

# Passport 2020 Holiday Shopping Season Guide



# Anticipated Transit Times\*: Q4 - Top 6 Countries

## DDU

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	12 days	2 days
Australia	26 days	1 day
United Kingdom	13 days	3 days
Germany	13 days	1 day
France	15 days	2 days
Singapore	14 days	3 days

## DDP

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	10 days	1 day
Australia	14 days	1 day
United Kingdom	7 days	1 day
Germany	9 days	No change
France	11 days	No change
Singapore	8 days	No change

- Historically, we have not seen a large increase in Transit Times from Q3 to Q4.
- Due to COVID 19's unprecedented effect on international shipping and the constantly changing circumstances from country to country that the pandemic is causing, plus operational and service issues being experienced by the USPS, these estimates may change. We at Passport will do our best to keep you updated!

\*The Transit Times on this slide are a weighted average between our 3 export facilities in CA, IL and NJ. For projections by facility, please see appendix.

# Passport Holiday Cutoff Schedule 2020

Recommended drop dates at Passport facilities for Christmas delivery\*\*

## Shipments going to our New Jersey and Illinois facilities

Service level	Canada	United Kingdom	Europe	Australia	Rest of World
Priority DDP	12/7/2020	12/16/2020	12/4/2020	12/1/2020	12/1/2020
Priority DDU	12/1/2020	12/4/2020	12/1/2020	12/1/2020	11/24/2020

## Shipments going to our California facility

Service level	Canada	United Kingdom	Europe	Australia	Rest of World
Priority DDP	12/2/2020	12/15/2020	12/4/2020	12/3/2020	12/1/2020
Priority DDU	12/1/2020	12/4/2020	12/1/2020	12/1/2020	11/24/2020



\*\*These are recommended cutoffs for successful Christmas delivery and are not guaranteed. Dates are based off past, current, & projected COVID-19 capacity for peak season.

# Passport Customer Support and COVID-19: Passing the Stress Test

Our Support Team experienced a massive spike in tickets during the onset of COVID-19 and maintained strong performance

- Our Support team experienced a **48% increase** in tickets from March through May this year when compared to the most recent high ticket volume period - Holidays 2019.



- During our peak COVID-19 period, our team averaged a First Response Time of only 3.5 hours! This is a **76% decrease** in Response Time as compared to Holidays 2019.



- Also during this peak COVID-19 period, our Support team **increased** their one touch ticket resolution rate to 72% - up from 68% during the 2019 Holiday period!



# Passport Support Team: Gearing Up for the Holidays!

## Here is what our Customer Support Team is up to during Holiday Season Prep!



We've increased our support staff and are training them up to be ready for the Holiday Season!



We are creating Holiday specific FAQs to help increase “self-service” and quicker resolutions!



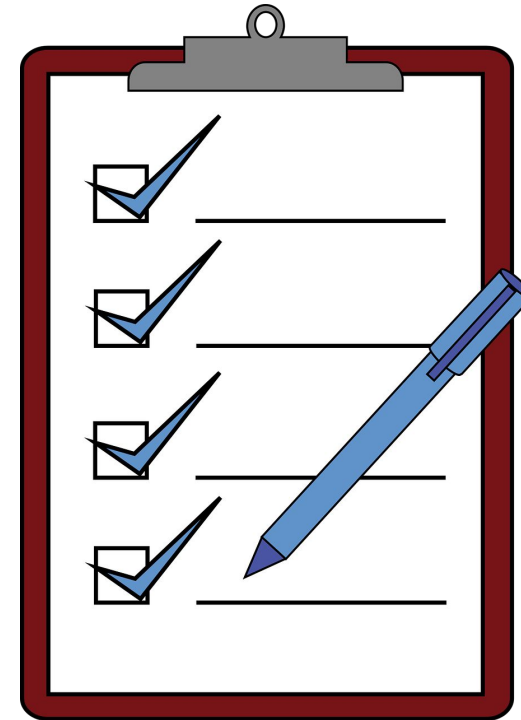
Customers will be able to subscribe to tracking notifications through Facebook Messenger. Passport is going to provide the best tracking and customer experience through this added channel!



