

THE LOGISTICS SOLUTION FOR YOUR E-COMMERCE SUCCESS



With DHL Fulfillment, your key e-commerce logistics processes are being taken care of reliably. From professional warehousing to shipments and return - DHL Fulfillment guarantees to implement your logistics requirements with the highest flexibility and quality. This allows you to focus entirely on your customers and core business activities.

YOUR BENEFITS AT A GLANCE

- Professional and reliable logistics solutions from the international logistics and shipping service provider and Germany's market leader in parcel delivery
- Flexible logistics solutions considering your growth - from start-up companies to established multi-channel retailers. We grow with you
- Item-related pricing model with transparent costs – even with fluctuating order volumes
- The central location of our logistics centers with good connections to DHL Parcel and Express hubs ensures fast shipping.
- Reliable same-day processing of your shipping orders with an convincing delivery rate. Upon request, we ship your products to your customers worldwide.
- All-round support by your personal DHL Fulfillment contact
- One IT interface enables access to the DHL Fulfillment network – throughout Europe!
- Fast connection through standardized processes with low, one-time connection costs

OUR SERVICES IN DETAIL

With DHL Fulfillment you profit from a strong e-commerce logistics partner. Of course, this goes along with first-class delivery service for your end-customers.



WAREHOUSE LOGISTICS

From incoming goods in our e-commerce-warehouse to shipping with DHL – we take care that your goods get checked for completeness and integrity upfront secure and professional storage.



ORDER PROCESSING

Your shipping orders are picked and packed professionally and sent to your customers on the day of receipt. Our customer service is happy to assist you with any questions.



SHIPPING WITH DHL

Your customers benefit from all DHL services such as parcel delivery, bulky goods or consignments – even worldwide. Due to the central location of our logistic center (in the heart of Germany) we can assure fast delivery to your customers or to one of our 2.500 parcel stations with 24/7 pick-up service. Additional services such as our carbon-neutral shipping service GoGreen and shipment notifications for parcel deliveries are also available for your convenience.



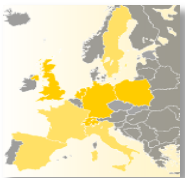
RETURNS MANAGEMENT

A straightforward and efficient handling of returns is essential for you and your customers. Your end-customers can easily return goods by using our return label. Upon receipt of a returned good, the article is evaluated according to your specifications and, if possible, re-stored in the warehouse.



ENTERPRISE RESOURCE PLANNING / INVENTORY MANAGEMENT

You can directly connect to our system via a standard XML interface. If you are already using plentymarkets, or OMS (IBM) from DHL eCommerce your connection to us is already setup for an immediate start. This offers you full visibility and control of your multi-channel business at any time and enables you to use the DHL Fulfillment core services from incoming goods to order processing and returns.



A STRONG DHL FULFILLMENT NETWORK

Are you planning to expand in Europe? With the excellent DHL fulfillment network, we can handle your business easily and conveniently not only in Germany but also in the UK, the Netherlands or other European countries, all with just one IT interface. Further details can be found here: www.dhl.de/en/fulfillment

If you have any further questions please contact us via email at info-fulfillment@dhl.com or find additional information on our website www.dhl.de/en/fulfillment