

OUR U.S. CAPABILITIES.
GREAT CUSTOMER SERVICE KNOWS
NO BOUNDS, **OR BORDERS.**



“We bring speed, trustworthiness, and technological flexibility to the U.S. marketplace. I can’t help but believe you’ll find we serve it better than anyone.”

—JOHN MULLEN, CEO, DHL EXPRESS





Dear Friend,

As joint CEO of DHL Express, I am responsible for a company that does business in over 225 countries and territories every day. Our presence extends to more countries and territories than does the United Nations, as we move everything from envelopes to 40-foot containers and beyond.

I'm sure you're familiar with our speed, trustworthiness, and flexibility. We are the global leader in shipping not because of size, but because we pay attention to the special demands of each region and each customer. Nanchang is not New Delhi; Brussels is not Buenos Aires; nor is your business an exact replica of any other. We are constantly adapting our capabilities to serve your needs, rather than asking you to do the reverse.

What you may not realize is that we bring this same combination of speed, trustworthiness, and technological flexibility to the U.S. marketplace.

In 2003 we merged with Airborne Express, a reliable and high-quality air express firm in the U.S.; since then, we have successfully completed the integration of Airborne's network with our own, combining the domestic strength of the former with the global span of the latter.

And we've invested \$1.2 billion upgrading that network — among other things, modernizing and expanding our hubs with the latest technology and equipment available for quickly and efficiently sorting, scanning, tracking, and coordinating more deliveries than ever before.

As for DHL's U.S. customer service, I'm pleased to be able to tell you that it not only meets our highest standards globally, but that in many instances we now lead the industry. We will continue to strive for a level of excellence in this regard that others might think impossible.

Yet one critical goal remains — winning your business. I invite you to try us when shipping to, within, or from the U.S. It's the country we started in, after all, and I can't help but believe you'll find we serve it better than anyone else.

Yours faithfully,

John Mullen
Joint CEO, DHL Express
Americas, Asia Pacific & Emerging Markets

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A NETWORK WITH FULL INTEGRATION, 60% MORE CAPACITY, AND 99.9% UPTIME.

STEP ASIDE, STATUS QUO.

Bigger? Or better? Yes.

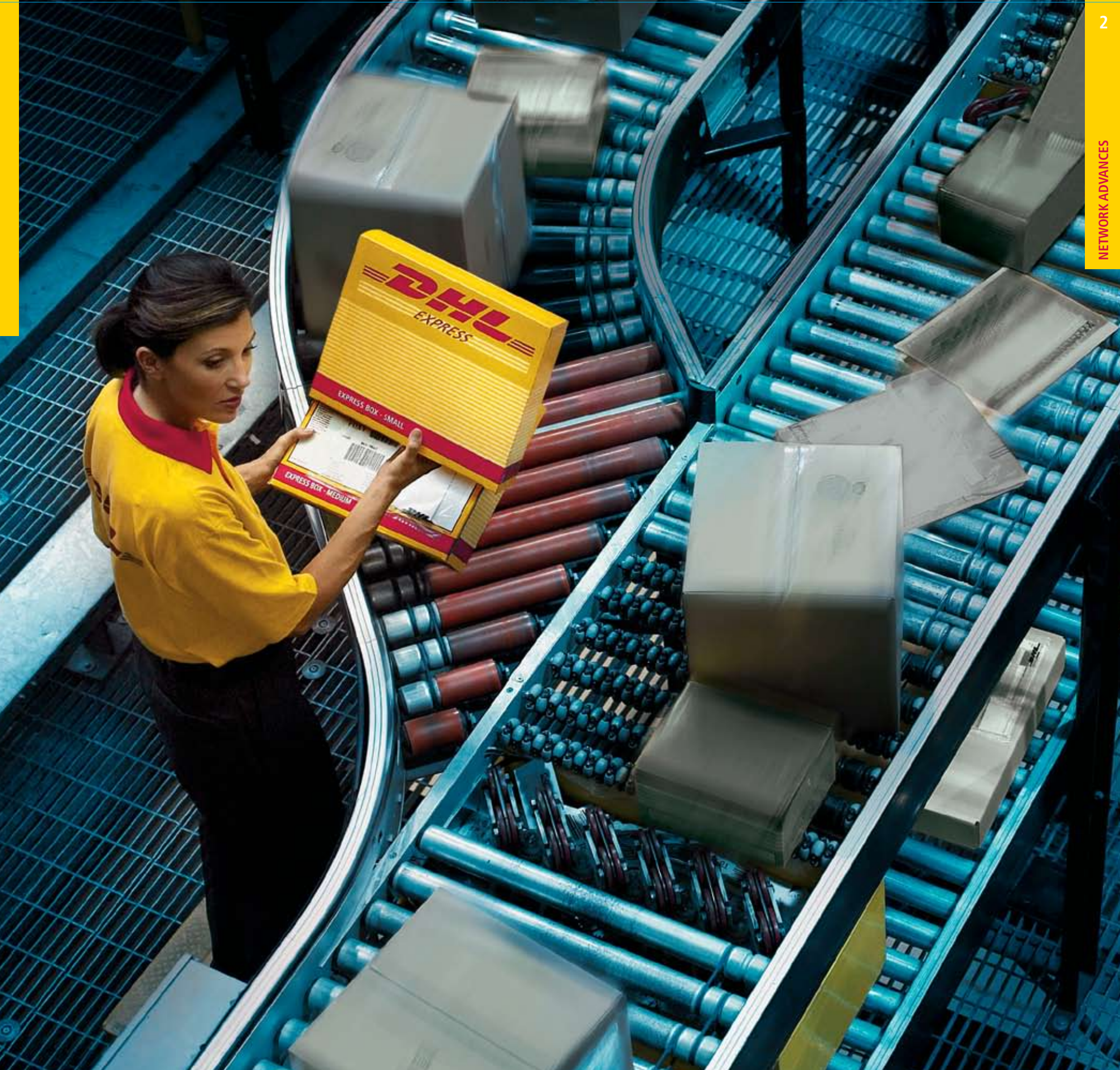
Our drive for excellence in the U.S. accelerated in 2003 with the acquisition of the third largest express provider in the country, instantly making us a major player in this market. And it continued with the integration of our systems and networks, seamlessly interconnecting virtually every zip code in the U.S. with every region of the world.

