

# EXPRESS 10:30



Fast and reliable door-to-door delivery for document and non-document shipments by 10:30 hrs on the next possible business day to business centers in the USA and elsewhere, with proactive delivery notification and a full money-back guarantee\*.

## TAKE CONTROL BY SETTING THE TIME

When it really has to be there mid morning, our DHL EXPRESS 10:30 delivery service is available to all major business centers in the USA. We also offer this premium service for document and non-document shipments to selected destinations that cannot be reached by 09:00 hrs in the morning.

What better way to support a network of field engineers? Or to deliver time-critical clinical samples to a laboratory for diagnosis? Simply book your pickup online. You will benefit from the same end-of-day collection time as your other shipments, and we'll make sure your delivery gets there exactly when you need it. Our state-of-the-art IT systems ensure precise delivery efficiency and provide complete shipment visibility and traceability – every step of the way.

With DHL EXPRESS 10:30 you set the pace for your business.

- Express solutions for time-critical shipping needs
- Latest possible pickup times
- Online, real-time tracking
- Dedicated procedures for priority shipment handling
- Full money-back guarantee included\*
- Proactive tracking and delivery notification

\* DHL Terms and Conditions apply

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## Get it there by 10:30hrs but there's no need to rush.

With DHL EXPRESS 10:30 you can rely on prioritized handling to ensure your shipments are delivered on the next possible business day before 10:30 hrs. And with standard collection cut-off times, you have more time to prepare and add final touches to your shipments.

- Best alternative for destinations that are hard to reach by 9:00 hrs
- Proactive delivery notification comes as standard with DHL EXPRESS 10:30 via your choice of e-mail, fax or SMS – which means peace of mind for you and a quick answer for your customers or colleagues.
- If your shipment requires customs clearance, you can relax knowing that DHL Express has more in-house customs experience than any other company – we'll take care of every detail.

## Take advantage of these optional services.

Because every business is different, and every day brings something new, DHL Express offers a variety of optional services and handling options to suit your needs.

- **Insurance:** Additional financial protection based on the value of the shipment.
- **Packaging:** From free-of-charge standard flyers and envelopes to premium quality boxes of different shapes and sizes.
- **Proof of delivery:** A copy of the signature collected at the time of delivery.
- **Billing Services:** Flexible options for the billing of transport charges, duties and taxes among different parties.

## Your shipments are never out of sight.

DHL Shipping Tools extend from simple online booking to sophisticated systems that integrate shipping with other business processes, offering you the ultimate in efficiency and convenience.

DHL Tracking Tools use advanced shipment event management technologies to ensure that you know where your shipment is at all times. These tracking options are available to you free of charge:

- **Website:** Log on to [www.dhl.com](http://www.dhl.com). Just select tracking and enter the waybill numbers of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct waybill numbers to [track@dhl.com](mailto:track@dhl.com).
- **SMS tracking:** You can track the progress of single waybill numbers via the text messaging service on your mobile phone. Just send a text message to (+44) 7720 334455 at the cost of a local SMS.
- **WAP tracking:** You can also check shipments via any WAP enabled GSM network including 3G mobile phones. Just log on to [wap.dhl.com](http://wap.dhl.com).

## Shipping Tips:

- Standard cut-off times apply and late cut-off times are available – so you have maximum time to prepare your shipment.
- DHL EXPRESS 10:30 is available for low value shipments and pieces up to 30 kg.
- Choose your preferred terms of trade. You can decide who will pay the duties and taxes for your shipments.
- Online shipment processing tools available via your desktop to simplify and speed up the shipping process.
- Use DHL's online Trade Automation Service at [www.dhl.com/TAS](http://www.dhl.com/TAS) for any questions on customs regulations or paperwork.
- An experienced Customer Service Advisor is available to handle any pre- or post shipment enquiries.