

**ON** DEMAND  
DELIVERY

# ON DEMAND DELIVERY

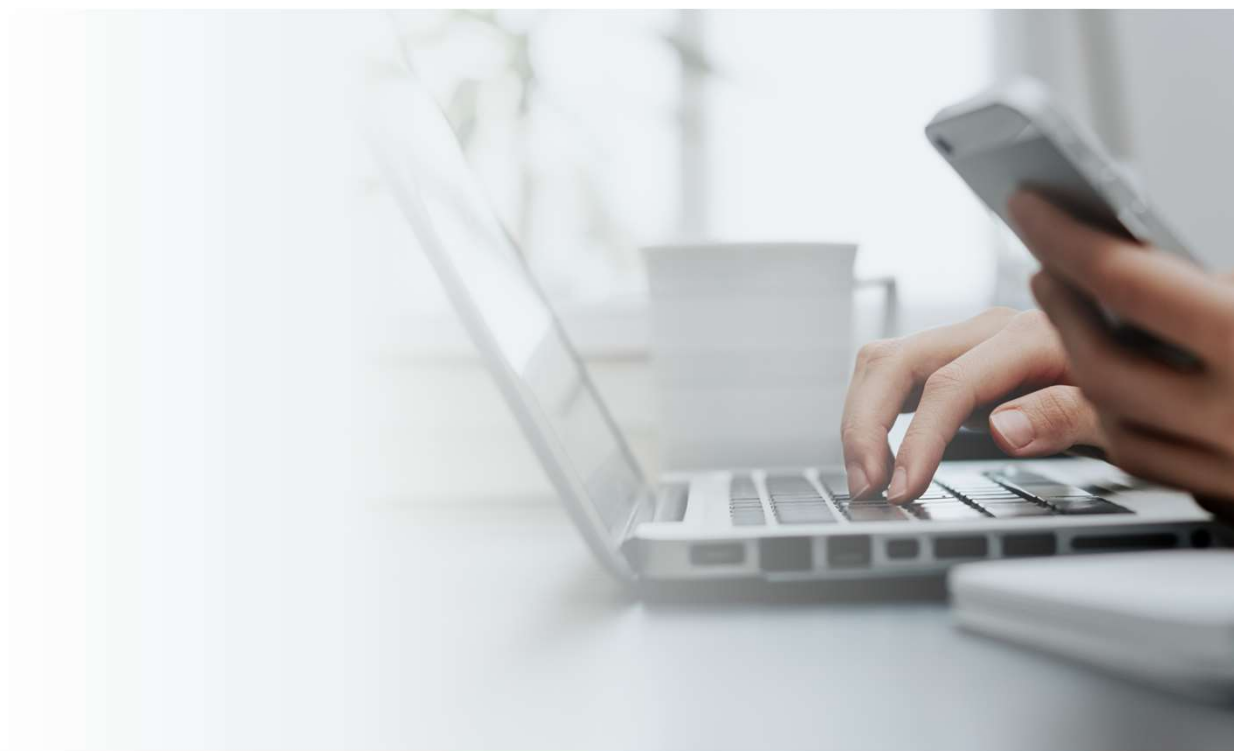
PUT YOUR CUSTOMERS IN CONTROL OF THEIR SHIPMENTS

DHL Express

**DHL**

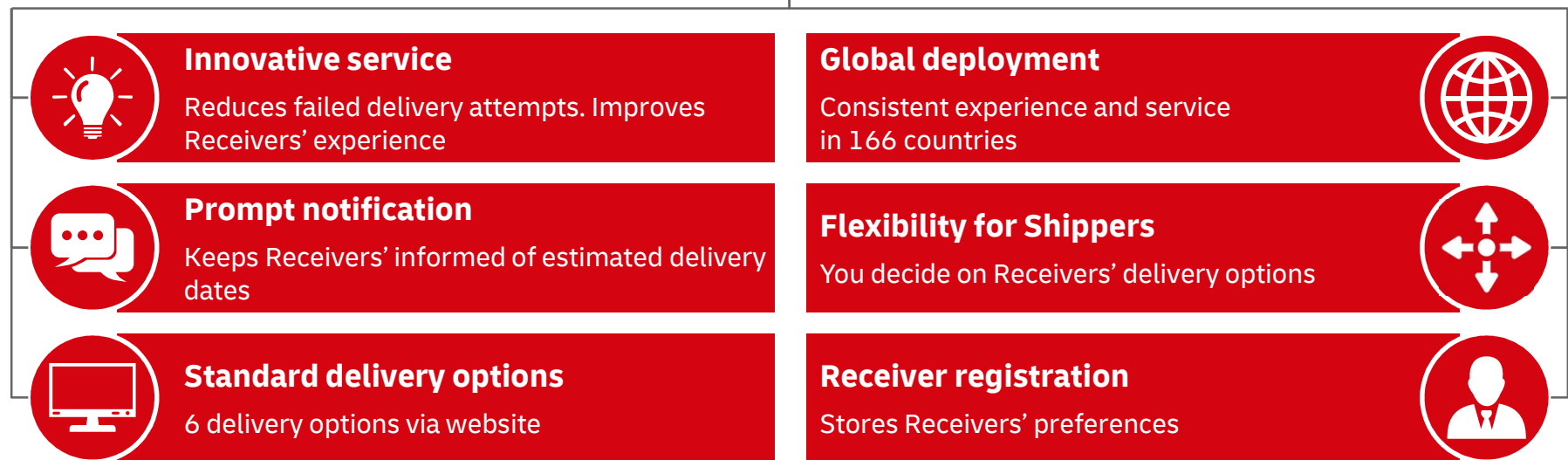
## Agenda

- 1 Introduction
- 2 Delivery options
- 3 Receiver registration
- 4 Next steps



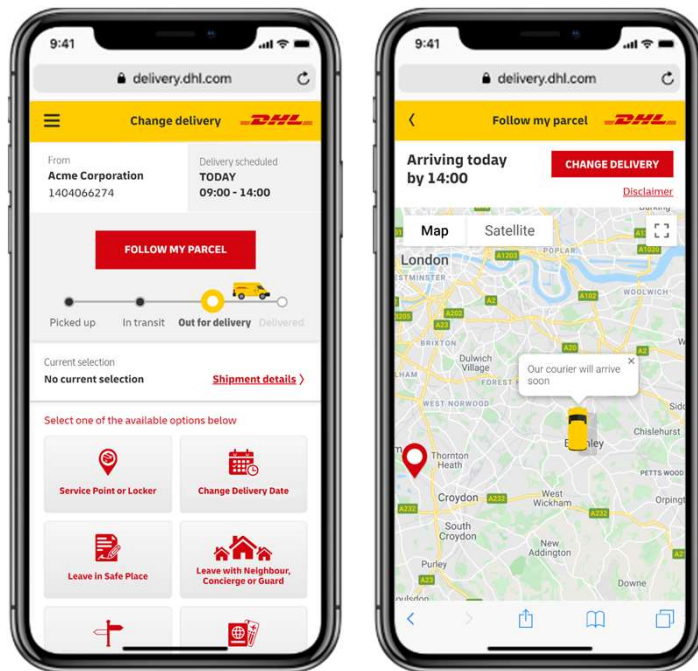
## What is On Demand Delivery?

