

**ON** DEMAND  
DELIVERY

# ON DEMAND DELIVERY

DHL ECOMMERCE BUSINESS TECHNOLOGY

**Put your Customers in control of their shipments**

**DHL**



## INTRODUCTION

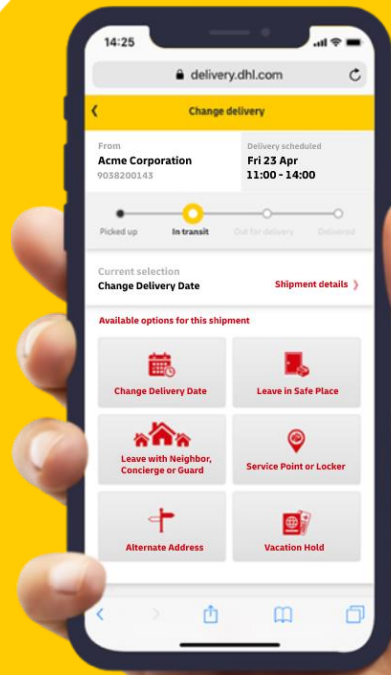
DELIVERY OPTIONS

RECEIVER REGISTRATION

ADVANCE DUTY COLLECTION

DEPLOYMENT & CAPABILITIES

NEXT STEPS



# What is On Demand Delivery?

An online platform that allows Receivers to manage their shipment delivery



## INNOVATIVE SERVICE

Reduces failed delivery attempts. Improves Receivers' experience.



## PROMPT NOTIFICATION

Keeps Receivers informed of estimated delivery dates.



## STANDARD DELIVERY OPTIONS

6 delivery options via website.



## GLOBAL DEPLOYMENT

Consistent experience and service in 165 countries.



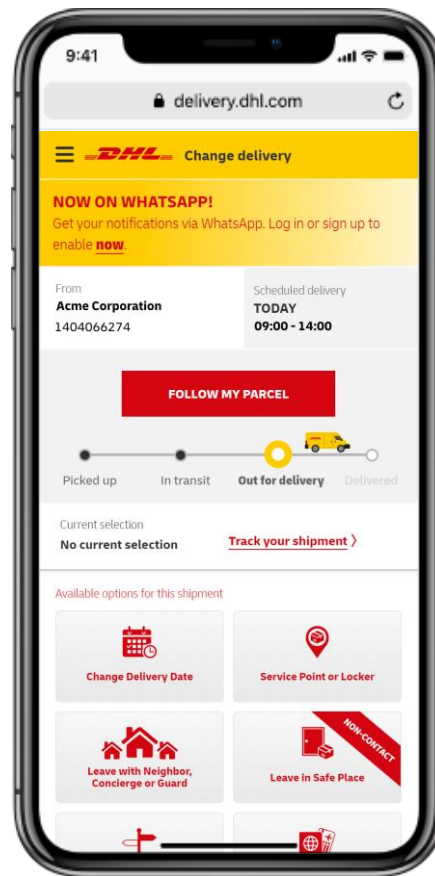
## FLEXIBILITY FOR SHIPPERS

You decide on Receivers' delivery options.



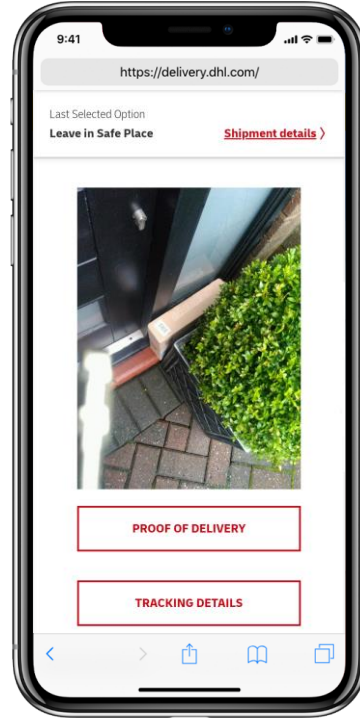
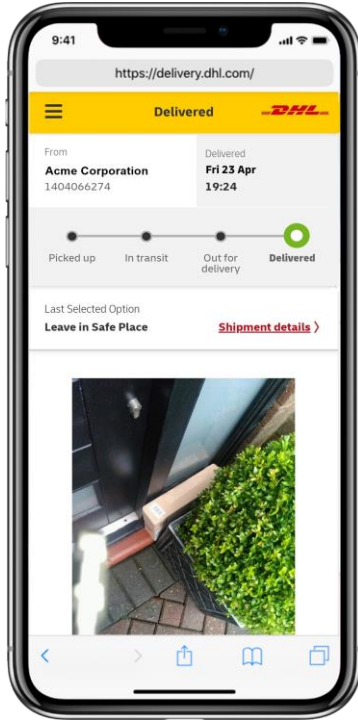
## RECEIVER REGISTRATION

Stores Receivers' delivery preferences.



# Highlights – Proof Of Placement

Receivers can view a photo showing where their shipment was placed



*\*Note: Only for shipments with authorization to deliver without a signature.*

# Highlights – Shipper Integration

Offer your Customers delivery options at checkout



## Leave in Safe Place

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



## Leave with Neighbor

Customer specifies a neighbor to receive the shipment on his or her behalf



## Service Point or Locker

- Nearest locations are listed and shown on a map: DHL Service Centers, Partner Service Points and Lockers
- Postcode can be changed to view DHL Service Points in different areas



**\*Note:** Delivery option data is captured on your website and sent seamlessly to DHL as part of the shipment creation process.



# Also Accessible via DHL Express Mobile

On Demand Delivery is integrated with our app



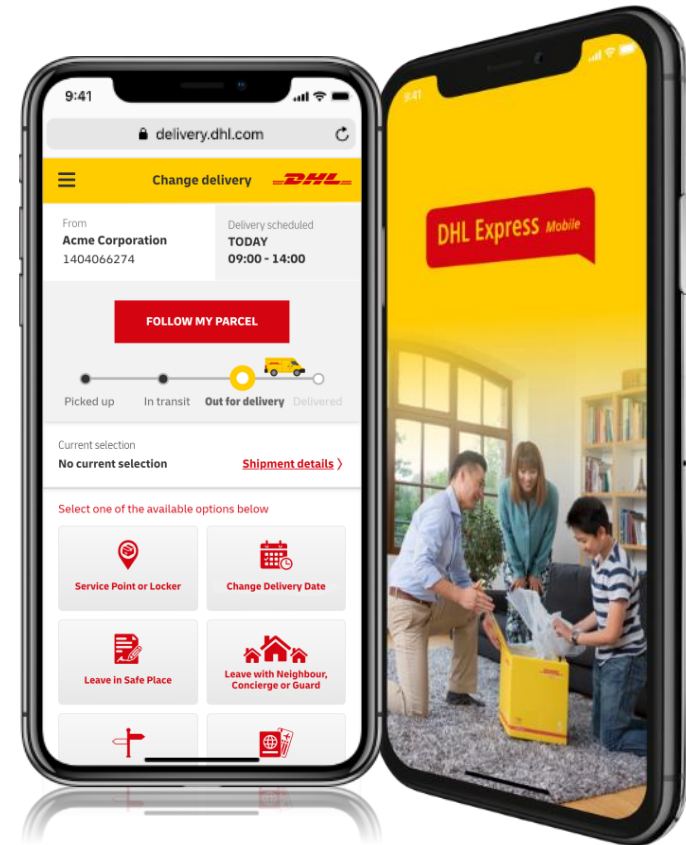
## Different platform, same you

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



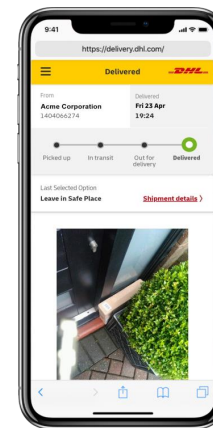
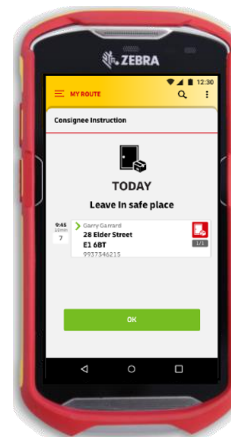
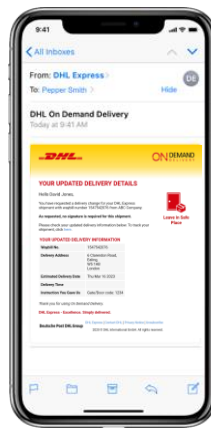
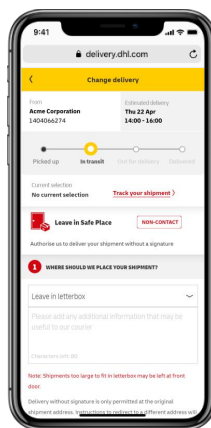
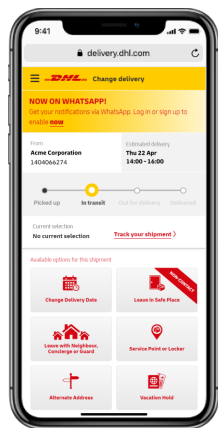
## Made for you

