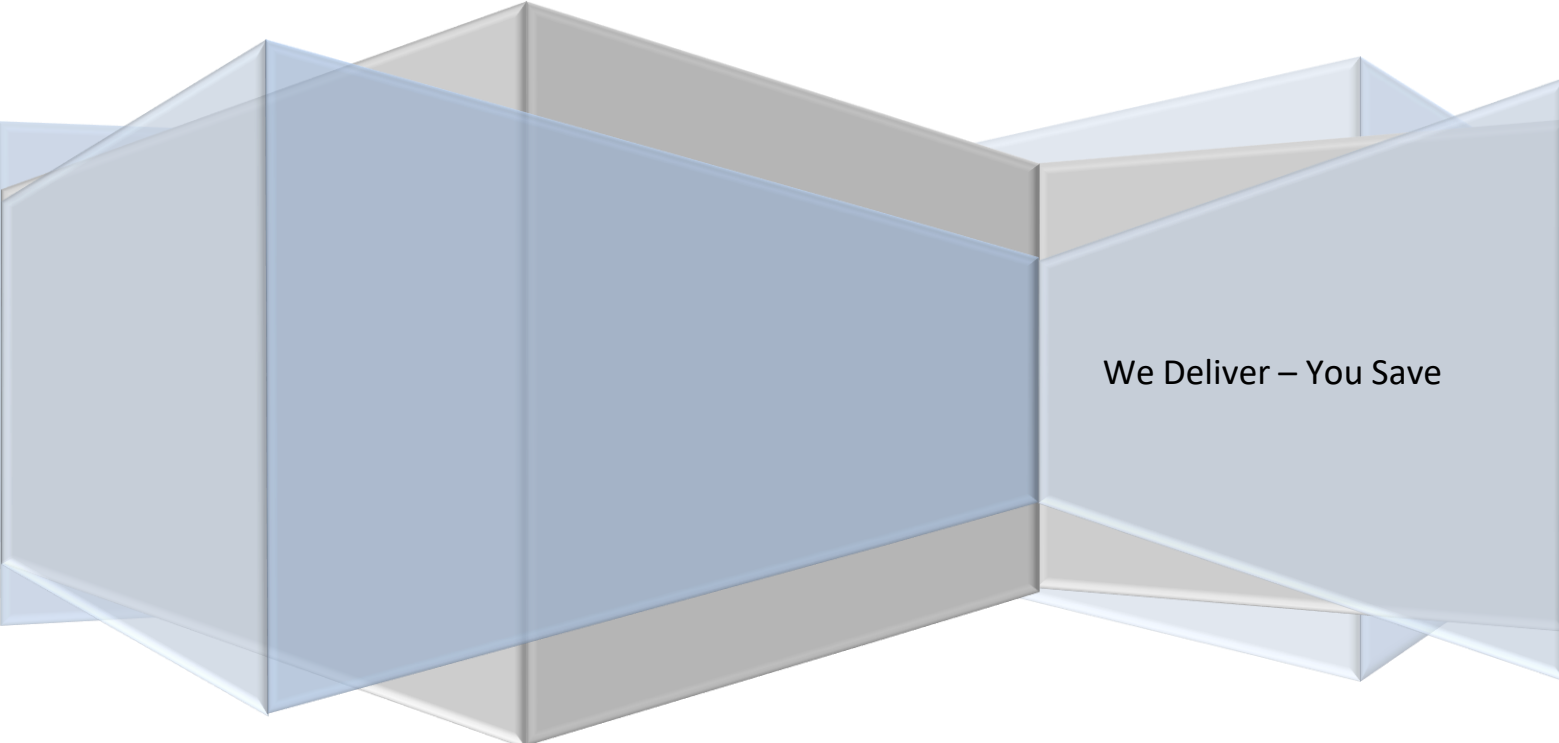


**UK To USA Tracked/Delivery Confirmation Service**

# **eTail-USA**

## **Current Prices & Service Guide**

**7th January 2019**



**We Deliver – You Save**

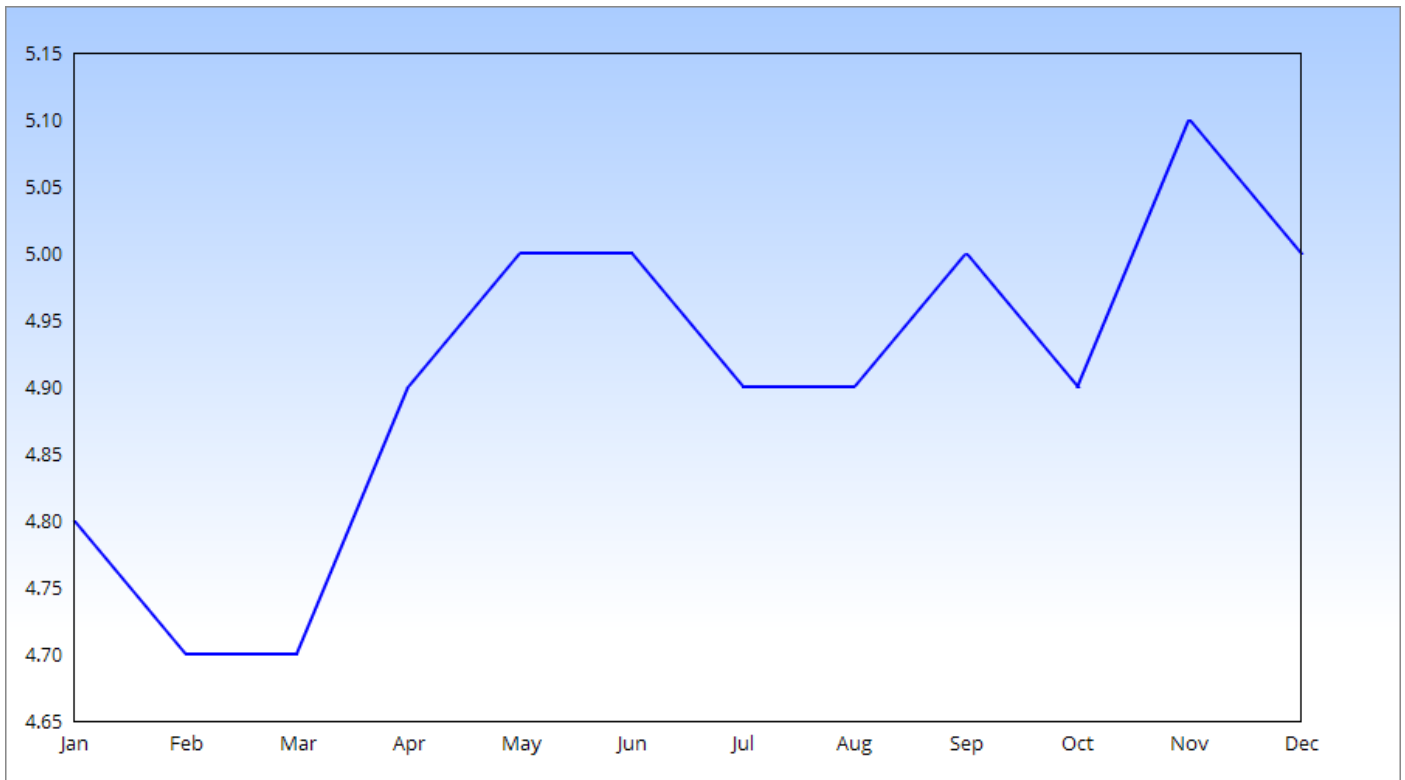
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## 2018 Delivery Performance

The below KPIs are based on ALL parcels dispatched through the eTail-USA service during 2018.

### Average Working Days – Month By Month



Average Delivery Time - All Parcels Dispatched During 2018 = **4.97 Working Days**

Delivered Within Service Definition: **98.47%**

Late Deliveries: **1.12%** \* 2 working days or more past service definition

Failed Deliveries/Bad Address/Recipient Refusal: **0.41%**

Lost Parcels/Claim Submitted: **0%** \* No claims submitted during 2018

## 2019 Prices (From 7<sup>th</sup> January 2019)

### 2019 Prices - **Volume Tier 1: 100+ Parcels Per Week**

- USA -

- Non US -

Weight Band	Large Letter	Packet	Canada	Australia/NZ
1-99g	£3.59	£3.69	£3.49	£3.99
100-149g	£3.79	£3.99	£3.99	£4.99
150-199g	£3.99	£4.09	£3.99	£4.99
200-249g	£4.19	£4.29	£4.49	£5.49
250-299g	£4.49	£4.59	£4.49	£5.49
300-349g	—	£5.29	£4.99	£6.49
350-399g	—	£5.79	£4.99	£6.49
400-449g	—	£6.99	£5.49	£6.99
450-499g	—	£7.99	£5.49	£6.99
500-599g	—	£8.49	£6.49	£7.49
600-699g	—	£8.99	£7.49	£8.49
700-799g	—	£9.49	£7.49	£8.49
800-899g	—	£10.99	£8.49	£9.49
900-999g	—	£11.99	£8.49	£9.49
1000-1499g	—	£15.99	£11.99	£12.99
1500-2000g	—	£17.99	£13.99	£14.99

