

# MORE FLEXIBILITY WITH DHL PREFERRED DELIVERY



With DHL's preferred delivery services, you can offer your customers greater flexibility – from ordering to delivery.

Expectations of today's customers concerning the delivery of their parcels have increased enormously. They want more flexibility and to be able to determine, how they receive their orders. Deliveries need to adjust to the customers' schedule in order to achieve a positive shopping experience. With DHL Preferred Delivery you can offer your customers the right services for an individual delivery – whether they want to choose a different time, day or location for the delivery of their parcels.

## YOUR BENEFITS

- **More revenue** through increased customer satisfaction and customer retention
- **Differentiation from competitors** by offering flexible parcel delivery
- **Higher profit** due to faster payments and fewer returns

## IN YOUR WEBSHOP CHECKOUT

Your customers value the convenience and flexibility of online shopping. This positive experience shouldn't end there. Let your customers indicate their delivery preferences when ordering.

DHL Parcel offers a solution to easily integrate the DHL Preferred Delivery Services directly into your checkout. For more information visit [www.dhl.de/checkout](http://www.dhl.de/checkout).

## YOUR CUSTOMERS DECIDE WHERE AND WHEN THEIR PARCELS SHOULD BE DELIVERED



### Branch

Your customers can choose to get their orders delivered to a post office or parcel shop of their choice.



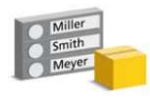
### Packstation

Your customers get their orders delivered to one of the 3,700 Packstations in Germany and pick them up 24/7\*.



### Preferred location

Your customers can indicate a location on their property, e.g. a garage where we can deposit the shipment when they are not home.



### Preferred neighbor

Your customers can indicate a neighbor to whom we can deliver the parcel should they not be home.



### Preferred day

Let your customers choose an alternative delivery day directly in your checkout.

## IF PLANS CHANGE

Parcel notifications inform your customers about the shipping status of their parcel. If you transmit your customers' email addresses with the electronic shipment data, they will automatically receive a parcel notification from us with the estimated delivery time. Your customer can change the delivery day or redirect the shipment to a branch or a Packstation via the parcel notification email or in the DHL App.

DHL Parcel offers free plug-ins and a parcel management API that you can integrate into your online shop. For more information please visit [www.dhl.de/checkout](http://www.dhl.de/checkout).

\*At some locations opening times may vary.