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



# How On Demand Delivery Works

## Overview



### Get Notified

Receiver will be notified by SMS/email

### Access ODD

Goes on On Demand Delivery via smart link

### Make changes

Makes delivery change request

### Confirmed

Request confirmed to Receiver via email

### Now sending

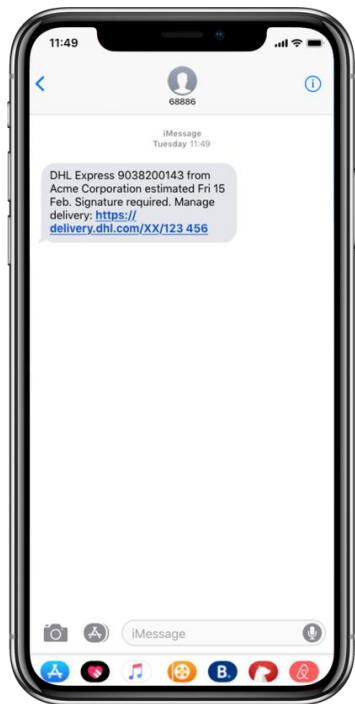
DHL executes the request

### Delivered

Shipment is delivered accordingly

# Receiver Notification

Delivery updates sent to Receivers by SMS and/or email

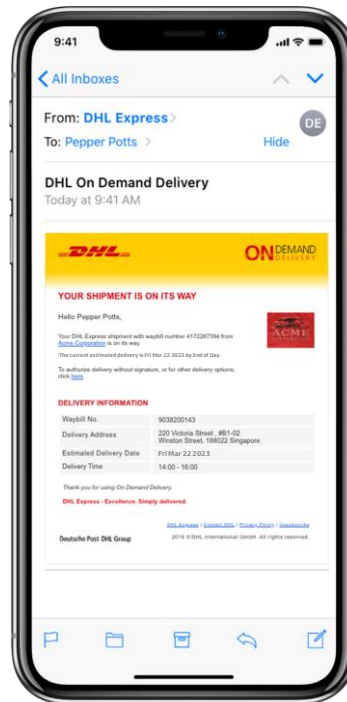


## Notifications are sent

- After pick-up
- Before delivery
- Proactively for service incidents

## Notifications include:

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



## Optional Shipper branding

- Your company/brand logo on email
- Customizable email Sender name



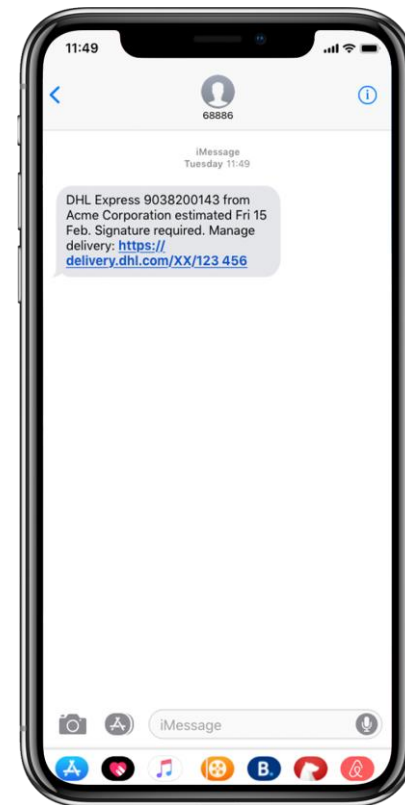
# Capturing Mobile Phone Details

Improve your Customers' DHL experience – Get communication right

✓ Shipments with mobile phone numbers have a higher response rate to delivery notifications: **28.3% via MOBILE PHONE vs. 10.1% via E-MAIL\***

✓ Shipments with mobile phone details have delivery option requests submitted in advance of shipment delivery **more often**, resulting in a better delivery experience for your customers — fewer missed deliveries

| ON DEMAND DELIVERY                                     | SHIPMENTS WITH MOBILE NUMBERS | SHIPMENTS WITH E-MAIL ONLY |
|--|-------------------------------|----------------------------|
| % OF SHIPMENTS WITH <b>DELIVERY CHANGE REQUESTS</b>    | <b>28.3%</b>                  | 10.1%                      |
| % OF DELIVERY CHANGE REQUESTS <b>PRIOR TO DELIVERY</b> | <b>88.0%</b>                  | 69.5%                      |



\* Source: Global ODD data DHL Express, Dec 2021

# On Demand Delivery Website

Intuitive user interface, easy to use



Change Delivery Date



Leave in Safe Place



Collect from Service Point or Locker



Leave with Neighbor, Concierge or Guard



Alternate Address



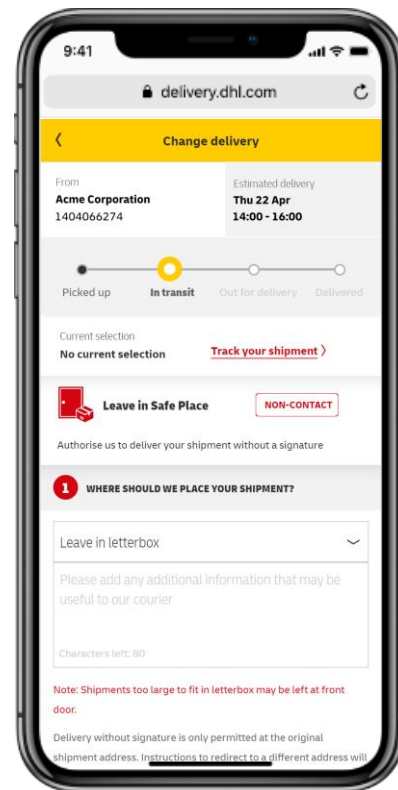
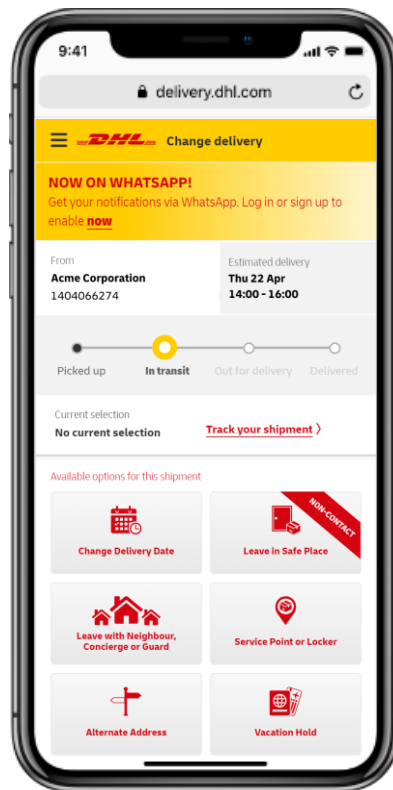
Vacation Hold

On

**You determine your**

off

**Customers' delivery options!**



INTRODUCTION

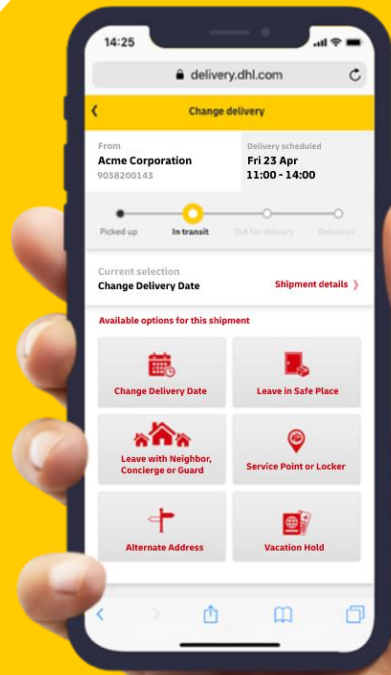
**DELIVERY OPTIONS**

RECEIVER REGISTRATION

ADVANCE DUTY COLLECTION

DEPLOYMENT & CAPABILITIES

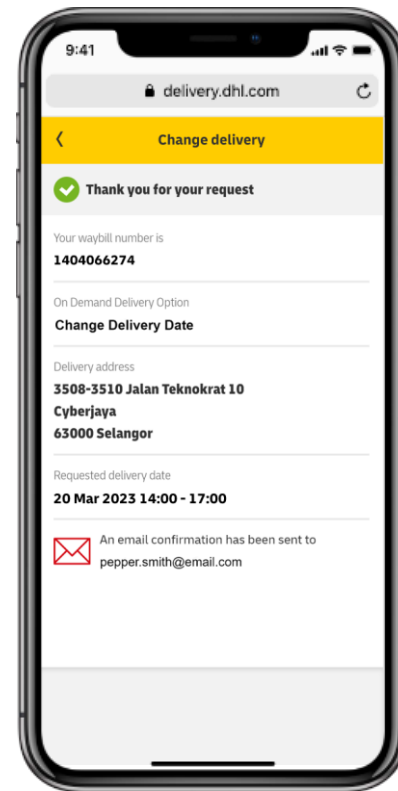
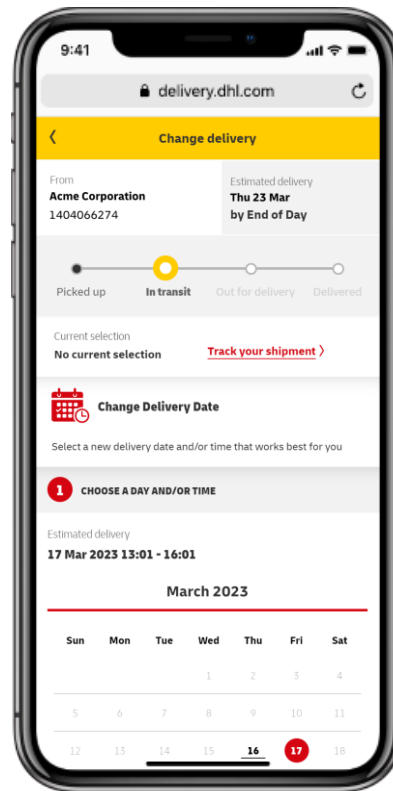
NEXT STEPS