Online platform with tailored notifications and delivery options



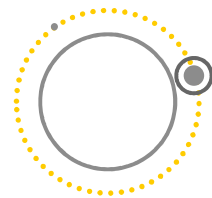
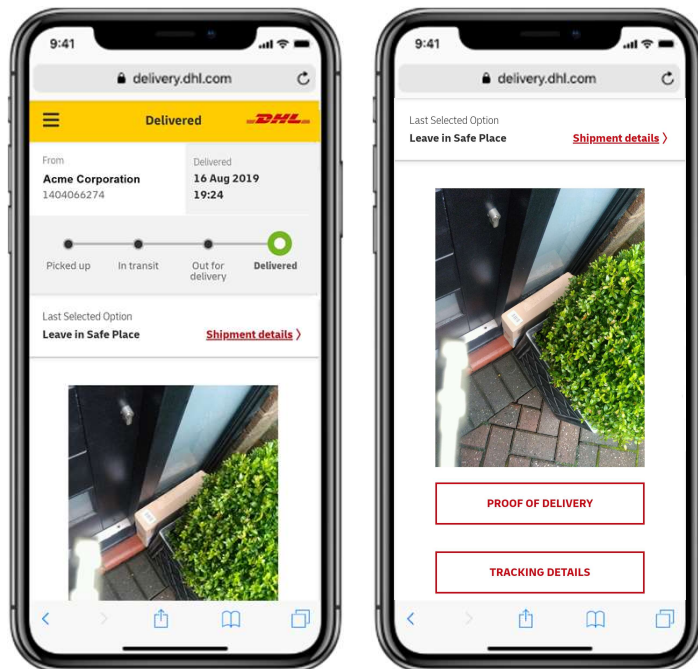
## Highlights – Follow my parcel

Receivers can track their shipments in real-time

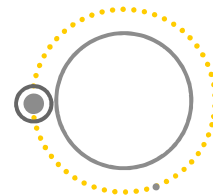


## Highlights – Proof of placement

Proof of delivery just got better! Now with a photo of where the shipment is placed



Reduce potential disputes between you and your Customers.



Give your Customers stronger assurance that their shipments are placed accordingly.



## Highlights – Shipper integration

Offer your Customers delivery options at checkout



**Today's customers want more flexibility and choices at checkout**



## Also accessible via DHL Express Mobile

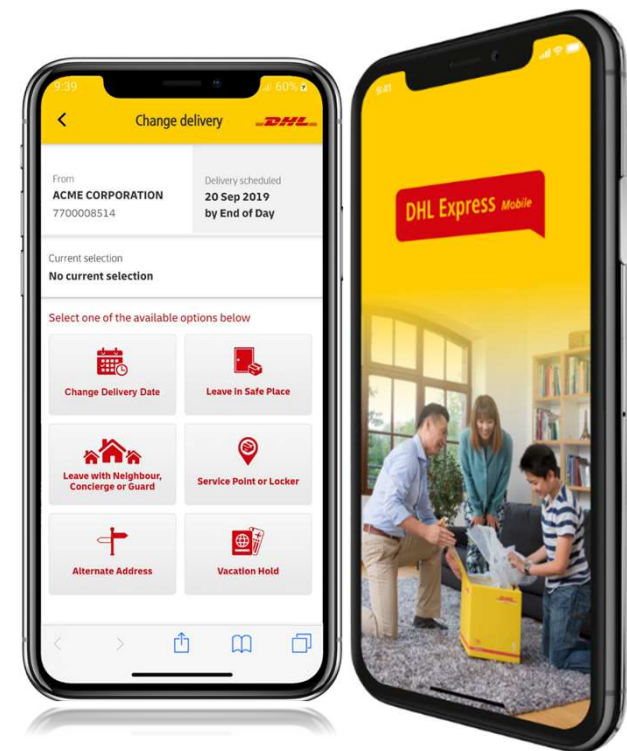
On Demand Delivery is integrated with our App



On Demand Delivery and DHL Express Mobile share the same login credentials.

