



LET YOUR CUSTOMERS DECIDE WHERE, WHEN & HOW WE DELIVER WITH DHL ON DEMAND DELIVERY



HELP YOUR CUSTOMER CHOOSE THE DELIVERY OPTION THAT BEST SUITS THEIR NEEDS

DHL On Demand Delivery (ODD) is an innovative online solution that lets you give your customers the flexibility, convenience and peace of mind they want – by putting them in control of where, when and how DHL delivers their shipment.

Available in multiple languages in over 154 countries, ODD serves as a customizable door-to-door delivery service – ideal for e-commerce retailers and anyone who regularly ships international.

With ODD, you can offer your customers multiple flexible delivery options, as well as access to a dedicated online communication portal that they can use to stay informed and in control throughout the shipping process.

BENEFITS FOR YOU

- Save customers time & give them peace of mind
- Your customers select delivery time/location to fit their schedule
- Saves you money and helps secure repeat business

FEATURES FOR YOUR CUSTOMERS

- Multiple flexible delivery options
- Helpful email/SMS shipment status alerts
- Personalized delivery notifications

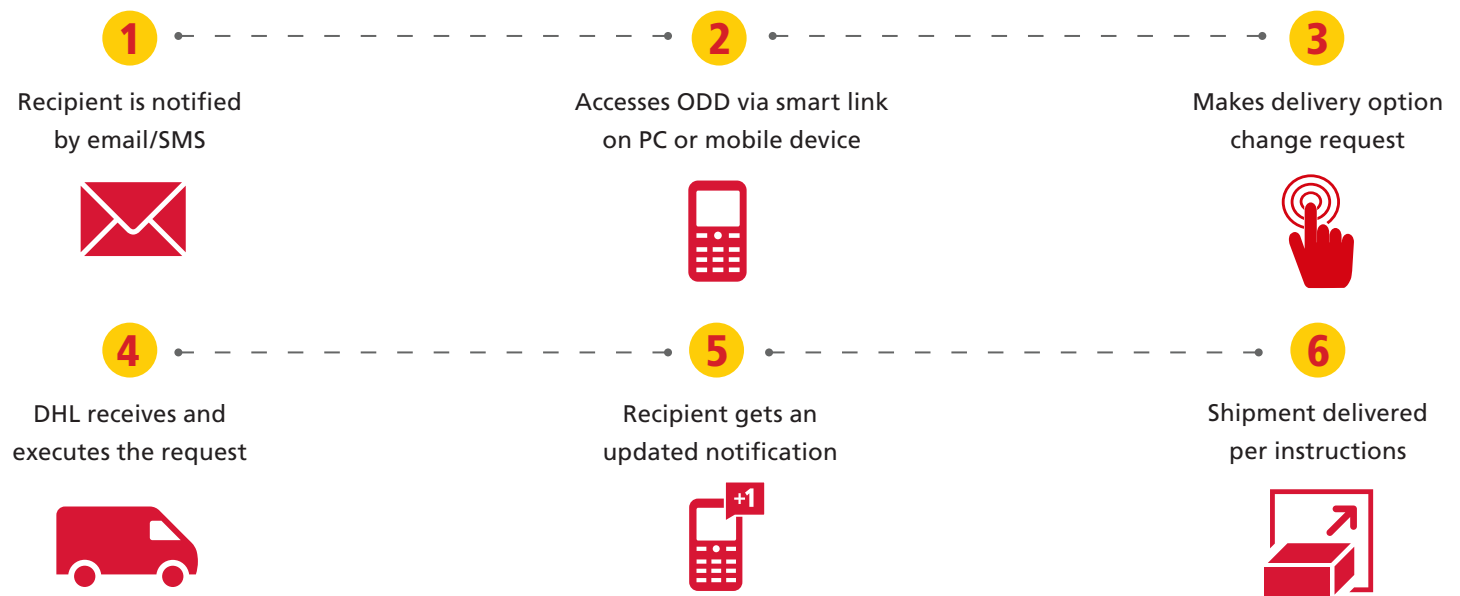
NOW YOUR CUSTOMERS ARE IN CONTROL OF EVERY DELIVERY, EVERY TIME.

DHL On Demand Delivery (ODD) is designed to help ensure first-time delivery success each time you fulfill an order. That kind of reliability can be the difference between getting repeat business and watching an unhappy consumer choose your competitor for that next purchase.

DELIVERY OPTIONS

- Schedule your delivery
- Signature release / Leave your signature
- Leave with neighbor
- Collect from Servicepoint / Parcel Locker
- Alternate address
- Vacation hold

HOW TO MAKE A DELIVERY OPTION CHANGE REQUEST



DELIVERY STATUS UPDATES

In-transit email/SMS alerts are sent to the recipient when:

- Driver picks up shipment
- Shipment goes out for delivery
- Any service incident/delay arises

Alert messages – which can be customized with sender's logo and/or name – include:

- DHL Waybill number
- Shipper's name
- Estimated delivery date/time window

For questions or comments about DHL ODD, please contact your DHL sales representative.

1-800 CALL DHL | www.dhl-usa.com

DHL Express – Excellence. Simply Delivered

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