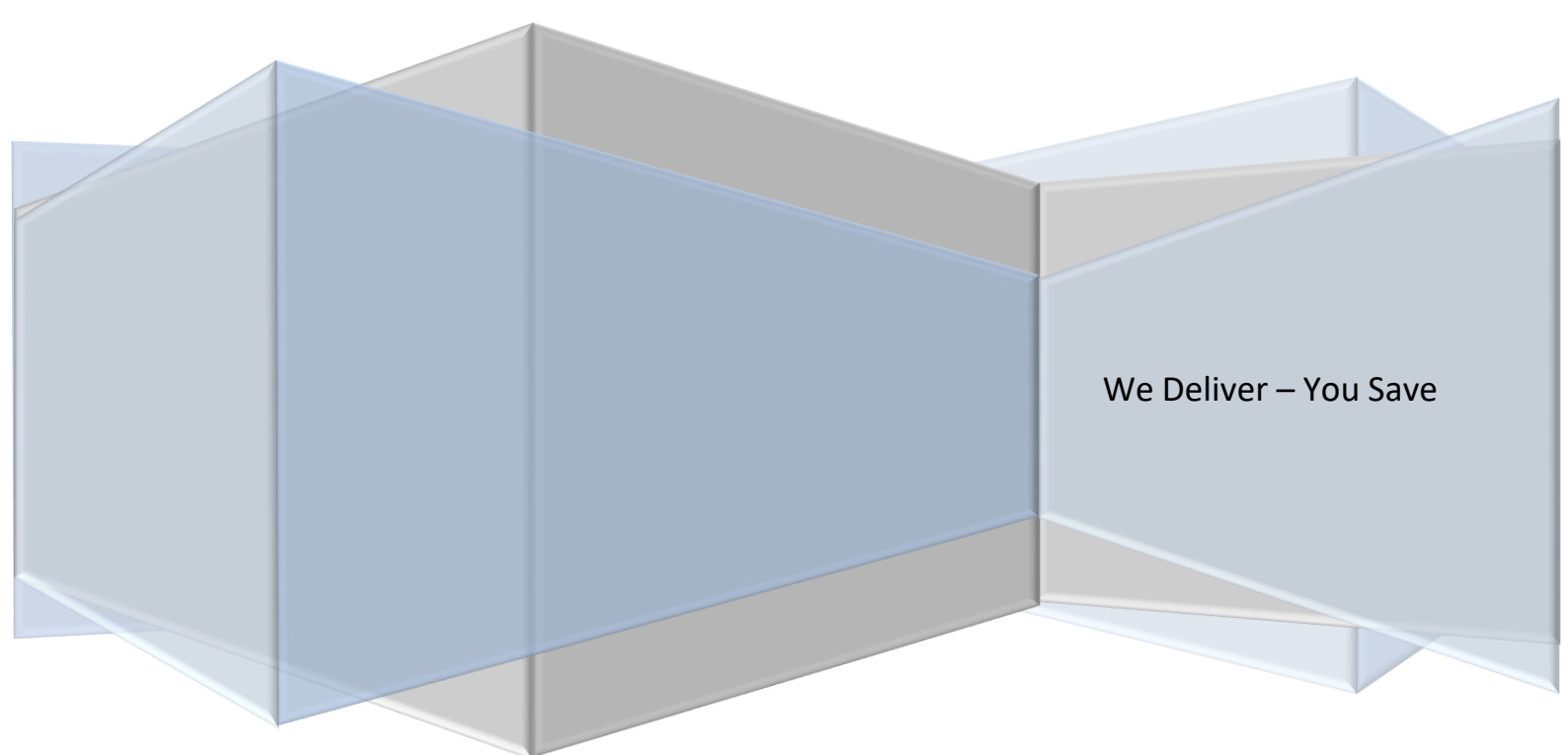


UK To USA Tracked/Delivery Confirmation Service

eTail-USA

Current Prices & Service Guide

6th January 2020



We Deliver – You Save

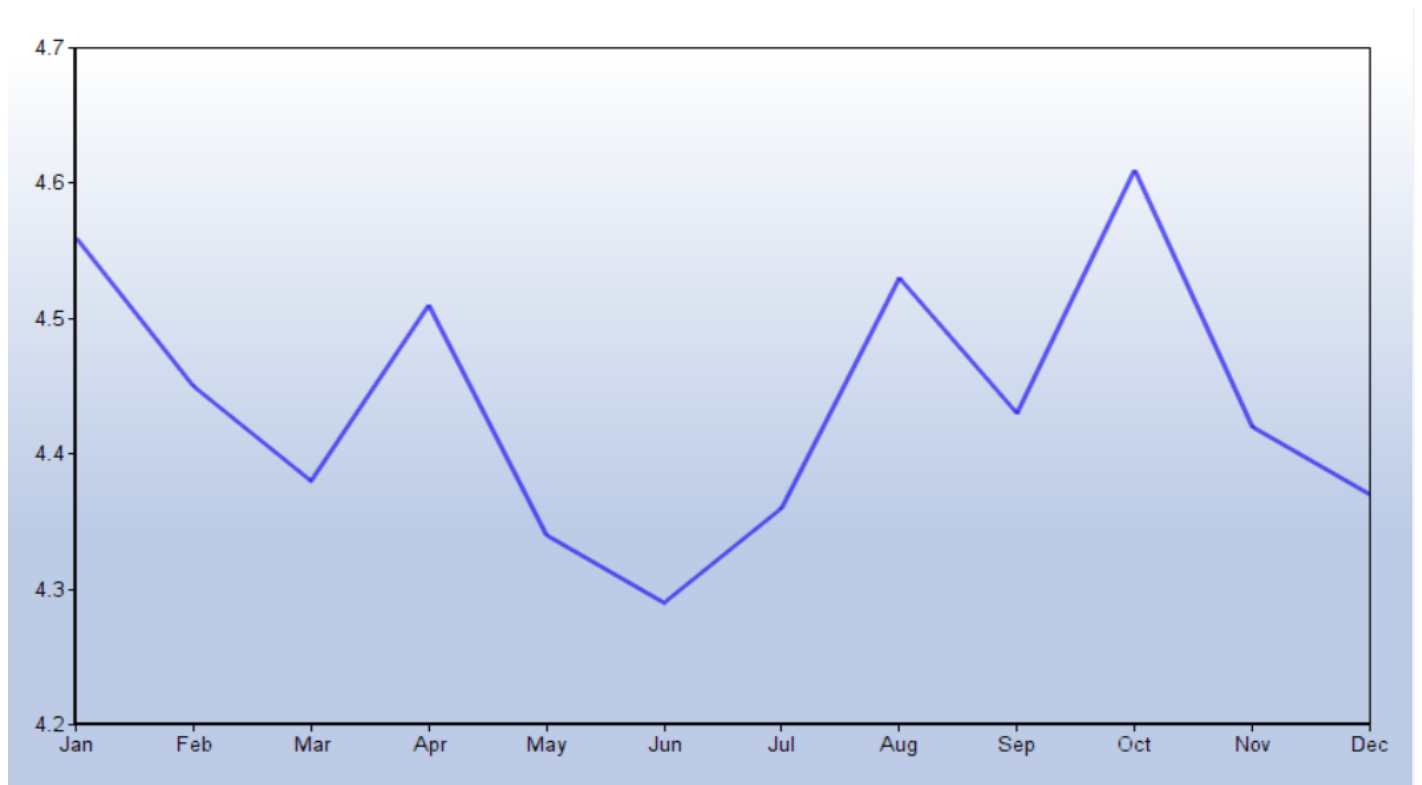
Contents

2019 Delivery Performance	3
2020 Prices	4
Service Definition	7

2019 Delivery Performance

The below KPIs are based on ALL parcels dispatched through the eTail-USA service during 2019.

Average Working Days – Month By Month



Average Delivery Time - All Parcels Dispatched During 2019 = **4.43 Working Days**

Delivered Within Service Definition: **97.82%**

Late Deliveries: **1.64%** * 2 working days or more past service definition

Failed Deliveries/Bad Address/Recipient Refusal: **0.54%**

Lost Parcels/Claim Submitted: **0%** * No claims submitted during 2019

2020 Prices (From 6th January 2020)

2020 Prices - Volume Tier 1: 150+ Parcels Per Week

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-99g	£3.99	£3.99	£6.99	£3.01
100-149g	£4.19	£4.29	£7.30	£3.01
150-199g	£4.39	£4.39	£7.60	£3.21
200-249g	£4.49	£4.59	£7.91	£3.32
250-299g	£4.69	£4.79	£8.21	£3.42
300-349g	—	£5.79	£8.51	£2.72
350-399g	—	£5.99	£8.81	£2.82
400-449g	—	£7.29	£9.12	£1.83
450-499g	—	£8.39	£9.42	£1.03
500-599g	—	£8.79	£10.02	£1.23
600-699g	—	£9.29	£10.63	£1.34
700-799g	—	£9.69	£11.23	£1.54
800-899g	—	£10.99	£11.84	£0.85
900-999g	—	£12.49	£12.44	—
1000-1449g	—	£14.99	£15.47	£0.48
1500-2000g	—	£17.49	£18.49	£1.00

