



Boost customer satisfaction with

DHL On Demand Delivery



Your customers can choose where and when DHL Express delivers their parcel – ideal if they are away from home during the day. With DHL On Demand Delivery (ODD), you offer recipients a range of convenient and flexible delivery options, making delivery as seamless as the online shopping experience.

Get the Most Out of the Online World

With On Demand Delivery (ODD), you give your customers more control over their deliveries. In just a few clicks, they can choose when and where they want to receive their parcel. This creates a delivery experience that meets the expectations of today's online shoppers.

Available in more than 150 countries and 45 languages, ODD helps your webshop stand out globally. Greater delivery convenience leads to a better customer experience, higher conversion rates and increased customer satisfaction.

Thanks to ODD, we achieve a high First Time Right delivery rate, reduce CO₂ emissions and inquiries to your customer service team. ODD can even help reduce the number of returned shipments.

Who can benefit from On Demand Delivery?

ODD gives consumers the flexibility to choose where and when they receive their parcel, whether at home or at a DHL Service-Point. This provides greater delivery convenience and increases the likelihood of a successful first-time delivery.

What Do Consumers Want?

- Maximum flexibility and convenience.
- Proactive SMS or email notifications with the expected delivery date.
- The freedom to choose how, where and when their parcel is delivered.

What Does DHL Express offer?

- ODD meets your customers' delivery needs.
- ODD keeps your customers proactively informed about their shipment, helping reduce questions about when their parcel will be delivered.
- With ODD, your customers stay in control of their delivery.

The way to happy customers: use DHL On Demand Delivery!

As soon as DHL Express receives the parcel, we send your customer an ODD notification with shipment details and the expected delivery date. If the scheduled delivery is not convenient, the recipient can use the link in the message to change the delivery and choose from 6 smart delivery options.

→ 1st ODD message

Your customer is informed at least one day before delivery and can use the ODD link to choose the delivery option that suits them best.

→ 2nd ODD message on the morning of delivery

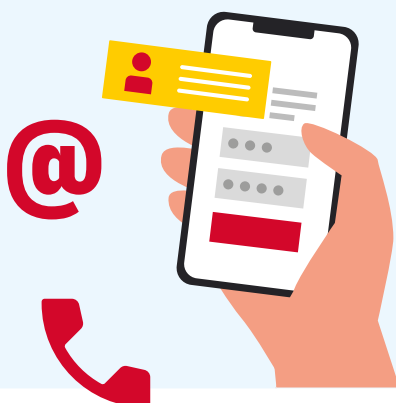
On the day of delivery, your customer receives a notification with the estimated delivery window. If it's not convenient, the recipient can easily choose a different delivery window or select another delivery option.

With ODD, customers can choose where and when they receive their parcel. Flexible delivery options and proactive updates keep them in control of their delivery, helping you enhance convenience and create an outstanding customer experience.

How ODD works

For ODD, we need the recipient's **email address** and **mobile phone number**. Make sure you always include this information whenever you create a shipment.

Advise your customers to review their delivery preferences through ODD. If the estimated delivery window isn't convenient, they can easily choose a delivery option that suits them better. This allows them to make the most of ODD's flexibility.



Collect from a DHL Servicepoint

Your customer can collect their shipment from a nearby DHL ServicePoint.



Change the delivery date

Your customer chooses the delivery date that suits them best.



Leave in safe place

Give permission to leave the parcel in a safe place around the home, such as in a shed or under a carport.



Deliver to a neighbour

Give permission to leave shipment with specific neighbor, with reception or security.



Deliver to another address

Give permission to deliver the shipment to an alternative address, such as work, school, or a family member's home.



Vacation hold

Is your customer away on holiday? We can hold the parcel for up to 30 days and deliver it once they return. That means fewer returns.

Note: The use of alternative delivery options can result in longer delivery times. 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.

More information

For more information about DHL ODD, e-commerce or other services, please visit [dhlexpress.nl](https://www.dhl.nl) or contact our Customer Service via [dhlexpress.nl/contact](https://www.dhl.nl/contact). We will be happy to help!