## Change Delivery Date

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



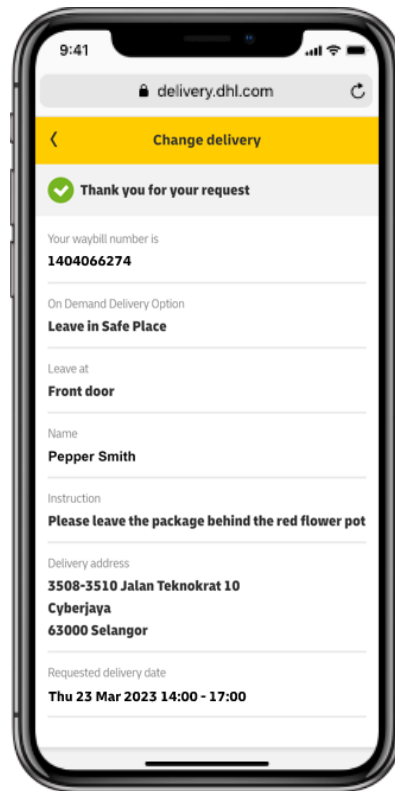
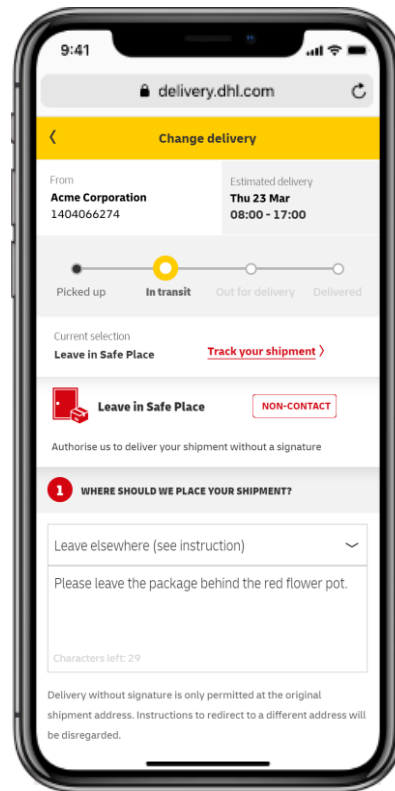


#1 option preferred by Receivers!



## Leave in Safe Place (Signature Release)

- ▶ Receiver authorizes DHL to leave the shipment without a signature in a specific place on a specific date at the Receiver's address
- ▶ Safe place deliveries always follow Receiver's instructions (e.g., "Leave at back door") and any applicable DHL courier guidelines (e.g., do not expose to inclement weather)

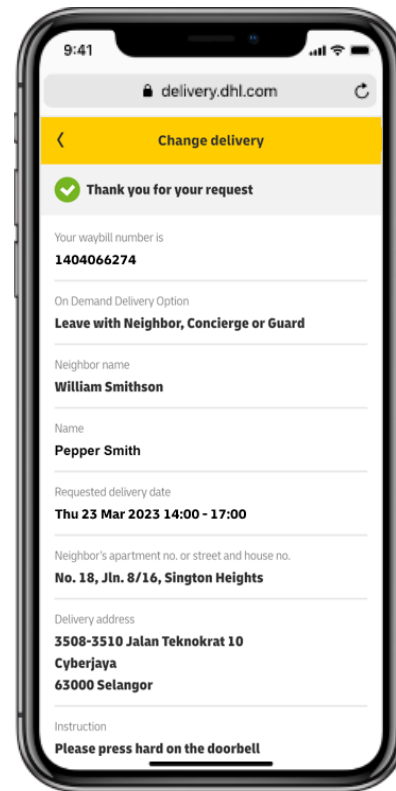
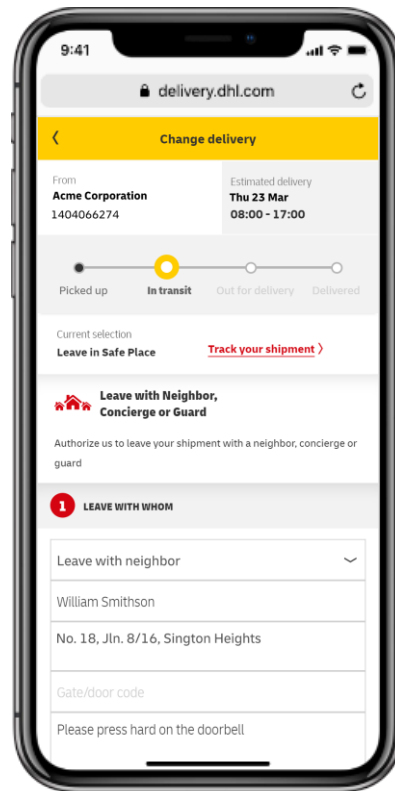






## Leave with Neighbor, Concierge or Guard

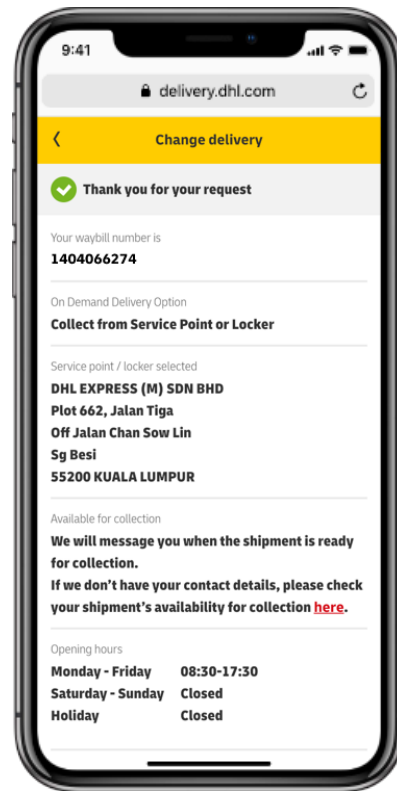
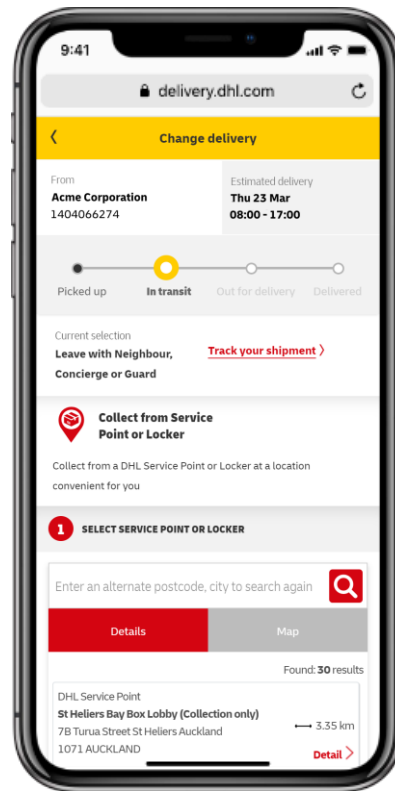
- ▶ Receiver nominates a neighbor or other authorized party to receive the shipment on their behalf
- ▶ The Receiver provides the neighbor's name and address (up to two houses either side of the original address or directly opposite), or designates the authorized party to receive the shipment