During the Holiday shopping season, we will maintain our support hours of 18 hours per day, 7 days a week. Despite the coming increases in ticket volume, we are committed to maintaining our SLA's of 12 hours for first response tickets, and 24 hours for second touch tickets with your customers!

## Here Are Some Steps You Can Take to Ensure Full Readiness

- Confirm your products have all the following info:
  - SKU
  - Description
  - HS Code
  - Country of Origin
  - Product weight
- Ensure that Passport is removed from your Domestic Shipping Zones
- Dedicate a page on your website to Holiday cut-off dates
- Be sure to keep up with our [Service Alerts!](#)
- For countries that require a Tax ID (Brazil, Chile, and Argentina), we recommend posting a note or banner to have the customer enter their Tax ID in the “Company” field.
- Do you have an **Express** option to offer your international customers? If not, ask how us how we can help!
- Have you evaluated your shipping rate strategies before the holidays? We can help with that too!



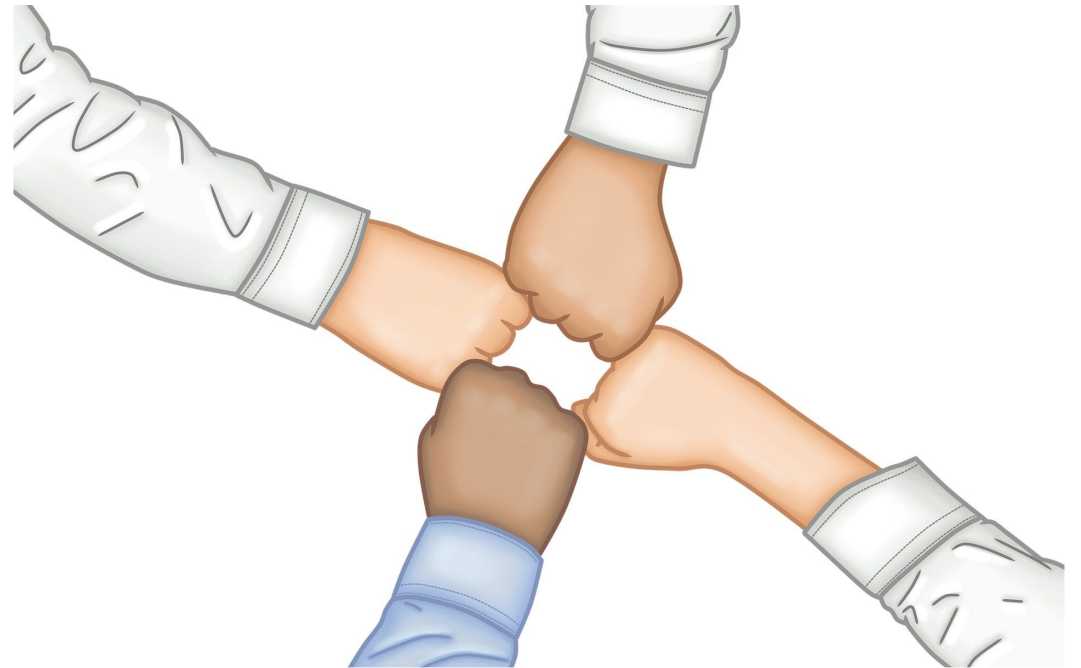
# Passport's Brand Success Team: Here to Help You Achieve Your Goals

As your Partner, we will be by your side to help you “Win” in International Shipping!

**We value your feedback! We would love to hear how we are doing, as well as your ideas to help grow our Partnership!**

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- How can we at Passport best support you and help you meet your objectives?
- What is your overall impression of Passport? What are some things we do well? What are some areas that we can improve?
- Let's keep talking! Let's set up a regular cadence to make sure we are staying connected!



## Product Session

- How do you choose and evaluate the success of your logistic partners (like your 3PL, domestic carriers, etc) and how are you measuring Passport?
- What operational metrics are important to you?
- What tool do you use for reporting? Does this differ for ops vs. your eCommerce analytics?
- What flags you to think about changing up your international shipping strategy? (e.g., flat rate to live rate, adding service levels, etc)
- How often do you want to change your strategy?
- How often do you actually update your strategy?
- If we could provide one service for your brand that we don't currently, what would it be?





