ON DEMAND DELIVERY
Global Reach, On Demand.

ON DEMAND DELIVERY

DHL EXPRESS DIGITAL CUSTOMER SOLUTIONS



INTRODUCTION

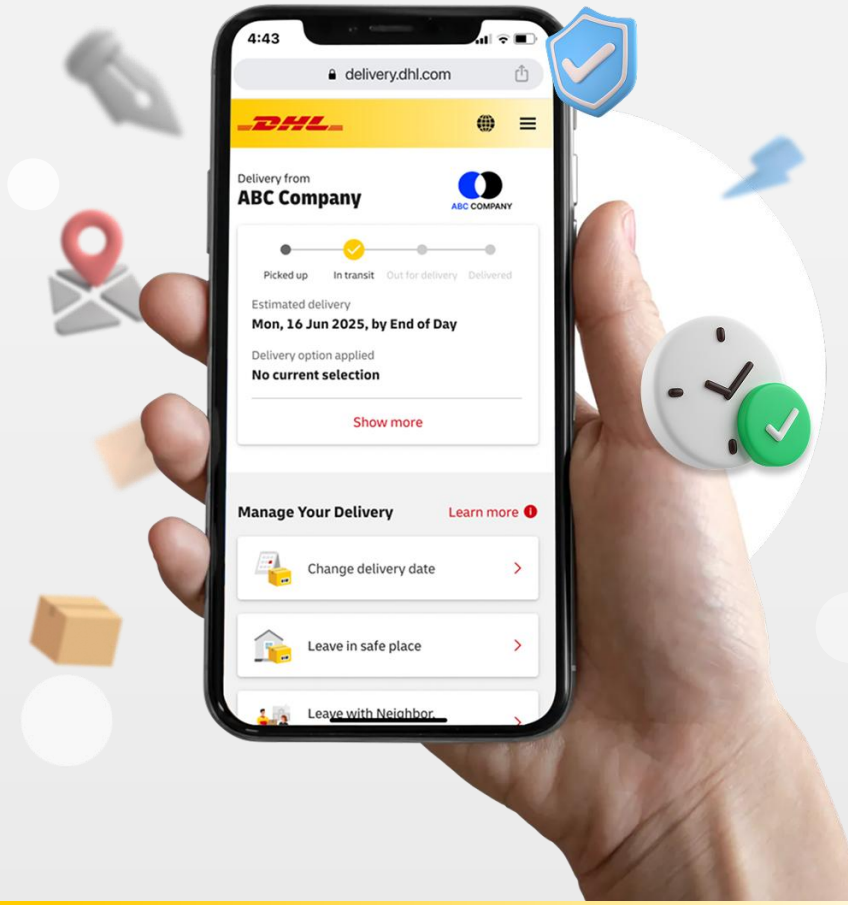
NOTIFICATIONS

DELIVERY OPTIONS

RECEIVER REGISTRATION

ADDITIONAL FEATURE HIGHLIGHTS

FAQs



What is On Demand Delivery?

On Demand Delivery is DHL Express' final mile solution, providing Receivers with shipment status notifications through varying channels and the ability to manage their delivery with a standard set of delivery options.

Driving Delivery Success

Reduces failed delivery attempts. Improves Receivers' experience.

Prompt Notification

Informs Receivers of estimated delivery date and current shipment status.

Standard Delivery Options

Up to 6 delivery options are available.

Global Deployment

Consistent, simple-to-use experience, available in 165 countries.

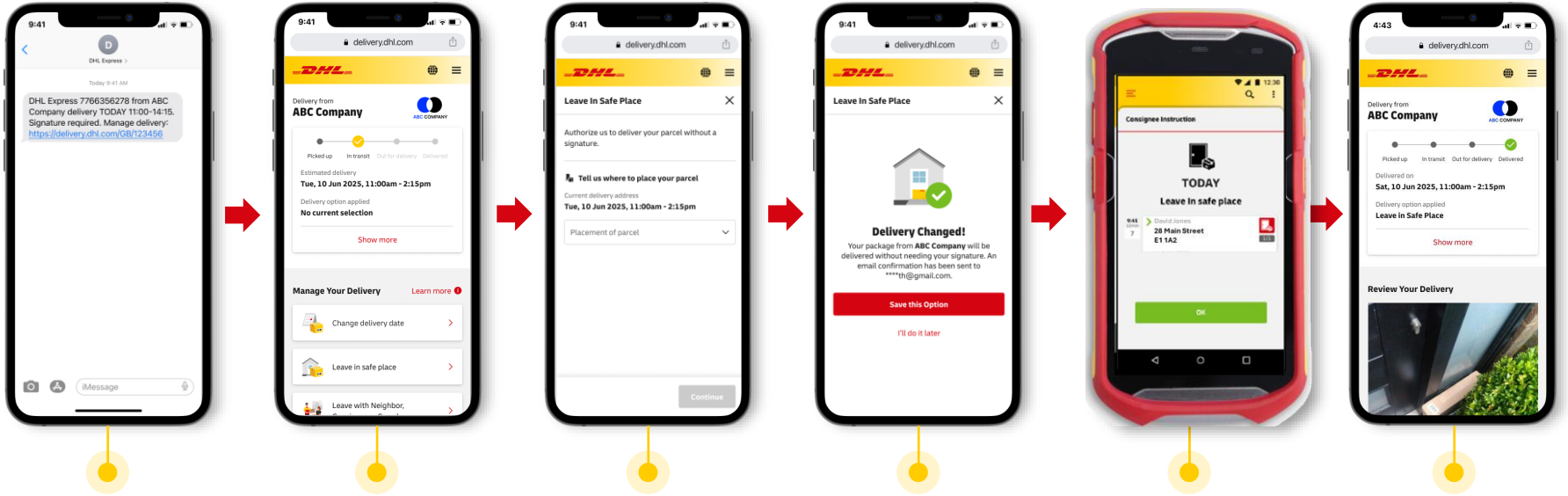
Easy Shipper Onboarding

One-time configuration sets delivery options, notification and co-branding details.

Receiver Registration

Stores Receivers' delivery and notification preferences.

