STATUS | NOTIFICATION | PARCEL FLOW | HANDLING | SCANS

Order received

We're expecting your parcel

We have your parcel

- How the parcel is being delivered
- Rearrange options

Parcel collected by driver

Transit in slam-locked van or secured lorry

Driver collection scan

Transit - Collection Depot

Sorted and transported as loose load or caged dependent on the delivery depot

Transported in a sealed trailer

- Into collection warehouse scan
- Weight and volumetric scans

Transit - National or mini hub

Processed as loose load or cage movement

Transported in a sealed trailer

Auto sorter, transit and volumetric scans
*Parcel scans not applied to cage movement

Transit - received at delivery depot

Sorted at local depot

Allocated to local driver delivery route

Into delivery warehouse scan

Out for delivery

- 1 hour ETA, how the parcel will be delivered and rearrange options
- Driver is 30 minutes away
- You're Next

Parcel loaded to delivery van

Loaded by driver in a slam-locked van

Driver onto delivery van scan

Parcel ready for collection

Available for collection at local ServicePoint or local DHL eCommerce UK depot

- Driver delivered to ServicePoint scan
- ServicePoint acceptance scan
- **Or** parcel at local depot scan

Delivered

How the parcel has been delivered:

- Address/Neighbour/ Safe Place
- Photo of delivery
- GPS co-ordinates

Driver delivered scan
*information on delivery, photo and GPS co-ordinates obtained

Delivery attempted

- Rearrange options
- **Or** parcel on the way to local ServicePoint