For some companies, that might have been enough. But our commitment is to serve the U.S. market better and faster than ever before. So in 2004, we started a \$1.2 billion investment in our ground and air networks to improve capacity, reliability, and speed. Our customers are already seeing the results.

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**TO ENABLE YOU TO SHIP ANYTHING
TO ANYONE AT ANY TIME
WE INVESTED \$1.2 BILLION.
NOW THAT'S SPARING NO EXPENSE.**






You'll find that DHL has an unusually rich and interesting history. Take a quick journey through some of the highlights and milestones.

July 20: Astronauts take first walk on the moon.

1969

DHL is founded by Adrian Dalsey, Larry Hillblom, and Robert Lynn (D, H and L) providing door-to-door express air service between San Francisco and Honolulu.



Our commitment is to serve the U.S. market better and faster than ever. Our customers are already seeing the results.

June 30: U.S. voting age is lowered to 18.

1971

DHL pioneers international air express delivery with service to the Philippines.

March 1: U.S. adopts speed limit of 55 mph.

1974

Delivers Muhammad Ali's shorts to the fight in Zaire.

September 17: Sadat and Begin sign peace accord.

1978

Service expanded to Latin America, Africa and the Middle East; presence in Saudi Arabia.

Have a need for speed?

A 2005 independent study* on transit times comparing DHL, Federal Express, UPS, and TNT, found the following:

- Globally, DHL ranks #1 in speed for international outbound shipments
- DHL ranks #1 in speed and reliability from the U.S. to Emerging Markets
- DHL ranks #1 in speed and reliability from the U.S. to Latin America
- DHL ranks #1 in speed from the U.S. to Asia
- From Emerging Markets to the U.S., DHL ranks #1 for overall delivery reliability

Faster delivery through smarter technology

- We've expanded our U.S. ground delivery capacity by 60% by adding seven strategically located ground hubs, plus upgrading to the latest in software integration and hardware automation at our major regional facilities in Allentown, PA, Wilmington, OH, and Riverside, CA.
- The new integrated hardware and software systems have built-in redundancies — so no matter what, they're running 99.9% of the time.
- Multiple scan points at our hubs and sorting centers means you can now check the DHL web site at www.dhl-usa.com and know where your shipments are, every step of the way.
- The new automation also allows DHL customer service to more quickly intercept and correct incomplete or incorrect shipping labels, further reducing delays.
- We've centralized all our IT functions in the U.S. at our new center in Scottsdale, Arizona, letting us cut costs while improving service quality.

