

# RETAIL OUTLET ROUTING: THE SECOND CHANCE FOR UNDELIVERABLE ITEMS



Thanks to the retail outlet routing service, your undeliverable item (recipient unknown or acceptance refused) gets a second chance to reach the recipient. Rather than being returned immediately to you, the undeliverable item will be held at the nearest retail outlet that has a parcel collection point for collection by the recipient. Your recipient will be informed of this by e-mail. If the item is collected, the time and costs involved in returning it can be avoided.

## THE BENEFITS FOR YOU

- **Avoiding returns**  
You can reduce the number of undeliverable items returned to you and avoid having to resend them.
- **Greater customer satisfaction**  
You improve customer satisfaction by having an e-mail notification sent to yourself or the recipient of any undelivered item that is held at the retail outlet for collection. That means your item has a second chance to reach its recipient.
- **Opportunity to interact**  
As an alternative to the collection notification sent by DHL, you can also contact your customer directly. This enables you not only to request all the relevant information but it is also a great opportunity to interact with your customer, for example, for increasing customer loyalty or improving the address quality.
- **Attractive price**  
There is no initial charge for ordering the retail outlet routing service; charges only apply if the item cannot be delivered (recipient unknown at the address provided, acceptance refused) and is therefore sent to the retail outlet for collection (€1.99 in each case, plus VAT). If the item is not collected from the retail outlet, it will be returned to the sender, which is subject to the return fee.

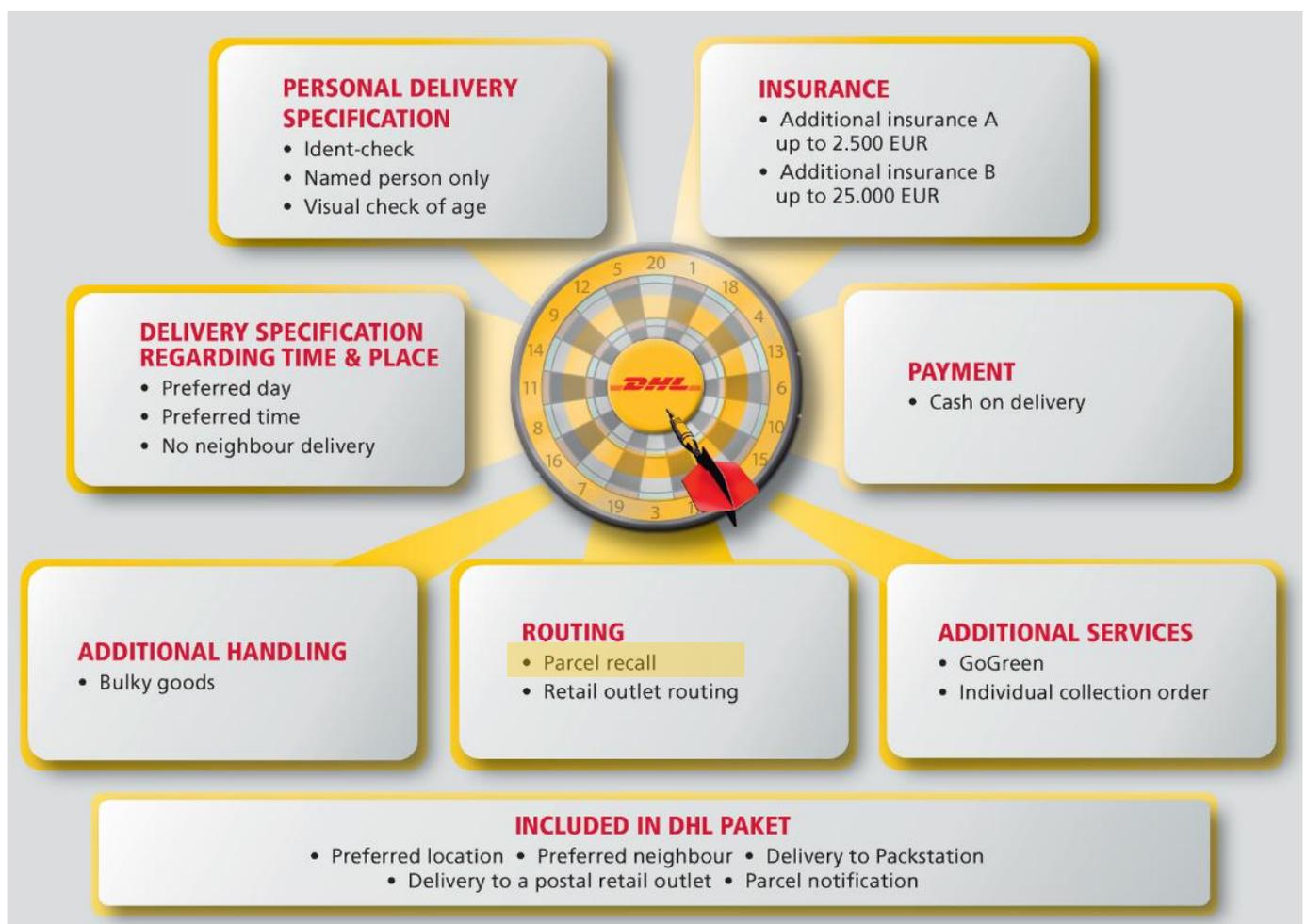
## SIMPLE COMMISSIONING FOR YOU

- The retail outlet routing service can be ordered directly via DHL's dispatch logistics systems. If you are self-programming your dispatch logistics systems, you will of course also be able to use the service.

## RELIABLE PERFORMANCE BY DHL

- With the retail outlet routing service, undeliverable items for which the recipient is unknown at the address provided or acceptance was refused (by the recipient or by another person in the recipient's household) have a second chance to reach their destination.
- DHL will store the item at the nearest retail outlet that has a parcel collection point, where it will be held for collection for seven working days.
- By specifying the e-mail address in the data accompanying the item you determine whether, in the event of non-delivery, you or the recipient (providing that the recipient has agreed to receive e-mail notifications) should be notified. The notification will contain the collection information for the item (shipment number, retail outlet including address and deadline for collection).
- If, at the end of seven working days, the item has not been collected, it will be returned to the sender. In that case, the return fee will apply.
- Alternatively, you can generate the collection notification yourself in accordance with the information on the DHL Developer Portal.

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



For more information, please visit: [www.dhl.de/services](http://www.dhl.de/services) or directly contact your DHL Sales representative.