



DHL eCOMMERCE
**YOU SELL.
WE DELIVER.**

DHL eCommerce – Excellence. Simply delivered.



A FULLY INTEGRATED E-COMMERCE SOLUTION

OUR SERVICES:



Seamless and simple
IT integration options



Broad range of
delivery options



Visibility from order
to delivery



Personalized customer services



High service quality



End-to-end solutions,
including fulfillment, cross
border and domestic delivery



Outstanding consumer services

With the global e-commerce market set to hit an estimated value of more than €3 trillion with 1 billion users shopping online across borders by 2020, DHL eCommerce is here to help you maximize your business's e-commerce returns.

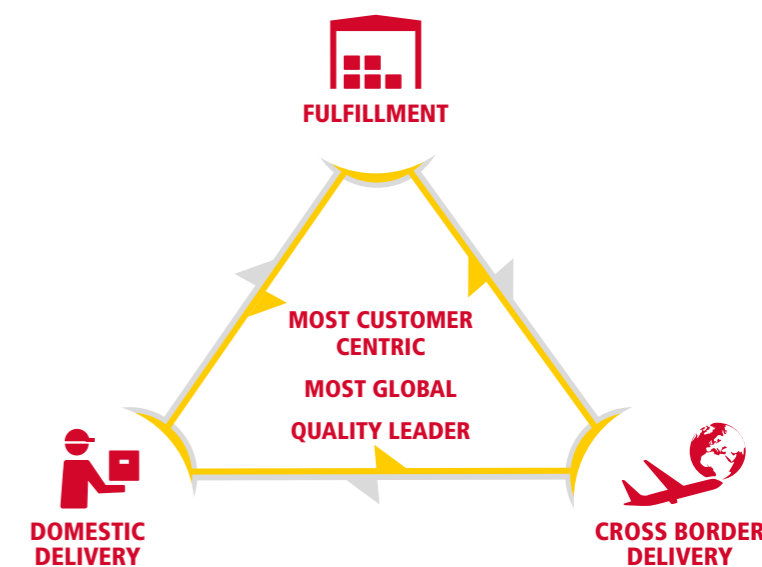
We do this in three ways: Domestic Delivery, Cross Border Delivery and Fulfillment. Offering choice, convenience, control and quality that runs from the merchant right through to the consumer.

We take care of every logistical element needed to ensure your customers' online orders are completed in the most efficient, cost-effective and consumer-friendly manner possible. Giving you more time to focus on building your business from the inside.

Our dedicated team of experts generate innovative solutions to create the optimal online shopping experience and help your business grow by facilitating worldwide reach with local expertise.

Are you ready to see what DHL eCommerce can do for you?

DHL eCommerce PRODUCT PORTFOLIO





CASE STUDY BABYONLINE CO. LTD., CHINA

Babyonline Co. Ltd. is one of the world's leading online wholesale and retail websites for wedding dresses, wedding accessories and night dresses. Products are sold through their own website and other marketplaces such as Amazon, Aliexpress and DH Gate.

In order to differentiate themselves from the competition, they wanted to increase service quality and brand recognition. With growing success, Babyonlinedress.com was looking for reliable logistics experts to ensure customer satisfaction.

DHL eCommerce solutions:

- Short and reliable transit times at an affordable price
- Exceed marketplace shipping requirements and performance

Results:

- Increased order volumes
- Improved consumer shopping experience

“

With the DHL eCommerce service, we achieved our logistics KPI on each platform and satisfy our online customers.”

Haolin Tian,
CEO, Babyonline Co. Ltd.



CROSS BORDER DELIVERY TAKING YOUR BUSINESS FURTHER

DHL eCommerce offers a range of cross border shipping services covering more than 220 countries and territories around the globe.

All designed to maximize your market reach while minimizing your effort. With businesses facing so many hidden obstacles, our network of highly experienced logistics experts have never been so valuable.

Our services provide:

- Simple and affordable Cross Border Shipping with returns
- Choice of service levels and features
- Connection to domestic delivery networks
- Integrated tracking platform with end-to-end visibility
- B2C customs clearance
- Simple IT Integration options including APIs, Web Portals, major marketplaces and e-commerce platforms

All services may not be available in all areas and are subject to applicable terms and conditions.



