DHL INTERNATIONAL SUPPLY CHAIN
DISCOVER THE ADVANTAGE OF A SMARTER SUPPLY CHAIN

EXCELLENCE. SIMPLY DELIVERED.

GLOBAL FORWARDING
ARE YOU READY TO GROW YOUR BUSINESS?

The international trade landscape is rapidly changing and global supply chains are facing major challenges.

GLOBALIZATION AND BUSINESS EXPANSION

Requires the expertise of reliable, global service providers across the supply chain from source to consumer market, including direct-to-market and e-commerce solutions.

INVENTORY PLANNING AND FORECASTING

Demands greater visibility and control upstream from purchase order through effective origin supplier management to optimize freight movement, avoiding low or high stock levels and reducing costs.

VISIBILITY AND EXCEPTION MANAGEMENT

Entails end-to-end visibility at item level from production to final customer delivery via sophisticated IT platforms, with increased predictability and reduced lead times.

PRODUCTION OFFSHORING

Companies are sourcing from various global origins in order to meet competitive pricing to consumer markets, which increases supply chain complexity and lead-times.

It is in this climate that a global service provider with the ability to deliver innovative solutions that reduce the complexity of the supply chain offers you a genuine competitive advantage.
Our team of experts provides innovative solutions that link multiple suppliers from different sourcing locations to various destination markets via an industry leading visibility tool. This enables us to continuously drive cost savings, lead time reduction and increased predictability for you.

**WHY YOU SHOULD CHOOSE DHL INTERNATIONAL SUPPLY CHAIN**

**BEST-IN-CLASS EXPERTISE**

We have seasoned experts who will define, plan, implement and transition to a ‘steady state’ while you focus on your core business.

**INDUSTRY LEADING APPROACH**

The combination of our proven operations, accuracy and reliability, enables us to offer an efficient and streamlined global supply chain.

**CUTTING-EDGE TECHNOLOGY**

Our core operating platform provides seamless end-to-end supply chain visibility, with consistent, robust and flexible electronic data interchange.

**GLOBAL INFRASTRUCTURE**

Our unparalleled global footprint, linked by our market-leading transportation offering, gives us the scale to support businesses wherever they operate.

- Over 20 years’ experience producing industry results.
- More than 1,000 supply chain experts across 82 offices in 46 countries worldwide.
- Global Governance structure that guarantees global standards: One process, One language, One understanding, globally.
- Extensive experience in designing and managing tailor made end-to-end supply chain solutions.
- Pro-active customer engagement offering innovation and continuous improvement.
- A variety of value added activities that enable you to migrate pre-retail activities upstream, thereby driving out cost and complexity downstream in destination markets.
- Integrates information on customers, carriers, truckers, brokers and customs via EDI connectivity into a cloud technology platform.
- Real-time, web-based operating system allows global visibility 24/7.
- Allows purchase order and item level visibility, plus subsequent milestones.
- Provides systematic exception management capabilities and flexible reporting.
- More than 650,000 sq. m. of warehouse space around the world.
- Comprehensive network of major facilities, especially in Asia-Pacific, providing Value Added Activities through Regional Hubs and Cross-Docking Operations.
- Control towers situated in various regions to support you.
DHL INTERNATIONAL SUPPLY CHAIN

Our solution covers:

- Origin freight consolidation, reducing the need for costly ad-hoc shipments.
- End-to-end visibility at purchase order item level through our core operating platform.
- Bypassing of Distribution Centres at destination markets, reducing destination freight re-handling and warehousing costs.
- Value added activities at origin and innovative supply chain optimization through our Solution Design, Supply Chain Engineering and Account Development teams.
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<td>☐ Quality Control at Origin and many others</td>
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## DHL INTERNATIONAL SUPPLY CHAIN – CORE OFFERING

