



Assessment of 2008 Carrier Rate Increases

Another costly increase in small parcel shipping charges is just around the corner. The announced rate increases of 4.9% for Ground and 6.9% for Air from FedEx and UPS masks the true impact for many shippers. The base rates may average the announced increases across the board; however, the following synopsis will highlight some particularly hard hit areas. Higher zone express shippers could experience increases in the 9-10% range. Additionally, surcharges are increasing up to 20% in some cases. Surcharges for irregular and large packages are up 8.3% to 12.5%. Commercial remote add-ons are increasing 7.1% and residential fees are up 5.4% for ground.

It is important to realize that these announced rate increases are only averages and the impact to your company could vary greatly. To determine the real impact of this rate increase to your specific business and shipments contact AFMS for a client rate impact analysis.

UPS

UPS Ground

UPS has announced that they will be increasing Ground rates by 4.9%, which mimics last year's ground increase. This increase includes Ground Standard to Canada. UPS Hundredweight service will increase 4.9%, compared to a 5.9% increase a year ago.

*** UPS will increase their rates on December 31st, 2007; a week before FedEx***

Key 2008 Ground Changes:

- **Ground Residential Surcharge:** The Residential Surcharge will increase \$0.10 (5.4%) to \$1.95.
- **Ground Commercial Minimum Charge:** Increased \$0.20 (5.0%) to \$4.20.
- **Ground Residential Minimum Charge:** Increased \$0.30 (5.1%) to \$6.15.
- **Remote Area Surcharge:** This is a new charge for certain zips in Alaska and Hawaii. The charges are \$15 and \$6, respectively. Although the list rates for these destinations are showing a decrease, this surcharge makes this one of the highest increases for 2008.
- **Ground Standard to Canada Residential Surcharge:** UPS has announced that the residential surcharge of \$1.95 will apply to UPS Standard to Canada packages and shipments sent to a residential address. **This is a new charge for UPS; previously there was no residential surcharge for such shipments.**

The zone 2, 1 lb. rate is used to establish the absolute minimum charge (AMC) in contracts. This moves from \$4.00 to \$4.20, a 5.0% increase. The table below shows the trend in the AMC over the past 4 years:

Ground Commercial zone 2, 1 lb change	2005	2006	2007	2008
Base rate zone 2, 1 lb.	\$3.62	\$3.80	\$4.00	\$4.20
\$ change from prior year	\$0.17	\$0.18	\$0.20	\$0.20
% change from prior year	4.9%	5.0%	5.3%	5.0%
Announced average rate increase	2.9%	3.9%	4.9%	4.9%

In assessing the **Ground** rate increases across zones 2 – 8 the average increase for weights 1 – 70 lbs. is 4.80% compared to 5.77% last year.

	2	3	4	5	6	7	8	Overall Zone 2-8
1 - 150 lbs.	3.62%	3.73%	3.67%	3.86%	3.90%	4.64%	4.40%	3.97%
1 - 70 lbs.	4.99%	5.12%	5.13%	5.20%	5.09%	4.27%	3.78%	4.80%
71 - 150 lbs.	2.42%	2.50%	2.40%	2.68%	2.86%	4.97%	4.94%	3.25%

The 1 – 5 lbs. packages increased an average of 5.50%, the same as the 2006 increase, while the 31 – 70 lbs. packages increased 4.65%, compared to 5.99% the prior year. The largest ground increase can be found between weights of 60 and 70 lbs. in the mid range zones where the increase is over 6%. See the attached addendum for detailed cell by cell increases.

Ground to Alaska, Puerto Rico, and Hawaii came in on average at the announced rate increase.

	Metro AK, HI	Puerto Rico	Remote AK, HI
1 - 150 lbs.	4.94%	4.94%	-0.95%
1 - 70 lbs.	4.94%	4.94%	-5.38%
71 - 150 lbs.	4.94%	4.94%	2.94%

Packages to Remote Alaska and Hawaii are showing a price reduction, although the new remote area surcharge of \$15/\$6 will apply to certain Zips, where some cells could see increases of up to 30%.

Across all tiers, the **Ground CWT** service is showing an increase of 5.41%, but zones 2-8 are showing an increase of 5.17%. The most common tier, tier 6, shows an average increase of 5.25% for zones 2-8, and a 5.43% increase when including Alaska, Puerto Rico, and Hawaii. The minimums for this service did not change.