## Collect from Service Point or Locker

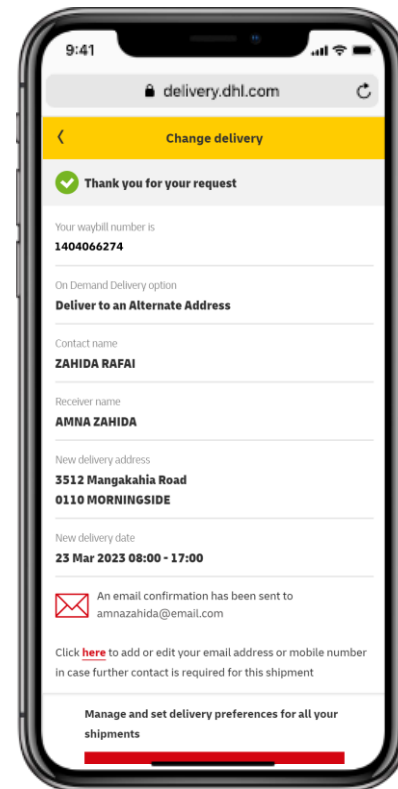
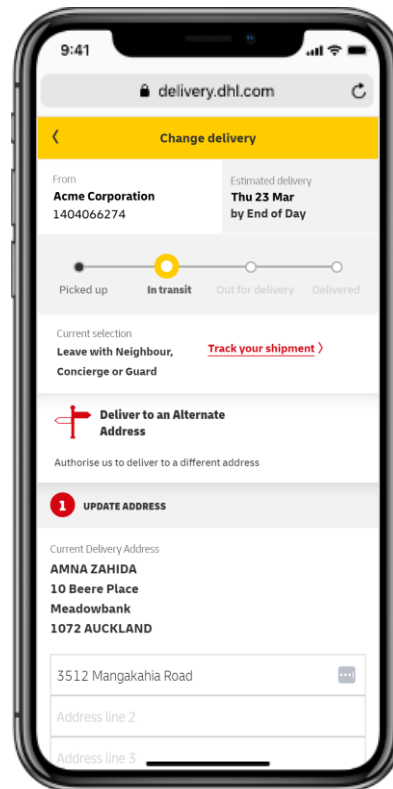
- ▶ Receiver requests collection from a DHL Service Point
- ▶ Nearest locations are shown on a map: DHL Service Centers, Partner Service Points and Lockers
- ▶ City or postcode can be changed to view DHL Service Points in different areas





## Alternate Address

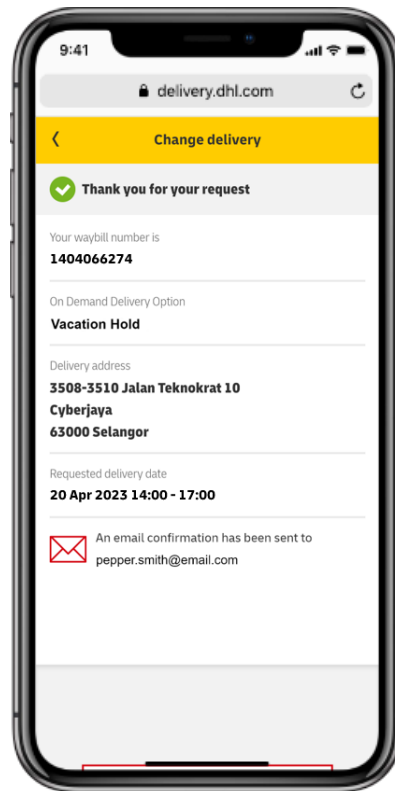
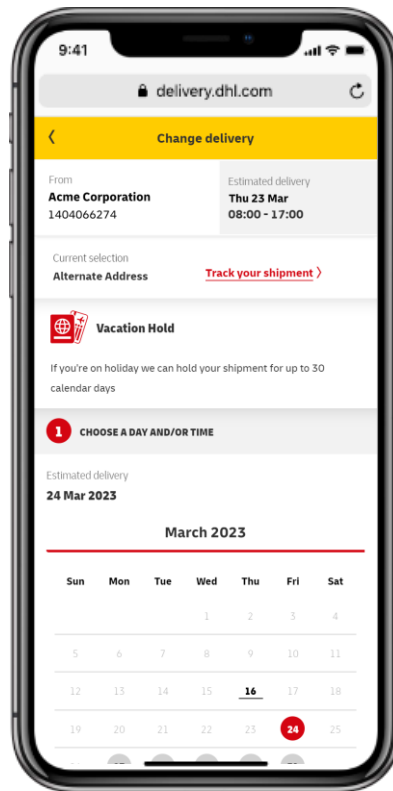
- ▶ Receiver requests delivery to a different address (e.g., an office) on a specific date
- ▶ New address must be within the same delivery country



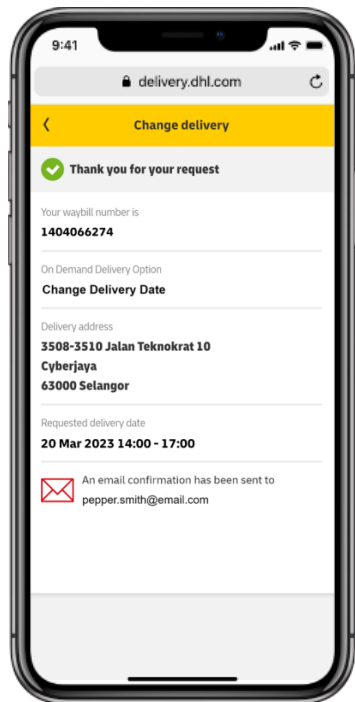


## Vacation Hold

- ▶ If on vacation, Receivers can request a new delivery date
- ▶ The new delivery date may be up to 30 calendar days after the originally scheduled date

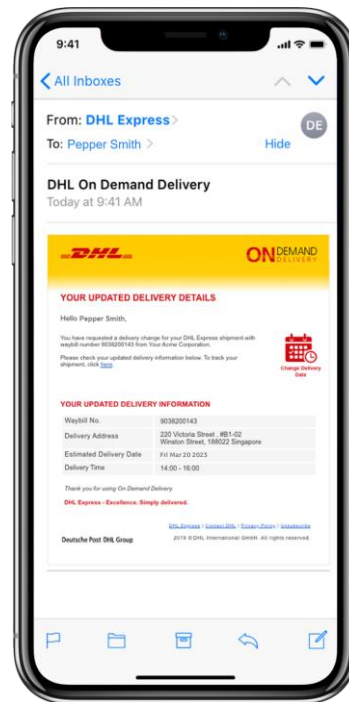


# Delivery Option Confirmation



## Confirmation page

A confirmation is displayed after Receiver makes a delivery option change



## Email confirmation

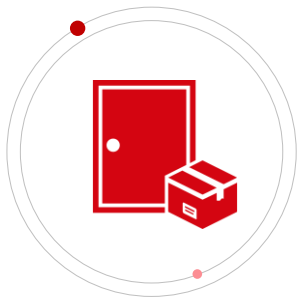
Receiver also gets confirmation via email with details of the delivery change



# Offer All Delivery Options

Give your Customers freedom of choice

The majority of delivery change requests globally are **Signature Release** and **Collect from Service Point**. Receivers with **high value / high risk** shipments (cart values >500 EUR) actually **prefer** Signature Release.



Signature Release is critical for destinations like the USA, Canada, Australia, Switzerland, South Korea and the UK – release is the option Receivers expect, even when commodities are high value / risk



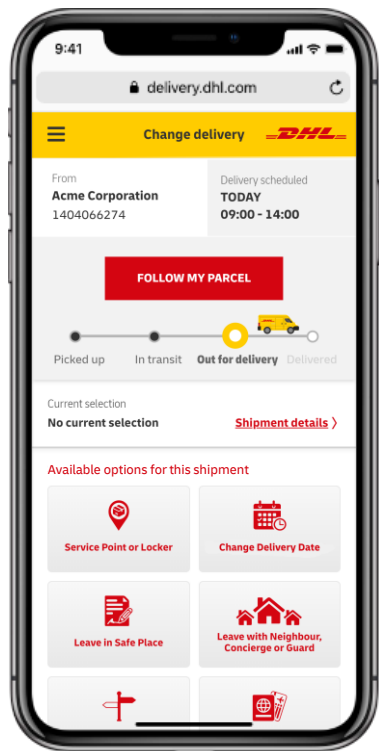
With Signature Release, it's important to note that Receiver must first go to On Demand Delivery and **authorize** DHL to leave the parcel without signature – otherwise we will get a signature



DHL does not support Signature Release in high-risk countries – it's never presented to Receivers in these geographies; and our couriers won't leave shipments when placement may be high risk (e.g., due to weather)

# Offer All Delivery Options

Give your Customers freedom of choice



## Sample High Value Shippers

| SHIPPER / INDUSTRY (ORIGIN)     | ODD Requests% Signature Release | ODD Requests % Collect at Service Point | Most Preferred Delivery Option * |
|---------------------------------|---------------------------------|---|----------------------------------|
| HIGH END FASHION (CA)           | 68%                             | 13%                                     | Signature Release                |
| HIGH END SNEAKERS (US / NL)     | 81%                             | 5%                                      | Signature Release                |
| TECHNOLOGY COMPANY (NO)         | 81%                             | 10%                                     | Signature Release                |
| TECHNOLOGY COMPANY (EU VARIOUS) | 76%                             | 20%                                     | Signature Release                |
| FINANCE/CREDIT CARD (DE)        | 25%                             | 59%                                     | Collect at Service Point         |
| HIGH END FASHION (UK)           | 81%                             | 5%                                      | Signature Release                |
| FASHION/APPAREL (CN)            | 90%                             | 6%                                      | Signature Release                |
| HIGH END FASHION (DE)           | 69%                             | 14%                                     | Signature Release                |
| HIGH END FASHION (UK)           | 66%                             | 16%                                     | Signature Release                |

**\*Note:** The variance is impacted by destination country mix. Customers with high Signature Release rates are usually shippers with high volume to countries like the USA, Canada, Australia and the UK.