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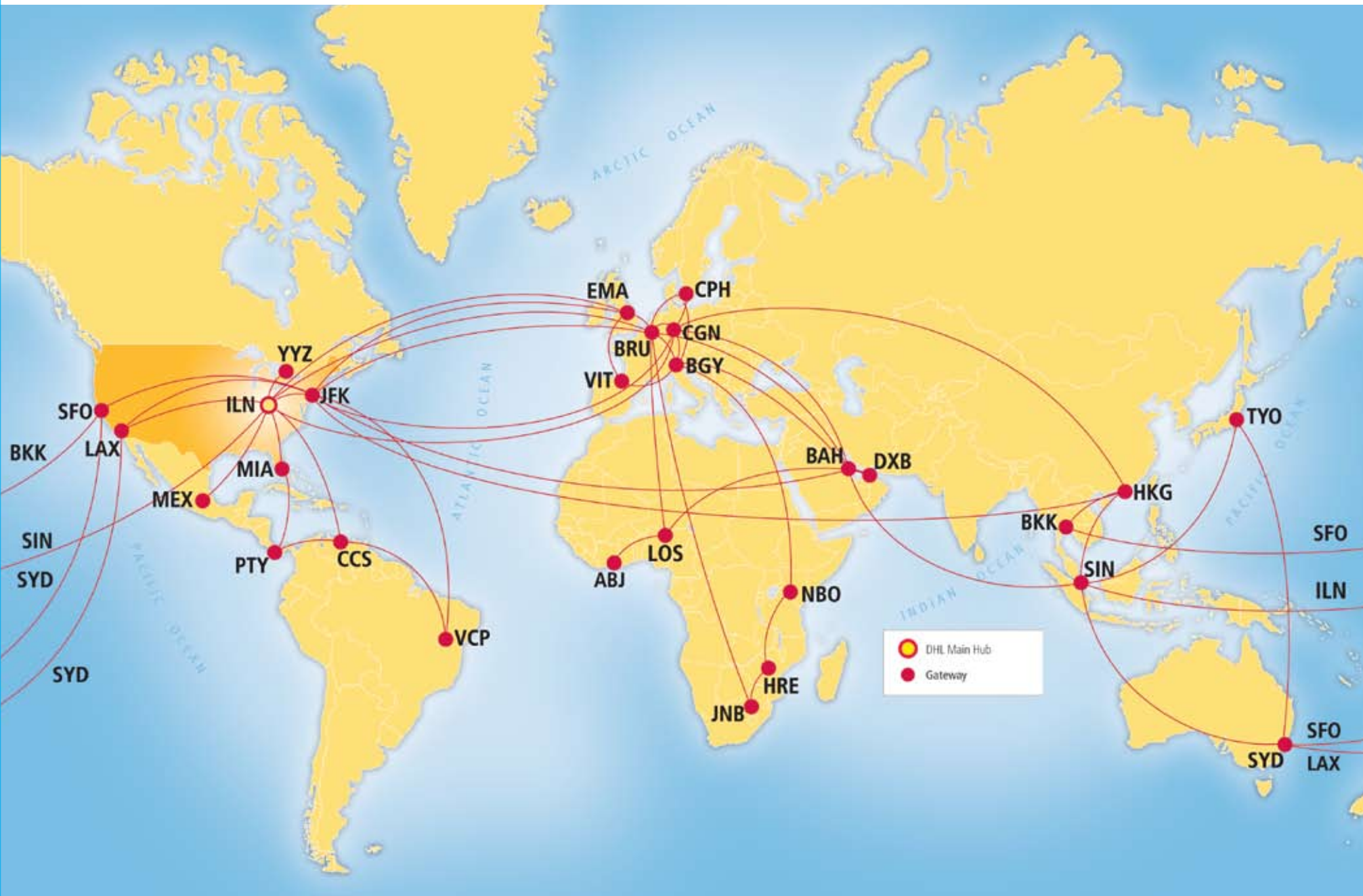
*Source: PA Consulting Global Transit Time Study, 2005