### 2019 Prices - **Volume Tier 2: 51 – 100 Parcels Per Week**

- USA -

- Non US -

Weight Band	Large Letter	Packet	Canada	Australia/NZ
1-99g	£3.89	£3.99	£3.99	£4.49
100-149g	£4.09	£4.29	£4.49	£5.49
150-199g	£4.19	£4.39	£4.49	£5.49
200-249g	£4.49	£4.59	£4.99	£5.99
250-299g	£4.79	£4.99	£4.99	£5.99
300-349g	—	£5.59	£5.49	£6.99
350-399g	—	£6.09	£5.49	£6.99
400-449g	—	£7.09	£5.99	£7.49
450-499g	—	£7.99	£5.99	£7.49
500-599g	—	£8.49	£6.99	£7.99
600-699g	—	£8.99	£7.99	£8.99
700-799g	—	£9.49	£7.99	£8.99
800-899g	—	£10.99	£8.99	£9.99
900-999g	—	£12.49	£8.99	£9.99
1000-1499g	—	£15.99	£12.99	£13.99
1500-2000g	—	£17.99	£14.99	£15.99

**2019 Prices - Volume Tier 3: 11 – 50 Parcels Per Week**

	- USA -		- Non US -	
Weight Band	Large Letter	Packet	Canada	Australia/NZ
1-99g	£4.09	£4.29	£4.49	£4.99
100-149g	£4.49	£4.59	£4.99	£5.99
150-199g	£4.69	£4.79	£4.99	£5.99
200-249g	£4.89	£4.99	£5.49	£6.49
250-299g	£4.99	£5.19	£5.49	£6.49
300-349g	—	£5.89	£5.99	£7.49
350-399g	—	£6.29	£5.99	£7.49
400-449g	—	£7.29	£6.49	£7.99
450-499g	—	£8.29	£6.49	£7.99
500-599g	—	£8.59	£7.49	£8.49
600-699g	—	£9.09	£8.49	£9.49
700-799g	—	£9.59	£8.49	£9.49
800-899g	—	£11.59	£9.49	£10.49
900-999g	—	£13.49	£9.49	£10.49
1000-1499g	—	£15.99	£13.99	£14.99
1500-2000g	—	£18.99	£15.99	£16.99

**2019 Prices - Volume Tier 4: 1 – 10 Parcels Per Week**

	- USA -		- Non US -	
Weight Band	Large Letter	Packet	Canada	Australia/NZ
1-99g	£4.59	£4.69	£4.99	£5.49
100-149g	£4.79	£4.99	£5.49	£6.49
150-199g	£5.09	£5.09	£5.49	£6.49
200-249g	£5.19	£5.29	£5.99	£6.99
250-299g	£5.49	£5.59	£5.99	£6.99
300-349g	—	£6.19	£6.49	£7.99
350-399g	—	£6.79	£6.49	£7.99
400-449g	—	£7.79	£6.99	£8.49
450-499g	—	£8.49	£6.99	£8.49
500-599g	—	£8.99	£7.99	£8.99
600-699g	—	£9.49	£8.99	£9.99
700-799g	—	£9.99	£8.99	£9.99
800-899g	—	£11.99	£9.99	£10.99
900-999g	—	£14.49	£9.99	£10.99
1000-1499g	—	£16.99	£14.99	£15.99
1500-2000g	—	£18.99	£16.99	£17.99

## Volumetric Weight Surcharges

eTail-USA is and always has been a small parcels service. When we launched in 2013 we created and designed a specialist US-only tracked service specifically to handle high volumes of typical ecommerce tracked mail in a highly automated and streamlined manner.

Parcels being processed through the eTail-USA service are flown daily to New York for direct injection into UPS and then domestic delivery. As the airline charges us for the volumetric space we take on the daily flight to New York we have no choice but to surcharge large/bulky parcels to cover the airline costs imposed on us where one bulky/large parcel can typically take up the same space on the airline mail container as multiple small/slim parcels, which is 95% of our typical US tracked mail each day.

The table below shows the 2019 volumetric surcharges we are forced to impose by parcel thickness and dead weight. **The amounts shown below are added to our normal rates per parcel.**

As we maintain higher profit for heavier parcels, the extra airline costs imposed on us for a bulky/large parcel affects us less at heavier parcel weights. Therefore we have scaled our volumetric surcharges based on 4 weight bands and 5 thickness definitions where the highest volumetric surcharges will always be on lighter parcels where without a surcharge we would lose money on sending the parcel due to the space it takes and the low profit margin we achieve for light parcels.

Users of the eTail-USA service have always enjoyed per-parcel savings versus Royal Mail and other carriers typically in the £2 - £3.50 per parcel range but this is based on light/slim parcels. We have tried to balance our volumetric surcharging so that sending any parcel through us still achieves savings versus RM for large/bulky items but it may prove to be cheaper to send your large/bulky items via Royal Mail.

