

# SERVICE OFFERING

# DHL FULFILLMENT

Status: 10/2018

## DHL Fulfillment Core Services

### Receiving and booking of goods

- Notification of goods: electronically via IT interface
- Proactive time window control for freight forwarder/ carrier
- Delivery of incoming goods via parcel, pallet or container (single SKU or multi-SKU)
- Visual inspection of incoming goods for damage (incl. documentation of transport damages)
- Re-labeling of goods (if article barcode is missing or damaged )
- Confirmation of incoming goods according to notification

Capture of geodata

#### Additional services : Receiving of goods

Goods with best before date

### Storage

- Shelf storage (mixed articles and customers)
- Pallet storage (mixed articles and customers)
- Inventory procedure: Permanent inventory

### Picking and Packaging

- Picking from shelf and pallet storage
- Different cardboard box sizes for efficient and environmentally friendly shipping
- Environmentally friendly filling material for secured transportation of goods
- Delivery split: Order is to big/heavy for single shipment (exception: customs dispatch)

#### Additional services : Picking and Packing

- Fragile goods are additionally secured by environmentally friendly filling material
- Original cardboard box shipment
- Serial number scan for items with serial number requirement
- Confirmation of serial number to customer via IT interface

### Shipment

- DHL Parcel domestic and international Premium
- DHL Express domestic and international
- Transmission of shipping number for Track & Trace (DHL Parcel & DHL Express)
- Letter domestic – shipment compact 50 gr. and maxi 500 gr.
- Letter domestic – book shipment large 500 gr. and maxi 1.000 gr.
- Letter international – large letter 500 gr. , maxi 1.000 gr., book 500 gr. and book 1.000 gr.

#### Additional services : Shipment

Customs dispatch for non-EU countries/ EU excepted territories for shipments worth up to €1.000

### Shipment Services

#### DHL Parcel domestic

- Assigned person only
- No neighbour delivery
- Cash on delivery
- Preferred day and time delivery

- Transportation insurance (up to 2.500 € ; up to 25.000 €)

- GoGreen

- Bulky goods

#### **DHL Parcel international**

- Cash on delivery

- *NEW*: Disclosure (Preisgabe)

- GoGreen

- Bulky goods

#### **DHL Express domestic**

- Various delivery timeslots (e.g. prior to 8.00am, 9.00am, 10.00am, 12.00pm)

- Saturday delivery

- Sunday and public holiday delivery

- GoGreen

- Transport insurance (up to 25.000 €)

#### **DHL Express international**

- Delivery prior to 9.00am and prior to 12.00pm

- Saturday delivery

- Transport insurance (according to individual good value)

#### **Letter international**

- Registered letter international (Transmission of ID code via IT interface)

### **Return**

Reception of customer returns:

- Return label as supplement in parcel (domestic)

- Return label generated online (DHL Return Online domestic)

Identification of returned goods (with/ without return note)

Documentation of reason for return and transmission of information via IT interface

Standardized returned goods inspection (1st choice /2nd choice/non-usable)

Confirmation of processed return via IT interface

Storage of returned goods

*NEW*: Comprehensive Returns Management (incl. third party returns) RMA

#### **Additional services : Returns management**

Processing of returns from other fulfillment centers

Receipt of unfree returns

Disposal

Return goods to vendor

### **Additional core services**

#### **Shipping documents**

Printing of customer logo and company address on delivery note/ invoice/ return note

Printing of deviating delivery and invoicing address possible (domestic shipping)

Printing of delivery note **or** invoice in language of country of destination possible

Printing and supplement of delivery note **or** invoice

Printing of country-specific article description on delivery note/ invoice/ return note

Printing of additional information per article/ order on delivery note / invoice / return note

Printing and supplement of return note with individual reasons for return

Printing and supplement of return label (domestic)

Printing return label via DHL Retoure Online (domestic)

Preparation of customs documents for orders from third party countries worth up to €1.000

*NEW*: Order related customer documents (PFDs)