Tier	Weight	2	3	4	5	6	7	8	44	45	46
01	200 to 499lbs.	4.95%	5.48%	5.08%	4.98%	5.03%	5.38%	5.55%	6.18%	6.18%	5.88%
	500 to 999lbs.	5.05%	5.51%	5.20%	5.17%	5.03%	5.42%	5.58%	6.19%	6.19%	5.90%
	1000lbs. or more	5.30%	5.65%	5.30%	5.23%	5.09%	5.43%	5.70%	6.20%	6.20%	5.92%
02	200 to 499lbs.	4.90%	4.87%	4.66%	5.32%	5.77%	5.08%	6.06%	5.37%	5.37%	5.78%
	500 to 999lbs.	4.97%	5.09%	4.71%	5.35%	5.87%	5.17%	6.13%	5.38%	5.38%	5.82%
	1000lbs. or more	5.19%	5.21%	4.81%	5.43%	5.89%	5.21%	6.24%	5.41%	5.41%	5.84%
03	200 to 499lbs.	4.93%	5.24%	5.23%	5.30%	5.38%	5.19%	5.52%	5.34%	5.34%	5.82%
	500 to 999lbs.	4.98%	5.45%	5.35%	5.34%	5.44%	5.30%	5.55%	5.34%	5.34%	5.83%
	1000lbs. or more	5.14%	5.58%	5.44%	5.38%	5.45%	5.41%	5.63%	5.35%	5.35%	5.84%
04	200 to 499lbs.	4.88%	4.94%	5.10%	5.57%	5.34%	5.39%	5.84%	6.30%	6.30%	5.84%
	500 to 999lbs.	4.90%	5.10%	5.17%	5.62%	5.46%	5.48%	5.84%	6.34%	6.34%	5.86%
	1000lbs. or more	5.08%	5.18%	5.25%	5.65%	5.48%	5.59%	5.92%	6.37%	6.37%	5.87%
05	200 to 499lbs.	5.38%	5.04%	5.09%	5.35%	5.39%	5.32%	5.76%	6.46%	6.46%	5.64%
	500 to 999lbs.	5.65%	5.14%	5.12%	5.44%	5.47%	5.34%	5.79%	6.47%	6.47%	5.66%
	1000lbs. or more	5.80%	5.24%	5.18%	5.47%	5.47%	5.43%	5.85%	6.49%	6.49%	5.69%
06	200 to 499lbs.	5.54%	5.80%	5.03%	4.91%	5.20%	4.91%	4.87%	6.24%	6.24%	5.05%
	500 to 999lbs.	5.71%	5.84%	5.07%	5.01%	5.26%	4.99%	4.91%	6.26%	6.26%	5.07%
	1000lbs. or more	5.83%	5.90%	5.12%	5.05%	5.36%	4.99%	4.96%	6.29%	6.29%	5.08%
07	200 to 499lbs.	6.25%	4.04%	2.93%	2.94%	3.83%	4.09%	5.04%	6.92%	6.92%	5.05%
	500 to 999lbs.	6.31%	4.18%	3.00%	3.03%	3.91%	3.81%	5.07%	6.95%	6.95%	5.07%
	1000lbs. or more	6.35%	4.25%	3.07%	3.08%	3.92%	3.82%	5.10%	6.96%	6.96%	5.07%

Contact AFMS for a detailed cell by cell rate impact analysis

UPS Air & International

UPS has announced that Air and International rates will increase by 4.9%, the same increase as last year. They arrived at the 4.9% through a coordination of a 6.9% increase in rates and a 2% reduction in the air fuel surcharge.

Key 2008 Air & International Changes:

- **Air Residential Surcharge:** The Residential Surcharge will increase \$0.10 (4.5%) to \$2.30.
- **Remote Area Surcharge:** This is a new charge for certain zips in Alaska and Hawaii. The charges are \$15 and \$6, respectively. Although the list rates for these destinations are showing a decrease, this surcharge makes this one of the highest increases for 2008.

Next Day Air increased 7.85% overall, compared to 6.41% last year, with Letters increasing at a lower rate of 4.30% compared to 5.43% last year. Next Day Air Saver increased 7.82% overall, but showed an increase of 10.5% in zone 8, with the largest increase in any cell at 11.7%. Remote Alaska and Hawaii Next Day Air showed the largest individual increase in any cell at 16.7%, in addition to the new remote surcharges. The following tables outline the rate increases by service, zone, and weight breaks of Letter, 1 – 70 lbs., and 70 – 150 lbs.

