

Background

Logistics provider DHL announced that it will exit the ground and air express markets in the U.S. and focus its remaining U.S. resources solely on its import/export business. Beginning January 30, 2009, DHL's U.S. Express business will focus entirely on its international offerings and ***will discontinue its domestic-only air and ground services.***

What Will Four51 Do?

Four51 will make several updates to the system to accommodate DHL's decision, including:

- Removing the 'DHL - Actual Rates' option from the Create/Edit Shipper page when Use third party rates is selected
- Running a program that will automatically eliminate any traces of DHL shippers in the Four51 system

These updates are tentatively scheduled for the evening of Thursday, January 29, 2009. Additional information will be coming later this week.

How Does This Affect Me and My Customers?

We recommend that you be proactive and update your ship methods manually prior to the end of the month.

After we run the clean-up program some ship methods may not have a shipper which would stop a buyer user from proceeding past the Shipping page of the checkout process.

- Action required: Add a new shipper to any ship method that has ONLY "DHL – Actual Rates" so your customers can continue to use that ship method.

What if I Have More Questions?

Information about Actual Rates shippers can be found in article # 283443 in Discover Four51, your online knowledgebase. If you still have questions, use Discover Four51 to submit a case to Four51's Support Team.