

## DHL On Demand Delivery

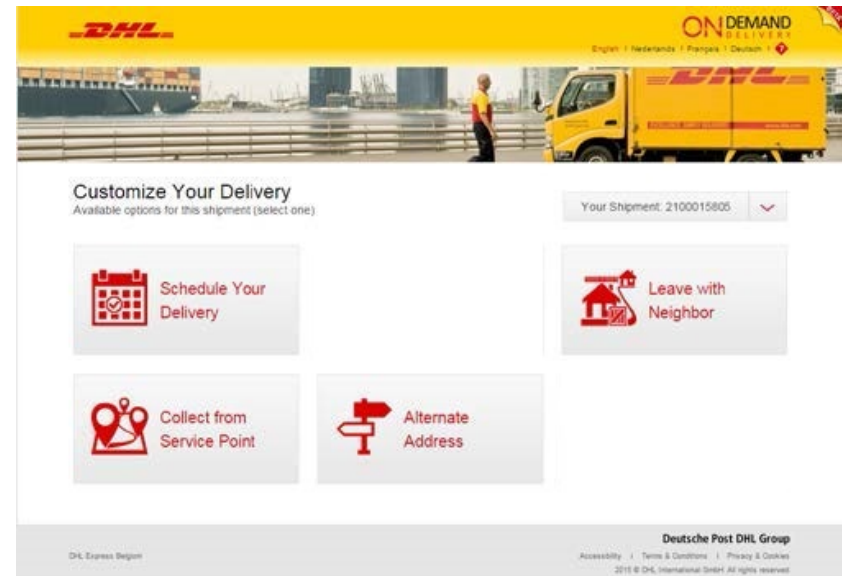
To provide you with a more flexible service we've agreed with DHL to activate additional delivery options available via DHL On Demand Delivery.

The delivery options are now:

- Redelivery - 'Schedule Your Delivery'
- Redirection - 'Alternate Address'
- 'Collect from Service Point' – click [here](#) to find your nearest service point
- 'Leave with Neighbour'

All these services are available via On Demand Delivery, but only when the receiver's mobile number/email address are provided by the sender when booking a collection. As a receiver make sure the sender knows and uses your mobile number/email address.

On the following pages DHL explain the On Demand Delivery service, and how to use it.



# What is On Demand Delivery?

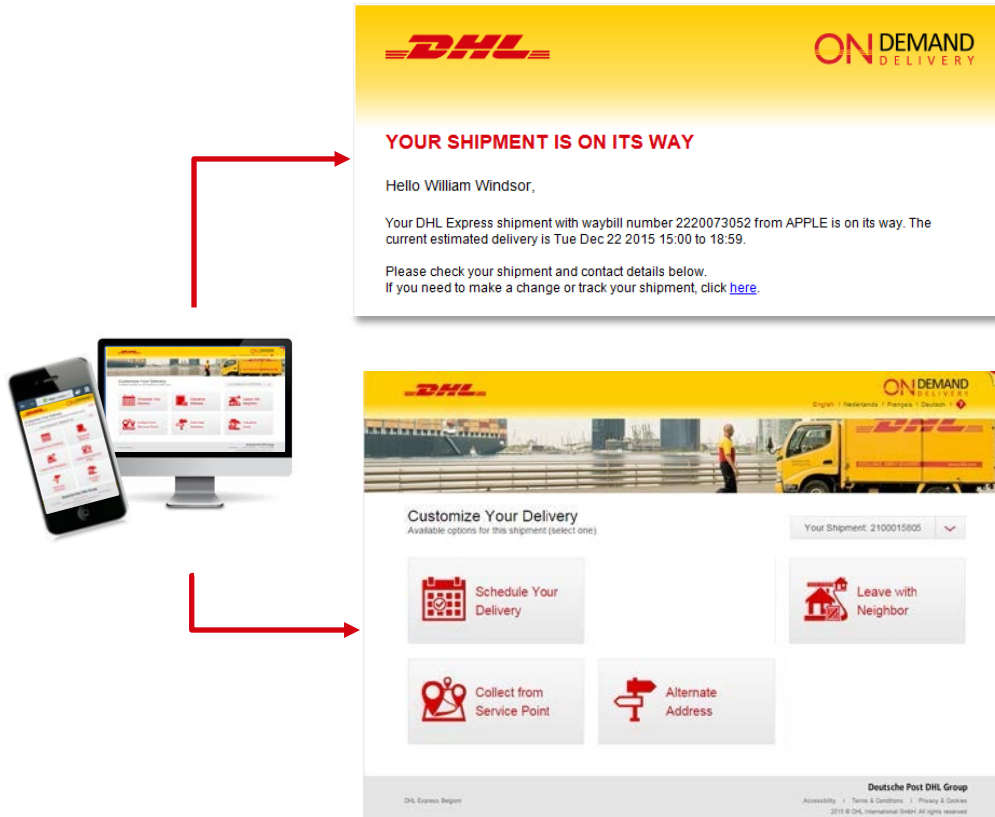
- An innovative new DHL Express service designed to reduce failed delivery attempts and improve the Receiver experience
- SMS and email messages keep Receivers informed of their estimated delivery dates
- Receivers choose from up to four delivery options via the On Demand Delivery website
- Global deployment ensures consistent Receiver experience and service standards