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<th>CORE OFFERING</th>
<th>WHAT IT MEANS FOR YOU</th>
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<td>Purchase Order (PO) Management</td>
<td>Pro-active order management at the sourcing or manufacturing origin ensures purchase orders are delivered in accordance with your business rules down to line item level. Purchase Order Management is underpinned by our operational processes and industry-leading systems platform</td>
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<tr>
<td>End-to-End Supply Chain Visibility and IT Integration</td>
<td>Complete supply chain visibility and information provision offers the functionality to execute, review and analyze performance. Includes visibility on inventory, documentation, customs procedures and administration.</td>
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<td>Supplier Management and Performance</td>
<td>Drive and develop supplier/vendor performance at origin in order to meet customer service requirements.</td>
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<tr>
<td>Origin Consolidation and Logistics Services</td>
<td>Origin freight consolidation, trucking, regional hubs, offshore warehousing, and a broad range of origin Value Added Activities (e.g. repackaging, palletization, quality assurance, etc.)</td>
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<tr>
<td>Carrier Management (Neutral and NVOCC)</td>
<td>Ocean, Air, Rail, Road and multi-modal transport services through DHL Global Forwarding includes Carrier Management to deliver all your service requirements.</td>
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<tr>
<td>Documentation Management</td>
<td>Delayed or inaccurate documents required for customs clearance lead to product unavailability, demurrage charges and disruption to distribution center planning. As part of our document management services, DHL checks the completeness and accuracy of Customs documentation.</td>
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<td>Exception Management</td>
<td>Systematic Exception Management Processes are defined based on individual requirements and the flow of Purchase Orders in the supply chain pipeline. We capture exceptions systematically and then work to resolve them with the appropriate party at local level, while following established escalation protocols (i.e. PO Exceptions, Vendor Exceptions, Carrier Exceptions, Receiving Exceptions, etc.)</td>
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In addition to the core offering above, DHL INTERNATIONAL SUPPLY CHAIN offers a broad range of services that enable the development of customized solutions to meet specific customer requirements. Please visit www.dhl.com/ISC or contact your DHL sales representative for more details.
YOUR QUESTIONS ANSWERED

What is DHL INTERNATIONAL SUPPLY CHAIN?
DHL INTERNATIONAL SUPPLY CHAIN is a solution that links the origin supply chain with the destination market requirement. It results in a more cost effective and efficient supply chain, offering complete visibility and control through a single point of contact. Our solution includes origin management services, freight management across all transport modes, destination management services, and also supply chain consulting and optimization.

What is the core competency of DHL INTERNATIONAL SUPPLY CHAIN?
Our core competency is the comprehensive management and visibility of your global supply chain. Our origin services deliver comprehensive and efficient operational processes that give you the highest possible levels of data and shipment accuracy, on-time cargo delivery and a degree of visibility that ensures you can make properly informed business decisions.

What system do you use to provide end-to-end supply chain visibility?
GT Nexus, our core operating platform, is a global end-to-end supply chain management and visibility tool which enables the robust and flexible interchange of electronic data. It integrates information with customers, carrier, truckers, brokers and customs via EDI connectivity in a web-based, real-time, 24/7 accessible system.

How does the supplier booking process work?
We have the ability to receive bookings from your various authorized suppliers and vendors via either manual submission or our online booking tool. On receiving the booking request, we review the supplier booking and ensure the information the vendor entered is compliant with your specifications as noted in our Standard Operating Procedures. If there are any exceptions, the origin operations team will enter the exception accordingly in the system.

What is your document validation process?
DHL INTERNATIONAL SUPPLY CHAIN assists vendors’ documentation preparation by a set validation steps to ensure documents are accurate and are in accordance with set agreement. We will validate commercial documents against PO details in our system and thus another exception process follows as needed. The items specifically listed above would, of course, be incorporated into SOP and Origin Desk Level Instructions.
What are your consolidation capabilities?
Our core offering of origin services includes consolidation of multiple ad-hoc shipments or coordination of factory loaded boxes to ensure the most economical shipment movement for our customers. Our Asia consolidation facilities offer various types of solutions, such as standard consolidation, DC-bypass programs, kitting programs and other value added activities. Additionally, we work with our customer’s vendors on container utilization programs; aggressively targeting the maximum loadability for all factory-loaded containers.

Which are the competitive advantages of DHL INTERNATIONAL SUPPLY CHAIN?
Our competitive edge is based on 4 elements: People, Process, Technology and Infrastructure. We have dedicated, seasoned veterans who will Define, Plan, Implement, and Transition to ‘Steady State’ while your business is in a controlled atmosphere. The success of our services is built upon the experience and commitment of our people, the soundness of our processes, our near flawless operations, and the proven accuracy and reliability of our IT systems. It is our commitment to provide the ‘best in class’ business experience when managing your global supply chain. In addition, it is our continual effort to introduce innovative enhancements and effective cost saving measures through our Account Development and Solution Engineers which sets us apart.
You can find out more about DHL INTERNATIONAL SUPPLY CHAIN online at www.dhl.com/ISC or by contacting your local DHL sales representative.