Overall	2	3	4	5	6	7	8	Overall Zone 2-8
Next Day Air	6.23%	5.98%	8.74%	8.61%	8.48%	8.56%	8.38%	7.85%
Next Day Air Saver	2.13%	2.89%	9.68%	9.94%	9.20%	10.39%	10.50%	7.82%
2nd Day Air	4.34%	4.34%	4.45%	5.01%	9.03%	8.98%	8.18%	6.33%
Three Day Select	4.77%	5.63%	5.61%	5.98%	6.32%	6.54%	6.94%	5.97%

Metro AK, HI	Puerto Rico	Remote AK, HI
8.38%	8.38%	11.04%
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8.78%	8.78%	7.28%
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Letters	2	3	4	5	6	7	8	Overall Zone 2-8
Next Day Air	2.17%	3.13%	3.31%	4.79%	3.32%	6.93%	6.43%	4.30%
Next Day Air Saver	4.17%	3.57%	4.55%	6.47%	6.65%	7.30%	7.53%	5.75%
2nd Day Air	7.32%	5.17%	4.40%	4.59%	9.81%	9.82%	9.91%	7.29%
Three Day Select	--	--	--	--	--	--	--	--

Metro AK, HI	Puerto Rico	Remote AK, HI
7.11%	7.11%	-15.53%
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9.75%	9.75%	-4.28%
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1 - 70 lbs.	2	3	4	5	6	7	8	Overall Zone 2-8
Next Day Air	5.36%	6.04%	8.77%	8.69%	8.60%	8.63%	8.29%	7.77%
Next Day Air Saver	2.21%	2.21%	9.49%	9.27%	9.67%	9.84%	10.03%	7.53%
2nd Day Air	4.40%	4.46%	4.42%	5.12%	8.45%	8.58%	8.09%	6.22%
Three Day Select	4.91%	5.73%	5.71%	6.05%	6.39%	6.65%	7.05%	6.07%

Metro AK, HI	Puerto Rico	Remote AK, HI
8.26%	8.26%	6.38%
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8.61%	8.61%	-1.22%
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71 - 150 lbs.	2	3	4	5	6	7	8	Overall Zone 2-8
Next Day Air	7.05%	5.96%	8.78%	8.58%	8.45%	8.52%	8.49%	7.97%
Next Day Air Saver	2.02%	3.47%	9.92%	10.58%	8.82%	10.91%	10.96%	8.10%
2nd Day Air	4.24%	4.23%	4.47%	4.92%	9.53%	9.32%	8.23%	6.42%
Three Day Select	4.65%	5.54%	5.53%	5.93%	6.26%	6.46%	6.85%	5.89%

Metro AK, HI	Puerto Rico	Remote AK, HI
8.51%	8.51%	15.44%
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8.91%	8.91%	14.86%
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Contact AFMS for a detailed cell by cell rate impact analysis

UPS Next Day Air CWT received increases up to 9.8% for Zone 104.

Tier	Weight	102	103	104	105	106	107	108	124	125	126
01	100 lbs. +	5.43%	5.22%	9.41%	6.99%	7.25%	7.37%	6.99%	6.91%	6.91%	6.91%
02	100 lbs. +	5.10%	5.71%	9.84%	7.00%	7.21%	7.46%	6.97%	6.95%	6.95%	6.92%
03	100 lbs. +	4.81%	5.48%	9.41%	7.08%	7.26%	7.42%	6.67%	6.83%	6.83%	7.07%
04	100 lbs. +	5.50%	5.23%	9.72%	7.05%	7.25%	7.38%	6.67%	6.80%	6.80%	6.99%
05	100 lbs. +	5.17%	5.62%	9.61%	6.92%	7.39%	7.22%	6.89%	6.94%	6.94%	7.02%
06	100 lbs. +	4.92%	5.14%	9.80%	6.83%	7.17%	7.27%	6.94%	6.93%	6.93%	6.95%
07	100 lbs. +	5.19%	5.38%	9.63%	6.89%	7.25%	7.31%	6.74%	6.93%	6.93%	6.91%

UPS Next Day Air Saver CWT had virtually no increase in the short zones, but upwards of 9.75% in the mid range zones.