**WE OFFER THE FASTEST
INTERNATIONAL OUTBOUND
SERVICE IN THE WORLD.
WHAT'S NEXT, THE UNIVERSE?**

**OVER 1.3 MILLION U.S. CUSTOMERS,
25,000 STAFF, 500 DAILY FLIGHTS,
AND 18,000 TRUCKS.
CAN YOU SAY LOGISTICS?**

**THANKS TO ADDED CAPACITY,
WE'RE SHIPPING 700,000
MORE PACKAGES A DAY.
THAT'S A LOT OF SIGNATURES.**

INTERNATIONAL AIR NETWORK



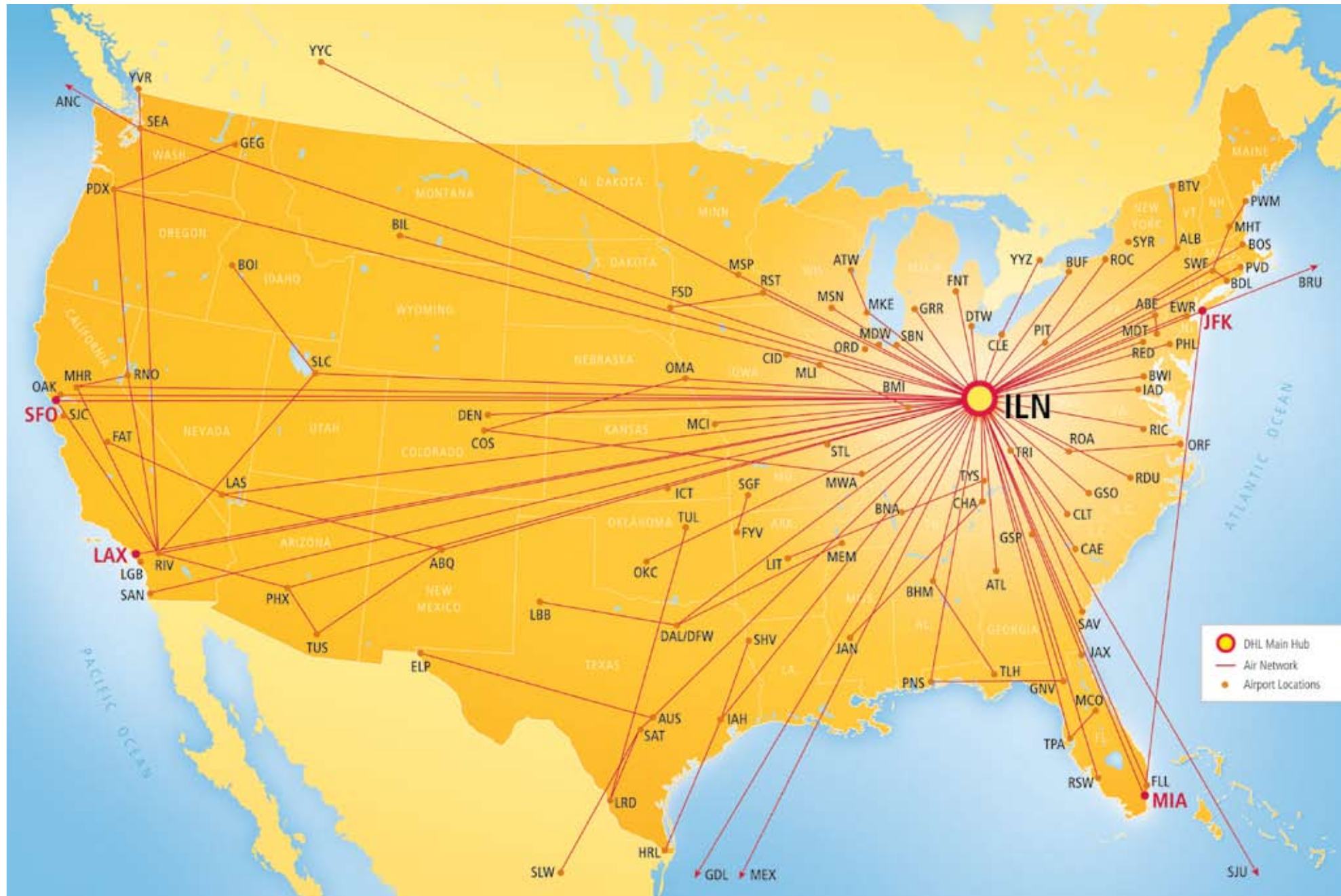
PERHAPS IT'S BECAUSE OF OUR TRUSTED RELATIONSHIP WITH CUSTOMS, but no matter the reason, we're able to clear 99% of all imports the same day. This ensures your international shipments the quickest possible entry into our local network - no matter what country you're shipping from.