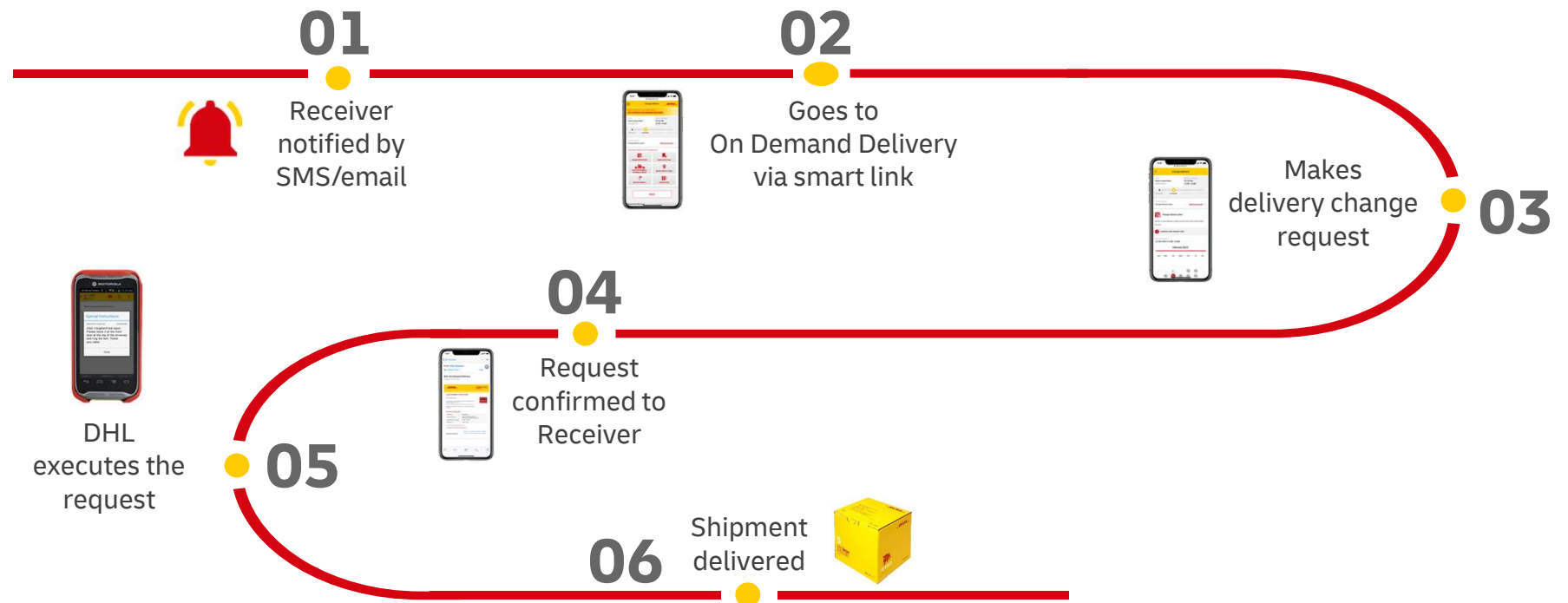


Great convenience. Great flexibility. All at your Customers' fingertips.



## How On Demand Delivery works

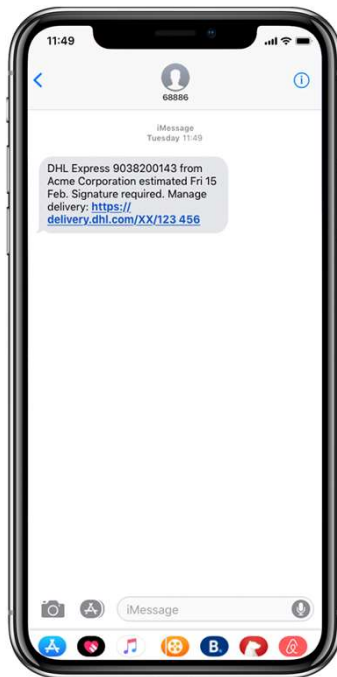
### Overview





## Receiver notification

Delivery updates sent to Receivers by SMS and/or email

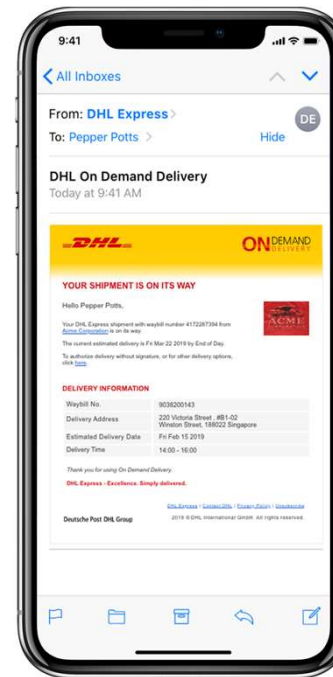


### Notifications are sent:

- After pick-up
- Before delivery
- Proactively for service incidents
- And delivery confirmation

### Notifications include:

- DHL Waybill number
- Your company/brand name
- Estimated Delivery Date
- Shipment-specific smart link to On Demand Delivery

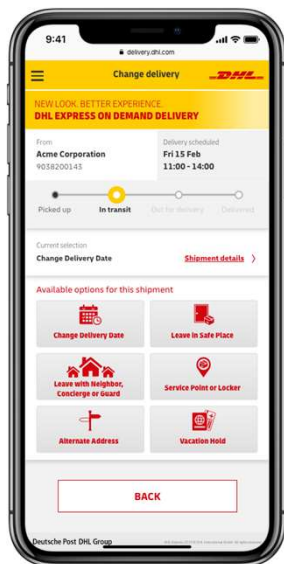


### Optional Shipper branding:

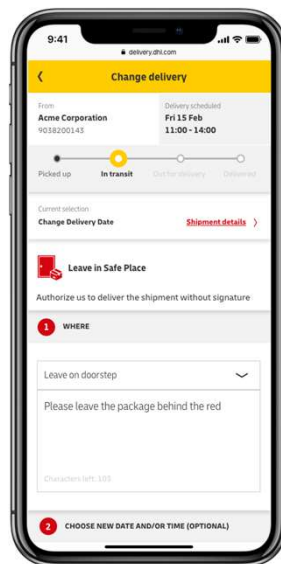
- Your company/brand logo on email
- Customizable email Sender name

## On Demand Delivery website







Clean user interface, easy to use



Smart link in SMS and emails directs Receivers to the website



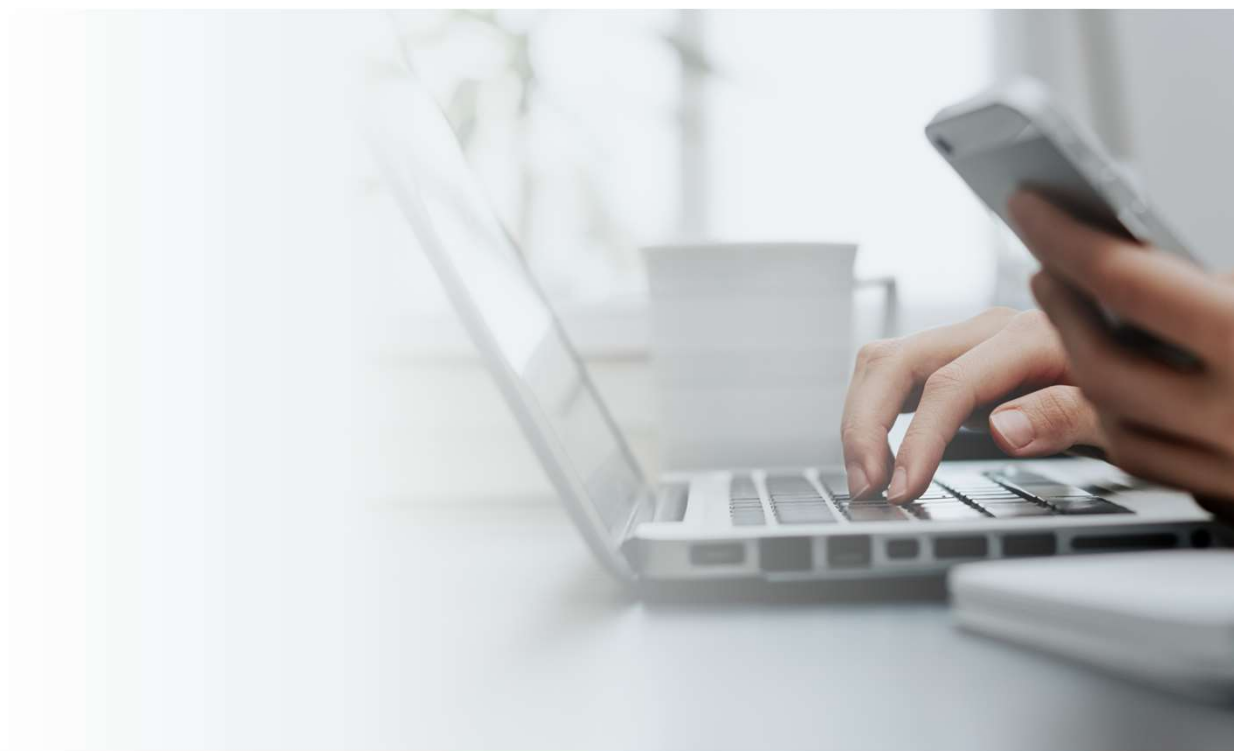
Receivers choose from one of six delivery options

