

# COMMERCIAL VEHICLE SPARE PARTS DIRECT



**Global express delivery of genuine, specialized parts with seamless ordering, full visibility, and highest service levels**

Uptime is critical for commercial vehicles, so manufacturers aim to deliver parts to their extended network of dealers in the most efficient way. They want business-to-consumer (B2C) levels of service within a business-to-business (B2B) closed marketplace.

## **TYPICAL BUSINESS CHALLENGES**

- Fulfilling parts delivery despite short lead times
- Managing & controlling complex logistics flows
- Enabling a seamless process with full visibility
- Achieving highest customer service levels
- Optimizing dealer inventory & sales effectiveness



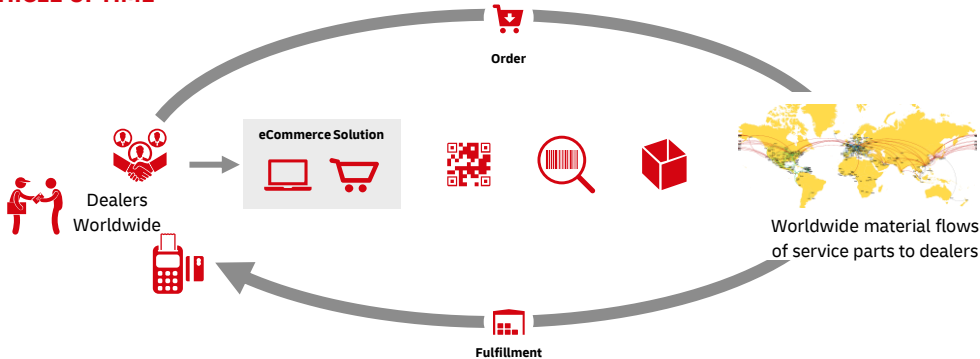
## DHL SOLUTION

This market-leading international express solution meets the specific needs of commercial vehicle customers. Through integration and connectivity, it provides global end-to-end visibility of licensed parts along with service excellence to ensure customer satisfaction and secure brand loyalty.

### SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Fulfilling parts delivery despite short lead times** – DHL's consistent, high-performing worldwide time-definite network allows late order cut-offs and pickup times from warehouses and customer plants
- ✓ **Managing & controlling complex logistics flows** – Within a B2B closed marketplace and based on parts availability; ensures customer satisfaction and manageable costs
- ✓ **Enabling a seamless process with full visibility** – Ecommerce connectivity through third-party vendor software or direct integration; continuous process from ordering to delivery with visibility of the entire transportation process; order messaging and status updates
- ✓ **Achieving highest customer service levels** – Consistent high performance increases end-customer satisfaction and builds loyalty
- ✓ **Optimizing dealer inventory & sales effectiveness** – With transport excellence, orders can be managed from regionalized stock locations; enables dealers to cut inventory investments, storage space, and parts obsolescence

### FROM ORDERING TO FULFILLMENT: DELIVERING HIGH SERVICE LEVELS TO MAXIMIZE COMMERCIAL VEHICLE UPTIME



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### KEY BENEFITS FOR YOUR BUSINESS



#### PEACE OF MIND

Commercial vehicle users depend on equipment uptime



#### EXPRESS NETWORK

Time-definite international network includes same-day and next-day capabilities



#### CONNECTIVITY

Link to DHK's ecommerce platform: 3pv software or direct integration (api, edi, xml, etc.)



#### CONSISTENCY

On-time delivery every time