



DHL DeliverNow:

YOUR QUESTIONS, OUR ANSWERS

As of January 2014

1. **What is DHL Express DeliverNow?**

The DeliverNow Service from DHL Express lets you book the time that is convenient for you for a redelivery or a self-collection of your DHL Express shipment—any time, online and free of charge.

2. **What is a second delivery attempt to an alternate address?**

If you do not want to receive your DHL Express shipment at the address where the notification card was left, you can select an alternate address for the redelivery, but only within the service area of your DHL Express Station.

3. **If I have already booked a redelivery of my DHL Express shipment and that time now no longer works for me, can I change the delivery time again?**

Not using the online service. In this case you will have to contact our customer service agents at the DHL Express DeliverNow service number: +49 (0) 180 6 345 500*.

4. **How do I know which postal codes are within the area handled by my DHL Express Station?**

Enter the address in “Redelivery to a different address” in DHL DeliverNow. If you do not receive a message (in red), then a delivery to the address you would like is possible. Should the address be outside of the DHL Express station area, then you will receive a message accordingly (in red). You can then book, either a self-collection in your DHL Service Station, or a redelivery to the original / same address.

5. **Is there a time limit for booking a redelivery or a self-collection of my DHL Express shipment?**

A redelivery can be booked and made within seven business days, starting with the day after the notification card was left at your address. If you need to book a redelivery for a later time, please contact our customer service agents at the DHL Express DeliverNow service number.

6. **When I am using the online tool, why does it sometimes offer a time period that is less than seven days for a redelivery or a self-collection?**

Normally we only store shipments for seven days. You can book a redelivery or a self-collection for any business day in this time period. It begins on the day after the notification card was left at your address. The longer you wait to book a redelivery or a self-collection the fewer days are available. If the time period given in the online tool is insufficient, simply call the DHL DeliverNow service number.

7. **Is it possible to have the redelivery made to a DHL Packstation?**

No, because it is not always possible to ensure that there is sufficient space in the DHL Packstation for your shipment. Instead you can have your shipment delivered to an alternate address such as your office.

** 20 euro cents per call from a German landline; or a maximum of 60 euro cents per call from a German mobile phone network. You can reach us from Mo-Fr from 7.00 a.m. till 8.00 p.m. and Sa. from 7.00 a.m. till 4.00 p.m. (but not on countrywide public holidays).



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- 8. I was on vacation and received a notification card in my mailbox. I wanted to book a redelivery but I keep getting an error message. I have not yet received any information from the sender about the shipment being returned.**

The normal storage period for a shipment is seven days, starting with the day after the notification card was left at your address. If that period has expired and you try to book a redelivery online, an error message will be generated, indicating that the storage period has expired and an online booking is no longer available. In this case you will have to contact our customer service agents at the DHL Express DeliverNow service number.

- 9. Can I use my Smartphone to book a redelivery?**

Yes.

- 10. I live on a German island. May I select the time frame for the redelivery?**

No, that is not an option for deliveries to islands.

- 11. Can I use the DHL Express Track & Trace system to follow the redelivery?**

If you have questions about the status of your redelivery, you can call the DHL Express DeliverNow service number and give them the DHL Express reference number. If you know your shipment number, you can use our Track & Trace system on the internet at <http://www.dhl.de/en/express.html>.

- 12. Will my data be used for advertising purposes?**

No. The data protection provisions of DHL Vertriebs GmbH & Co. OHG can be found online under "Datenschutz" (data protection) at www.dhl.de/datenschutz

- 13. What can I use as identification if I want to pick up my DHL Express shipment personally?**

When collecting the shipment at the DHL Express Station, please bring with you the notification card left by our driver and your valid ID (Personal ID, passport with a registration certificate showing your current address – Meldebescheinigung). Authorized to collect are: the designated receiver, spouse, person with power of attorney, as well as parents and children living at the same address.

Please note: DHL EXPRESS IDENT shipments can **only** be handed over to the designated receiver with all the necessary documents from that person (Personal ID, passport with a registration certificate showing your current address – Meldebescheinigung). It is **not** possible to authorize another person to collect.

- 14. Who is allowed to accept a DHL EXPRESS IDENT shipment?**

DHL EXPRESS IDENT shipments can **only** be handed over to the designated receiver with all the necessary documents from that person (Personal ID, passport with a registration certificate showing your current address – Meldebescheinigung). It is **not** possible to authorize another person to collect.



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15. The reference number can not be found in the online tool DHL DeliverNow.

What do I do now?

Please make sure, that the entered reference number is correct. If you continue to have problems, call our customer service agents at the DHL Express DeliverNow service number.

16. I can't log in. What do I do now?

Be sure that you have correctly entered both the reference number on the notification card and the security code. You can also obtain a new security code if you need it by clicking on the button "Anderen Code anzeigen" (display new code). If you continue to have problems, call our customer service agents at the DHL Express DeliverNow service number.

17. If I want to receive the shipment on the next business day, what is the latest time that I can book a redelivery to the same address or an alternate address in the same delivery district as the original address?

A redelivery to the same address or to an alternate address in the same delivery district must be booked by 11:59 pm, Monday through Friday, so that the shipment can be delivered on the next business day.

18. If it is Sunday evening, can I book for the following Monday a redelivery to the same or an alternate address in the same delivery district?

Yes, a redelivery can be booked until 11:59 pm on Sunday so that the shipment can be delivered on Monday.

19. If it is Sunday evening, can I book for the following Monday a redelivery to an alternate address in a different delivery district as the original address?

No. A redelivery to an alternate address in a different delivery district than the original address must be booked by 3:30 pm on Saturday at the latest.

20. Can I book a redelivery for the same day on which I received the notification card?

No, a redelivery on the same day is unfortunately not an option. You may of course book a redelivery for the next business day if you do it before 11:59 pm and have the shipment sent to the same address as the first attempt or to an alternate address in the same delivery district as the address used for the first delivery attempt.

21. Can I book a self-collection for the same day on which I received the notification card?

Yes, you can use DHL DeliverNow to book a self-collection of your DHL Express item on the same day. Please note, however, the information on the notification card indicating the earliest time you may pick up your shipment.