	Change Delivery Date	<input checked="" type="checkbox"/>
	Leave in Safe Place	<input checked="" type="checkbox"/>
	Leave with Neighbor, Concierge or Guard	<input checked="" type="checkbox"/>
	Collect from Service Point or Locker	<input checked="" type="checkbox"/>
	Alternate Address	<input checked="" type="checkbox"/>
	Vacation Hold	<input checked="" type="checkbox"/>

You determine your Customers' delivery options!

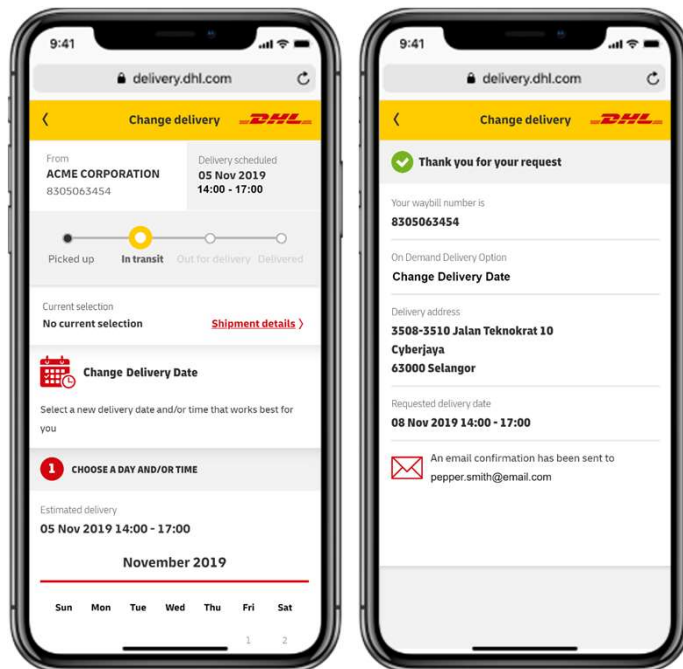
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## Delivery options (1/7)

### Change delivery date

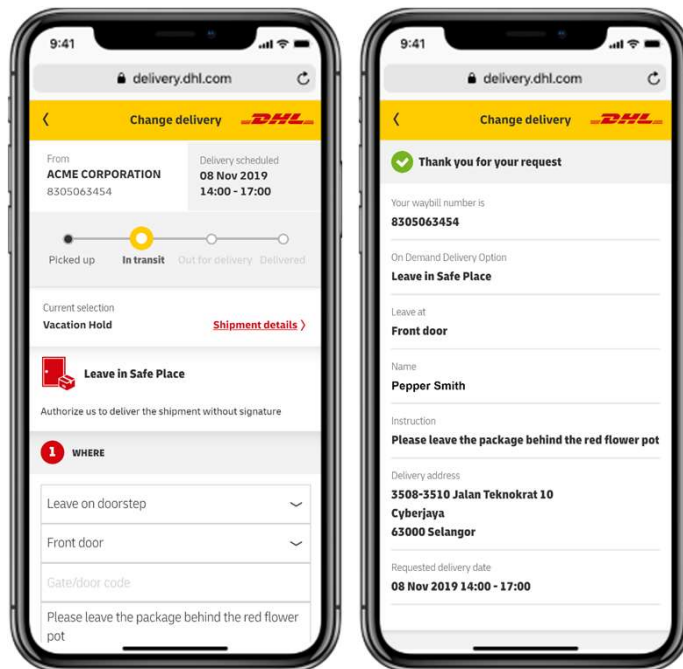


Receiver selects a new delivery date and/or time window.

New delivery date may be up to 7 calendar days after originally scheduled.

## Delivery options (2/7)

Leave in safe place (signature release)

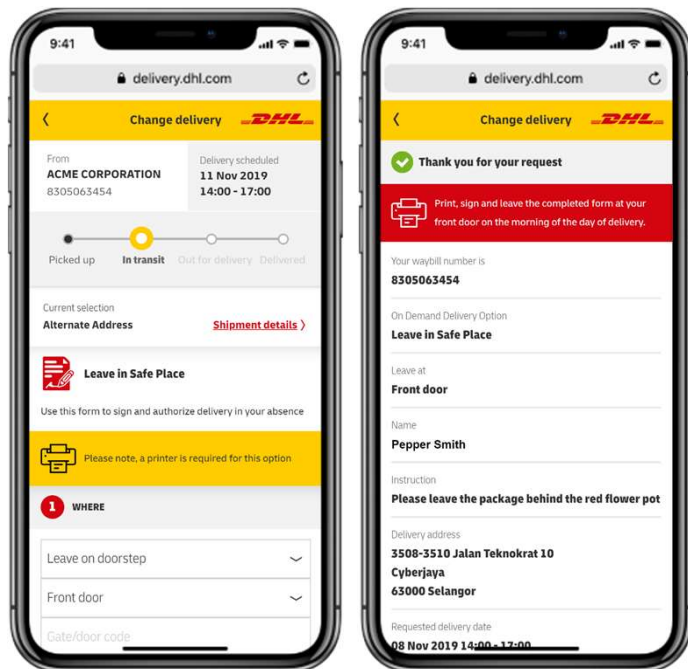


Receiver authorizes DHL to leave the shipment without a signature in a specific place on a specific date at the Receiver's address.

Safe place deliveries always follow Receiver's instructions (e.g., "Leave at back door") and any applicable DHL courier guidelines (e.g., do not expose to inclement weather).