2020 Prices - Volume Tier 2: 70 – 149 Parcels Per Week

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-99g	£4.29	£4.39	£6.99	£2.61
100-149g	£4.49	£4.59	£7.30	£2.71
150-199g	£4.59	£4.79	£7.60	£2.81
200-249g	£4.69	£4.99	£7.91	£2.92
250-299g	£4.89	£5.19	£8.21	£3.02
300-349g	—	£5.99	£8.51	£2.52
350-399g	—	£6.29	£8.81	£2.52
400-449g	—	£7.39	£9.12	£1.73
450-499g	—	£8.49	£9.42	£0.93
500-599g	—	£8.99	£10.02	£1.03
600-699g	—	£9.39	£10.63	£1.24
700-799g	—	£9.79	£11.23	£1.44
800-899g	—	£11.19	£11.84	£0.65
900-999g	—	£12.79	£12.44	—
1000-1449g	—	£15.19	£15.47	£0.28
1500-2000g	—	£17.79	£18.49	£0.70

2020 Prices - **Volume Tier 3: 40 – 69 Parcels Per Week**

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-99g	£4.49	£4.49	£6.99	£2.51
100-149g	£4.69	£4.69	£7.30	£2.61
150-199g	£4.79	£4.89	£7.60	£2.71
200-249g	£4.99	£5.09	£7.91	£2.82
250-299g	£5.19	£5.29	£8.21	£2.92
300-349g	—	£6.09	£8.51	£2.42
350-399g	—	£6.39	£8.81	£2.42
400-449g	—	£7.49	£9.12	£1.63
450-499g	—	£8.59	£9.42	£0.83
500-599g	—	£9.09	£10.02	£0.93
600-699g	—	£9.49	£10.63	£1.14
700-799g	—	£9.99	£11.23	£1.24
800-899g	—	£11.39	£11.84	£0.45
900-999g	—	£12.99	£12.44	—
1000-1449g	—	£15.29	£15.47	£0.18
1500-2000g	—	£17.99	£18.49	£0.50

2020 Prices - **Volume Tier 4: 20 – 39 Parcels Per Week**

- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-99g	£4.69	£4.69	£6.99	£2.31
100-149g	£4.89	£4.89	£7.30	£2.41
150-199g	£4.99	£5.09	£7.60	£2.51
200-249g	£5.09	£5.29	£7.91	£2.62
250-299g	£5.39	£5.59	£8.21	£2.62
300-349g	—	£6.19	£8.51	£2.32
350-399g	—	£6.49	£8.81	£2.32
400-449g	—	£7.69	£9.12	£1.43
450-499g	—	£8.69	£9.42	£0.73
500-599g	—	£9.19	£10.02	£0.83
600-699g	—	£9.59	£10.63	£1.04
700-799g	—	£10.09	£11.23	£1.14
800-899g	—	£11.59	£11.84	£0.25
900-999g	—	£13.29	£12.44	—
1000-1449g	—	£15.79	£15.47	—
1500-2000g	—	£18.79	£18.49	—

2020 Prices - Volume Tier 5: 7 – 19 Parcels Per Week
- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-99g	£4.99	£5.09	£6.99	£1.91
100-149g	£5.19	£5.29	£7.30	£2.01
150-199g	£5.39	£5.49	£7.60	£2.11
200-249g	£5.59	£5.79	£7.91	£2.12
250-299g	£5.79	£5.99	£8.21	£2.22
300-349g	—	£6.29	£8.51	£2.22
350-399g	—	£6.59	£8.81	£2.22
400-449g	—	£7.79	£9.12	£1.33
450-499g	—	£8.79	£9.42	£0.63
500-599g	—	£9.29	£10.02	£0.73
600-699g	—	£9.79	£10.63	£0.84
700-799g	—	£10.29	£11.23	£0.94
800-899g	—	£11.99	£11.84	—
900-999g	—	£13.49	£12.44	—
1000-1449g	—	£15.99	£15.47	—
1500-2000g	—	£18.99	£18.49	—