DOMESTIC DELIVERY

QUICK, RELIABLE & COST EFFECTIVE

Our Domestic Delivery service is a unique and reliable way to deliver your goods to your customers – with a SMILE.

Offering a host of features designed to increase consumer loyalty for your brand, our highly trained and professional delivery agents deliver the smile in the last mile!

Our services provide:

- End-to-end delivery & returns
- Cash on Delivery and e-wallet payment options
- Traditional 'doorstep' and alternative delivery options
- Network of DHL Service Points for easy drop-off and pick-up
- Six delivery days per week
- E-mail/SMS status update alerts
- Green delivery solutions
- Outstanding service quality
- Simple IT Integration options including APIs, Web Portals, major marketplaces and e-commerce platforms

All services may not be available in all areas and are subject to applicable terms and conditions.

SHISEIDO

CASE STUDY

SHISEIDO THAILAND COMPANY LIMITED

The Japanese company Shiseido is famous for its high quality and innovative cosmetics. They operate in more than 120 countries and territories while also holding the fifth largest annual sales as a cosmetic manufacturer worldwide.

Their previous courier service in Thailand was unable to provide tracking of their shipments resulting in increased claims for lost and damaged goods and customer dissatisfaction.

DHL eCommerce solutions:

- Nationwide coverage of delivery
- Traceability of shipments
- 3-attempt delivery service plus notification
- Electronic proof of delivery

Results:

- Improvement of service quality and performance
- Positive door-step experience
- Reduction in customer complaints

“

With DHL eCommerce we were able to provide a truly positive door-step experience, which improved our service quality and reduced customer complaints massively.”

Arin Tanakasemsup,
Head of Supply Chain & Logistics,
Shiseido Thailand



DHL FULFILLMENT CLOSER TO YOUR CUSTOMERS

As demand for your product grows, so does the pressure on your e-commerce platform.

Fulfillment is our end-to-end holistic delivery and logistics service. Offering complete management of your e-commerce transactions; including seamless integration through major platforms or APIs, real-time visibility of fulfillment and shipping, advanced reporting capabilities, a broad range of shipping services and – of course –

use of any of our globally located multi-user facilities.

Our services provide:

- A global multi-site fulfillment network
- Broad delivery options, tailored to your needs
- Support for omni-channel strategies through a mix of B2C and B2B fulfillment services
- Integration with top e-commerce platforms & marketplaces
- Transactional pricing
- End-to-end visibility of all your shipments & processes
- Reporting across all order data for continuous transparency and optimization of the entire supply chain

DHL FULFILLMENT ENABLES YOU TO EFFICIENTLY DISTRIBUTE YOUR PRODUCTS

1

Australian merchant sells worldwide, with U.S. as a key market



2

Most requested products shipped in bulk to DHL eCommerce Fulfillment Centers in the U.S.



3

Products stored locally, reducing delivery times and improving service quality



4

When consumers in the U.S. buy a product...



5

DHL eCommerce picks and packs shipments closest to their locations...



6

...and sends the shipment according to the required service level (same day, next day, deferred)


**HEALTHY
CHEF**

CASE STUDY THE HEALTHY CHEF, AUSTRALIA

The Healthy Chef, founded in 2006 and based in Sydney, provides functional foods for optimum health and wellbeing as well as cookbooks. The company currently has almost 6 million yearly website visits and a combined active social media audience of 254,000. They mainly sell to Australia, UK, USA, Canada and New Zealand.

The company produces products from local and imported ingredients, so they need to have accurate stock visibility in order to plan for manufacture and ensure stock consistency.

DHL eCommerce fulfillment solutions:

- Allocating entire stock in single location
- Provide stock and order visibility in one central system
- Range of international shipping options

Results:

- Improved picking accuracy of daily fulfillment orders
- Improved visibility of stock at DHL eCommerce facilities
- Ability to focus on extending product range and growing business since starting with DHL eCommerce

“DHL eCommerce has the ability to respond to high order volumes at short notice by looking after our orders and delivering to our customers with a quick turnaround.”