How On Demand Delivery Works



Shipment Notification

Receiver notified by SMS, email or WhatsApp

Access ODD

Goes to On Demand Delivery via smart link

Manage Delivery

Selects preferred delivery option

Confirmed

Request is confirmed. Confirmation email also sent to Receiver

Request Actioned

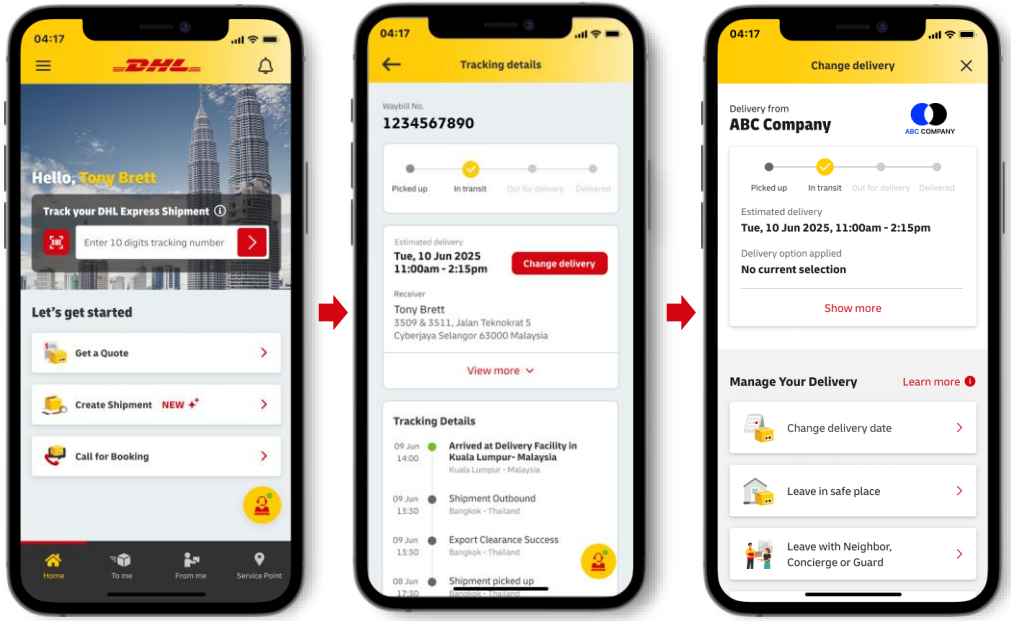
DHL executes the request

Delivered

Shipment is delivered accordingly

Also Accessible via DHL Express Mobile

On Demand Delivery is integrated with our app



Different platform, same you

On Demand Delivery and DHL Express Mobile share the same login credentials

Made for you

Great convenience. Great flexibility. All at your Customers' fingertips

INTRODUCTION

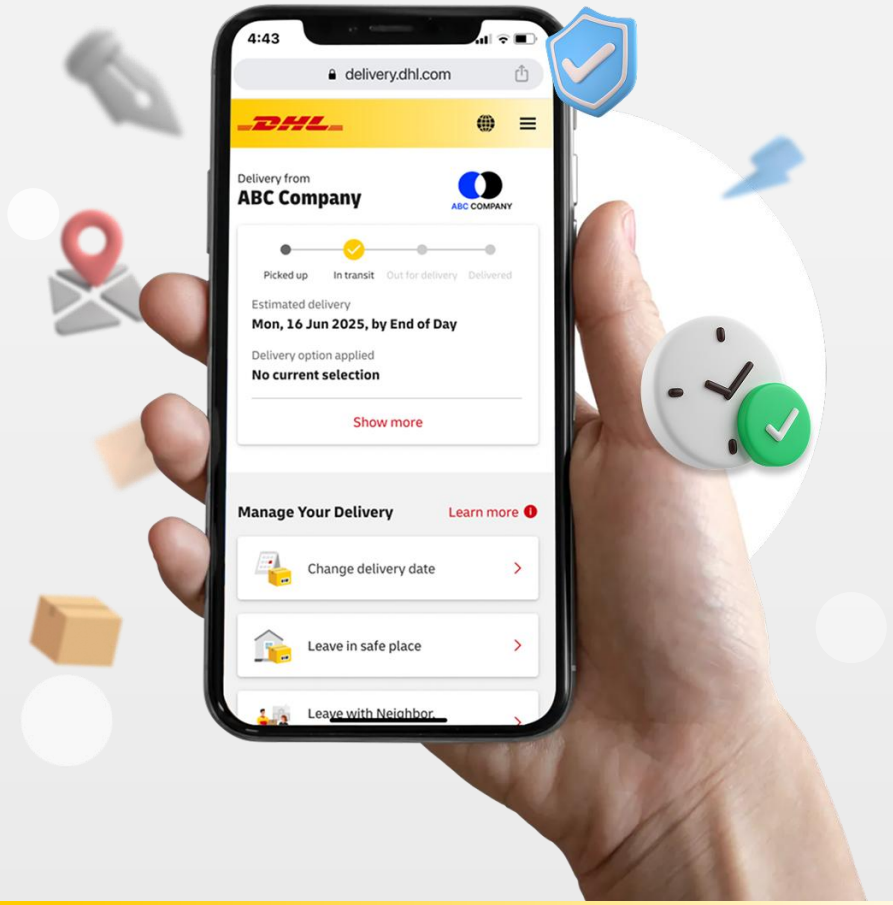
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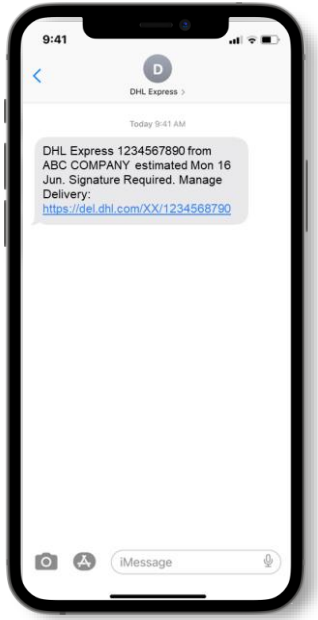
FAQs



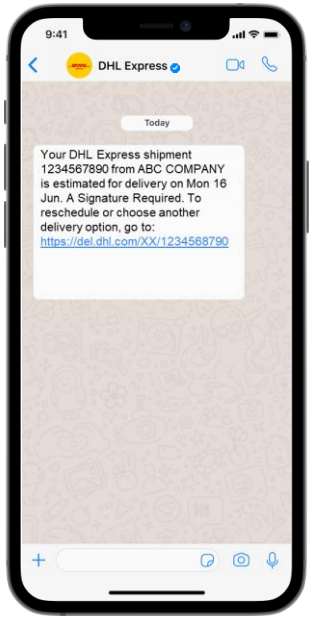
Receiver Notifications

Receivers are kept up-to-date regarding their shipment status via a variety of channels

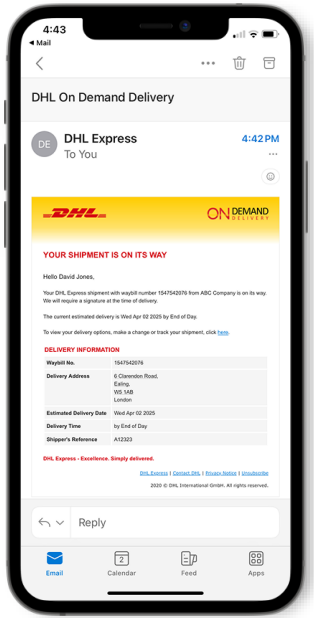
SMS



WhatsApp[1]



Email



Push[2]



Notifications are sent[3]:

- ✓ At pickup
- ✓ When out for delivery
- ✓ For delivery exceptions
- ✓ Delivery Confirmation

Notifications include:

- ✓ DHL Waybill number
- ✓ Your company/brand name
- ✓ Estimated Delivery Date
- ✓ Shipment-specific smart link to On Demand Delivery

[1] Availability of WhatsApp may vary by country.
[2] Push notifications require DHL Express Mobile App.
[3] Additional notifications such as reminders, confirmations, and other scenarios may be sent based on shipment status or receiver instructions.

Optional Co-branding

Highlight your brand to your Receivers

Brand visibility

Visibility of your brand to your Receivers – for **FREE**!

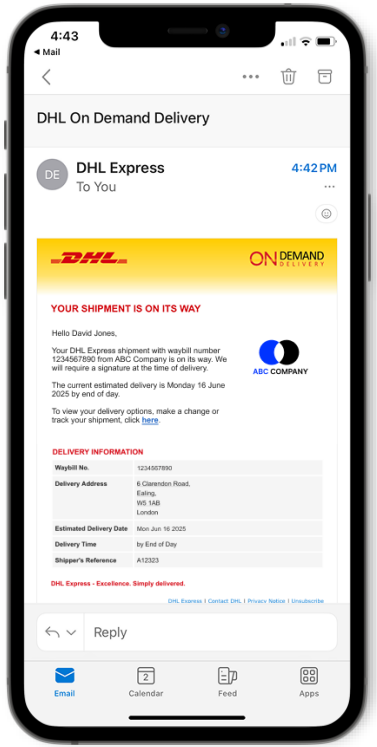
Legitimize notifications

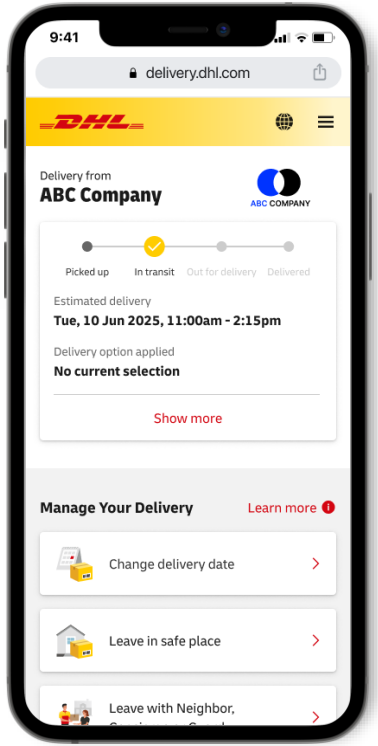
Co-branding helps legitimize notifications – Receivers see the name/logo of the shipper they're expecting their order from.

Custom shipper name

Customizable shipper name in notifications – ensure you're identified in the right way.

Note: *Shipper name is limited to max 15 characters in SMS and WhatsApp notifications.*





INTRODUCTION

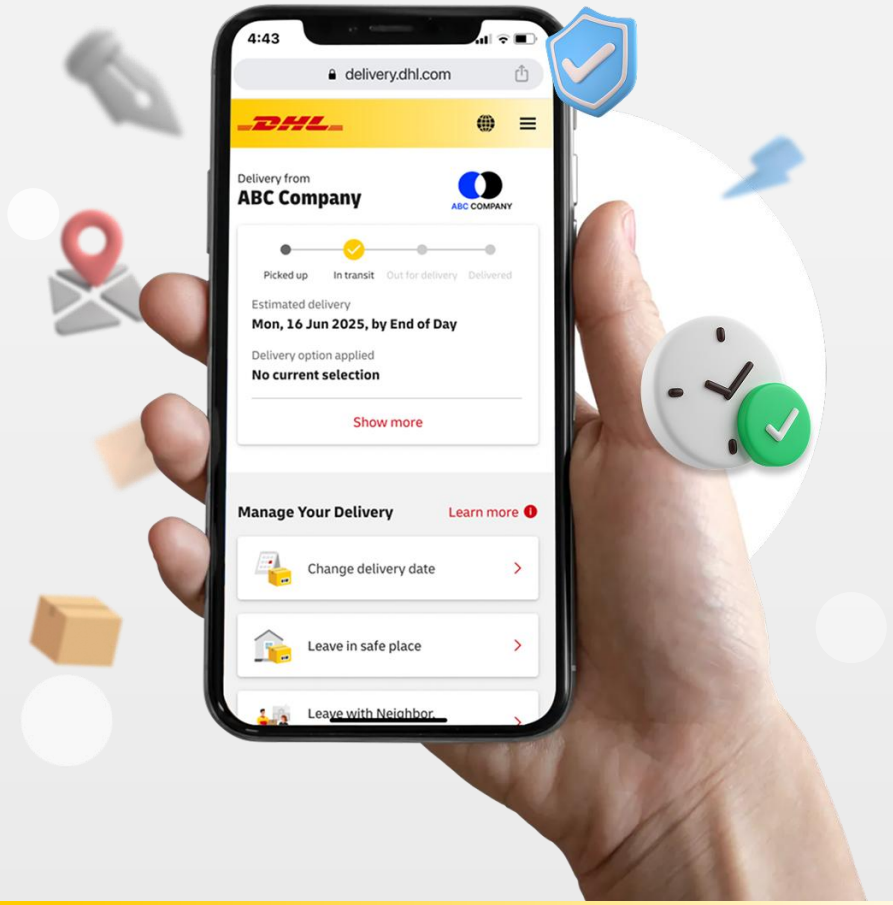
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Delivery Options

