

ONE-TIME CODE: SECURE DELIVERY AFTER CODE VERIFICATION



Ensure that the delivery of your shipment only takes place when the recipient presents the correct One-time code, especially for valuable goods or electronic devices.

YOUR BENEFITS

With the service One-time code, delivery of your shipment takes place only upon presentation of the correct One-time code by the recipient – simple and secure for you and your customers.

- **Secure delivery**
The item is only handed over to the person that is able to present the One-time code.
- **Verification of the One-time code**
During delivery, DHL carries out an automated verification of the recipient's One-time code.
- **Attractive price**
EUR 1.19 plus VAT (in addition to the price of a parcel)

SIMPLE COMMISSIONING FOR YOU

- You provide us with an email address required for communication in the PAN data. You can also provide a mobile phone number to be used for code delivery if email delivery is unsuccessful.
- The service is already part of your contract and can be ordered directly via the DHL shipping logistics systems (e.g. by using the Ship function in the Post & DHL Business Customer Portal).
- Of course, the service is also available to you if you program your shipping logistics system autonomously.

RELIABLE PERFORMANCE BY DHL

- DHL sends a One-time code generated by DHL to the recipient's email address provided by the sender.
- Delivery of the shipment occurs only upon presentation of the correct One-time code by the recipient (a substitute delivery to an alternate recipient is possible if the recipient authorizes by sharing the One-time code).
- One-time code verification is performed through an automated match in DHL's delivery system.
- If the delivery attempt is unsuccessful, the shipment will be forwarded to a postal retail outlet. There, it will be handed over only after verification of the One-time code.

A TRUSTWORTHY CUSTOMER EXPERIENCE WITH ADDED VALUE

Your end customers enjoy safe, reliable, and high-quality delivery - a true mark of quality that builds trust and strengthens your brand.