2020 Prices - Volume Tier 6: 1 – 6 Parcels Per Week
- eTail-USA -

Weight Band	Large Letter	Packet	Royal Mail	£ Savings
1-99g	£5.19	£5.39	£6.99	£1.61
100-149g	£5.49	£5.59	£7.30	£1.71
150-199g	£5.79	£5.89	£7.60	£1.71
200-249g	£5.99	£6.09	£7.91	£1.82
250-299g	£6.29	£6.39	£8.21	£1.82
300-349g	—	£6.49	£8.51	£2.02
350-399g	—	£6.99	£8.81	£1.82
400-449g	—	£7.99	£9.12	£1.13
450-499g	—	£8.99	£9.42	£0.43
500-599g	—	£9.99	£10.02	£0.03
600-699g	—	£10.49	£10.63	£0.14
700-799g	—	£11.49	£11.23	—
800-899g	—	£12.49	£11.84	—
900-999g	—	£14.49	£12.44	—
1000-1449g	—	£16.49	£15.47	—
1500-2000g	—	£19.49	£18.49	—

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 **4.43** business days).

Non-Contiguous States (£4 surcharge per Large Letter, £5 per Parcel) – Delivery times to Alaska & Hawaii – add 2-3 days to our mainland transit times. 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 **10KG**.

3. Parcel Dimensions

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

Packet - Max dead weight: **10kg**, Max length: **30cm**, Max width: **30cm**.

4. Daily Address Data File

Daily address files must be submitted to 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).

The address data file that you submit should 100% match the physical parcels that you have sent to us.

If we receive parcels at our hub that have been sent to us without being included in the address data file, we will manually enter the address, verify the address, generate a tracking number & generate a shipping label. A £3 per parcel surcharge is levied for this to cover the manual labour we are exposed to in handling/dispatching any parcel that has not been included in the previous day's address data file.

5. Pricing By Weekly Parcel Volume

We have a 6-category structure of pricing by weekly volumes, which is...

- 1-6 parcels per week
- 7-19 parcels per week
- 20-39 parcels per week
- 40-69 parcels per week
- 70-149 parcels per week
- 150 + 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. Volume Related Discount (VRD)

We offer the below high-volume discounts...

- 200+ parcels per week – 1.5% discount applied to our lowest (Tier 1) rates for that week.
- 300+ parcels per week – 3% discount applied to our lowest (Tier 1) rates for that week.
- 400+ parcels per week – 4.5% discount applied to our lowest (Tier 1) rates for that week.
- 500+ parcels per week – 6% discount applied to our lowest (Tier 1) rates for that week.

7. Fuel Surcharge

Our fuel surcharge as at 6th January 2020 is **3.5%** this will be applied to the weekly invoice.

Our fuel surcharge is the lowest we know of within the postage/courier/logistics industry where fuel surcharges for Couriers are typically within the range of 18% - 22%.

We aim to maintain a fuel surcharge that tracks against the Royal Mail fuel surcharge at the same % savings we achieve for our customers on tracked postage rates to USA versus Royal Mail. Our tracked postage rates to USA are on average 45% - 48% cheaper than RM so our fuel surcharge has been set at around 45% less than RM at **3.5%** compared to Royal Mails fuel surcharge of **6.5%**

Our fuel surcharge is subject to change on 1st April 2020, 1st July 2020 & 1st October 2020 whereas the Royal Mail fuel surcharge is subject to change at any time with 2 weeks' notice provided.

8. Collections

We offer qualifying customers a "PM" UPS collection from their premises and the fees for this are as follows.

- 20 parcels or more collected - **FREE**
- 13-19 parcels collected - **£3 charge**
- 6-12 parcels collected - **£5 charge**
- 1-5 parcels collected - **£7 charge**

Collections can be daily, 3 times per week (Mon, Wed & Fri) or on request. Alternatively, parcels can be sent to us via your own carrier or courier. A lot of our smaller volume customers use RM tracked 24 to send to us.

9. Volumetric Weight Surcharges

eTail-USA is and always has been a small parcels service. 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 many multiple small/slim parcels.

The table below shows the 2020 volumetric surcharges we are forced to apply to bulky/large parcels. The amounts shown below are added to our normal rates per parcel.

Please Note: Volumetric surcharging only kicks-in for THICK parcels. If your parcel is less than 9cm in THICKNESS then you will NEVER be charged volumetric surcharges.

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 (if your parcel is less than 9cm in THICKNESS the below will NOT apply)

<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

10. 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 Mai 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.

11. 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

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.

12. Failed Deliveries/Returns

We are very proud of our delivery record over the past 6 years with 99.5% of parcels delivered. Our failed delivery record of just under 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 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.