

ON DEMAND DELIVERY ENSURES GREAT CUSTOMER SATISFACTION

# FLEXIBLE DELIVERY OPTIONS



From now on your customers can receive their online purchases when and where is convenient for them. DHL On Demand Delivery (ODD) gives the receiver several convenient and flexible delivery options. Your customers choose when and where DHL Express delivers your parcel. DHL Express ensures that the shipping experience is as smooth as the online purchase.

## THE BEST OF THE ONLINE WORLD

With ODD, DHL Express meets the need for flexibility in the e-commerce market. In just a few clicks, your customer chooses when and where we delivery your parcel. DHL Express is the only logistics service provider that offers this service at a large scale. On Demand Delivery is available in more than 45 languages and in 150 countries, which matches most of the worldwide trade and online retail marketplaces. ODD will help distinguish your webshop from the competition. It will increase online conversion and will optimize your customers' online shopping experience.

### Who can benefit from On Demand Delivery?

ODD is for both private customers and for businesses that operate from home and wish to receive parcels at their home address. For example home offices and private practices at home, but also service engineers who prefer receiving spare parts at home and not having to run by the office when called out for repairs.

### What do consumers want?

- Maximum flexibility and convenience.
- Proactive status messages via SMS or email with expected delivery date and time.
- The ability to decide where and when the parcel will be delivered.

### What does DHL Express offer?

- Maximum flexibility for the receiver, offering free delivery options and additional services.
- With ODD you choose to inform your customers proactively of your parcel's journey.
- The receiver chooses online which delivery option is most convenient.

## THE WAY TO HAPPY CUSTOMERS: USE DHL ON DEMAND DELIVERY!

ODD gives your customer full control over their package. Once DHL Express has received your packages, we keep your customers informed about the status of the package via SMS or email. The ODD message provides details about the delivery time, delivery address, sender, and the tracking code. Through the ODD link, your customer has various options to modify the delivery if the delivery time is not convenient.

### → 1st ODD message

Through ODD, your customer receives a message at least one day before the delivery with the expected delivery date. Through the ODD link, the customer can choose where and when the package will be delivered.

### → 2nd ODD message on the morning of delivery

On the delivery day, your customer receives another ODD message: the package will be delivered today. This way, we ensure that they are at home or they can quickly choose an alternative delivery option! Unless your customer informs us otherwise, we will deliver the package to the original address as planned.

Through our proactive ODD messages, your customers stay informed about their order at all times. This free service gives your customers full control over their packages. It ensures a successful first delivery attempt and is a more environmentally friendly.

## EFFECTIVE ODD COMMUNICATION?

All ODD requires is the receiver's email address and mobile phone number. You enter these details when creating your shipments.

Note: The use of alternative delivery options can result in longer delivery times, with a delay of at least one extra day. Some shipments may not qualify for specific ODD options, such as valuable goods that can only be delivered to the original address, or shipments that require a signature from the recipient.

## AVAILABLE OPTIONS

While the shipment is on its way, your customers can select the following options with On Demand Delivery:



### Collect from a DHL Servicepoint

If your customer is rarely at home, they can choose to pick up their order at a nearby DHL ServicePoint. More environmentally friendly and less waiting at home all day.



### Change the delivery date

Choose the most convenient delivery date. This option ensures that customers are happier and deliveries are more successful.



### Leave in safe place

Permission to leave the shipment without signature in a safe and sheltered location around their home, such as a shed or carport.



### Deliver to a neighbour

Authorizes DHL to leave the shipment with specific neighbor, with reception or security.



### Deliver to another address

Your customer authorizes DHL to deliver the shipment at a different address, such as workplace, school or relatives.



### Vacation hold

When your customer is away on vacation, DHL Express can hold the shipment up to 30 days from the original delivery date.

## More information

For more information about DHL ODD, e-commerce or other services, please visit [dhl.com](https://www.dhl.com) or contact our Customer Service at +31 (0)88 - 0552 000. We will be happy to assist!