Receivers select from a set of up to **6 standard delivery options** as authorized by you

01



Change Delivery Date

02



Leave in Safe Place*

03



Leave with Neighbor, Concierge or Guard*

04



Collect from Service Point (DHL Facility, Partner or Locker)

05



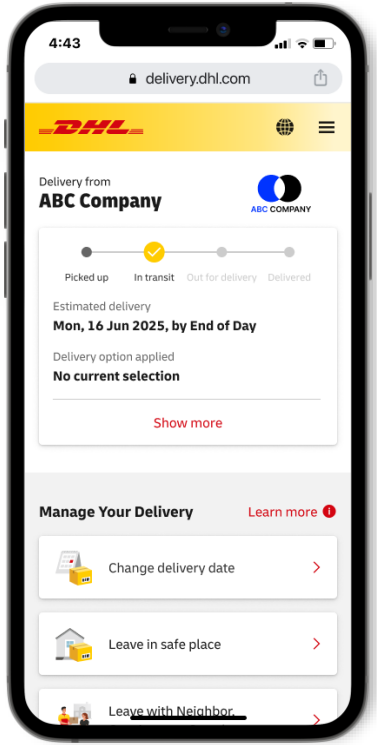
Alternate Address

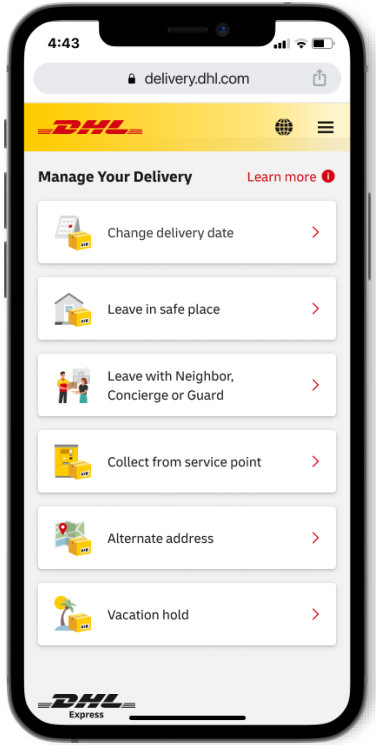
06



Vacation Hold

** Option name may vary by destination*

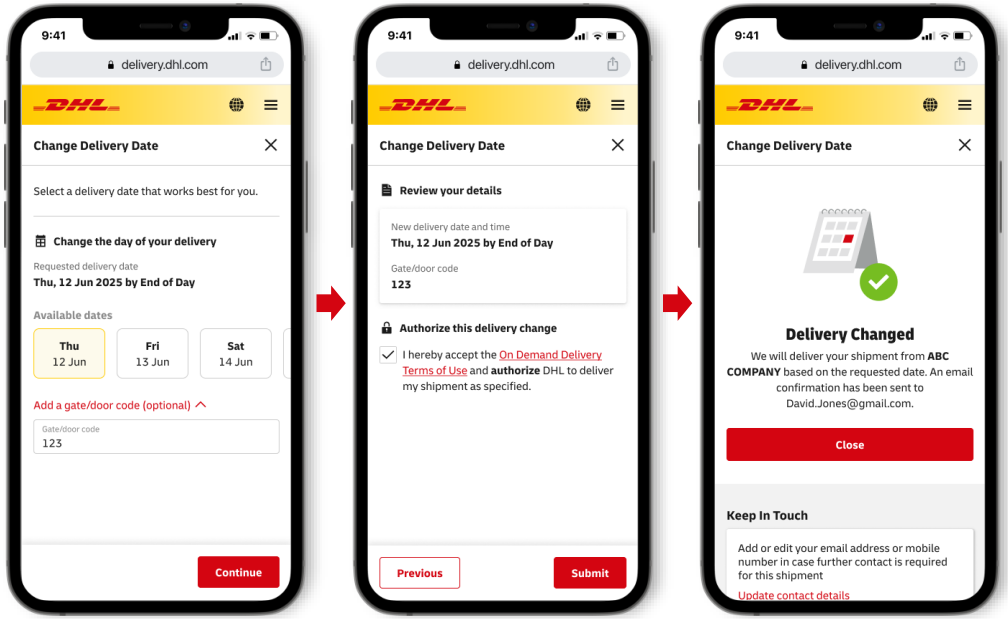




Delivery Options

Change Delivery Date

- Receiver selects a new delivery date and/or time window.
- New delivery date may be up to 7 calendar days after original delivery date.



Delivery Options



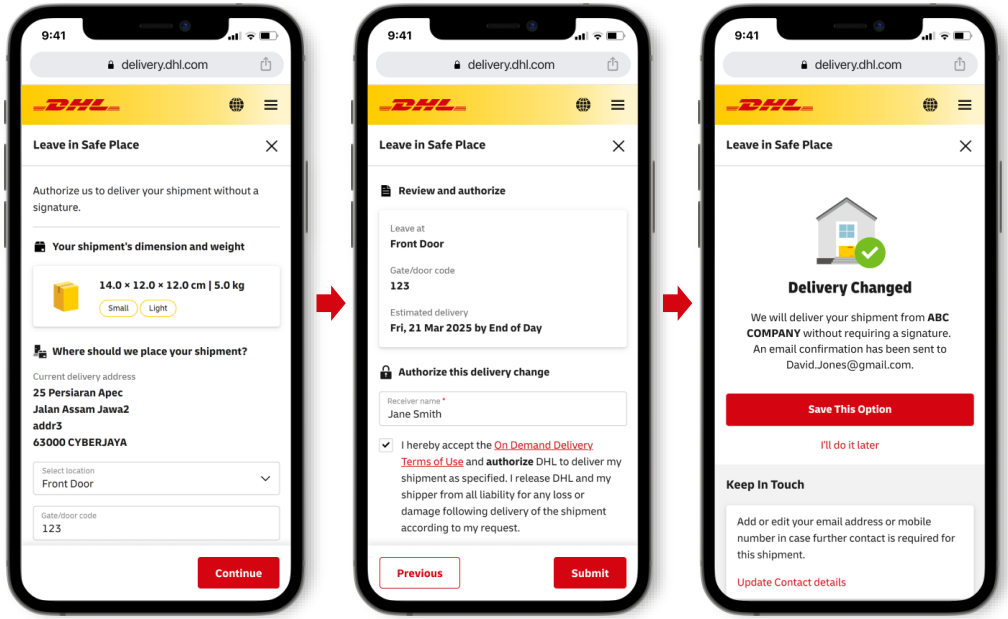
Leave in Safe Place*

- Receiver authorizes DHL to leave the shipment without a signature in a specific place at the Receiver's address. Option to also request delivery on a different date.
- Couriers will always attempt to follow Receiver instructions (e.g., "Leave at door next to plant") permitted within DHL courier guidelines (e.g., do not expose to inclement weather, avoid areas with high foot traffic, etc.).

** Option may be presented as Signature Release in some countries.*



#1 option preferred by Receivers!



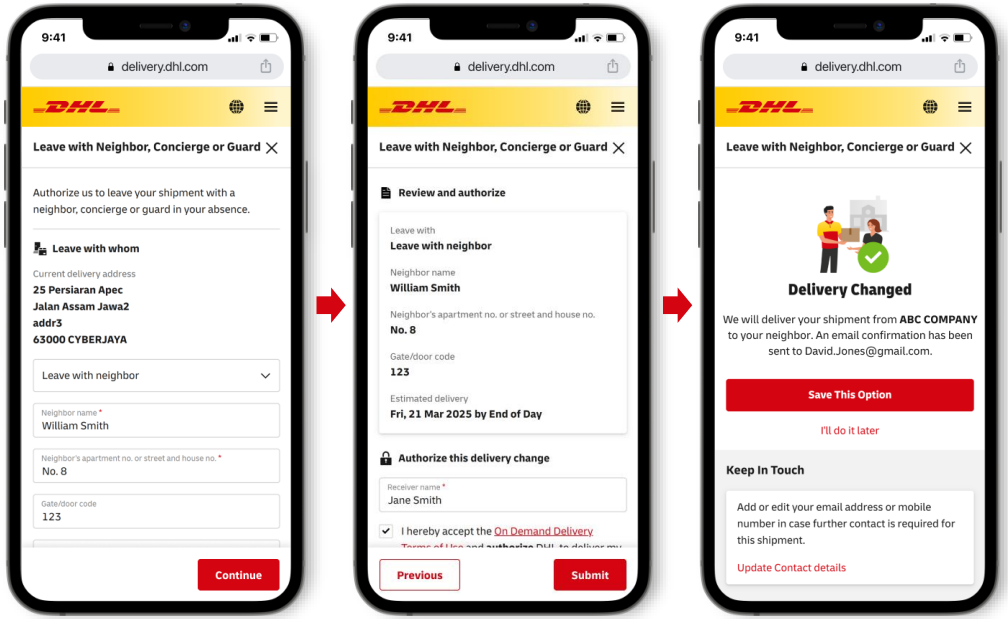
Delivery Options



Leave with Neighbor, Concierge or Guard*

- Receiver nominates a neighbor or other authorized party to receive the shipment on their behalf.
- The Receiver provides the neighbor's name and address (up to two houses either side of the original address or directly opposite) or designates the authorized party to receive the shipment – **a signature is still required at delivery**.