## Delivery options (3/7)

Leave in safe place (leave your signature)

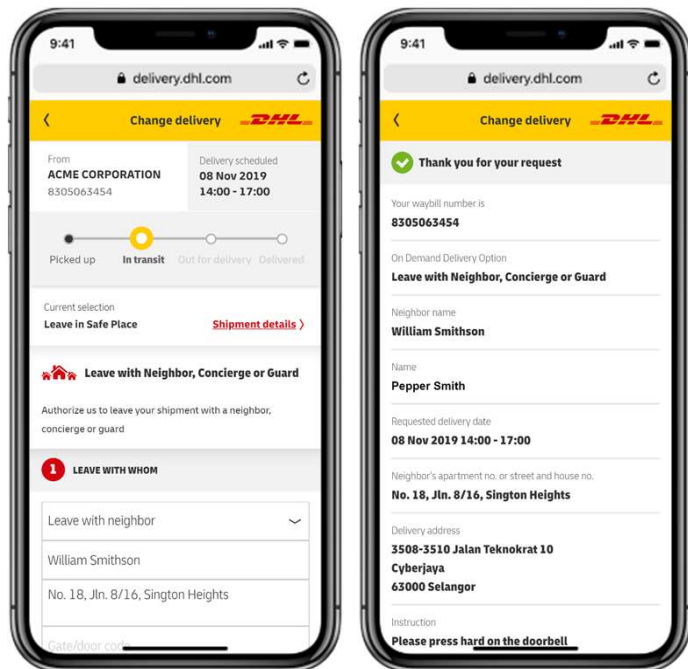


Same as Signature Release with the addition that the Receiver leaves an On Demand Delivery printed and signed delivery form for the courier.



## Delivery options (4/7)

Leave with neighbor, concierge or guard

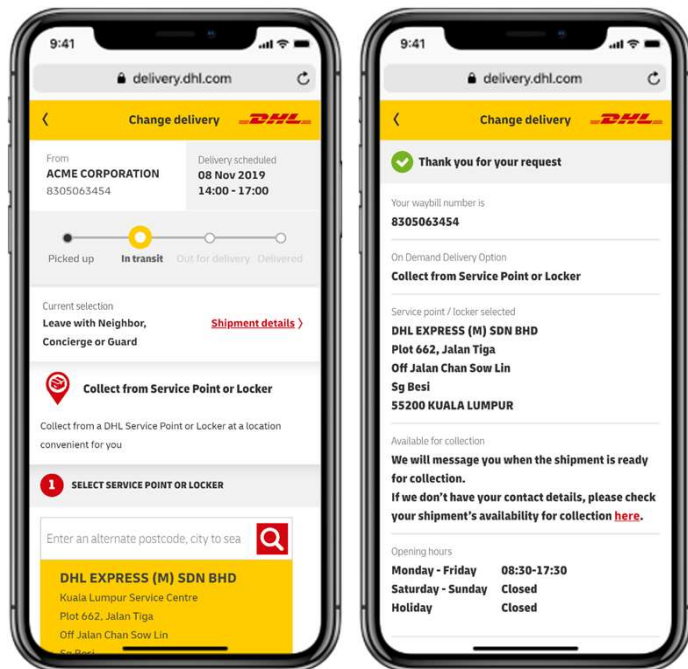


Receiver nominates a neighbor or other authorized party to receive the shipment on their behalf.

The Receiver provides the neighbor's name and address (up to two houses either side of the original address or directly opposite), or designates the authorized party to receive the shipment.

## Delivery options (5/7)

Collect from service point or locker



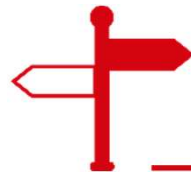
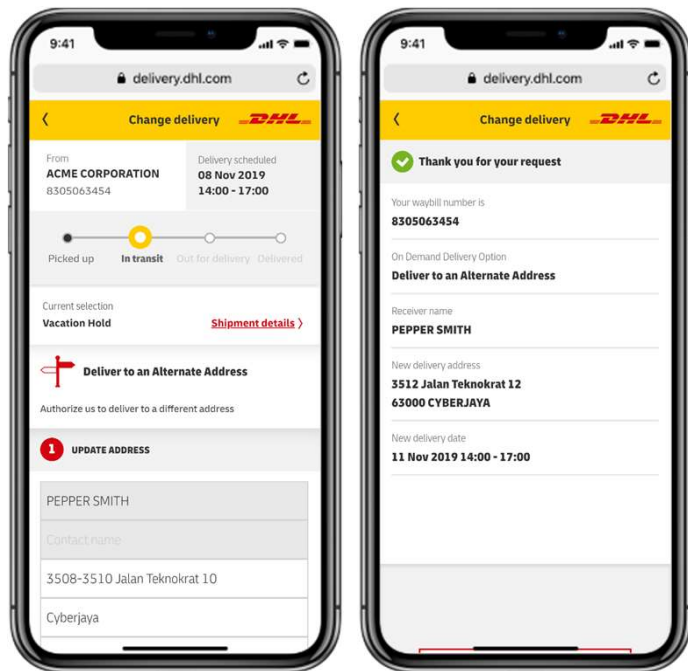
Receiver requests collection from a DHL Service Point.

Nearest locations are shown on a map:  
DHL Service Centers, Partner Service Points and Lockers.

City or postcode can be changed to view  
DHL Service Points in different areas.

## Delivery options (6/7)

### Alternate address

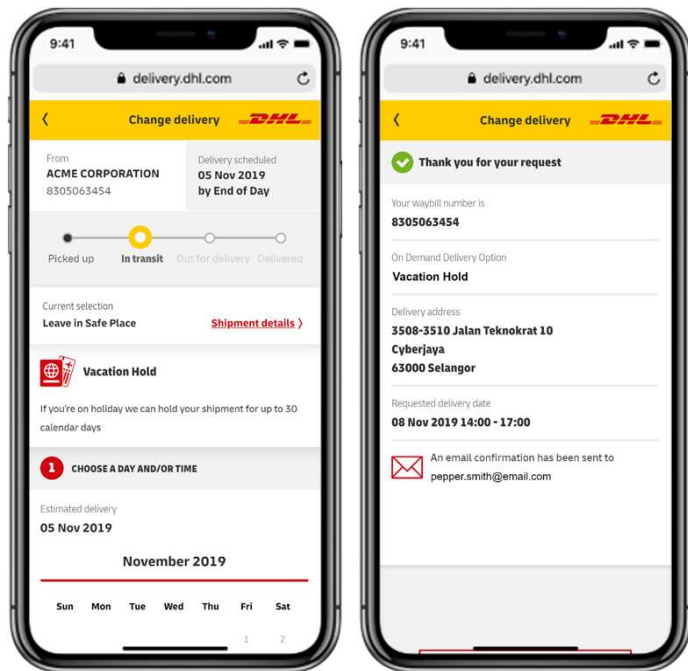


Receiver requests delivery to a different address (e.g., an office) on a specific date.

