



Lone Star Overnight Simple Service Explained:

Choice – Provides Lone Star Overnight users a new service option for 2011, the customer decides which service is best for them

Features

- No Pickup Fees
- No Residential Delivery Fees
- No Delivery Area Surcharge Fees
- No Fuel Surcharge
- Discounts available

Services Available with LSO Simple

- LSO Simple option is available with LSO Basic and LSO Economy Overnight Services
- Now you have a choice every time you ship – LSO Traditional or LSO Simple!

Guidelines

- LSO Simple option is only available when shipping using LSO's website at www.lso.com
- The Simple option matches the published rates of the leading competitor's equivalent product for LSO Basic and LSO Economy Overnight; however you pay nothing more for the standard service features. That means no pickup fees! No residential delivery fees! No Extended Delivery Area Fees! and No Fuel Surcharges!
- This allows you to save significant money when compared to the overall cost of services using the leading carrier. Moreover, your charges are simple and easy to understand.
- For LSO Basic, take the published Priority Overnight rates of Federal Express for the appropriate zone and weight combination and that is your price. No pickup fees, no residential delivery fees, no extended delivery area fees and no fuel surcharge fees! - Simple!
- For LSO Economy Overnight, the process is the same, only using the published Standard Overnight rates of Federal Express.
- If you need Saturday Delivery Service, LSO Early Service or additional Declared Value Service, those options are also available with LSO Simple pricing for the then current fees associated with these enhanced services. However, there would still be no pickup fees, no residential delivery fees, no extended delivery area fees and no fuel surcharge fees.

Frequently Asked Questions:

Q: Can I use LSO Simple with ground service?

A: No LSO Simple option is only available for LSO Priority service offerings and is only available when shipping using LSO's website at www.lso.com.

Q: What if I need Declared Value Service?

A: Additional Declared Value Service is an enhanced service feature and available for LSO Simple at the then current Declared Value Service charge.

Q: Can I get LSO Early Service or LSO Saturday Service with the Simple option?

A: Yes both LSO Early and LSO Saturday Services are enhanced service features and available for use with LSO Simple at the then current fees for these service features.

Q: What if I don't want to use LSO Simple all the time, can I still choose the Traditional LSO option?

A: Yes, the choice is always yours –every time. At LSO, we feel the best way to meet our customer's needs is by offering them choices. Use LSO's traditional pricing with our low base rates and then add the additional services you need such as residential delivery, on call pickup, etc. OR choose LSO Simple at the same published rates as the leading competitor with no extra fees for the standard service features. That means one price with no pickup fees, no residential delivery fees, no extended delivery area fess and no fuel surcharge!

Q: Is LSO Simple a flat rate?

A: No, LSO simple is an inclusive rate for the selected service level and does change depending on weight and zone combination. It is designed as a simple, easy to understand rate with no additional charges levied for the standard service features.

Q: Can I select LSO Simple option when using manual or pre-printed air bills?

A: No, LSO Simple is only available when using LSO's website at www.lso.com.

Q: I have a discount with LSO for LSO Basic and LSO Economy Overnight, will I get that discount on LSO Simple option too?

A: Yes, your discount would also be available for use with the LSO Simple option as well.

Q: Are the delivery commitments different with LSO Simple option when compared to the same product using LSO Traditional option?

A: No, all of the standard service commitments and features are the same whether selecting the LSO Traditional option or the LSO Simple option for the same product.

Q: Can I still use LSO supplies free of charge with the LSO Simple option?

A: Yes, LSO provided supplies are available free of charge regardless of whether you choose LSO Traditional option or LSO Simple option for LSO Priority products –

LSO Early, LSO Basic, LSO Economy Overnight and LSO Saturday.

Q: Do DIM weight rules still apply?

A: Yes DIM weight rules are unchanged when using the LSO Simple option.