity is part of everyday business at DHL Global Forwarding, wherever there is limited commercial carrier airlift. This may be the case, for example, when customers launch new products during peak seasons, or for oversized cargo. Highly qualified specialists around the globe offer tailor-made solutions for your logistics needs.

## **Combined ocean/air transport**

The alternative to the speed of air freight and the lower cost of ocean freight is a combination of both. Customers benefit from our outstanding strength in air and ocean freight. We provide real-time visibility at every step throughout the transportation chain from origin to destination.

## **Hand carry capabilities**

Special on-board couriers are available for both outbound shipments from the U.S. and inbound shipments from foreign origins. Since the courier is accompanying the shipment, it is guaranteed to be on the designated flight. DHL Global Forwarding will pick-up at origin and deliver to the ultimate destination. Proof of delivery will be confirmed by telephone anywhere in the world.



# DHL INTERACTIVE ONLINE TOOLS

We have developed DHL Interactive to streamline your transport process. You quickly get information that otherwise would not be directly available, speeding up the process and improving productivity. You save time, costs and get competitive advantage. You find everything you need, including advanced functions like online quoting,

automatic route optimization and directory services, as this leading-edge service combines all functions and information at one portal. DHL Interactive covers every step and leads you through the process, saving the decisive information and making suggestions for the next steps.

## Tracking-and-tracing

Information Management Systems	Time Schedule	Quoting	Booking	Tracking & Tracing	Reporting	Connectivity	Customer Messaging	Order Management	Exception Management	Transport Management	Distribution System
Air First	•	•	•	•	•	•	•	•	•	•	•
Air Premier	•	•	•	•	•	•	•	•	•	•	•
Air Value	•	•	•	•	•	•	•	•	•	•	•
Part and Full Charter		•	•	•	•	•	•	•	•	•	•
Ocean/Air	•	•	•	•	•	•	•	•	•	•	•
Airfreight Plus	•	•	•	•	•	•	•	•	•	•	•



## SECURITY PROGRAMS

Carriers that are able to provide legitimate security and transport goods in an efficient and predictable manner have a competitive advantage. We were one of the first logistics companies to join the Customs-Trade Partnership Against Terrorism (C-TPAT) program. Our certificate has now been confirmed as a result of our internal security program, which not only fulfils the standards required by the United States authority, but in some cases even exceeds them. In addition to the above, DHL Global Forwarding is also Technology Asset Protection Association (TAPA) certified.

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