

VIRTUAL PICKUP SCAN EVENT – MORE TRANSPARENCY ON THE FIRST MILE

(AS OF JANUARY 18, 2027; GRADUAL CUSTOMER ACTIVATION THROUGHOUT Q1 2027)



Benefit from the new included feature “**Virtual Scan Event**”. The Virtual Scan Event provides automatically generated information about the pickup status of your shipments with **regional pickup (RegioV)*** – offering improved transparency throughout the shipment journey.

YOUR BENEFITS

With the Virtual Pickup Scan Event as a digital proof of handover, you automatically receive transparent status information on the pickup of your shipments – enabling even better shipment visibility.

■ **More transparency and confidence for recipients**

The additional pickup status displayed in shipment tracking signals reliability and strengthens your customers' trust.

■ **Stronger marketplace presence**

Same-day documentation of shipment handover supports proof of your shipping performance and helps maintain visibility and rankings on marketplaces.

■ **Reduced customer service effort**

The digital proof of handover reduces shipment status inquiries and helps relieve your customer service team.

REQUIREMENTS FOR THE AUTOMATIC GENERATION OF VIRTUAL SCAN EVENTS

- Timely transmission of your shipment data (PAN/EDI data) in accordance with Section 5 (3) of the DHL General Terms and Conditions for Electronic Data Interchange (GTC EDI).
- Demonstrably high and stable PAN data quality (minimum 98%); performance is evaluated daily on a retrospective basis for each billing number (excluding weekends and public holidays).
- Participation in Regional Pickup (RegioV*).

GENERAL CONDITIONS

- Virtual Scan Events are generated for DHL Paket National, DHL Paket International, and DHL Europaket shipments.
- If pickup takes place as planned, a Virtual Pickup Scan Event is generated. If pickup is postponed or cancelled by DHL, a Virtual Provision Scan Event is generated instead.

*Regional DHL pickup from the catchment area of the respective parcel sorting center (RegioV), as distinct from pickup by the delivery driver.