December 8: John Lennon dies.

1980

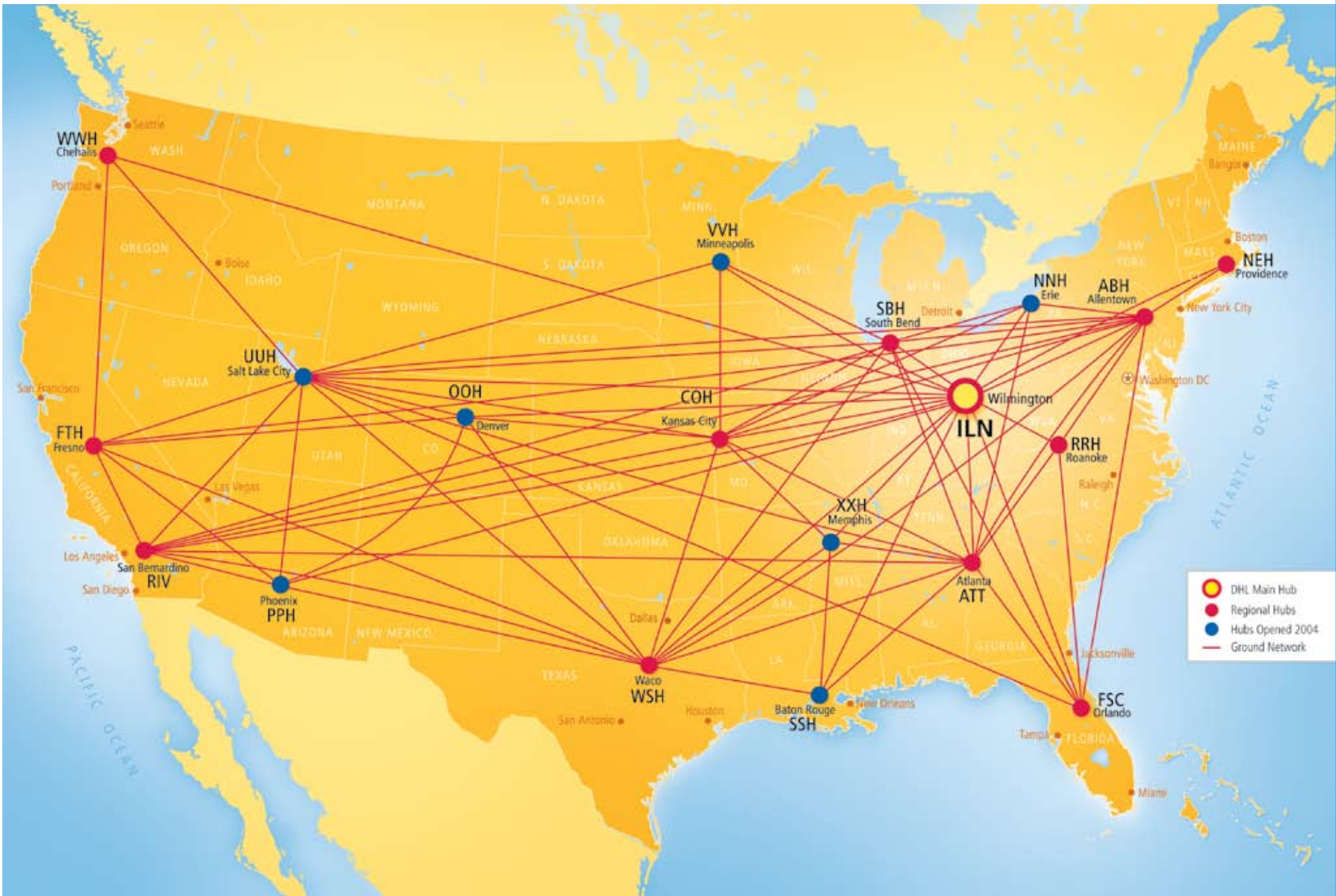
Delivered the keel of a yacht weighing more than 20 tons from Sydney to San Diego for the America's Cup.

U.S. AIR NETWORK



YOU'LL NOTICE OUR AIR ROUTES stem from our newly-expanded main hub in Wilmington, Ohio (ILN). If you consider the location of the various population densities of the U.S., Wilmington makes perfect sense; it's within an hour's flight of nearly two-thirds of the U.S. population.