INTRODUCTION

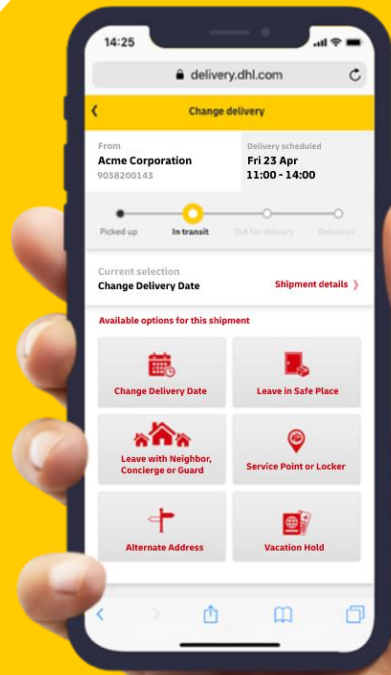
DELIVERY OPTIONS

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ADVANCE DUTY COLLECTION

DEPLOYMENT & CAPABILITIES

NEXT STEPS



# Receiver Registration

Four simple steps

9:41 delivery.dhl.com

Let's get started

Step 1 of 3

Please enter the requested information. If you're an existing DHL Express Mobile app user, please log in with the same User ID and Password.

+65 8455 3019

pepper.potts@gmail.com

\*\*\*\*\*

\*\*\*\*\*

Passwords must be a minimum of 8 characters and contain at least one upper case letter (A-Z), one lower case letter (a-z), one number (0-9) and one special character (!@#\$%^&\*~`-+=~>?@!^\_~) - A space is

I have read and agree [DHL Terms of Conditions](#) and [Privacy Notice](#)

NEXT

Register with  
mobile and  
email address

9:41 delivery.dhl.com

Verify it's you

Step 2 of 3

Separate one-time passcodes have been sent to [john.doe@gmail.com](mailto:john.doe@gmail.com) and [+6584553019](tel:+6584553019). These are **unique** codes - one for email and one for mobile. Please enter the codes within 15 minutes.

123456 RESEND

477VD2 RESEND

SUBMIT

BACK

Complete  
authentication  
via passcode

9:41 delivery.dhl.com

We're almost finished

Step 3 of 3

Thank you for confirming your email and mobile. Please provide the remaining details below.

Pepper

Potts

Add address

CREATE ACCOUNT

BACK

Provide name  
and address  
(optional)

9:41 delivery.dhl.com

Account registration

Your account was successfully created!

Tell us how you would like to receive your parcels. Add your delivery preference now!

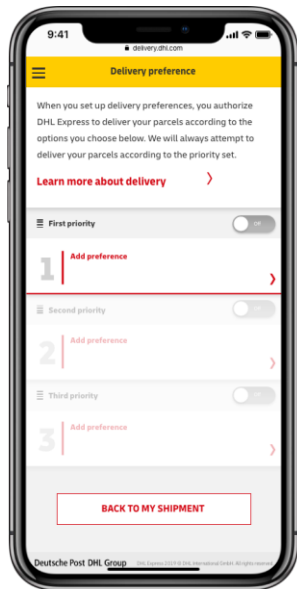
ADD DELIVERY PREFERENCE

BACK TO MY SHIPMENT

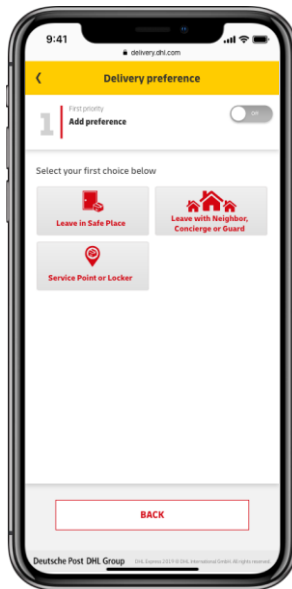
Confirm  
registration

# Delivery Preference

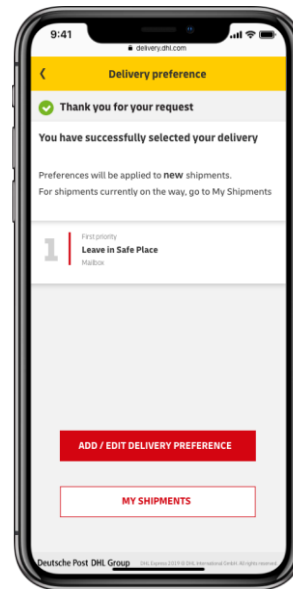
Set up one or more delivery preferences



Choose an option



Fill in details



Confirmed



# How It Works

Simplified delivery flow with delivery preference



Shipment on its way



Pickup notification with  
delivery preference noted



Courier delivers  
as instructed

# Notification Preference

Registered receivers can set their preferred notification channels



SMS



Email



WhatsApp



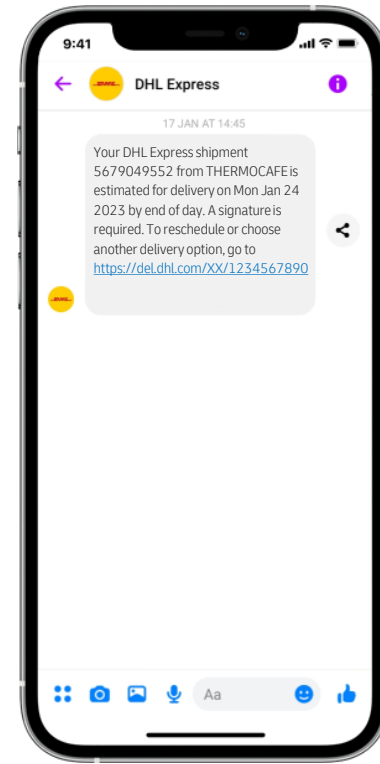
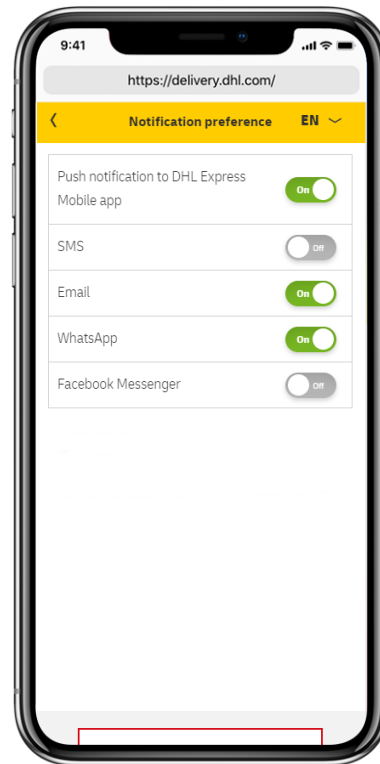
Facebook  
Messenger



Select Countries



Push notifications require download of DHL Express Mobile App



INTRODUCTION

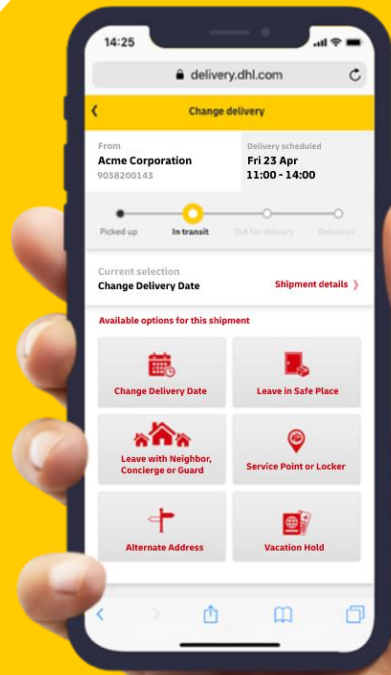
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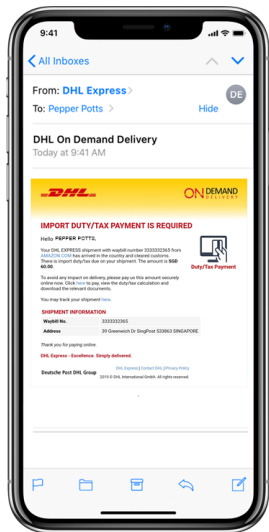
DEPLOYMENT & CAPABILITIES

NEXT STEPS

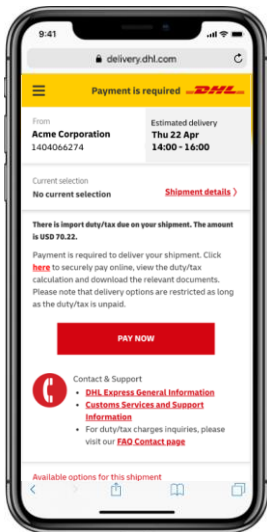


# Advance Duty Collection

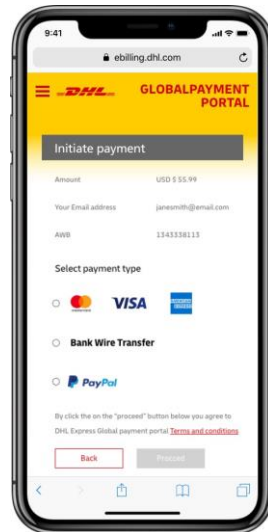
Receivers can pay the outstanding duty and/or tax online



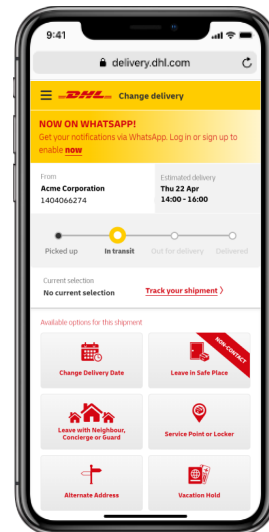
Receiver is notified  
by email/SMS



Access landing page via  
smartlink in email/SMS



Review charges breakdown  
& make payment



Return to On Demand  
Delivery if required

**Note:** Shippers are not required to opt in for this advance duty collection feature as it is automatically applied to shipments with outstanding duty/tax.

