

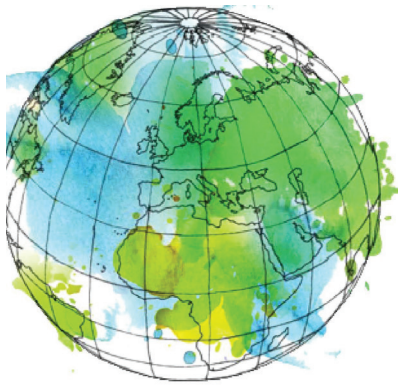


FROM A CLICK OF THE MOUSE TO A RING AT THE DOOR

FROM ONLINE ORDER TO PARCEL RECEIPT

One of the main factors driving the ongoing success of e-commerce today is customers' satisfaction with how they receive their parcels. With its comprehensive e-commerce services portfolio, DHL offers online retailers a wealth of options for international success.

Choosing DHL gives you a logistics provider whose reputation acts as an ambassador for your brand. With a network and workforce that stretches around the world, DHL offers you everything you need to build your brand and reap the benefits offered by global online trade. We already serve a number of leading online retailers, helping them to establish and enhance their cross-border shipment service.



EXPRESS - WORLDWIDE

Our network covers 220 countries and territories.

We take care of customs and ensure delivery is not just reliable and secure, but also personal – from door to door.

Staying in the safe hands of DHL Express, shipments never leave our network at any time.

We offer innovative online tools that interface with your own web-based platform.



TRANSPARENT PRICING

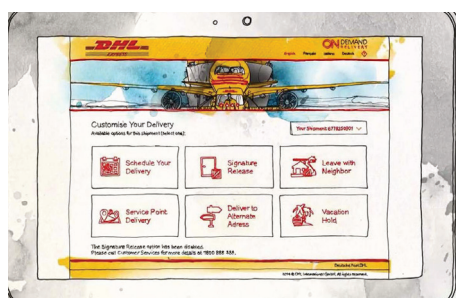
We offer online retailers a transparent pricing structure with 5 country zones and 3 weight categories. (additional weight on request)

This means your customer sees what it will cost to have the items in their basket shipped express.

ON DEMAND DELIVERY

Using our innovative On Demand Delivery online tool, your customers receive notification of their parcel delivery via SMS or e-mail.

These notifications are generated by DHL using the recipient data provided by the shipper. Your customers then have the choice of either personally receiving their parcel on the date and at the time indicated in the notification, or of selecting a more convenient delivery date and time.



Delivery options:

- Confirm delivery date or propose a new date and time
- Collect at the nearest DHL Servicepoint
- Leave the parcel without collecting a signature of receipt or leave it with a neighbor
- Deliver to another address

And in the event your customer is out when the courier calls on the first delivery attempt, they can use the same tool to arrange a new delivery date or say they will collect their parcel from a DHL Servicepoint.