U.S. GROUND NETWORK



YOU'RE LOOKING AT OUR 19 FULLY-INTEGRATED REGIONAL HUBS, many of which have recently been upgraded. This ground network provides direct interstate connectivity between major cities. The ground network alone handles nearly two million shipments per day.

An air hub for nearly any weather

Unlike any other express shipper in the U.S., we actually own our primary domestic airport at the DHL Air Park in Wilmington, Ohio (ILN). This direct control allows our network planning group to continually upgrade and modify air routes to serve customers better, even as we keep operation costs well under control.

- Why Wilmington? Because it's at the virtual center of the country; it's only an hour's flying time away from 60% of the U.S. population. As our primary *ground hub* as well, it's only two days' driving time from 65% of the population.
- Consolidating our domestic air operations at DHL Air Park now allows for round-the-clock arrivals and departures, further ensuring on-time delivery of all air shipments.
- Your packages and letters get the fastest possible entry into the DHL network, thanks to a \$300 million expansion and improvement program that includes the latest in tracking and sorting technology.
- Upgrading to Category III landing systems means that Boeing 767s can land and take off in virtually any weather.

Multiple gateways make for swift entry

DHL's U.S. gateways are strategically positioned at four major airports around the rim of the country, plus our own ILN airport at DHL Air Park in Wilmington, Ohio. As a result, incoming shipments to the U.S. are assured the quickest possible entry into our network — no matter what country you're shipping from.

These gateways can handle an enormous volume of imports — typically more than half a million shipments per month — with a total weight of more than 37 million pounds. Export volume is even larger.

And the process is both quick and smooth: Thanks to DHL's advanced information systems and our long-standing relationship with Customs Border and Protection, our new gateways provide same-day clearance for 99% of consolidated shipments. As a licensed U.S. Customs broker, we make the extra effort a third party might not always be able to provide.

Here are our DHL gateways and the originating countries and regions they serve:

- New York's John F. Kennedy International Airport (JFK): *Western and Eastern Europe, the Middle East, Africa*
- Los Angeles Airport (LAX): *The South Pacific, Asia*
- Miami International Airport (MIA): *Latin America, Caribbean*
- San Francisco International Airport (SFO): *China, Hawaii, Japan, Asia*
- DHL Air Park (ILN): *Canada and Mexico — plus accelerated entry into the DHL network for selected flights from Europe and Asia*

June 18: Sally Ride first U.S. woman in space.

1983

First to bring international air express delivery to the Eastern Bloc.

April 10: First Halley's Comet sighting since 1910.

1986

First to bring international air express service to the People's Republic of China.

November 3: Bill Clinton elected 42nd U.S. President.

1992

First air express company to re-establish service to Kuwait after the Gulf War.

OUR IDEA OF BETTER CUSTOMER SERVICE: A HUMAN BEING IN 10 SECONDS OR LESS.

We're standing by

We don't believe in putting our customers on hold. That's why when a customer calls DHL in the U.S. to reach a representative, 90% of the time they'll be talking to a person within 10 seconds or less.

We call it the 90/10 standard, and it's one of the best in our global Customer Service network. It's also above the industry standard for customer service in the U.S. But it's only one of the initiatives we've undertaken to ensure our U.S. products and services consistently meet or exceed your expectations.

Customer Service that builds for the future

There are some aspects of superior customer service that aren't as immediately obvious as answering the phone quickly or picking up shipments on time. Our long-term commitments to better service include everything from building a more responsive infrastructure to maintaining a successful long-term relationship with U.S. Customs.

- Part of the reason for the redesign of our U.S. network, from IT infrastructure to the latest tilt-tray sorters, was to ensure technological flexibility. As new best practices in shipping arise, we'll be ideally positioned to adopt them for our customers' benefit.
- Our recent integration of Customer Service call centers was carefully planned. Locations across the U.S. include Boise, ID; Houston, TX; Phoenix, AZ; and Tampa, FL, for a service network that's as strategically flexible as our shipping network.

Committed to excellence: New Programs

Much of the huge financial and technological investment we've just made has gone to ensure that our ability to service the needs of our customers stays ahead of the game for years.

