

# DHL EXPRESS 10:30



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

## TAKE CONTROL BY SETTING THE TIME

When it really has to be there by 10:30 AM, our DHL EXPRESS 10:30 delivery service is available to all major business centers in the USA. We offer this premium service for document and non-document shipments in almost any shape, size or weight.

What better way to support a network of field engineers? Or to deliver time-critical clinical samples to a laboratory for diagnosis? Simply call DHL Express or 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. And you can rely on us to get it there.

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

\* DHL Terms and Conditions apply

EXCELLENCE. SIMPLY DELIVERED.



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## Get it there by 10:30 AM 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 AM. And with standard collection cut-off times, you have more time to prepare and add final touches to your shipments.

- Rely on the best coverage in the industry – DHL Express reaches more destinations in the USA by 10:30 AM than any other express company.
- 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 at no additional charge.
- **Billing Services:** Flexible options for the billing of transport charges, duties and taxes among different parties.

## Your shipments are never out of sight.

Our extensive tracking infrastructure uses sophisticated wireless scanners and database tracking software so you always know the current location of your shipments. These tracking options are available to you free of charge:

- **Website:** Log on to [www.dhl.com.my](http://www.dhl.com.my). 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 up to 300 kg 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 and speed up your shipping process.
- 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 24 hours a day, 7 days a week at Customer Service Hotline 1800 888 388.