** Name may vary by country to accommodate local terminology.*

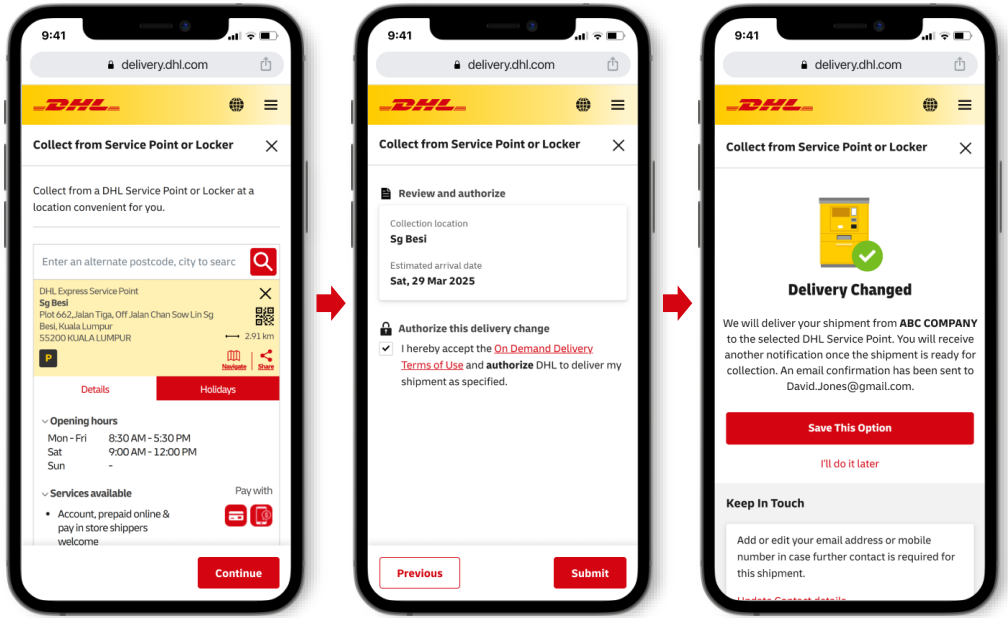


Delivery Options



Collect from Service Point or Locker

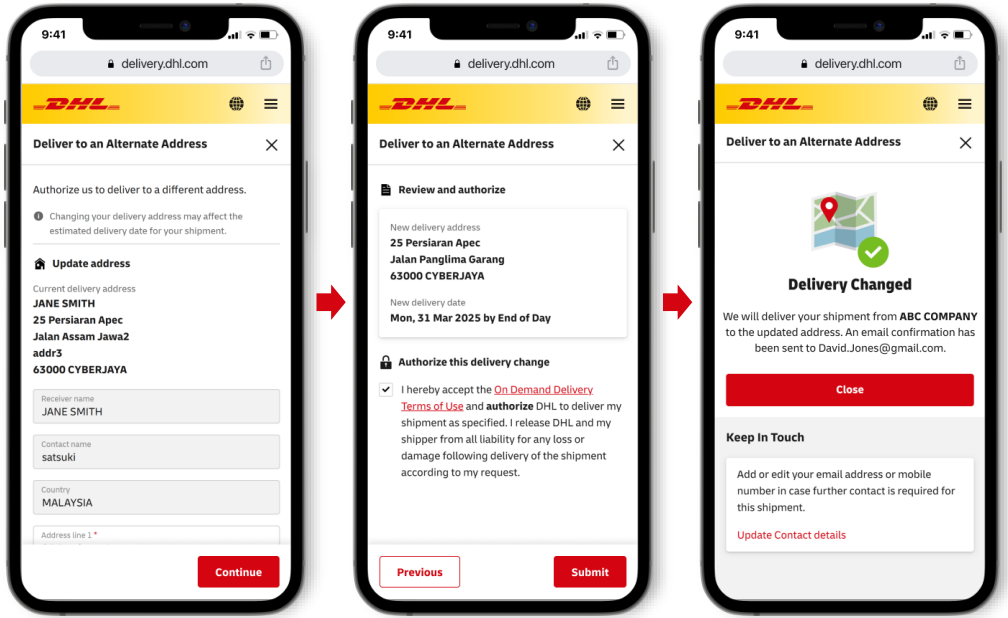
- Receiver requests collection from a DHL Express Service Point.
- Nearest DHL Service Centers, Partner Service Points and Lockers locations are listed and can also be viewed on a map. Shipper has option to limit the type of service point locations available to Receivers.
- Receiver can enter city or postcode to view DHL Service Points in different areas.



Delivery Options

Alternate Address

- Receiver requests delivery to a different address (e.g., an office) on a specific date.
- New address must be within the same delivery country.
- Receiver must complete passcode authentication process to submit request.
- **Signature is always required at the new address**.

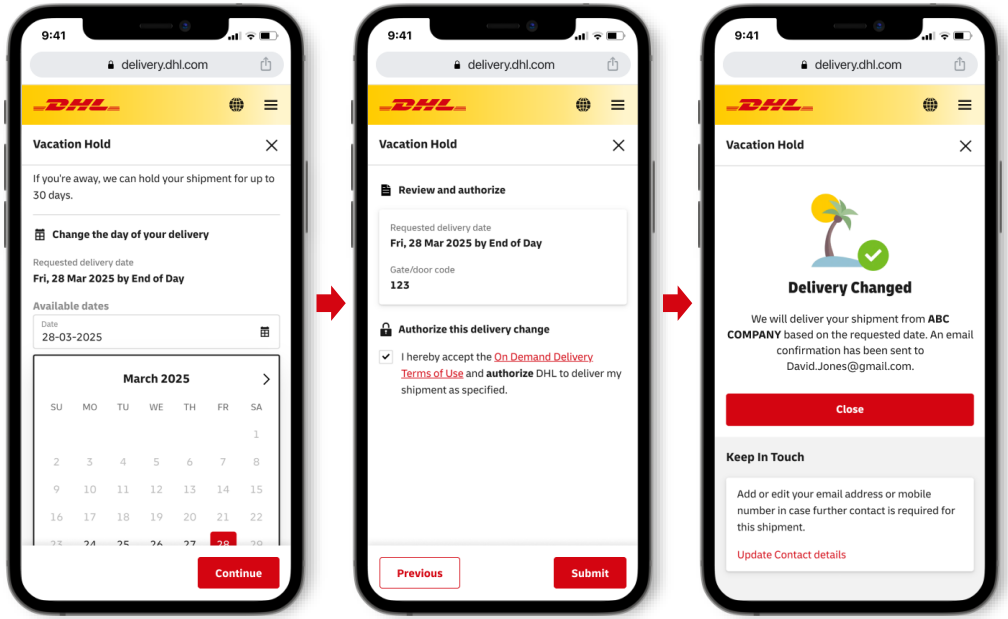


Delivery Options



Vacation Hold

- If on vacation or away for an extended period, Receivers can request a new delivery date.
- The new delivery date may be up to 30 calendar days after the original delivery date.*