But what are we doing right now? Here are a few of the customer-focused service programs we've launched that are already running full-steam ahead:

- *EVP of Customer Experience* We've created not just an executive position, but an entire team to ensure that customer experience is always a focus of DHL and that it impacts all areas of the business, including operations and service. It's a newfound commitment to responsiveness and flexibility, and a deep desire to ensure that DHL is easy to do business with.
- *Officer-of-the-Day Program* In this program, a different U.S. management board member will handle direct customer contacts each day, assuming responsibility for service issues and opportunities. By example the team is positively affecting DHL performance, and driving the front line employees to meet and exceed customer expectations.
- *Partnership CARE Program* We've built a team of specialists in technology integration, billing, customer relations, and operations, to develop solutions tailored to customer needs. Each CARE team is led by a manager who provides the customer with a single point of contact.

December 14: Peace treaty signed in Bosnia.

1995

Opened a first-of-its-kind gateway facility in Moscow, Russia, and greatly expanded our operations in China.

January 1: The E

2002



Euro currency is introduced.

Deutsche Post World Net fully acquires DHL.
DHL merges with Danzas Air & Ocean.

July 27: Lance Armstrong wins his fifth Tour de France.

2003

DHL merges with Airborne to become a leader in shipping packages throughout the U.S. and to 220 countries and territories.

December 7: Afghanistan elects its first president.

2004

DHL launches a three-year, \$1.2 billion investment in the expansion of its U.S. network.

A COMPLETE RANGE OF PRODUCTS* FOR YOU

INTERNATIONAL SHIPPING

DHL ships to over 225 countries and territories worldwide.

SAME DAY

DHL Same Day Service When speed matters most, choose the fastest delivery service available in today's air express industry. Door-to-door service via the next available flight out, 24/7/365.

TIME DEFINITE

Worldwide Priority Express Express door-to-door delivery of international customs-dutiable shipments.

International Document Service Express door-to-door delivery of international non-dutiable shipments.

Import Express Importing and third-country shipments made easy with one company, one currency, and one invoice.

DAY DEFINITE

DHL Global Mail A fast, reliable and cost-effective way to send letters, flats and small packages worldwide. Take advantage of a robust suite of mail services — from pickup and sorting to postage and delivery.

U.S. DOMESTIC SHIPPING

SAME DAY

DHL Same Day Service When speed matters most, choose the fastest delivery service available in today's air express industry. Door-to-door service via the next available flight out, 24/7/365.

TIME DEFINITE

DHL Next Day For overnight needs, DHL guarantees delivery of express shipments by the next day to anywhere in the U.S. depending on origin and zip code.

DHL Next Day 10:30am

DHL Next Day 12:00pm

DHL Next Day 3:00pm

DHL 2nd Day When you're looking for speed and economy, DHL provides door-to-door delivery by 5 pm on the second business day.

DHL ShipReady™ Ship as much as you can safely fit into one package — for just one low price — with prepaid ShipReady packaging. With guaranteed on-time delivery, no invoices to reconcile, and no waybills to fill out, shipping couldn't be easier.

DAY DEFINITE

DHL Ground For shipments within the contiguous 48 states, the perfect blend of reliability and value. Save on routine shipments with guaranteed delivery in one to six business days, depending on origin and zip code.

DHL@home An economical and reliable solution for catalog marketers and e-commerce businesses primarily shipping to residential locations. Shipments up to 70 lbs. are picked up by DHL and delivered directly to your customers by the local post office.

DHL SmartMail A fast, reliable, and cost-effective way to send mail nationwide, without having to personally go to the post office. Send all your business mail, parcels or bound printed matter, and take advantage of a robust suite of services — from pickup and sorting to postage and delivery.

YOUR COMPLETE RANGE OF NEEDS.

CONVENIENCE NETWORK

DHL provides more ways than ever for our U.S. customers to access our network, from additional drop box locations to full-service shipping centers.

- More than 4,500 DHL Authorized Shipping Centers®, including nearly 1,000 at OfficeMax stores nationwide.
- Nearly 30,000 self-service drop box locations. To find locations, visit www.dhl-usa.com.
- More than 460 DHL Service Centers.

From Aberdeen, NJ to Zionsville, IN

Alamo, TX, and Alamogordo, NM; City of Industry, CA and Downers Grove, IL; Peapack-Gladstone, NJ and Yakima, WA. What do these towns and cities have in common? They're among the 15,000 new locations we've added for DHL self-service drop box locations. All told, that makes nearly 30,000 drop box locations across the country.

