

**EXHIBIT D
CONTRACT SERVICE GUIDE (KSG)**

The contractor shall provide and maintain a current Worldwide Express KSG on their company website that contains the following minimum information:

1. Shipping countries and major cities served under WWX
2. Shipping rates
3. Tracking/tracing (e.g., by TCN/Shippers Reference Number, etc.)
4. Contract Services
5. Shipping Instructions
6. Service Conditions
7. Weight and dimensional limits
8. Customer service features to include services not specified in this contract, but which are contained in the contractor's commercial service guide (CSG) or are offered to their commercial customers.
9. Automation
10. Packaging
11. Documentation
12. Points of contacts and their telephone numbers

Note: Send an electronic copy as a document file to the Program Management Office and Contracting Office.