**ON** DEMAND  
DELIVERY

# What is On Demand Delivery?

## Online platform with delivery pre-notification and standard delivery options



1

Notifies Receivers of scheduled delivery date and time

2

Offers standard and flexible delivery options

## Overview



## In-transit messages are sent to receivers by SMS and/or email

Messages are sent:

- At pick-up
- When out for delivery
- Proactively for service incidents



Messages include:

- DHL Waybill number
- Name of Shipper
- Estimated Delivery Date
- Shipment-specific smart link to On Demand Delivery website

**YOUR SHIPMENT IS ON ITS WAY**

Hello David Jones,

Your DHL Express shipment with waybill number 7895557611 from ABC Company is on its way. The current estimated delivery is Mon Oct 26 2015 by End of Day.

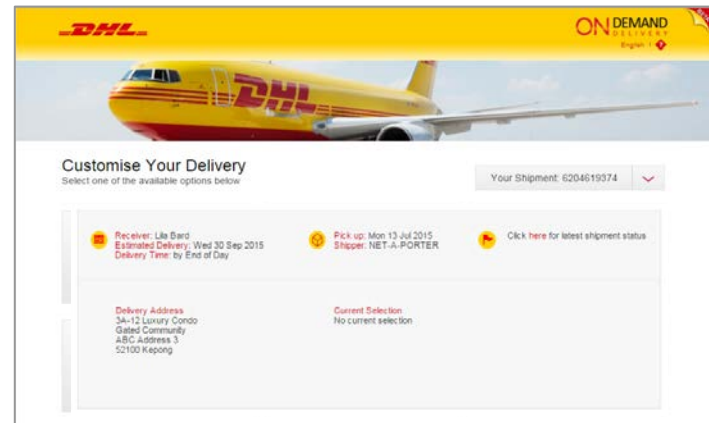
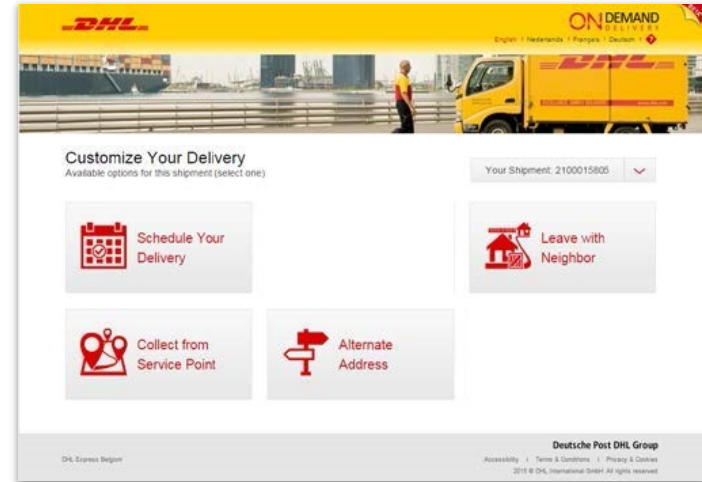
Please check your shipment and contact details below.  
If you need to make a change or track your shipment, click [here](#).

**DELIVERY INFORMATION**

Waybill No.	7895557611
Delivery Address	6 Clarendon Road, Ealing, W5 1AB London
Estimated Delivery Date	Mon Oct 26 2015
Delivery Time	by End of Day

- ODD smart link in SMS and emails direct Receivers to the On Demand Delivery website
- Shipment-specific details and shipment-specific delivery options visible and actionable
- Receiver choose from one of four delivery options

*Maximizing delivery option choice maximizes first-time delivery success*





# Schedule Your Delivery

- Receiver selects a new delivery date and/or time window
- The new delivery date may be up to 7 calendar days following the originally scheduled date

### Schedule Your Delivery

Select a delivery date that works best for you

**1 CHANGE DAY**  
Change the day of your delivery

**2 SELECT TIME**  
Select a time window for your delivery, if offered

Choose an available date:

June 2015						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Select a time window:

12:00 to 15:00

15:00 to 19:00

Requested Delivery Date: 03 Jun 2015 15:00 to 19:00

**Confirm >**





# Leave with Neighbour

- Receiver nominates a neighbor to receive the shipment on their behalf
- The Receiver provides the neighbour's name and address (up to two houses either side of the address or directly opposite)

### Leave with Neighbor

Authorize us to leave your shipment with a neighbor in your absence

**1 WHERE AND WHEN**  
Tell us with whom and when to leave your shipment

**2 AUTHORIZE**  
Enter your name and click Authorize

Please provide specific instructions about which immediate neighbor to leave your shipment.