INTRODUCTION

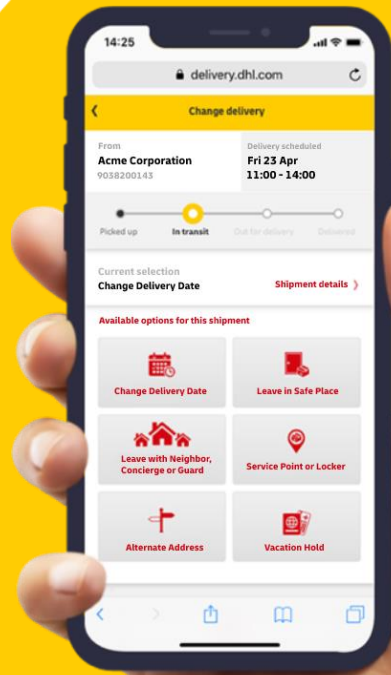
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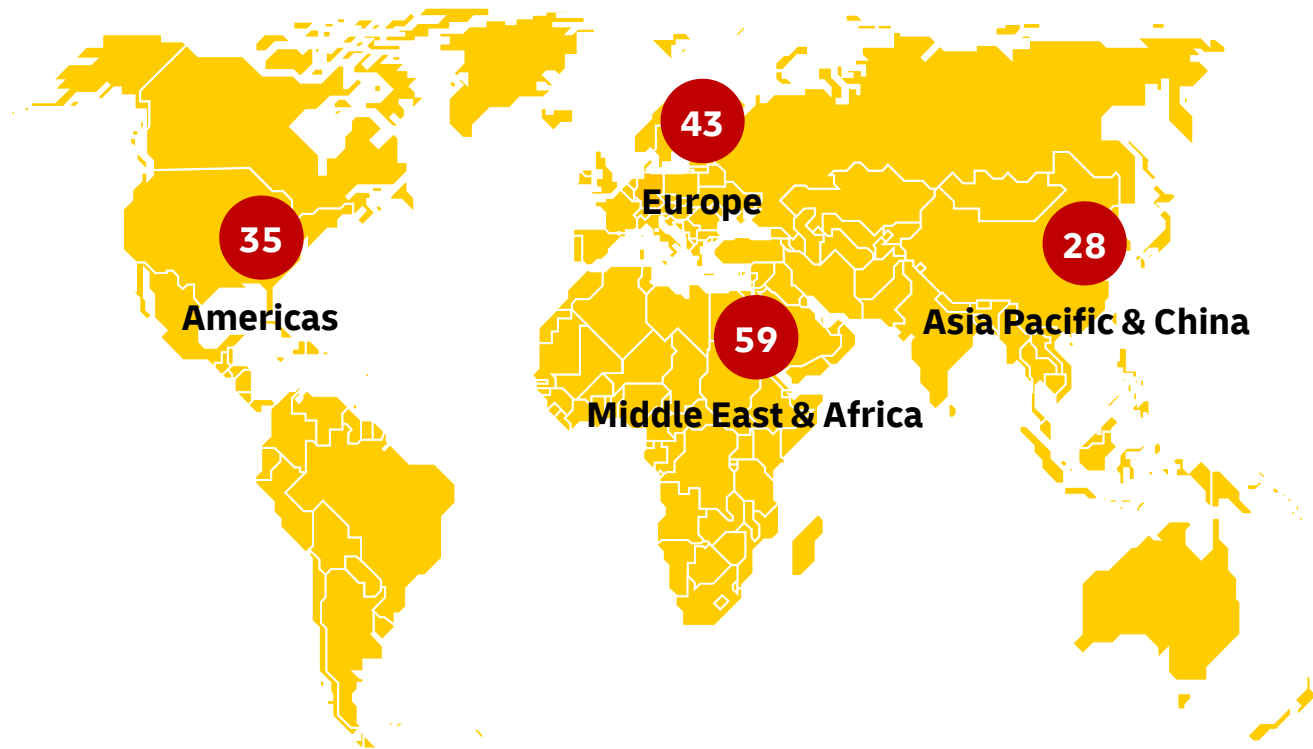
NEXT STEPS





# On Demand Delivery Deployment

Coverage as of Q1 2023



Deployed in  
**165 countries**

# On Demand Delivery Deployment

## Country tracker

| Americas               |                   | Asia Pacific & China |             | Europe               |             |                | Middle East & Africa |                 |                   |
|------------------------|-------------------|----------------------|-------------|----------------------|-------------|----------------|----------------------|-----------------|-------------------|
| Argentina              | Honduras          | Australia            | Philippines | Albania              | Italy       | Turkey         | Afghanistan          | Guinea Bissau   | Nigeria           |
| Barbados               | Jamaica           | Bangladesh           | Singapore   | Austria              | Jersey      | Ukraine        | Algeria              | Guinea Republic | Oman              |
| Bahamas                | Martinique        | Bhutan               | South Korea | Belgium              | Kazakhstan  | United Kingdom | Angola               | Iran            | Qatar             |
| Bermuda                | Mexico            | Brunei               | Sri Lanka   | Bosnia & Herzegovina | Latvia      |                | Bahrain              | Iraq            | Reunion Island Of |
| Bolivia                | Nicaragua         | Cambodia             | Tahiti      | Bulgaria             | Lithuania   |                | Benin                | Jordan          | Rwanda            |
| Brazil                 | Panama            | China                | Taiwan      | Croatia              | Luxembourg  |                | Botswana             | Kenya           | Saudi Arabia      |
| British Virgin Islands | Paraguay          | Fiji                 | Thailand    | Cyprus               | Slovakia    |                | Burkina Faso         | Kuwait          | Senegal           |
| Canada                 | Peru              | Hong Kong            | Vietnam     | Czech Republic       | Malta       |                | Cameroon             | Lebanon         | Sierra Leone      |
| Cayman Islands         | Puerto Rico       | India                |             | Denmark              | Moldova     |                | Cape Verde           | Lesotho         | South Africa      |
| Chile                  | St. Maarten       | Indonesia            |             | Estonia              | Netherlands |                | Central Africa       | Liberia         | Sudan             |
| Columbia               | Trinidad & Tobago | Japan                |             | Finland              | Norway      |                | Chad                 | Libya           | Swaziland         |
| Costa Rica             | Uruguay           | Laos                 |             | France               | Poland      |                | Congo                | Madagascar      | Syria             |
| Curacao                | United States     | Macau                |             | Germany              | Portugal    |                | Congo DR of          | Malawi          | Tanzania          |
| Dominican Republic     | US Virgin Islands | Malaysia             |             | Gibraltar            | Romania     |                | Cote d'Ivoire        | Mali            | Togo              |
| Ecuador                | Venezuela         | Myanmar              |             | Greece               | Serbia      |                | Egypt                | Mauritius       | UAE               |
| El Salvador            |                   | Nepal                |             | Guernsey             | Slovakia    |                | Equatorial Guinea    | Mauritania      | Uganda            |
| French Guyana          |                   | New Caledonia        |             | Hungary              | Slovenia    |                | Ethiopia             | Morocco         | Yemen             |
| Guadeloupe             |                   | New Zealand          |             | Iceland              | Spain       |                | Gabon                | Mozambique      | Zambia            |
| Guatemala              |                   | Pakistan             |             | Ireland              | Sweden      |                | Gambia               | Namibia         | Zimbabwe          |
| Haiti                  |                   | Papua New Guinea     |             | Israel               | Switzerland |                | Ghana                | Niger           |                   |

# On Demand Delivery Deployment

## Capabilities Supported – Americas (1/3)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| AR      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BB      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BM      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BO      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BR      | •                    | -                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BS      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| CA      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| CL      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Tue-Fri                     |
| CO      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| CR      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| DO      | •                    | -                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| EC      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| GF      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| GP      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – Americas (2/3)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| GT      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| HN      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| HT      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| JM      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| KY      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| MQ      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| MX      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| NI      | •                    | -                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| PA      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| PE      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| PR      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| PY      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| SV      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| TT      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – Americas (3/3)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| US      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| UY      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| VE      | •                    | -                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| VG      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| VI      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| XC      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| XM      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – Europe (1/3)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| AL      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| AT      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| BA      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BE      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BG      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| CH      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| CY      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| CZ      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| DE      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| DK      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| EE      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| ES      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| FI      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| FR      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| GB      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – Europe (2/3)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| GG      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| GI      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| GR      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| HR      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| HU      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| IE      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| IL      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sun-Thu                     |
| IS      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| IT      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| JE      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| KZ      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| LT      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| LU      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |
| LV      | •                    | •                 | •                          | •                   | •                 | •             | -                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – Europe (3/3)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| MD      | ●                    | -                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MK      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MT      | ●                    | -                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| NL      | ●                    | ●                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| NO      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| PL      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | -                    | Mon-Fri                     |
| PT      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | -                    | Mon-Fri                     |
| RO      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| RS      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| SE      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| SI      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| SK      | ●                    | -                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| TR      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| UA      | ●                    | -                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.