Tier	Weight	132	133	134	135	136	137	138
01	100 lbs. +	1.33%	0.88%	9.26%	9.66%	6.74%	6.83%	6.54%
02	100 lbs. +	1.22%	0.83%	9.14%	9.47%	6.76%	6.85%	6.49%
03	100 lbs. +	1.15%	0.79%	9.52%	9.48%	6.99%	6.64%	6.30%
04	100 lbs. +	1.06%	0.75%	9.31%	9.73%	7.02%	6.64%	6.42%
05	100 lbs. +	1.00%	0.71%	9.22%	9.75%	7.00%	6.69%	6.38%
06	100 lbs. +	0.95%	0.63%	9.24%	9.47%	7.02%	6.71%	6.33%
07	100 lbs. +	0.85%	0.60%	9.30%	9.56%	6.98%	6.67%	6.42%

UPS Second Day Air CWT shows a similar increase as the short zones took a very small increase and the long zones took an above average increase.

Tier	Weight	202	203	204	205	206	207	208	224	225	226
01	100 lbs. +	3.85%	3.08%	4.94%	3.70%	8.97%	8.47%	7.37%	7.07%	7.07%	7.02%
02	100 lbs. +	3.64%	2.99%	4.71%	4.39%	8.98%	8.47%	7.43%	7.62%	7.62%	7.44%
03	100 lbs. +	4.92%	4.05%	4.26%	3.94%	8.65%	8.78%	7.37%	7.08%	7.08%	6.92%
04	100 lbs. +	4.41%	3.80%	5.10%	3.79%	8.90%	8.49%	7.62%	7.76%	7.76%	7.87%
05	100 lbs. +	4.29%	3.66%	4.85%	4.32%	9.05%	8.64%	7.73%	7.85%	7.85%	7.91%
06	100 lbs. +	4.23%	3.61%	4.76%	4.14%	8.92%	8.47%	7.66%	7.75%	7.75%	7.74%
07	100 lbs. +	4.17%	3.57%	4.72%	4.00%	8.89%	8.68%	7.57%	0.00%	0.00%	0.00%

The following is a 2007 vs. 2008 rate change look for some high profile UPS World Wide Express export lanes. These lane increases are mild compared to the 2007 increase. For example, last year the rates to China increased 9.51% compared to 3.90% this year. Likewise, Express to Canada is increasing 6.76% in 2008 compared to 8.81% in 2007.

	CN	UK, NL, FR, DE	HK, TW, SG, JP	KR, TH	CA	MX
Ltr	5.98%	6.71%	6.93%	7.31%	6.73%	6.72%
1 - 5 lbs.	4.56%	6.57%	5.51%	6.74%	6.38%	6.70%
1 - 150 lbs.	3.88%	6.51%	5.02%	8.76%	6.76%	6.94%

Contact AFMS for analysis on specific lanes

Federal Express

FedEx Ground, Air & International

FedEx Ground and FedEx Home Delivery have matched UPS's increase of an average of 4.9%. The FedEx ground rates match the UPS ground rates with one exception; for zones 2-8, 70lb+ the rate is \$0.05 less expensive. FedEx Express package and freight rates will increase an average of 6.9% for U.S. and U.S. export services. The fuel price at which surcharges begin will be adjusted resulting in a 2% overall fuel surcharge reduction and a net average rate increase of 4.9%. They made a similar announcement of a fuel adjustment in conjunction with their 2006 and 2007 rate increases. The Express rate increase is 1.4 percentage points more this year than it was last year when they announced a 5.5% increase adjusted down to 3.5% with the fuel adjustment.

Key 2008 Air & International Changes:

- **Air Residential Surcharge:** The Residential Surcharge will increase \$0.10 (4.5%) to \$2.30.
- **FedEx Express to Provide Import Pricing in U.S. Dollars:** FedEx Express customers importing goods to the U.S. will pay U.S.-dollar import rates. This provides a consolidated set of U.S. import rates to U.S. customers and allows customers to avoid uncertainties caused by currency fluctuations.