You may choose a neighbor up to two houses on either side of your house or directly across the road. Alternatively, an apartment on the same floor in the same building.

Gate/door code:

Instruction: \*

Characters left: 175

**🕒 Current Estimated Delivery: 21 Dec 2015 15:00 to 19:00**

Confirm current date or choose a new available date: | Select a time window:  12:00 to 15:00  15:00 to 19:00

I hereby accept the DHL Terms and Conditions and authorize DHL to deliver my shipment as specified. I release DHL and my Shipper from all liability for any loss or damage that may result from delivering the shipment according to my request.

Receiver Name: \*







# Collect from Service Point or Parcel Locker

- Receiver requests collection from a DHL Service Point
- Nearest DHL locations are shown on a map: DHL Service Centers, Partner Service Points & Parcel Lockers
- Postcode can be changed to view DHL Service Points in different areas

**Collect from Service Point**  
Collect from a DHL or DHL Partner Service Point at a location convenient for you

**1 SELECT SERVICE POINT**  
Select a nearby service point

**2 COLLECT SHIPMENT**  
We will send you a message when ready for collection.  
Please collect your shipment within 7 days.

<b>1</b>	DHL Service Point DHL Aartbebar Boormesteeweg 20 2630 AARTSELAAR	9.62 km Opening hours & Services
<b>2</b>	DHL Service Point DHL Diegem Wolwebaan 151 1831 DIEGEM	18.48 km Opening hours & Services
<b>3</b>	DHL Service Point DHL Antwerpen Noorderlaan 92 BA-B 2030 ANTWERPEN	21.96 km Opening hours & Services
<b>4</b>	DHL Service Point DHL Vorst Bris Twaaddelegerlaan 671 1180 VORST	27.81 km Opening hours & Services

Select >

Enter an alternate postcode, city to search again

**Search**

**DHL** ON DEMAND DELIVERY

Customize Your Delivery  
Available options for this shipment (select one)

Your Shipment: 2100015805

Schedule Your Delivery

Signature Release

Leave with Neighbor

**Collect from Service Point**

Alternate Address

Vacation Hold

Deutsche Post DHL Group  
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# Alternate Address

- Receiver requests delivery to a different address (e.g. an office) on a specific date
- The new address must be within the same delivery area

### Deliver to an Alternate Address

Authorize us to deliver to a different address.  
*Please note that change of address will result in at least one additional day for delivery.*

**1 UPDATE ADDRESS**  
Change your delivery address

**2 CHANGE DATE**  
Change the date and time of your delivery, if required

#### Requested Delivery Address

Receiver Name: *	<input type="text" value="Perrin Dileen Rodrigues"/>	District/Suburb:	<input type="text"/>
Contact Name:	<input type="text" value="Perrin Dileen Rodrigues"/>	Postal Code: *	<input type="text" value="50490"/>
Address Line 1: *	<input type="text" value="SUITE 2-4, LEVEL 2, TOWER BLOCK"/>	City: *	<input type="text" value="KUALA LUMPUR"/>
Address Line 2:	<input type="text" value="MENARA MILENIUM, JALAN DAMANLELA"/>	State/Province:	<input type="text" value="K LUMPUR"/>
Address Line 3:	<input type="text" value="PUSAT BANDAR DAMANSARA"/>	Country:	<input type="text" value="MALAYSIA"/>

**Confirm Address**

**Current Estimated Delivery: 10 Apr 2015 by End of Day**

Pick an available date:  | Select a time window:  12:00 to 15:00  15:00 to 19:00

**Confirm Date/Time >**



## Delivery choice confirmed via email to Receiver

 Thank you for your request

Your waybill number is: **6700014215**  
Name: **Dwayne Smith**  
Leave at:  
Requested Delivery Date: **08 Jul 2016 by End of Day**

 **Print Confirmation**

An email confirmation has been sent to [dwayne.smith@yahoo.com](mailto:dwayne.smith@yahoo.com)

Click [here](#) to add or edit your email address or mobile number in case further contact is required for this shipment