New address must be within the same delivery country.

## Delivery options (7/7)

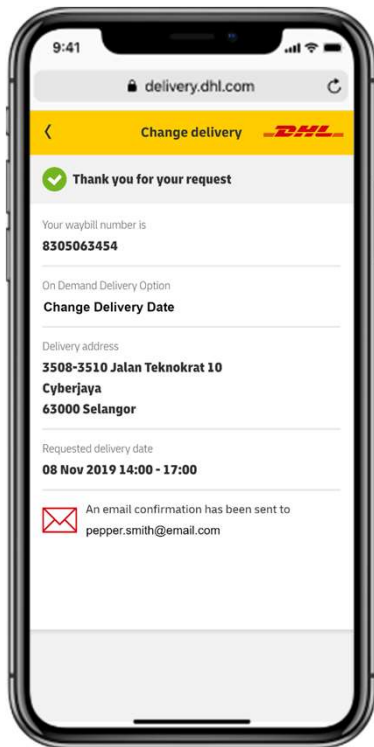
### Vacation hold



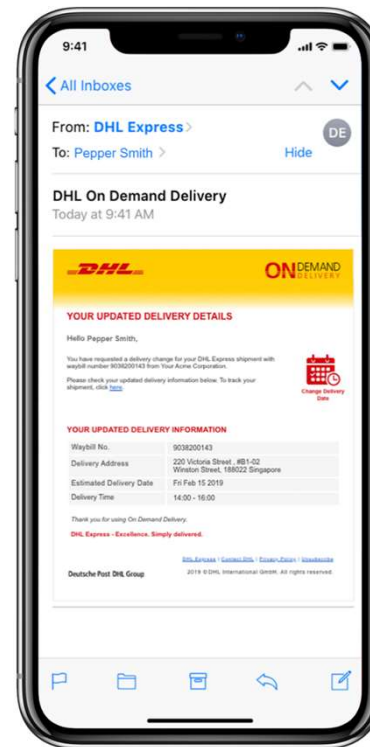
If on vacation, Receivers can request a new delivery date.

The new delivery date may be up to 30 calendar days after the originally scheduled date.