The following tables outline the rate increases by service, zone, and weight breaks of letter, 1 – 70 lbs., and 70 – 150 lbs. Overall, the two day service is seeing the largest increase at 9.43%. Last year this service increased only 5.12%. Standard Overnight is increasing over 9.70% from zones 4-8, while zones 2-3 are only increasing approximately 6.2%. Standard Overnight increased 5.95% last year, compared to 8.74% overall this year.

Overall	2	3	4	5	6	7	8	Overall Zone 2-8
Priority Overnight	3.07%	5.33%	8.78%	7.78%	7.79%	6.94%	7.86%	6.79%
Standard Overnight	6.28%	6.19%	9.91%	9.75%	9.69%	9.66%	9.70%	8.74%
Two Day	8.71%	8.95%	8.91%	9.80%	9.86%	9.92%	9.84%	9.43%
Express Saver	0.71%	8.96%	7.24%	2.56%	5.82%	8.98%	8.35%	6.09%

AK/HI Metro	AK/HI Rural	AK/HI Origin
7.46%	8.44%	8.01%
9.91%	--	7.75%
9.84%	7.47%	5.73%
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Letters	2	3	4	5	6	7	8	Overall Zone 2-8
Priority Overnight	5.86%	6.82%	10.00%	10.00%	7.30%	9.28%	9.93%	8.46%
Standard Overnight	6.43%	6.21%	9.23%	9.37%	7.99%	9.43%	9.25%	8.27%
Two Day	--	--	--	--	--	--	--	--
Express Saver	--	--	--	--	--	--	--	--

AK/HI Metro	AK/HI Rural	AK/HI Origin
6.49%	9.43%	2.21%
9.95%	--	3.58%
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1 - 70 lbs.	2	3	4	5	6	7	8	Overall Zone 2-8
Priority Overnight	4.06%	6.82%	9.18%	8.13%	7.89%	7.92%	7.85%	7.41%
Standard Overnight	6.43%	6.36%	9.92%	9.50%	9.57%	9.52%	9.49%	8.68%
Two Day	8.59%	8.99%	8.95%	9.78%	9.94%	9.95%	9.96%	9.45%
Express Saver	1.19%	8.56%	5.52%	1.95%	4.63%	8.15%	6.75%	5.25%

AK/HI Metro	AK/HI Rural	AK/HI Origin
8.10%	8.48%	7.45%
9.98%	--	6.87%
9.77%	9.70%	4.16%
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71 - 150 lbs.	2	3	4	5	6	7	8	Overall Zone 2-8
Priority Overnight	2.17%	4.00%	8.42%	7.44%	7.71%	6.06%	7.84%	6.23%
Standard Overnight	6.15%	6.04%	9.90%	9.98%	9.81%	9.78%	9.88%	8.79%
Two Day	8.82%	8.91%	8.88%	9.81%	9.80%	9.89%	9.74%	9.41%
Express Saver	0.29%	9.30%	8.75%	3.10%	6.86%	9.70%	9.75%	6.82%

AK/HI Metro	AK/HI Rural	AK/HI Origin
6.90%	8.39%	8.57%
9.85%	--	8.58%
9.90%	5.52%	7.10%
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Contact AFMS for a detailed cell by cell rate impact analysis

The following is a 2007 vs. 2008 rate change look for some high profile FedEx International Priority export lanes.

	CN	UK, FR, NL	HK, TW, SG	JP	CA	MX
Ltr	5.49%	4.20%	3.50%	3.50%	4.72%	5.31%
1 - 5 lbs.	6.49%	6.04%	4.54%	5.31%	4.86%	6.96%
1 - 100 lbs.	5.33%	8.35%	6.40%	6.32%	7.61%	5.72%

Contact AFMS for analysis on specific lanes

UPS 2007 Air List Rates Vs. FedEx 2007 Air List Rates

Historically published UPS Air rates are less expensive than published FedEx Air rates. It is important to monitor this difference each year as a discount rate from one carrier does not translate into the same net rate for the other. The following tables show the difference when comparing the UPS 2008 list rates to the FedEx 2008 list rates for both letters and packages. For example, a UPS 10 lb. zone 8 Next Day Air Package has a list rate of \$70.45, while a FedEx Priority Overnight 10lb. zone 8 package has a list rate of \$76.80. The UPS package is 8.27% less expensive or the FedEx package is 9.01% more expensive. This is very important during negotiations because if UPS offered a 50% discount, FedEx would have to offer a 54% discount just to match.