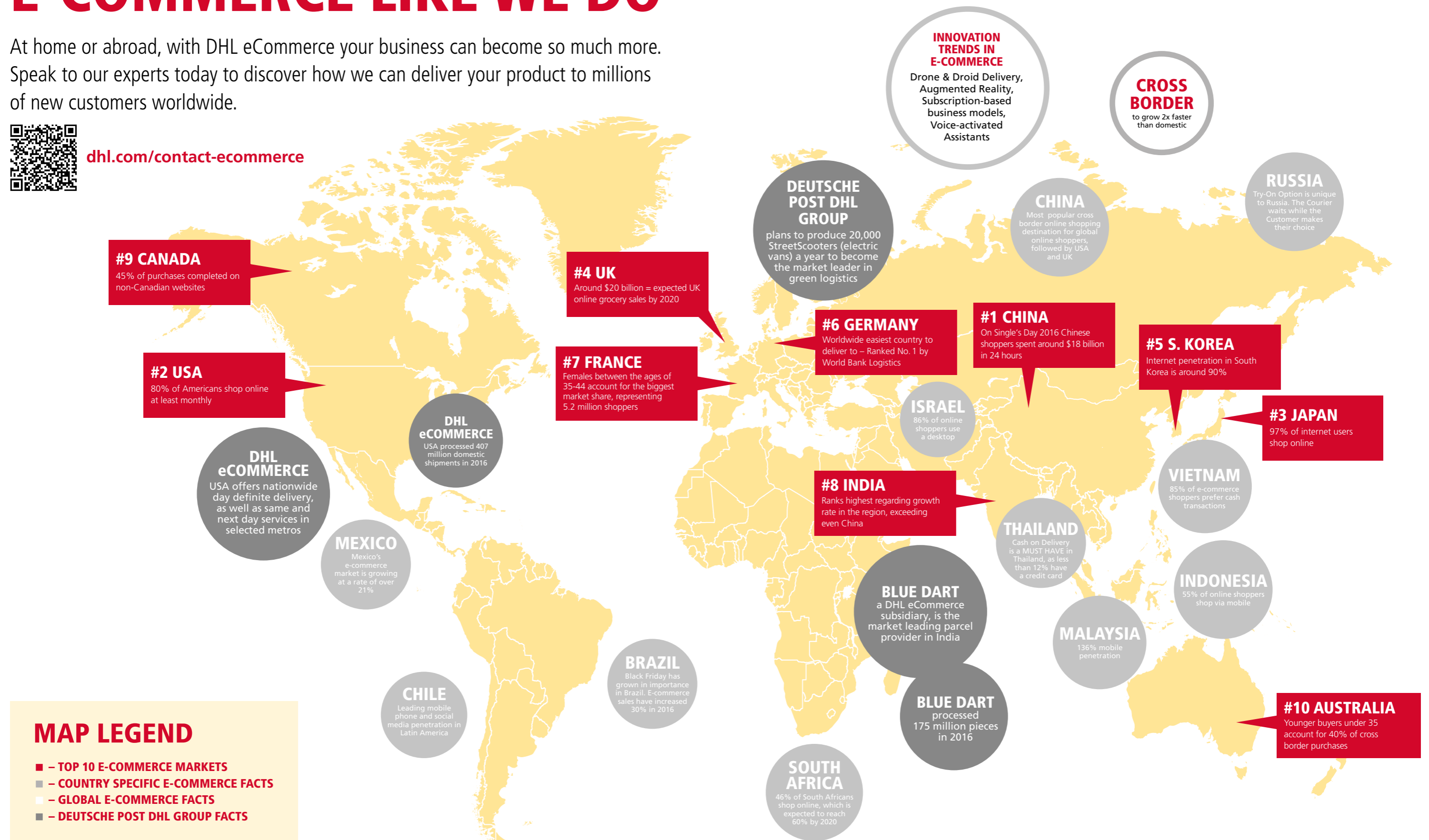
Paul Cutter,
Managing Director & Co-Founder,
The Healthy Chef

NO ONE KNOWS E-COMMERCE LIKE WE DO

At home or abroad, with DHL eCommerce your business can become so much more. Speak to our experts today to discover how we can deliver your product to millions of new customers worldwide.



dhl.com/contact-ecommerce



“

E-commerce is revolutionizing international trade at a phenomenal rate, and DHL eCommerce is already helping companies big and small make the most of this opportunity.”

Charles Brewer,
CEO, DHL eCommerce



www.linkedin.com/company/DHLeCommerce



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