### **2019 Volumetric Surcharges By Thickness/Weight Band**

<u>Thickness</u>	<u>1g - 250g</u>	<u>251g - 750g</u>	<u>751g - 1500g</u>	<u>1500g-3000g</u>
9-11cm	£4	£3	£2	£1
11-13cm	£6	£5	£3	£2
13-16cm	£8	£6	£5	£3
16-19cm	£9	£8	£7	£4
19cm-25cm	£12	£10	£9	£7

**Parcels thicker than 25cm cannot be sent via the eTail-USA service.** If we receive a parcel at our hub that is thicker than 25cm we will contact the sender to offer one of the below courier based services.

Next-day UPS Courier service to your end customer in USA - **£49.99**

Return the parcel to you in UK (next-day service) - **£8.99**

## **eTail-USA Service Definition**

### **1. Delivery Times**

**3-5 business days** from the parcel leaving our hub (average delivery time showing in our central tracking system for UPS MI is **4.41** business days).

**Non-Contiguous States (£3 surcharge per parcel)** – Delivery times to Alaska & Hawaii – add 2-3 days.  
Delivery times to Puerto Rico, Guam and US military addresses (APO/AE) – add further time.

### **2. Parcel Weights**

The maximum parcel dead weight for the eTail-USA service is **6KG**.

### **3. Parcel Dimensions**

**Large Letter** - Max dead weight: **300g**, Max length: **30cm**, Max width: **20cm**, Max thickness: **2.5cm**

**Packet** - Max dead weight: **6kg**, Max length: **30cm**, Max width: **30cm**, Max thickness: **8cm**

### **4. Daily Address Data File**

Daily address files must be submitted to [files@etail-usa.com](mailto:files@etail-usa.com) any time before 5pm.

Any files submitted after 5pm will not be processed until the next day (we will always try to process files submitted slightly late such as between 5pm and 5:30pm).

If you are experiencing delays in compiling/submitting your daily file just let us know and we will do all we can to delay the overall processing to include your late arriving file).

### **5. Pricing By Weekly Parcel Volume**

We have a simple 4 category structure of pricing by weekly volumes, which is...

- 1-10 parcels per week
- 11-50 parcels per week
- 51-100 parcels per week
- 100 + parcels per week

Our volume related pricing structure is based on the number of parcels we have processed/dispatched for you for the Monday to Friday period of the weekly invoice that we produce on a Saturday.

### **6. Weekly Billing/Credit Terms**

We invoice our customers once a week via email (on a Saturday morning). The PDF invoice that is emailed to you each week will be for ALL the parcels we have handled/dispatched for you that Mon-Fri and alongside the PDF invoice is an Excel file attachment that is a breakdown of ALL the parcels with your OrderID, Customer name, tracking numbers, weights and charges.

**Our standard credit terms are strictly 7 days.** This is because the prompt-payment agreement with have with our own carriers forms part of our discount with them that allows us to offer such low prices. We ask all

our customers to kindly settle our weekly invoice before the next weekly invoice is with them. We cannot offer credit past 7 days – we are designed to save our customers on postage versus Royal Mail and others and can only do so with prompt payment.

Before we can commence provision of the eTail service we require that ALL our customers confirm in writing that they accept our standard 7 day credit terms. This acceptance of our 7 day credit terms can be simply an email. Our preferred payment method is bank transfer which is free of charges to both our customers and ourselves.

## 7. Tracking Management

For tracking we are compatible with and recommend the 2 most popular cloud-based solutions - **AfterShip & Trackingmore** for parcel tracking management.

If you already have an account with AfterShip or Trackingmore then it would just be a case of issuing you with our feed URL for the Auto-Fetch facility and you can then begin tracking our parcels straight away from within AfterShip or Trackingmore together with any other tracked parcels you send.

All our shipments can be tracked at the following tracking website...

<https://www.ups-mi.net/packageID/>

Or directly at the main USPS tracking website which is...

[https://tools.usps.com/go/TrackConfirmAction\\_input](https://tools.usps.com/go/TrackConfirmAction_input)

The above USPS tracking website is the one your customers will be most familiar with but we recommend tracking is done at <https://www.ups-mi.net/packageID/> as tracking refreshes 1 day quicker than USPS at this website.

## 8. Failed Deliveries/Returns

We are very proud of our delivery record over the past 6 years with 99.6% of parcels delivered. Our failed delivery record of less than ½ % of all parcels sent is one of the lowest in the postage/logistics industry and we always go out of our way to establish the reasons for non-delivery and where possible re-address & re-send the parcel. Those eTail-USA users who wish to change address for any parcels whilst the parcel is still in the UK can do so by contacting us on [info@etail-usa.com](mailto:info@etail-usa.com) within 12 hours of their address data file being submitted. We are no longer able to provide a return-to-UK service for non-delivered parcels.