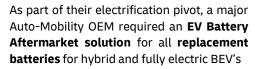
Electric Vehicle Logistics Case Study

European EV Aftermarket Direct Delivery & Return Model

European EV Aftermarket transportation services for a major OEM, including outbound and reverse logistics



Customer Challenge



An optimal solution was required to handle new batteries to dealers, as well as the return of damaged / defective batteries from battery suppliers and a central warehouse

Due to lower volumes associated with the start of this program, and the requirement to deliver to serve multiple countries, the solution had to provide a consistent service while **preventing upfront infrastructure costs**

It was therefore critical that the partner to be selected had to provide a **consultative approach to support the development** of the full aftermarket solution



DHL Solution

Integrated end to end solution combining DHL capabilities to support the full aftermarket battery lifecycle

Compliant transportation network to provide the optimal setup (i.e. Domestic and International transportation, supplier shipment process education, documentation approval process etc.)

Reverse solution providing all requested documentation and visibility, with a customer service team with >5 years EV logistics experience

Modular value-added services: Realtime tracking, dealers return support, control tower to fully power customer experience



Customer Benefits

Compliant solution development with a **trusted partner** in the EV journey

IntegratedTransportsolutionprovidingstandardizedcompliantcoverageacrossEuropefornewreplacementandreturnofdamaged/defective batteries

No structural CAPEX investments in local storage, due to an efficient regional transportation solution

Efficient battery inventory management whilst still meeting customer requirements

Regulatory compliant return battery replacement program with dealer support to reduce complexity

Single point of contact for all Aftermarket battery flows



