



October 25, 2021

**Dear Valued Advantus Vendor Partner:**

Advantus is requesting you to ship packages to us via DHL on our account number 961024608. Please read the following guidelines. We advise you of these guidelines because if your company does not follow these guidelines, Advantus will have to pay higher rates, and we will debit your company for the difference.

**DHL Guidelines that must be followed:**

- Do not ship any individual airbill over 285kg (**this is either actual weight or dimensional weight—WHICHEVER IS HIGHER**). Advantus' rates go up by 33% if you ship over 285kg on a single airbill.
  - If you are shipping more than 285kg, split it into multiple airbills but make sure no airbill is less than 70kg as the rate per kg goes up on airbills under 75 kg.
  - Dimensional weight is calculated as follows:
    - LxWxH in cm's, then divide by 6000. So a package that is 300cm x 40cm x 10cm that actually weighs 5kg would have a dimensional weight of 20kg. Use the higher value, 20kg.
- Do not ship any airbill under 70kg as the rate per kg is higher. If your total shipment is not 70kg, then you can ship the actual weight. For example, a 350 kg shipment, do not split it into a 65kg and a 285kg shipment. We need you to split to at least 70kg on the smaller shipment and no more than 285kg on the largest shipment.
- Do not ship any combination of airbills in a single day over 950kg from China.
- **WAREHOUSE SHIPMENTS:** Be sure to address the shipment to the proper Advantus address. Do not put a person's name in the ship-to address if you are shipping to the following addresses: West 12<sup>th</sup> Street or Shawland Road. **Put our PO# in the address so that the goods are able to be received properly.** If you do not receive a PO# for goods going to our warehouse locations, do not ship the goods.
- **SHIPMENTS TO ADVANTUS OFFICES:** If you are shipping to any of our offices, including San Jose Blvd, be sure to put a person's name in the ship to address and be sure to put a General Ledger code number in the reference field. The Advantus team member requesting the shipment will provide the code number to use. If you are not given a code number, do not ship the goods. If you ship to an Advantus office address without a code number, you will be debited \$25 per package.
- **DO NOT USE A LOCAL DHL AGENT TO GET A QUOTE. YOU MUST SHIP ON ADVANTUS' ACCOUNT AND FOLLOW THE INSTRUCTIONS ABOVE. IF YOU ARE HAVING TROUBLE GETTING DHL TO PICK UP THE GOODS, ADVISE YOUR CONTACT AT ADVANTUS, AND WE WILL TRY TO FIX THE SITUATION FROM THE USA. YOU MUST SEND US INFORMATION ON WHO AT DHL IS CAUSING THE PROBLEM, SO PLEASE PROVIDE US WITH ACTUAL EMAILS FROM DHL, NOT JUST A COMPLAINT THAT DHL IS NOT PICKING UP. ALL CHARGES SHOULD BE BILLED COLLECT TO ADVANTUS.**

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Charles Frohman".

Charlie Frohman

Executive Vice President