** Limited to 15 days in destination countries: GF, GP, IN and MQ*

INTRODUCTION

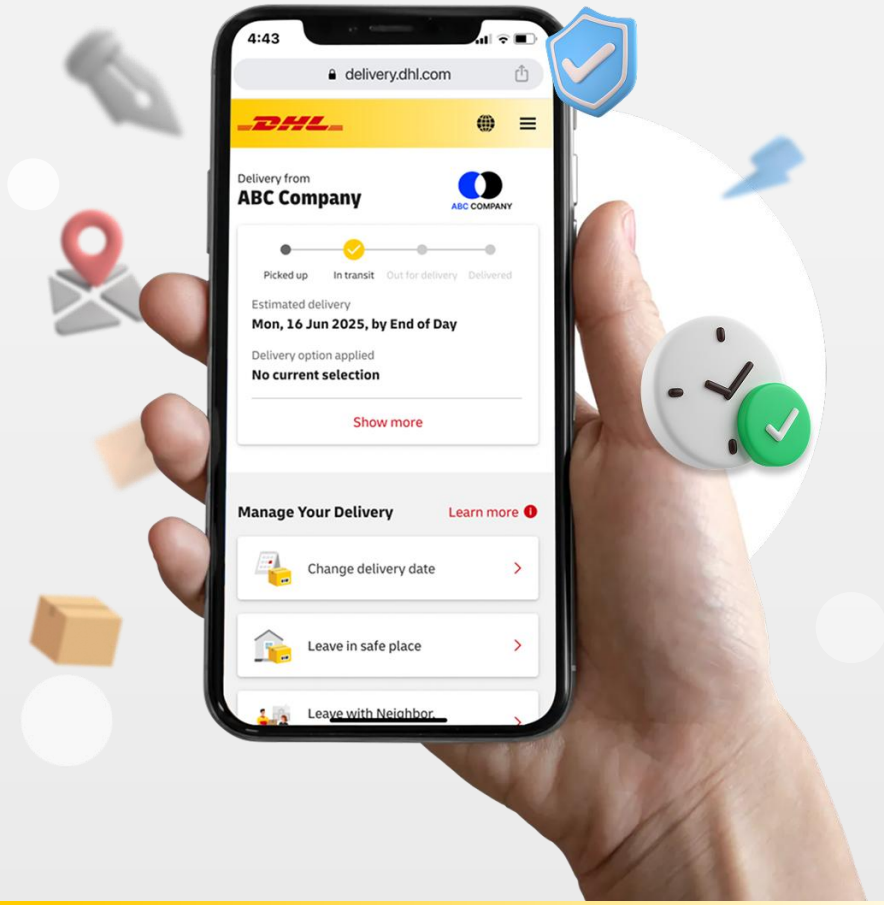
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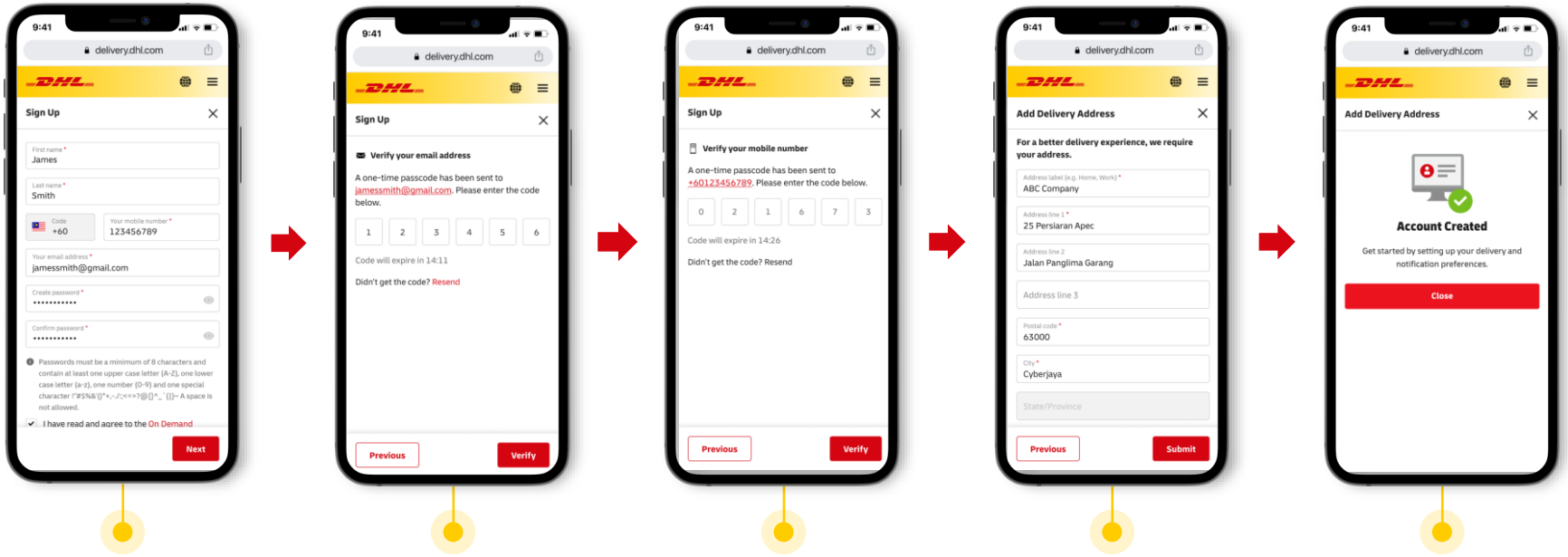
ADDITIONAL FEATURE HIGHLIGHTS

FAQs



Receiver Registration

Simple registration process



Provide name, email, phone and create password

Complete email authentication

Complete mobile authentication

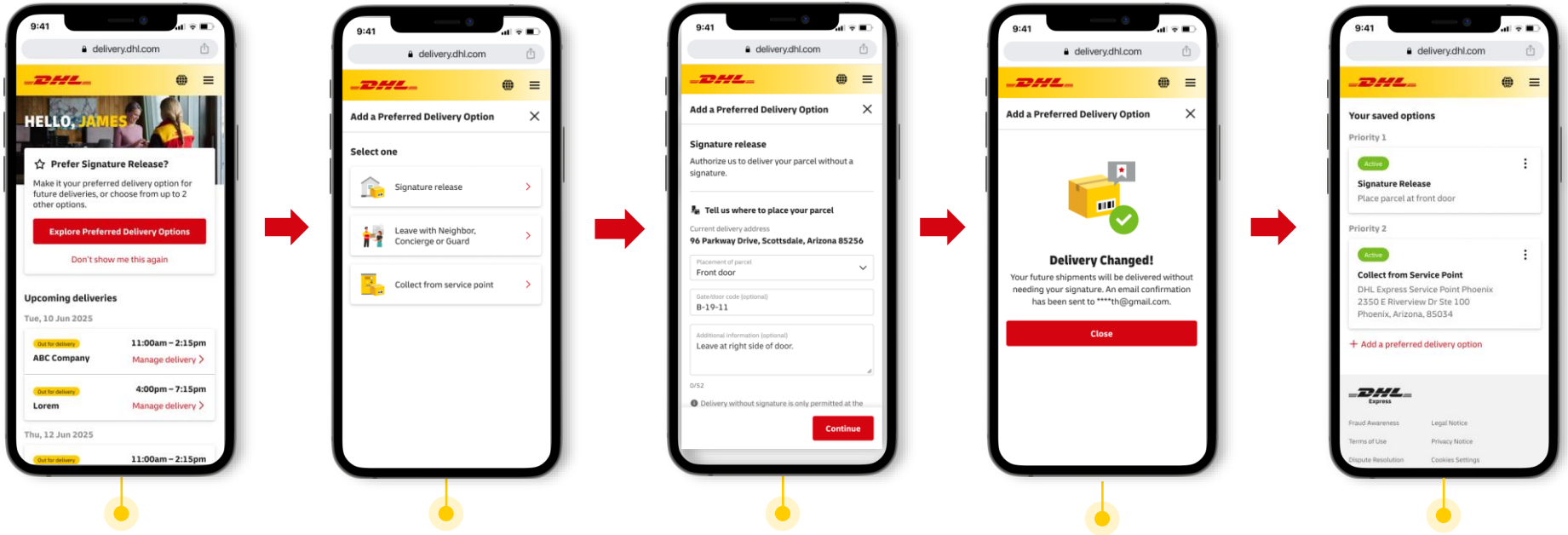
Provide delivery address

Registration confirmed

Actual screens may vary in look and number of steps to complete registration

Delivery Preference

Set up one or more delivery preferences

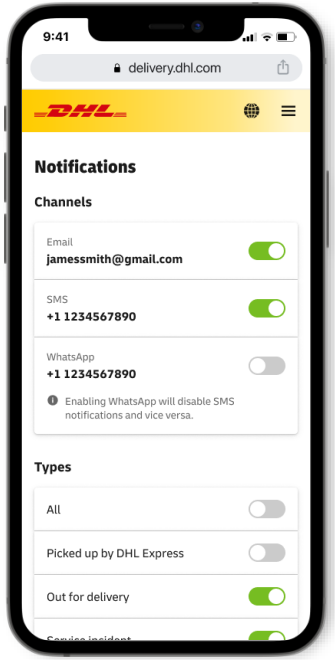


Home – shipment listing | **Add a preferred option** | **Fill in details** | **Preference Confirmed** | **Manage Preferences**

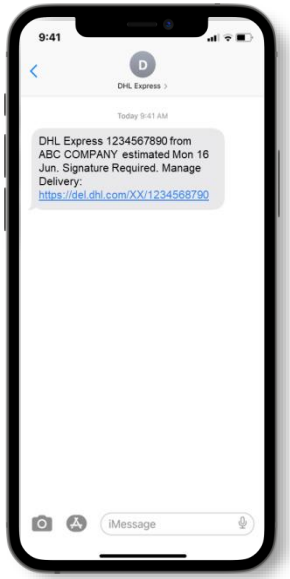
Notification Preference

Registered Receivers can set their preferred notification channels and the type of notifications they receive.