## Delivery option confirmation



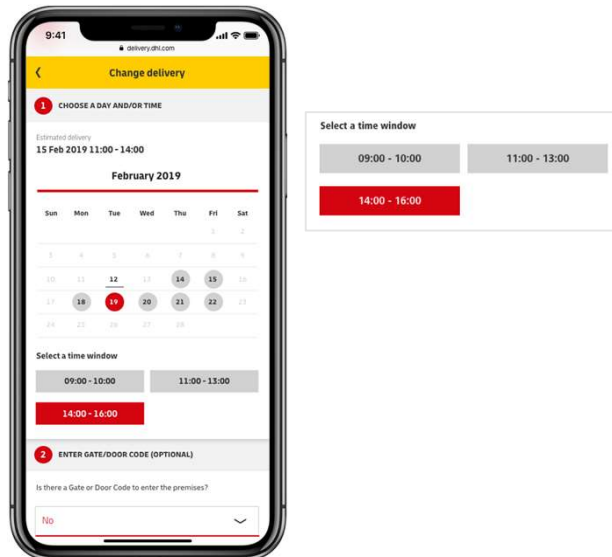
Confirmation at page



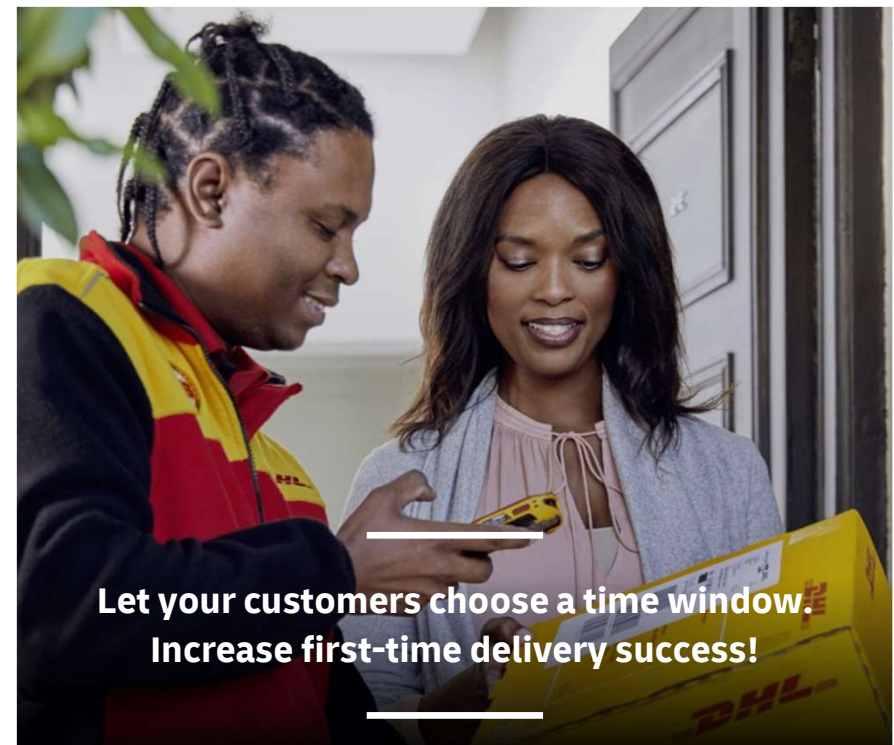
Email confirmation

## Delivery time windows

Receivers choose a specific time window to receive their shipments



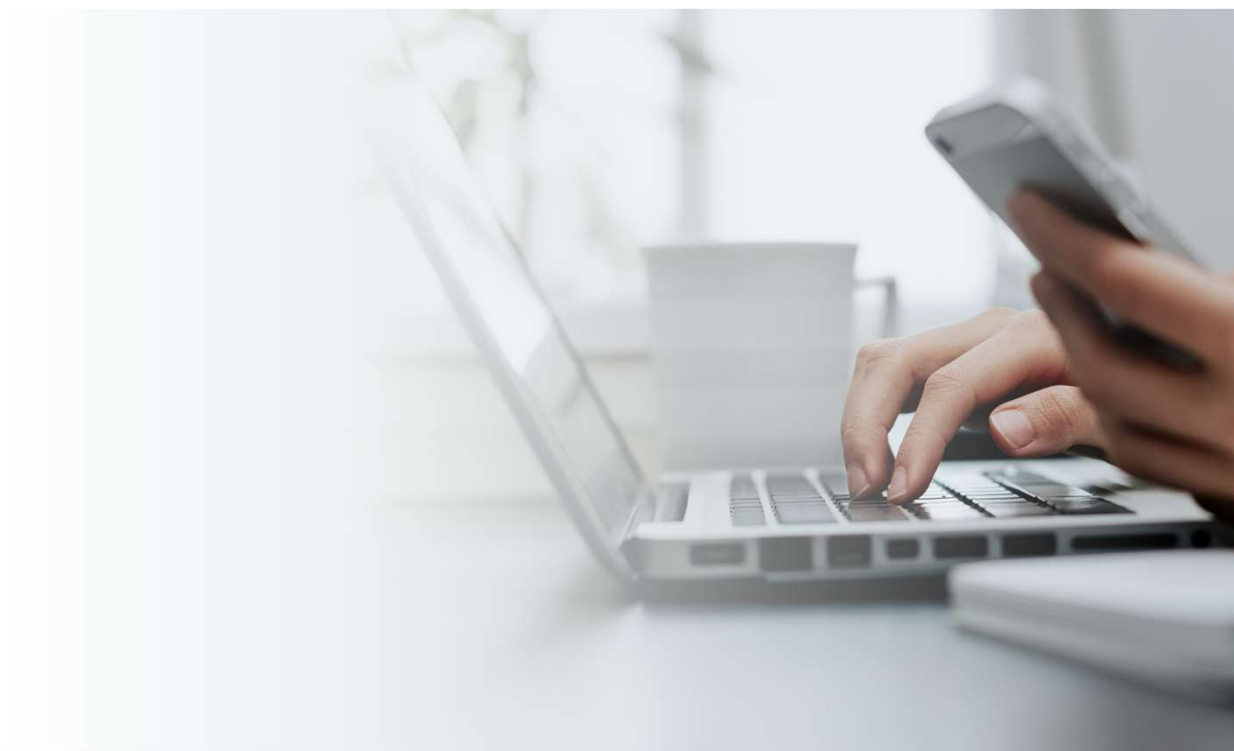
Note: The availability of time windows varies by country





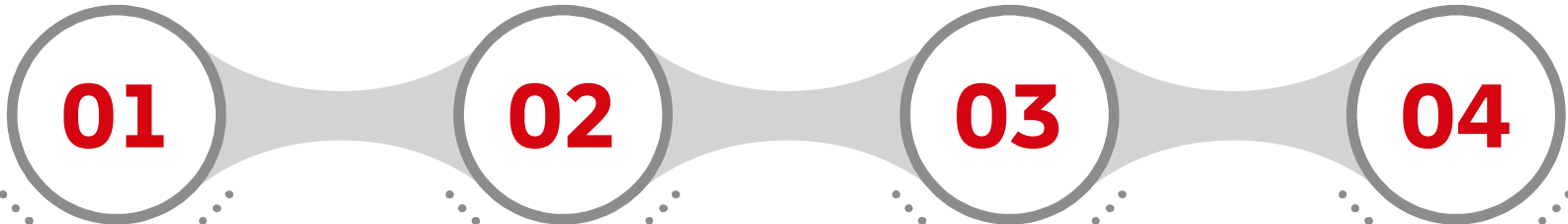
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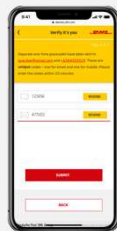


## Receiver registration

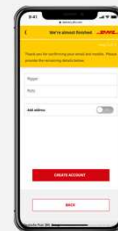
Four simple steps



Register with mobile and email address



Complete authentication via passcode



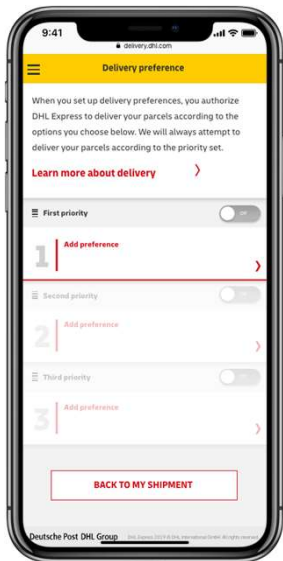
Provide name and address (optional)