# On Demand Delivery Deployment

## Capabilities Supported – APEC and China (1/2)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| AU      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| BD      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sat-Thu                     |
| BN      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| BT      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| CN      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| FJ      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| HK      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| ID      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| IN      | •                    | -                 | -                          | -                   | -                 | •             | •                    | Mon-Sat                     |
| JP      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sun                     |
| KH      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| KR      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| LA      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| LK      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| MM      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – APEC and China (2/2)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| MO      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| MY      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| NC      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| NP      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sun-Fri                     |
| NZ      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| PF      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| PG      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| PH      | •                    | -                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| PK      | •                    | -                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| SG      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Sat                     |
| TH      | •                    | -                 | •                          | -                   | -                 | •             | •                    | Mon-Sat                     |
| TW      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Mon-Fri                     |
| VN      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Sat                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – MENA and SSA (1/4)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| AE      | •                    | •                 | •                          | •                   | •                 | -             | •                    | Mon-Sat                     |
| AF      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sat-Thu                     |
| AO      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| BF      | •                    | -                 | -                          | -                   | -                 | -             | •                    | Mon-Fri                     |
| BH      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sun-Thu                     |
| BJ      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| BW      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| CD      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| CF      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| CG      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| CI      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| CM      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| CV      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| DZ      | •                    | •                 | •                          | -                   | •                 | •             | •                    | Sun-Thu                     |
| EG      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sat-Thu                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – MENA and SSA (2/4)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| ET      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| GA      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| GH      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| GM      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| GN      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| GQ      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| GW      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| IR      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Sat-Wed                     |
| IQ      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Sat-Thu                     |
| JO      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Sat-Thu                     |
| KE      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| KW      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Sun-Thu                     |
| LB      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Sun                     |
| LR      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| LS      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

## Capabilities Supported – MENA and SSA (3/4)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| LY      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | -                    | Sat-Thu                     |
| MA      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MG      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| ML      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MR      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MU      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MW      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| MZ      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| NA      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| NE      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| NG      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| OM      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Sun-Thu                     |
| QA      | ●                    | ●                 | ●                          | ●                   | ●                 | ●             | ●                    | Sun-Thu                     |
| RE      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |
| RW      | ●                    | -                 | ●                          | -                   | ●                 | ●             | ●                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# On Demand Delivery Deployment

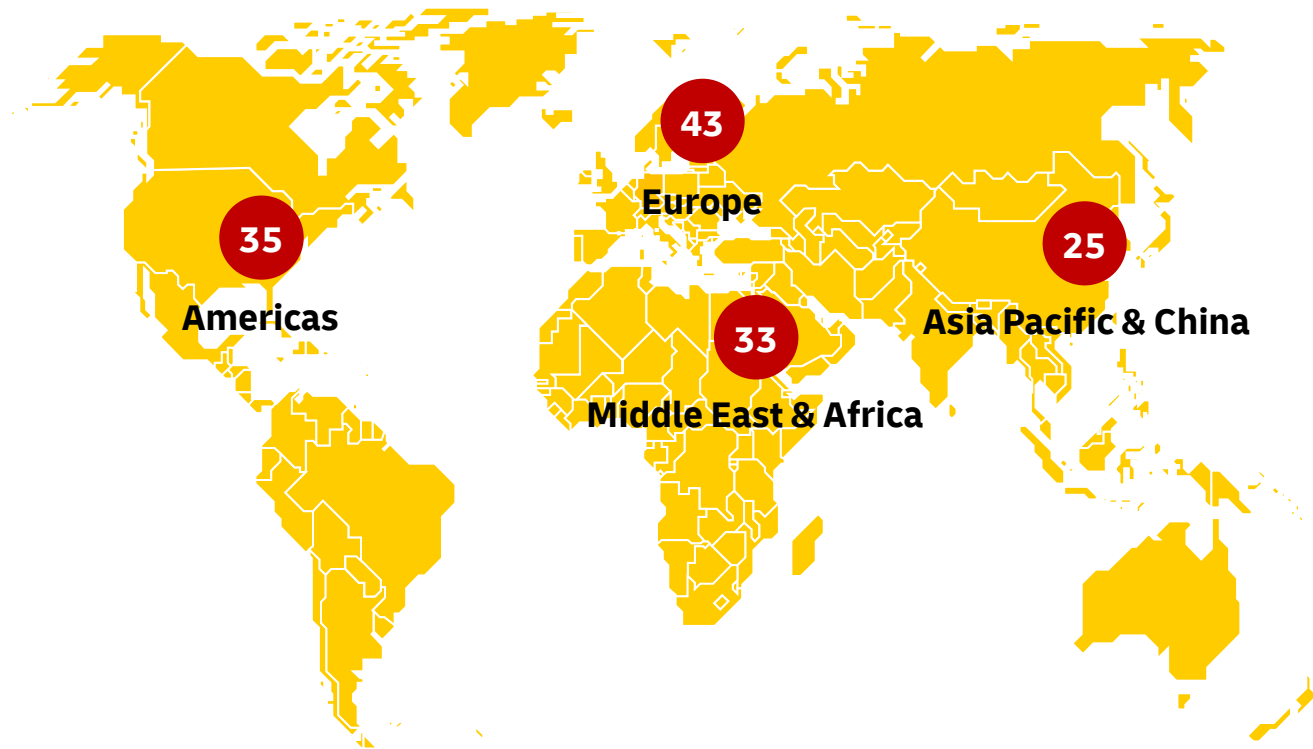
## Capabilities Supported – MENA and SSA (4/4)

| Country | Change Delivery Date | Signature Release | Collect from Service Point | Leave with Neighbor | Alternate Address | Vacation Hold | Receiver Time Window | * Available redelivery days |
|---------|----------------------|-------------------|----------------------------|---------------------|-------------------|---------------|----------------------|-----------------------------|
| SA      | •                    | •                 | •                          | •                   | •                 | -             | •                    | Sun-Thu                     |
| SD      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| SL      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| SN      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| SY      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sat-Thu                     |
| SZ      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| TD      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| TG      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| TZ      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| UG      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| YE      | •                    | •                 | •                          | •                   | •                 | •             | •                    | Sat-Thu                     |
| ZA      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| ZM      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |
| ZW      | •                    | -                 | •                          | -                   | •                 | •             | •                    | Mon-Fri                     |

\* Some days may not be available due to public holidays or certain country configuration.