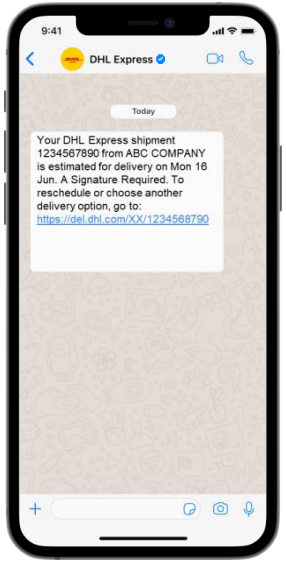
Notifications



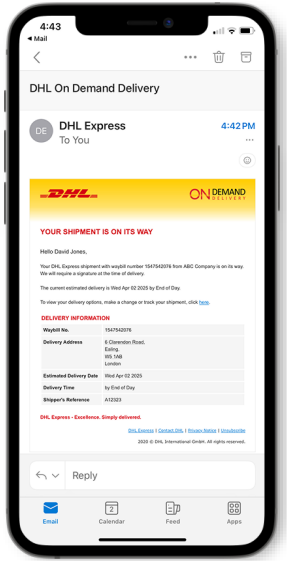
SMS



WhatsApp[1]



Email



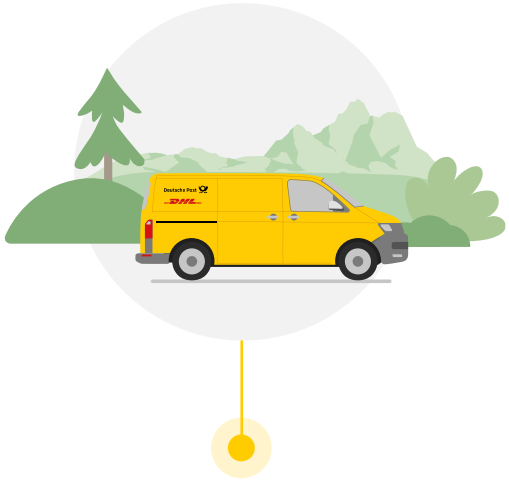
Push[2]



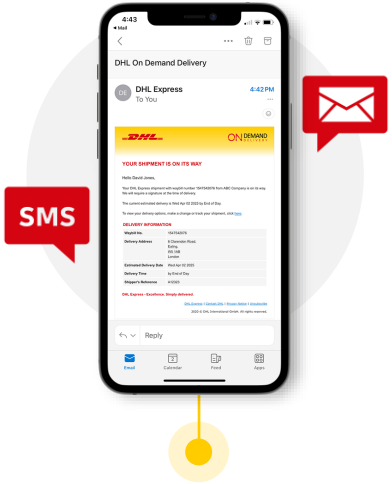
[1] Availability of SMS/WhatsApp may vary by country.
[2] Push notifications require DHL Express Mobile App.

How It Works

Simplified experience with delivery preference



Shipment on its way



Notifications sent according to receiver settings & delivery preference automatically applied



Courier delivers as instructed

INTRODUCTION

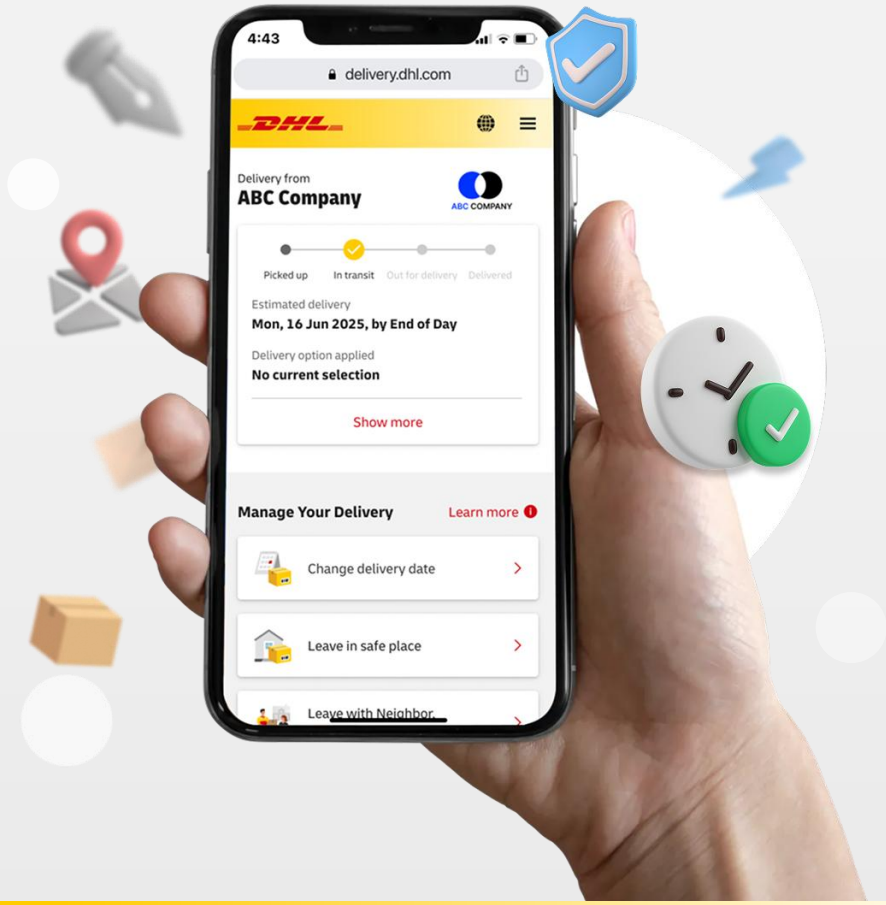
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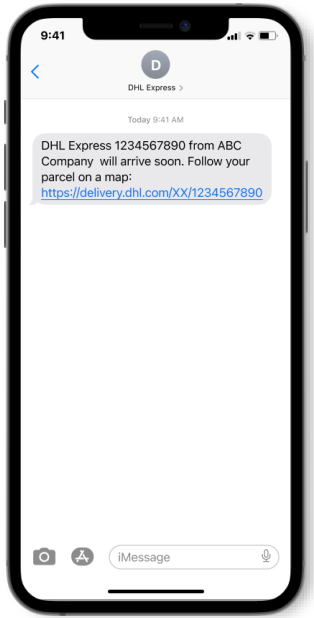
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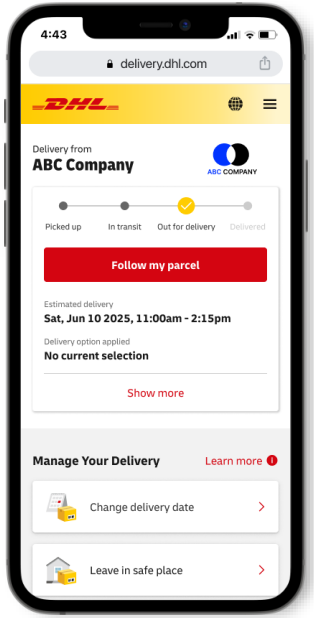


Highlights – Follow My Parcel

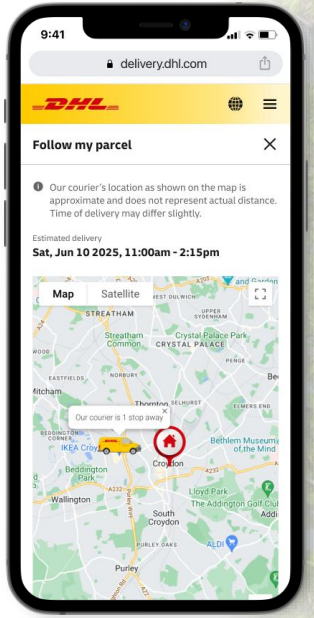
Receivers can track their shipments in real-time