Right: There are thousands of DHL drop boxes with convenience written all over them. Not to mention directions.



DHL Global Forwarding Offers a comprehensive range of freight solutions regardless of weight or dimension. Equipped with industry leading information management systems, our experienced teams of transportation professionals guarantee the right solution for your business.

- Certifications include ISO 9001:2000 in the U.S. and Canada, C-TPAT in the U.S.
- 3,500 employees and 80 locations throughout the U.S. and Canada.
- Seven air freight gateways and six ocean freight gateways.
- The #1 air freight provider in Worldwide.



DHL Exel Supply Chain (DHL Solutions) Offers contract logistics solutions for your entire supply chain. Our complete set of services — starting from manufacturer and supplier through retailer and consumer — enables you to achieve operational excellence at every stage.

Whether it's consulting and design or management and execution, we've got industry-specific expertise and experience. Backing all this up in the U.S. are more than 1,000 employees, 150 strategic parts and distribution centers, two dedicated call centers, and 4.5 million square feet of warehouse capacity.

*All services may not be available in all areas and are subject to the terms and conditions as published at www.dhl-usa.com or on the accompanying air waybill from the country of origin.

For more information on any of these DHL products and services, contact your local sales executive or visit www.dhl-usa.com

MORE AND MORE COMPANIES ARE TURNING TO DHL.

IT'S NOT A **COINCIDENCE.**

If you've worked with us, you already know we prefer to build our services around your needs.

No matter where you're based or what your company's size, we can help you ship to, from, and within the U.S. faster, more reliably, and with less paperwork. Here are three U.S. companies that have discovered for themselves the advantages of partnering with DHL.

American Crane & Tractor Parts: Cutting days off fulfillment time

For construction companies, a broken or idle machine means lost money. And whoever gets that replacement part to them quicker gets their business. That's why American Crane & Tractor Parts Inc., of Kansas City, Kansas, turned to DHL — to decrease fulfillment time on overseas orders for parts weighing from 5 to over 15,000 pounds.

Not only was DHL able to cut from one to five days off door-to-door delivery times, but DHL also created customized tariff schedules. These schedules allow American Crane & Tractor Parts' customers across the globe to go to the ACT web site and place orders online — and instantly get the correct, fully loaded door-to-door cost.

Caye Home Furnishings: Arranging for simpler, less costly imports

Based in New Albany, Mississippi, this upholstery manufacturer needed a more reliable way to import leathers and other fabrics

from Shanghai. In the past, Caye Home Furnishings had relied on various providers in an attempt to control costs, but found the resulting delivery times unacceptable and the billing arrangements cumbersome.

The solution? DHL's Import Express offered both better rates and decreased transit times. And DHL's EasyShip software helped Caye Home Furnishings connect directly with DHL's system to make billing and reporting easy. Now the company can focus on its own business, not on cost overruns or shipping hassles.

Memory Foam Liquidators: Helping a small business grow

Memory Foam, of Fulton, Mississippi, had a great wholesale business: distributing mattresses, air beds, pillows, and more to retailers, as well as directly to customers looking for a good night's sleep.

But Memory Foam had a problem: Their shipping carrier was forcing them to use manual shipping processes, overburdening their small staff and making it harder to fulfill orders.

DHL came to the rescue. Now Memory Foam Liquidators uses DHL's WebShip not only to manage orders, but also to allow retail dealers to enter orders through the DHL web site. The result is simpler billing, simpler fulfillment. And even though orders increased 400%, the company didn't have to add any additional staff to process them.

We want to be your shipping partner.

Please contact your local sales executive or visit www.dhl-usa.com

"Thanks to DHL's expertise and customer service, we've been able to deliver products to customers from door-to-door faster than most of our competition could offer on a door-to-airport basis."

**JEFF WEINER, PRESIDENT
AMERICAN CRANE & TRACTOR
KANSAS CITY, KANSAS**

"We credit DHL and its online WebShip system for helping us grow our business by 400% over the past year, without adding any staff to process a growing number of orders."

**CHRIS FARMER, PRESIDENT
MEMORY FOAM LIQUIDATORS
FULTON, MISSISSIPPI**



April 27: Airbus launches world's largest passenger plane.

2005

DHL enhances reliability further by introducing a new landing system at its Wilmington hub; pilots can now land in even the most severe weather conditions, ensuring customers receive shipments on time.



DHL Express
1-800-CALL DHL
1-800-225-5345
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