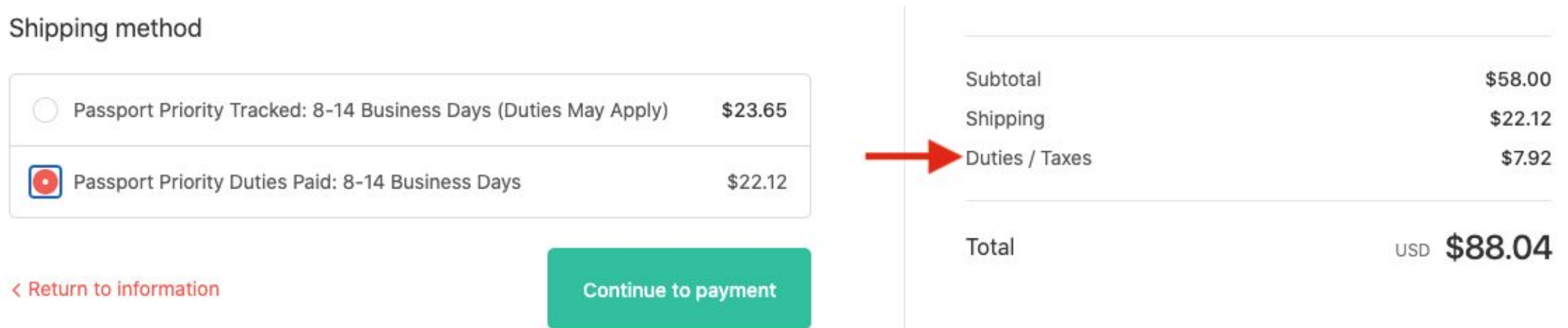
**THANK YOU and  
Happy Holidays from  
the Passport team!**



# Appendix

# A New Checkout Feature Available for Brands on Shopify Plus

By moving the Duties/Taxes amount away from the Shipping cost, to a separate line item on the right, Brands are seeing a significant increase in Conversion Rate!



Shipping method

<input type="radio"/>	Passport Priority Tracked: 8-14 Business Days (Duties May Apply)	\$23.65
<input checked="" type="radio"/>	Passport Priority Duties Paid: 8-14 Business Days	\$22.12

[Return to information](#) [Continue to payment](#)

Subtotal	\$58.00
Shipping	\$22.12
Duties / Taxes	\$7.92
Total	USD \$88.04

- For Brands who have this feature enabled, shifting the Duties/Taxes to the right under the Subtotal gives a clearer picture of the total cost breakout to your customer.
- This cleaner, more streamlined look to the page is leading to Conversion Rate increases of 7-10%!

# Anticipated Transit Times: Q4 - Top 6 Countries - CA Facility

## DDU

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	11 days	2 days
Australia	21 days	No change
United Kingdom	16 days	1 day
Germany	14 days	No change
France	13 days	2 days
Singapore	11 days	No change

## DDP

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	10 days	1 day
Australia	11 days	1 day
United Kingdom	8 days	No change
Germany	10 days	No change
France	12 days	No change
Singapore	8 days	No change

- Historically, we have not seen a large increase in Transit Times from Q3 to Q4.
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# Anticipated Transit Times: Q4 - Top 6 Countries - IL Facility

## DDU

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	17 days	1 day
Australia	35 days	2 days
United Kingdom	17 days	2 days
Germany	26 days	4 days
France	17 days	1 days
Singapore	16 days	3 days

## DDP

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	8 days	No change
Australia	27 days	5 days
United Kingdom	10 days	No change
Germany	12 days	1 day
France	13 days	1 day
Singapore	10 days	1 day

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# Anticipated Transit Times: Q4 - Top 6 Countries - NJ Facility

## DDU

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	13 days	No change
Australia	27 days	1 day
United Kingdom	8 days	No change
Germany	11 days	No change
France	15 days	1 days
Singapore	16 days	2 days

## DDP

Country	Anticipated Transit Time	Anticipated Increase from Q3
Canada	9 days	No change
Australia	21 days	No change
United Kingdom	6 days	1 day
Germany	7 days	No change
France	9 days	1 day
Singapore	8 days	No change

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