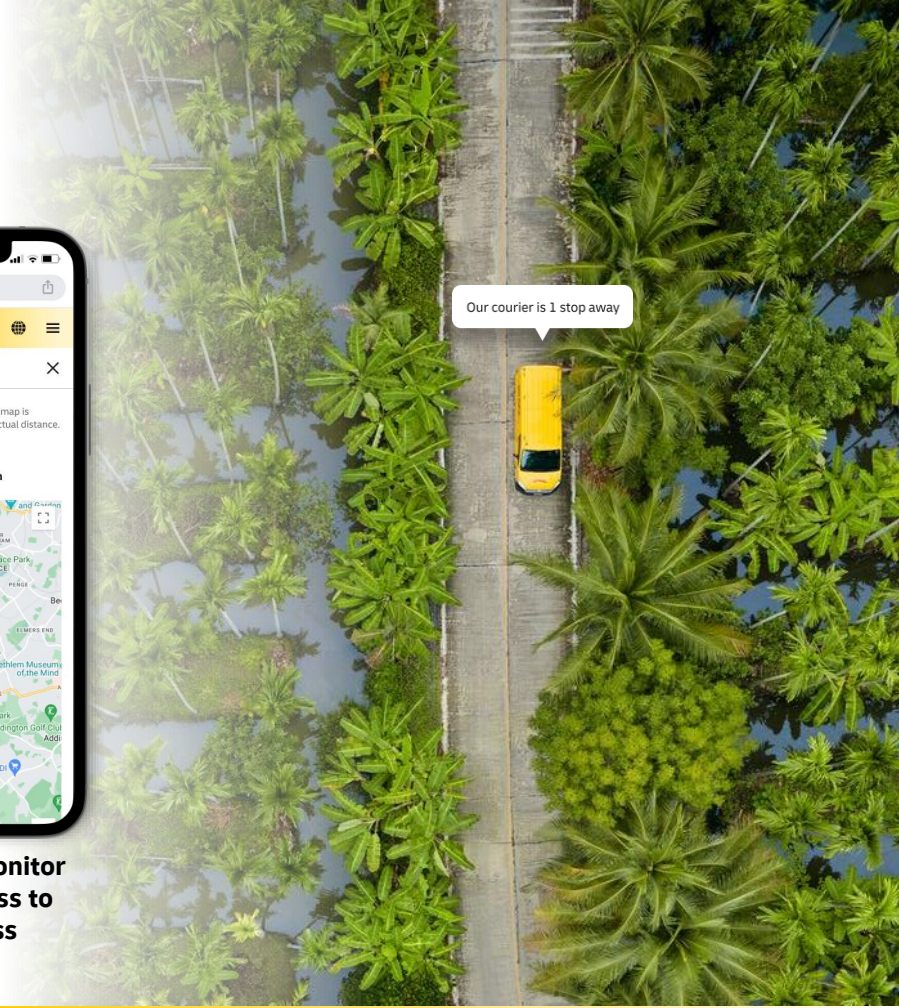
Receiver is notified when courier is in their immediate vicinity



Accesses On Demand, Follow My Parcel option highlighted



Receiver can monitor courier progress to their address

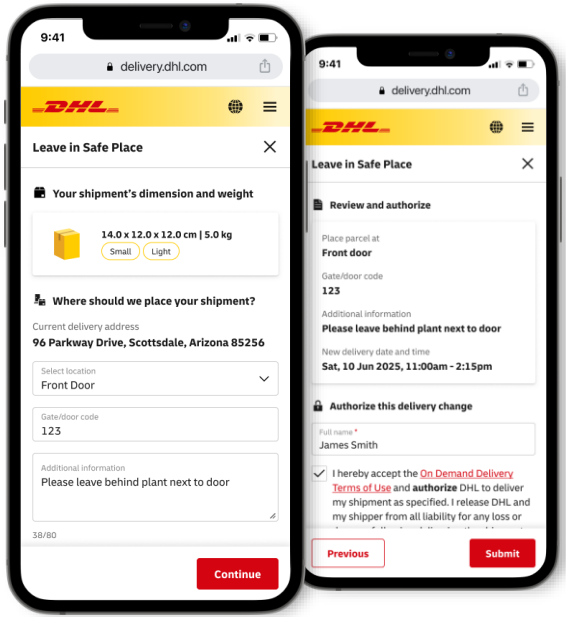


Note: *Available in select countries.*

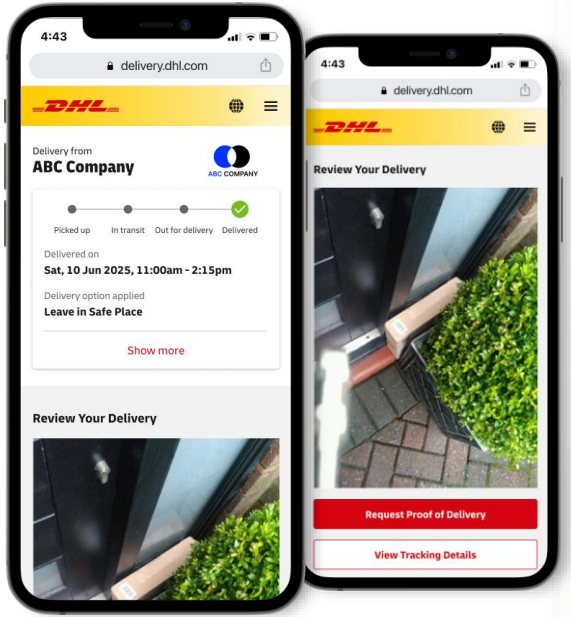
Highlights – Proof Of Placement

Receivers can view a photo showing where their shipment was placed

Delivery Option – Leave in Safe Place*



Delivery Confirmation

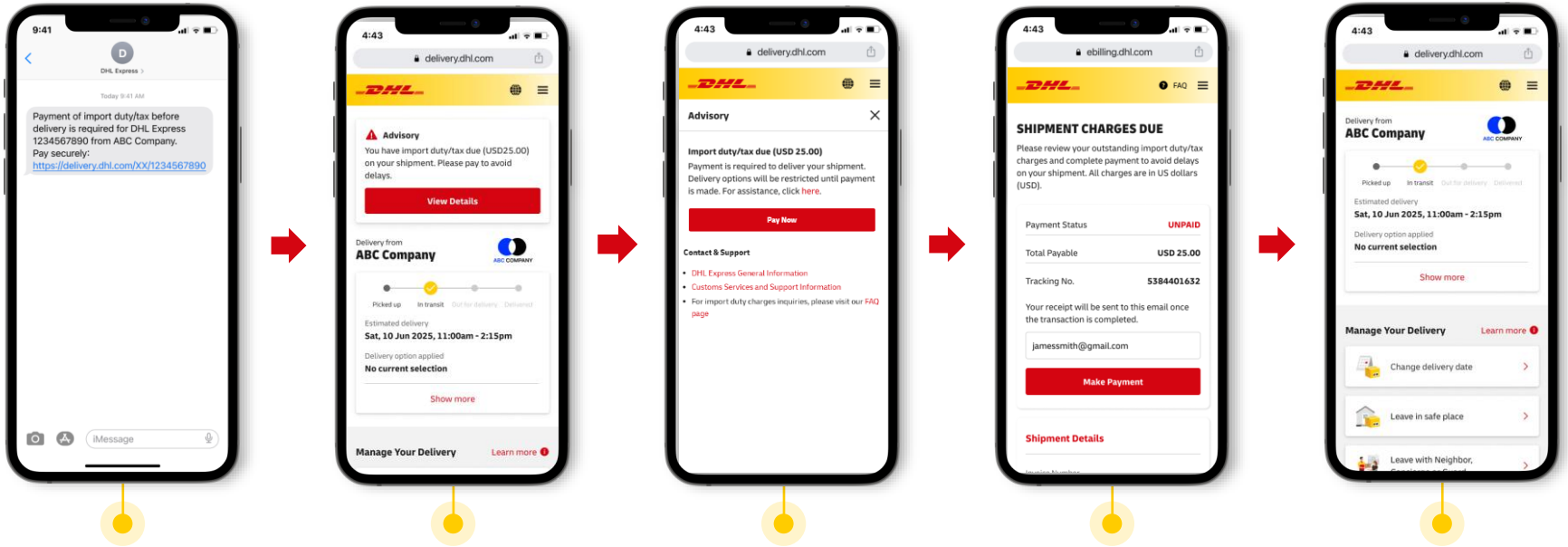




*__Note:__ *Only for shipments with authorization to deliver without a signature or with NSR service applied.*

Highlights – Advance Duty Collection

Receivers informed in advance of delivery regarding any outstanding duty and/or tax and can complete payment online



Receiver is notified by email, SMS or WhatsApp*

Access ODD via smartlink included in notifications

Import duty/tax due details

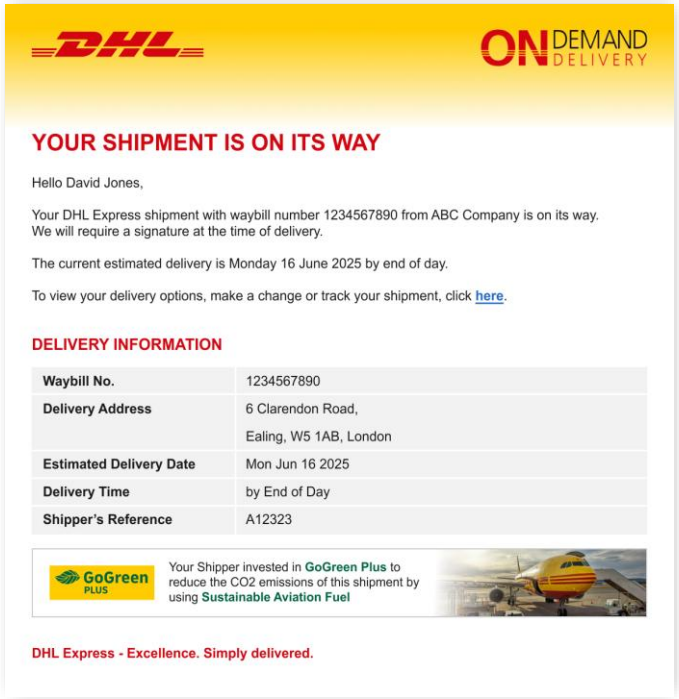
Review charges breakdown and make payment

Return to On Demand Delivery & manage delivery preference

Note: *Shippers are not required to opt in for advance duty collection feature as it is automatically applied to shipments with outstanding duty/tax.*
**Notifications via WhatsApp available in select countries.*

Feature – GoGreen Services

On Demand Delivery email notifications highlights to Receivers shipments that are sent using DHL Express GoGreen services



DHL

ON DEMAND DELIVERY

YOUR SHIPMENT IS ON ITS WAY

Hello David Jones,

Your DHL Express shipment with waybill number 1234567890 from ABC Company is on its way.
We will require a signature at the time of delivery.

