

DIRECT-TO-X - PARCEL



Reliable, cost-efficient delivery of life sciences and healthcare consumables and low-value devices, ideal for e-commerce

Business-to-business (B2B), business-to-consumer (B2C), and direct-to-patient e-commerce is growing fast for life sciences and healthcare consumables and low-value devices. Customers have high expectations and this new channel must be smoothly integrated.

TYPICAL BUSINESS CHALLENGES

- Delivering consistently & reliably
- Providing track-and-trace capabilities
- Efficiently handling returns
- Reducing logistics costs
- Enhancing the customer experience
- Achieving systems integration

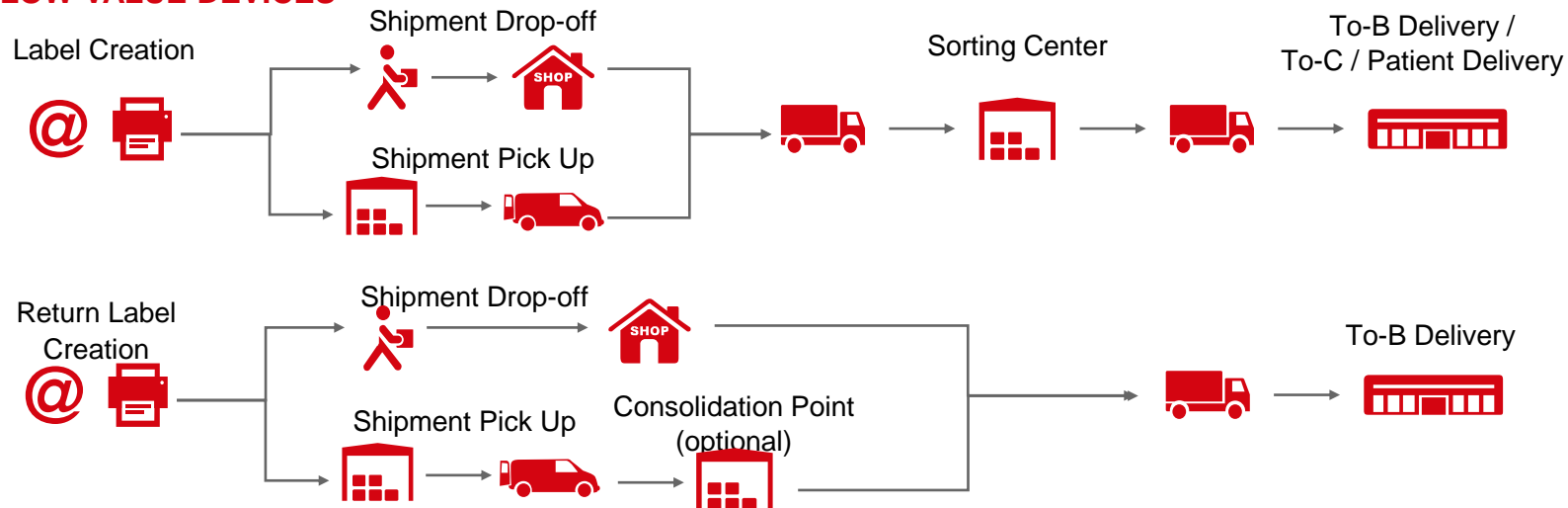
DHL SOLUTION

This reliable domestic and cross-border solution is available in 28 European countries and in other selected countries and markets. It is operated by DHL's delivery partners, including national postal services, enabling the delivery of consumables and low-value devices on an e-commerce basis.

SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Delivering consistently & reliably** – Doorstep, mailbox, and drop-off point delivery options; customer-centric access point network with more than 72,000 locations across Europe
- ✓ **Efficiently handling returns** – For intended returns and for undeliverable B2C parcels; easily scalable; home pickup service or drop-off points
- ✓ **Providing track-and-trace capabilities** – Fully trackable parcel deliveries and returns
- ✓ **Reducing logistics costs** – Leverages partners and national postal services; cost-effective alternative to time-definite delivery
- ✓ **Enhancing the customer experience** – For B2B, B2C, and direct-to-patient delivery, customers expect service quality with life sciences and healthcare consumables and low-value devices to match their e-commerce experiences with other goods
- ✓ **Achieving systems integration** – Easily integrated in current infrastructure setup; returns booking service can be integrated in the manufacturer's website via web services

RELIABLE, COST-EFFICIENT DELIVERY OF LIFE SCIENCES AND HEALTHCARE CONSUMABLES AND LOW-VALUE DEVICES



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KEY BENEFITS FOR YOUR BUSINESS



EXPERTISE

In-depth knowledge of product regulations and mailing restrictions

FLEXIBILITY

Delivery options include doorstep, mailbox, and drop-off point



SEAMLESS INTEGRATION



Aligns and optimizes e-commerce with existing channels

ECONOMICAL

Inexpensive, trackable domestic and international distribution

