

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 100 countries, which matches most of the worldwide trade and online retail activities. 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 of sent parcels with expected delivery date.
- The ability to decide how, when and where delivery is most convenient for them.

What does DHL Express offer?

- Maximum flexibility for the receiver, offering the choice when and where your shipment is delivered.
- 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!

As soon as your shipment is handed over to DHL Express, the customer receives a message via SMS and/or email and is informed about the date that delivery is expected to take place. The message contains a link to the ODD system, easily accessible via smartphone, tablet or pc.

- Via ODD receivers decide how, when and where delivery takes place.
- On the delivery date, the customer receives another message via SMS and/or email and is informed about the expected time of delivery.
- By sending SMS and email messages, DHL Express makes sure that the receiver is always informed when the parcel will be delivered. Flexible delivery options also means less returns to you as sender.

Note: please be advised that using DHL On Demand Delivery service and requesting a forward delivery change could lead to a longer lead time of at least one additional working day. Certain delivery options may not be available due to the nature of the shipment or at the shipper's request.

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

No more waiting at home. Instead, your customer can request collection from a Service Point nearby.



Schedule delivery

Your customer selects the most convenient delivery date and/or time.



Signature release

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



Leave with neighbour

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



Alternate 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 our DHL EXPRESS E-COMMERCE or other service, please visit dhlexpress.nl or contact our Customer Service at +31 (0)88 - 0552 000. We will be happy to assist!