The current estimated delivery is Monday 16 June 2025 by end of day.

To view your delivery options, make a change or track your shipment, click here.

DELIVERY INFORMATION

Waybill No.	1234567890
Delivery Address	6 Clarendon Road, Ealing, W5 1AB, London
Estimated Delivery Date	Mon Jun 16 2025
Delivery Time	by End of Day
Shipper's Reference	A12323

GoGreen PLUS

Your Shipper invested in **GoGreen Plus** to reduce the CO2 emissions of this shipment by using **Sustainable Aviation Fuel**

DHL Express - Excellence. Simply delivered.

GoGreen

Learn more about GoGreen here.



Feature – On Demand Delivery Options at Checkout

Present select delivery options to your Customer as part of your checkout process



Leave in Safe Place

Authorizes DHL to leave the shipment without signature in a specific place at the customer's address



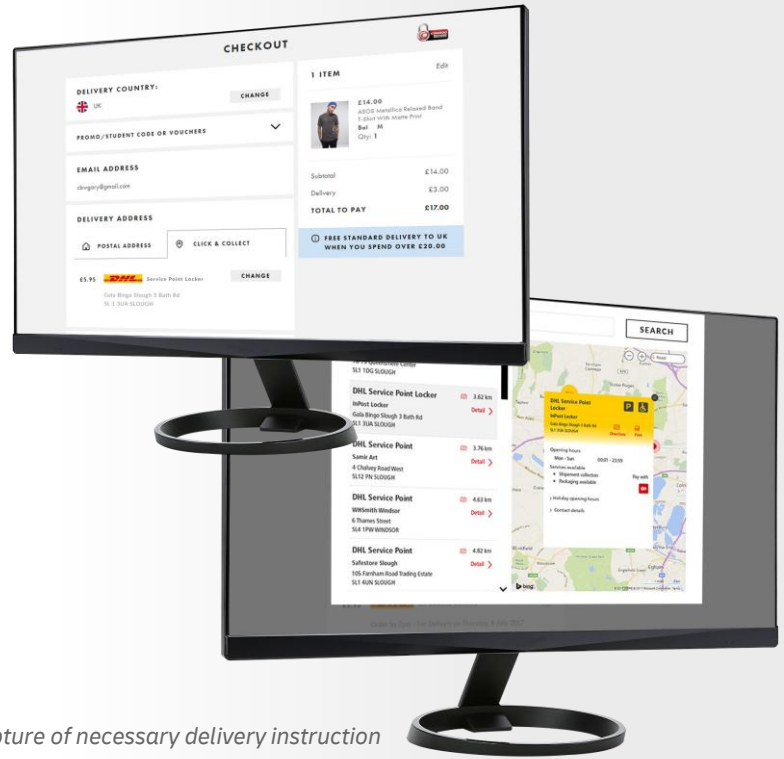
Service Point or Locker*

- Nearest locations are listed and shown on a map: DHL Service Centers, Partner Service Points and Lockers



Leave with Neighbor

Receiver specifies a neighbor to receive the shipment on their behalf



Note: *Requires the presentation of delivery options on your customer facing website and the capture of necessary delivery instruction details from receiver to be sent to DHL as part of the shipment creation process.*

** Requires a separate integration with DHL Express Global Service Point Locator*

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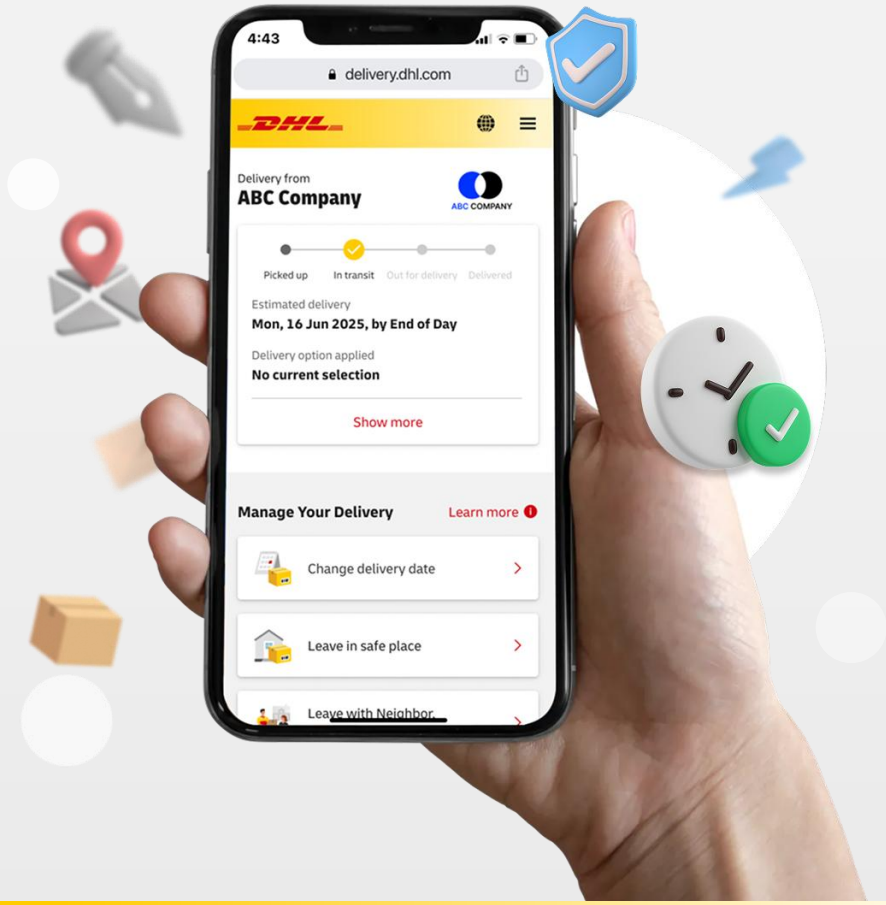
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FAQs



FAQs

Q: Is there a cost for On Demand Delivery ?
A: No. Eligible customers are onboarded free of charge.

Q: What about Receivers, are they charged when submitting a delivery option request?
A: There are no costs/fees for Receivers when submitting a delivery option change.

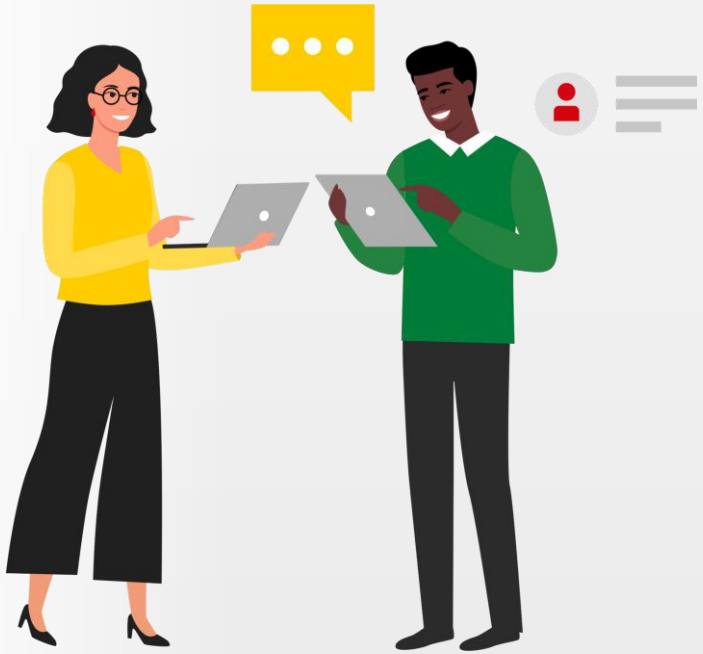
Q: When are Receivers able to change the delivery for their shipment?
A: Receivers can submit a delivery option request as soon as the shipment is picked up, and up to the point of the delivery.

Q: Are Receivers required to register with On Demand Delivery in order to submit a delivery option change?
A: No, Receivers are not required to register. Receivers can access their shipment directly via the smartlink included in On Demand Delivery's notifications or via the On Demand Delivery website.

Q: How can shippers maximize On Demand Delivery's effectiveness?
A: To help ensure the best receiver experience and help drive 1st time delivery success, shippers should:

1. Provide both valid mobile phone and email address details for the receiver for each shipment.

2. Allow for all delivery options, especially 'Leave in Safe Place'. The more options you allow, the more likely your receiver is to select an option that fits their preference or need.



ON DEMAND DELIVERY
Global Reach, On Demand.

THANK YOU



DHL