Letters	2	3	4	5	6	7	8	Overall Zone 2-8
Next Day Air	-8.14%	-8.33%	-8.11%	-8.16%	-8.16%	-8.28%	-8.21%	-8.20%
Next Day Air Saver	-5.66%	-5.84%	-5.99%	-5.97%	-5.87%	-5.91%	-5.88%	-5.88%
*2nd Day Air	-11.11%	-9.41%	-9.52%	-10.09%	-14.23%	-14.29%	-12.67%	-11.62%
Three Day Select	--	--	--	--	--	--	--	--

Packages	2	3	4	5	6	7	8	Overall Zone 2-8
Next Day Air	-8.28%	-8.29%	-8.30%	-8.30%	-8.30%	-8.30%	-8.30%	-8.30%
Next Day Air Saver	-5.94%	-5.95%	-5.96%	-5.96%	-5.96%	-5.96%	-5.96%	-5.96%
2nd Day Air	-7.06%	-7.05%	-7.07%	-7.07%	-7.09%	-7.09%	-7.08%	-7.07%
Three Day Select	-21.08%	-18.73%	-20.22%	-20.00%	-19.55%	-19.10%	-20.63%	-19.90%

**Two Day compares the UPS Letter to the FedEx 1 lb. rate*

Contact AFMS for a detailed cell by cell rate impact analysis

Accessorial Changes

Changes in Miscellaneous Charges from the UPS 2008 Daily Rates Announcement:

- UPS will be adjusting its Fuel Surcharge (FSC) index to reflect a 2% decrease starting December 31st.
- Declared Value will go up 9.1% from \$0.55 to \$0.60 per \$100 in value, with a minimum charge of \$1.80.
- Additional Handling charge will increase \$0.50 (8.3%) to \$6.50.
- Address Corrections for ground will increase \$1.00 (16.7%) to \$6.00, while the air charge of \$10.00 remains the same.
- Delivery Area Surcharge Commercial moves from \$1.40 to \$1.50 (7.2%); Residential moves from \$2.20 to \$2.30 (4.5%).
- The Large Package Surcharge will increase \$5.00 (12.5%) to \$45.00.
- Remote Area Surcharges will now be \$15.00 in Alaska and \$6.00 in Hawaii. Applies to Ground, Air, and Hundredweight services.
- Extended Area Surcharges to certain destinations outside the US will increase \$2.00 (10%) and \$0.02/lb (10%), to \$22.00 and \$0.22/lb. This charge now matches the FedEx charge.
- The charge for Delivery Confirmation will increase \$0.25 (20%) to \$1.50. Signature Required will increase \$0.25 (11.1%) to \$2.50 and Adult Signature Required will increase \$0.25 (7.7%) to \$3.50. UPS now matches the FedEx charges for this service.

Changes in Miscellaneous Charges from the FedEx Express 2008 Daily Rates Announcement:

- FedEx will be adjusting its FSC index to reflect a 2% decrease starting January 7th.
- Additional Handling charge will increase \$0.50 (8.3%) to \$6.50.
- Address Corrections for ground will increase \$1.00 (16.7%) to \$6.00, while the air charge of \$10.00 remains the same. The charge for Express Freight Services will increase \$8.00 (25%) to \$40.00 per correction.
- Declared Value will go up 9.1% from \$0.55 to \$0.60 per \$100 in value, with a minimum charge of \$1.80 which matches UPS. The old minimum for express was \$2.75 and \$1.50 for ground. On the ground side, the declared value will be calculated on the entire value of the package as opposed to the value exceeding \$100. The air charge will continue to apply to shipments valued in excess of \$100.
- E-mail Return Label fee will double and now cost \$1.00 matching the UPS electronic label fee.
- C.O.D. will increase \$0.50 (5.9%) to \$9.00 and will match the UPS charge.
- Delivery Area Surcharge Commercial moves from \$1.40 to \$1.50 (7.2%); Residential moves from \$2.20 to \$2.30 (4.5%).
- Oversize charge will increase \$5.00 (12.5%) to \$45.

There will be more details that come to light in the days and weeks ahead. The DHL 2008 rate analysis will be completed once the rates are published. If you have any questions on this market report, on the 2008 rate increase including cell by cell analyses by service, or if you are looking for details that were not covered here, please contact AFMS at (800) 246-3521 or visit us online at www.afms.com.