# Receiver Registration Availability

Coverage as of Q1 2023



Deployed in  
**136 countries**

# Receiver Registration Availability

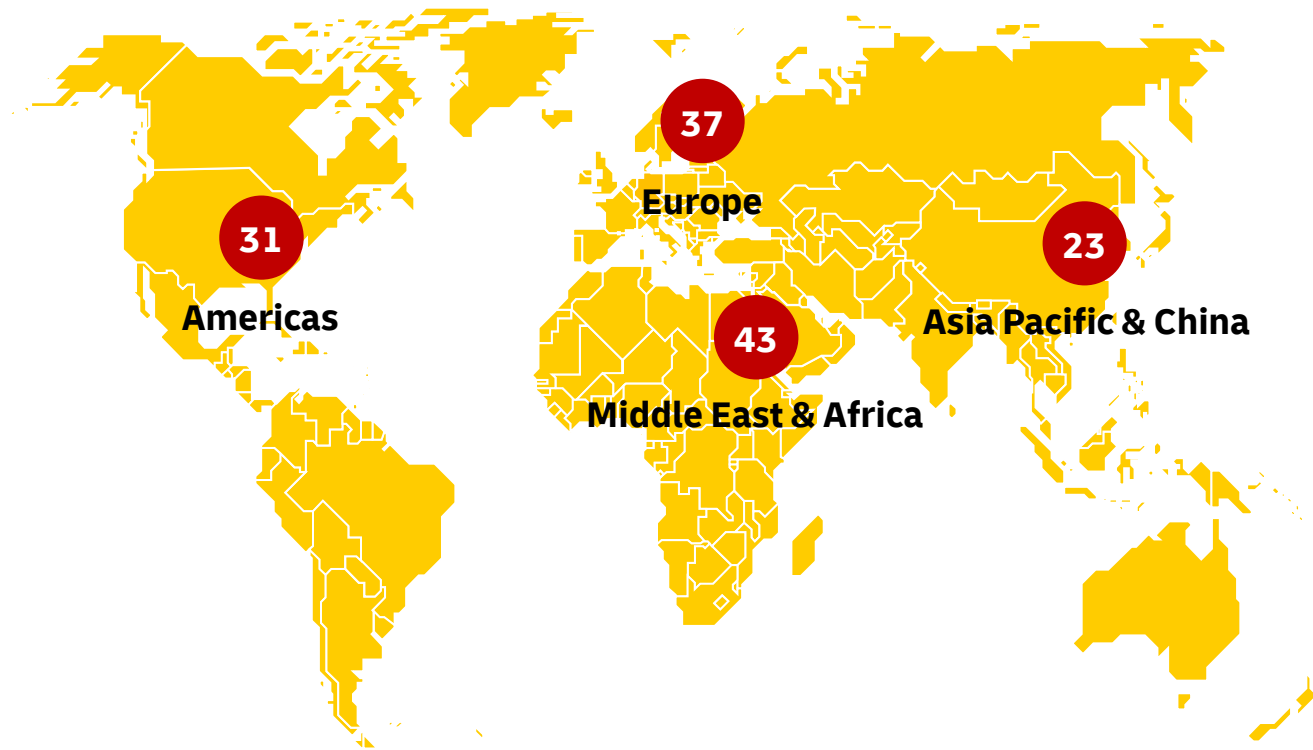
## Country tracker

| Americas               |                   | Asia Pacific & China |             | Europe               |             |                | Middle East & Africa |                   |
|------------------------|-------------------|----------------------|-------------|----------------------|-------------|----------------|----------------------|-------------------|
| Argentina              | Honduras          | Australia            | South Korea | Albania              | Italy       | Turkey         | Algeria              | Mozambique        |
| Barbados               | Jamaica           | Bangladesh           | Sri Lanka   | Austria              | Jersey      | Ukraine        | Angola               | Nigeria           |
| Bahamas                | Martinique        | Brunei               | Thailand    | Belgium              | Kazakhstan  | United Kingdom | Afghanistan          | Oman              |
| Bermuda                | Mexico            | Cambodia             | Taiwan      | Bosnia & Herzegovina | Latvia      |                | Bahrain              | Qatar             |
| Bolivia                | Nicaragua         | China                | Vietnam     | Bulgaria             | Lithuania   |                | Cameroon             | Reunion Island Of |
| Brazil                 | Panama            | Fiji                 |             | Croatia              | Luxembourg  |                | Congo DR of          | Rwanda            |
| British Virgin Islands | Paraguay          | Hong Kong            |             | Cyprus               | Slovakia    |                | Cote d'Ivoire        | Saudi Arabia      |
| Canada                 | Peru              | Indonesia            |             | Czech Republic       | Malta       |                | Egypt                | South Africa      |
| Cayman Islands         | Puerto Rico       | India                |             | Denmark              | Moldova     |                | Ethiopia             | Tanzania          |
| Chile                  | St. Maarten       | Japan                |             | Estonia              | Netherlands |                | Ghana                | UAE               |
| Columbia               | Trinidad & Tobago | Laos                 |             | Finland              | Norway      |                | Iran                 | Uganda            |
| Costa Rica             | Uruguay           | Macau                |             | France               | Poland      |                | Iraq                 | Zambia            |
| Curacao                | United States     | Malaysia             |             | Germany              | Portugal    |                | Jordan               | Zimbabwe          |
| Dominican Republic     | US Virgin Islands | Myanmar              |             | Gibraltar            | Romania     |                | Kenya                |                   |
| Ecuador                | Venezuela         | Nepal                |             | Greece               | Serbia      |                | Kuwait               |                   |
| El Salvador            |                   | New Zealand          |             | Guernsey             | Slovakia    |                | Lebanon              |                   |
| French Guyana          |                   | Pakistan             |             | Hungary              | Slovenia    |                | Madagascar           |                   |
| Guadeloupe             |                   | Papua New Guinea     |             | Iceland              | Spain       |                | Mauritius            |                   |
| Guatemala              |                   | Philippines          |             | Ireland              | Sweden      |                | Mauritania           |                   |
| Haiti                  |                   | Singapore            |             | Israel               | Switzerland |                | Morocco              |                   |



# Advance Duty Collection Deployment

Coverage as of Q1 2023



Deployed in  
**134 countries**

# Advance Duty Collection Deployment

## Country tracker

| Americas       |                        | Asia Pacific & China |          | Europe               |                | Middle East & Africa  |                   |          |
|----------------|------------------------|----------------------|----------|----------------------|----------------|-----------------------|-------------------|----------|
| Argentina      | Martinique             | Australia            | Thailand | Albania              | Luxembourg     | Algeria               | Lesotho           | UAE      |
| Bahamas        | Mexico                 | Bangladesh           | Taiwan   | Austria              | Macedonia      | Angola                | Liberia           | Zambia   |
| Barbados       | Nicaragua              | Brunei               | Vietnam  | Belgium              | Malta          | Bahrain               | Madagascar        | Zimbabwe |
| Bermuda        | Panama                 | China                |          | Bosnia & Herzegovina | Netherlands    | Benin                 | Malawi            |          |
| Bolivia        | Paraguay               | Fiji                 |          | Bulgaria             | Norway         | Botswana              | Mali              |          |
| Brazil         | Peru                   | Hong Kong            |          | Croatia              | Poland         | Burkina Faso          | Mauritius         |          |
| Canada         | Trinidad & Tobago      | Indonesia            |          | Cyprus               | Portugal       | Cameroon              | Morocco           |          |
| Cayman Islands | British Virgin Islands | India                |          | Czech Republic       | Romania        | Congo                 | Mozambique        |          |
| Chile          | Uruguay                | Japan                |          | Denmark              | Serbia         | Congo, The Democratic | Namibia           |          |
| Columbia       | United States          | Laos                 |          | Estonia              | Slovakia       | Cote D Ivoire         | Niger             |          |
| Costa Rica     | Venezuela              | Malaysia             |          | Finland              | Slovenia       | Egypt                 | Nigeria           |          |
| Curacao        |                        | Myanmar              |          | France               | Spain          | Gabon                 | Oman              |          |
| Ecuador        |                        | Nepal                |          | Germany              | Sweden         | Ghana                 | Qatar             |          |
| El Salvador    |                        | New Zealand          |          | Greece               | Switzerland    | Guinea Republic       | Reunion Island Of |          |
| French Guyana  |                        | Pakistan             |          | Hungary              | Turkey         | Guinea-Equatorial     | Saudi Arabia      |          |
| Guadeloupe     |                        | Papua New Guinea     |          | Ireland              | Ukraine        | Iraq                  | Senegal           |          |
| Guatemala      |                        | Philippines          |          | Israel               | United Kingdom | Jordan                | South Africa      |          |
| Haiti          |                        | Singapore            |          | Italy                |                | Kenya                 | Swaziland         |          |
| Honduras       |                        | South Korea          |          | Latvia               |                | Kuwait                | Tanzania          |          |
| Jamaica        |                        | Sri Lanka            |          | Lithuania            |                | Lebanon               | Togo              |          |

INTRODUCTION

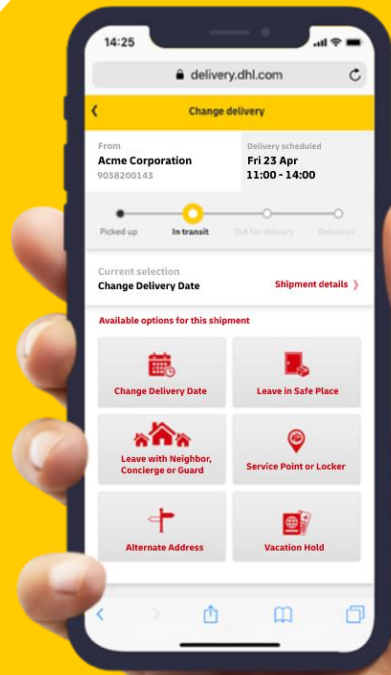
DELIVERY OPTIONS

RECEIVER REGISTRATION

ADVANCE DUTY COLLECTION

DEPLOYMENT & CAPABILITIES

**NEXT STEPS**



# Do You Want Satisfied Customers?

Offer On Demand Delivery now!

- ✓ Helps increase sales by improving your customer's customer experience
- ✓ Responds to the new E-commerce market needs
- ✓ It is the right lever to loyalty of your customers
- ✓ In a few quick clicks, your customers will be able to choose where and when to receive their purchase
- ✓ It is the right tool to differentiate you from your competitors and compete in your market



A yellow Volkswagen van is driving on a paved road that curves along the edge of a large, dark lake. The road has a white dashed line on the left side. A metal guardrail runs along the right side of the road, separating it from the water. In the background, there are steep, forested mountains under a cloudy sky. The overall scene is a scenic, natural landscape.

**Q&A**



**ON** DEMAND  
DELIVERY

**THANK YOU**

**DHL**

