

# PREFERRED NEIGHBOR AND PREFERRED LOCATION (DROP-OFF LOCATION): PRECISION DELIVERY



With our Preferred Location and Preferred Neighbor services, your customers can specify that their parcels should be delivered to a Preferred Location (Drop-off Location) or a Preferred Neighbor.

## YOUR BENEFITS

- **Flexibility**  
Your customers can specify a Preferred Location (Drop-off Location) or a Preferred Neighbor for every parcel individually.
- **Lowers costs, saves time**  
Helps to reduce costs by minimizing returns, and faster delivery means faster payment.
- **More transparency**  
The recipient receives an e-mail notification after delivery.
- **Free for everyone**  
The service is free of charge for you and your customers.

## OPTIONS FOR OFFERING THE SERVICE TO YOUR CUSTOMERS

- **In your webshop:** Customers want to have more control over how they receive their parcels. Therefore, you can let your customers choose a Preferred Location or Preferred Neighbor during checkout.
- **After an order:** Allow changes in instructions even after an order has been placed. With DHL Parcel Notification, your customer can also select a Preferred Location or Preferred Neighbor for a shipment that is already in transit.
- **Fixed preferences of your customers:** If your customers register with dhl.de or are already registered, they can set their delivery preferences, including a Preferred Location or a Preferred Neighbor in their dhl.de customer account. For each order placed in your shop, these preferences will be taken into account automatically.

## EASY ORDERING FOR YOU

This service is already part of your contract. When ordering a shipment, simply send DHL your customer's Preferred Location or Preferred Neighbor along with the EDI data.

## RELIABLE PERFORMANCE BY DHL

If the shipment cannot be delivered to the recipient's door and the recipient has specified a Preferred Neighbor, the item will automatically be delivered to that neighbor. Items with a Preferred Location are deposited directly at the right location by DHL, i.e. without any attempt to hand over the item in person (without ringing the doorbell). The customer receives an e-mail notification as soon as the shipment has been delivered to the Preferred Location or the Preferred Neighbor.

## THE NATIONAL SERVICE PORTFOLIO OF DHL PAKET AT A GLANCE