Confirm registration

## Delivery preference

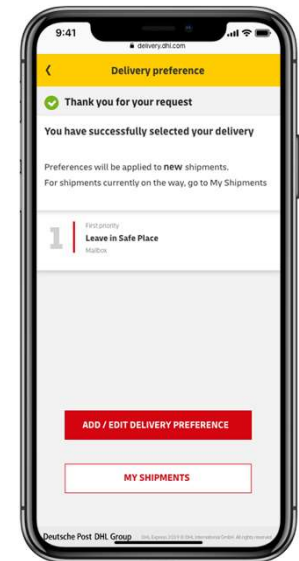
Set up one or more delivery preferences



Choose an option



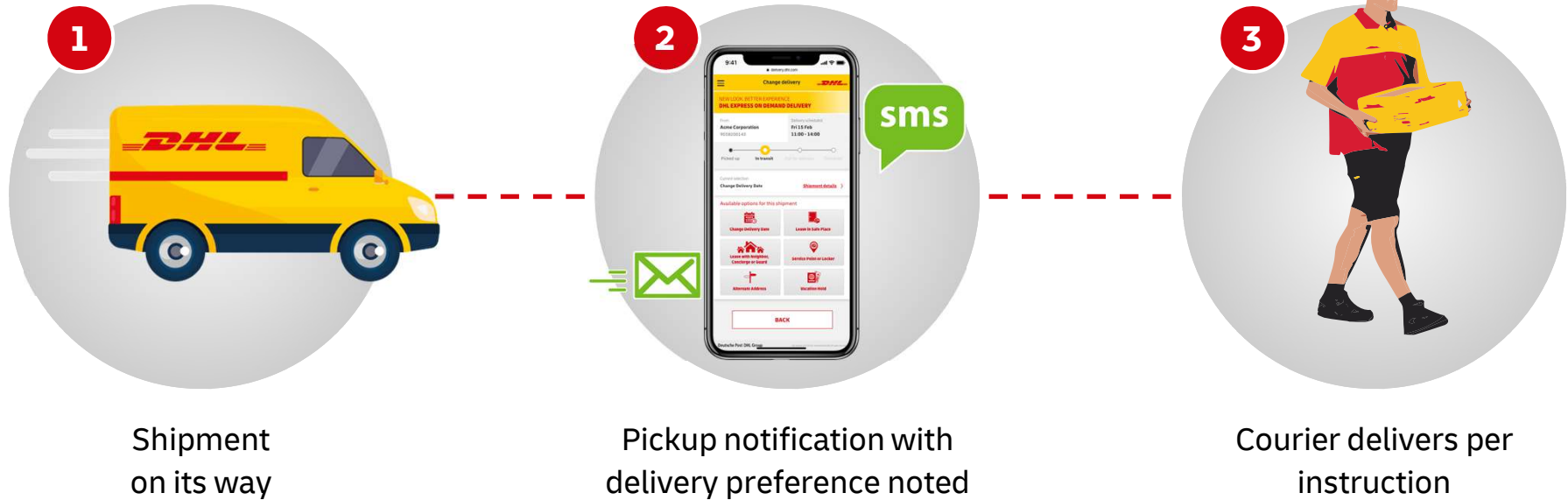
Fill in details



Confirmed

## How it works

Simplified delivery flow with delivery preference

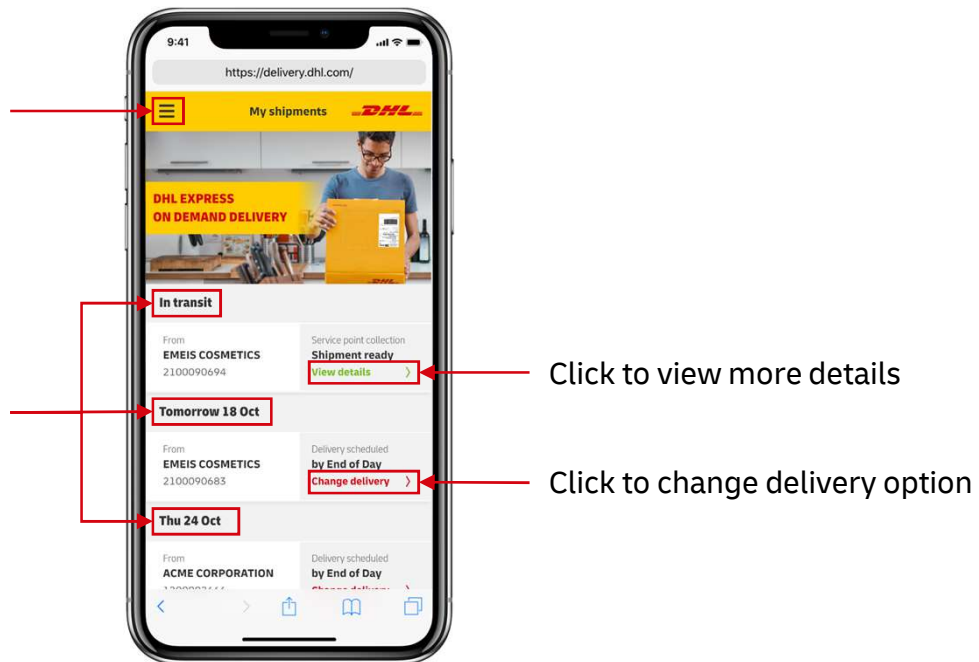


## Organized shipment listing view

Easily view and manage shipments in one place

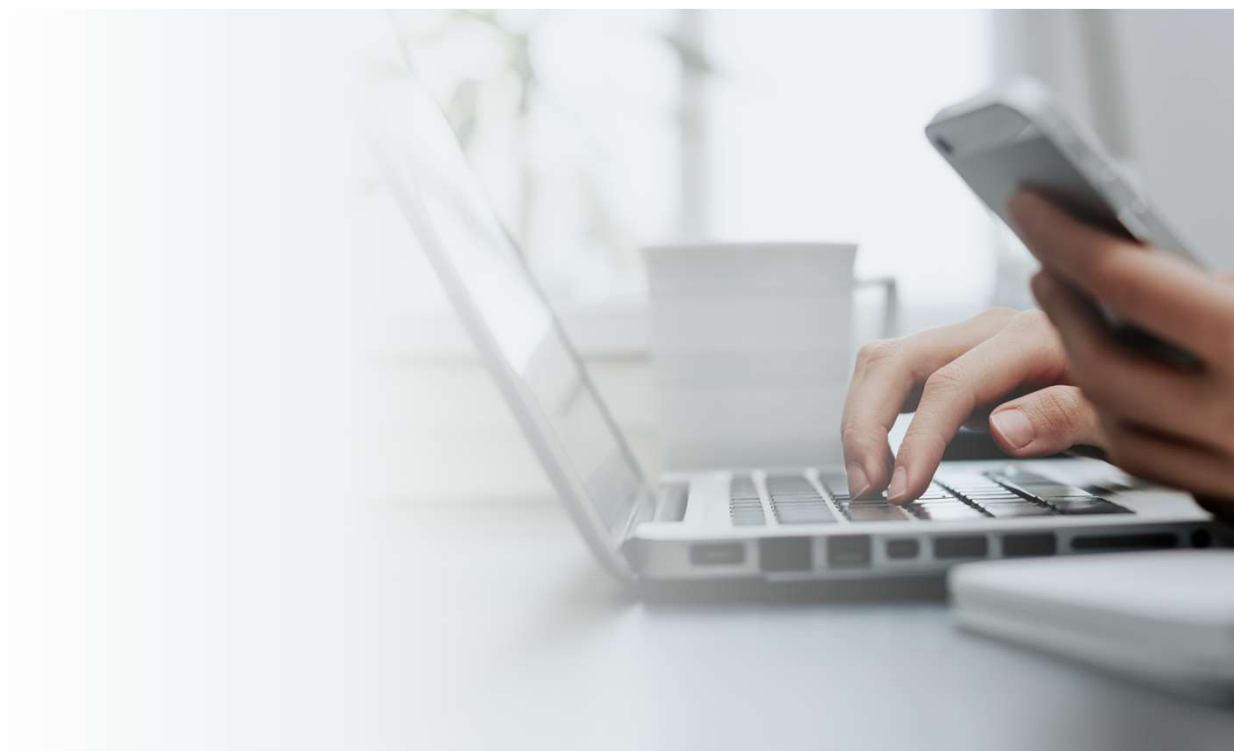
“Hamburger” menu

Shipments are grouped by status: e.g., in transit, date, delivered



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## Do you want satisfied customers?

### Offer On Demand Delivery now!

- Helps increase sales by improving your customer's customer experience
- Responds to the new E-commerce market needs
- It is the right lever to loyalty of your customers
- In a few quick clicks, your customers will be able to choose where and when to receive their purchase
- It is the right tool to differentiate you from your competitors and compete in your market

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**THANK YOU**

