



INDUSTRY  **SOLUTION**
ENGINEERING & MANUFACTURING

The central text is arranged in two lines. The first line features the word 'INDUSTRY' on the left, a circular icon containing a stylized factory with three smokestacks in the center, and the word 'SOLUTION' on the right. A thin white horizontal line runs beneath the 'INDUSTRY' and 'SOLUTION' text. The second line contains the words 'ENGINEERING & MANUFACTURING' in a larger, bold, white sans-serif font.

LOGISTICS APPROACH

DHL Express understands the unique logistics challenges facing industrial, engineering and manufacturing companies.

We provide a range of services that help align logistics operations with your business strategies.

Our processes, technology and people drive cost and capital out of your operations, whilst ensuring consistent and predictable service.

We let you focus on what you do best: design, engineer, install, construct and manufacture products the world depends on. With DHL as a partner, your goods will be delivered as safely and efficiently as possible.

By focusing on your unique challenges and opportunities, we ensure our solution is appropriate now and better every year.

HOW WE WORK?



Creating your solution



Managing your objectives



Delivering your results

HOW WE WORK



CREATING YOUR SOLUTION

- Our Network
- Product Offering
- Industry Solutions
- Value added Services
- eSolutions
- ODD & Service Point Locator
- Tracking options
- Return Solutions



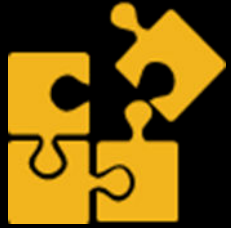
MANAGING YOUR OBJECTIVES

- What Express shipping means for our customers
- Account Management
- Customer Operations Group
- Customer Service
- Performance Management



DELIVERING YOUR RESULTS

- CIS
- QCC
- First Choice
- GSOP
- Root Cause Analysis
- TAPA
- Compliance



**CREATING
YOUR
SOLUTION**



CREATING YOUR SOLUTION

THE DHL NETWORK

220

Countries & Territories
served

3

Global Hubs &

19

Regional Hubs

2.6 Million

Customers

3,200

Flights per day

84,000

Service Points

34,100

Vehicles

3,000

Facilities

100,000

Employees

300

TAPA Certifications

248 Million

Time Definite
Shipments Annually

260

Dedicated Aircraft



CREATING YOUR SOLUTION

PRODUCT OFFERING

SAME DAY 	TIME DEFINITE 	DAY DEFINITE 
<p>Emergency next flight, train out or dedicated vehicle: delivery within the shortest possible time</p> <p>JET</p> <p>SPRINT</p>	<p>For international door-to-door delivery by a specific time, or by the end of the next possible business day, choose our time definite services.</p> <p>With international reach and local teams, we ensure seriously fast delivery with customs clearance for dutiable goods and end-to-end tracking visibility.</p> <p>EXPRESS 9:00</p> <p>EXPRESS 12:00</p> <p>EXPRESS WORLDWIDE</p> <p>EXPRESS ENVELOPE</p>	<p>For international door-to-door delivery within a certain number of days for less urgent and heavier shipments, choose our cost-effective day definite services. Get the reliability of an express delivery on a certain day with customs clearance for dutiable goods and end-to-end tracking.</p> <p>ECONOMYSELECT</p>

CREATING YOUR SOLUTION

SAME DAY: NOT ONLY SUITED FOR EXTREME RUSH

Extreme Rush

- Ad Hoc request
- Structural needs

Value Added Transport

- Special needs
- Swaps
- Marketing actions

Commodity

- Dangerous Goods
- Fragile
- Unpacked
- Conditioning

Consignee driven

- Special Security
- Time Windows
- Additional Handling

Milkruns

High value/ risk

- High values
- Prototypes

Special dimensions/ weight

- Oversize/
- Overweight

Unplanned emergencies

When you have Ad hoc, unplanned deliveries
Mainly dedicated transport by road, onboard courier, next flight out or even air charter

Regular Time Critical

As important component of your supply chain Management, either contingency planning or as regular requirement
Mainly dedicated transport by road, onboard courier, next flight out

Industry Solutions

When there is a strategic importance to gain competitive edge
Dedicated transport by road, onboard courier, next flight out combined with our regular products & services



CREATING YOUR SOLUTION

OUR INDUSTRY SOLUTION: BREAKBULK EXPRESS

NORMAL FLOW



Distribution Center:
Origin Country



Domestic
Warehouse



Consumer
Destination Country

BREAKBULK EXPRESS



Distribution Center:
Origin Country



Consumer
Destination Country

What do we offer

- ✓ Single payment of customs duties /taxes for all shipments delivered within a single customs union or country – for more efficient and cheaper accounting
- ✓ Reduced clearance charges as clearance is one transaction on the Mother shipment level
- ✓ Cost savings are generated from having just one Importer of Record within a customs union instead of one for each destination
- ✓ Minimize customer warehousing / inventory costs as shipments are delivered directly to multiple receivers after clearance
- ✓ Provides you with a mechanism for ensuring delivery of shipments to the receiver without customs documentation or charges
- ✓ Ability to select customs clearance country within a customs union

CREATING YOUR SOLUTION

VALUE ADDED SERVICES

DHL EXPRESS offers a wide range of Optional Services- from non-standard deliveries and billing options to climate neutral shipping. In this way we give you the flexibility to choose the service that best fits your needs when using our express delivery services worldwide.



PEACE OF MIND

- Shipment Insurance
- Packaging



FLEXIBILITY

- Customs services
- Saturday Delivery & pick-up
- Billing options



SOCIAL RESPONSIBILITY

- Green solutions

DHL EXPRESS
**SERVICE & RATE
GUIDE 2020**
BELGIUM
Get started >

The International Specialists Page 2
Services Page 4
How to Ship with DHL Express Page 10
Shipping Tools Page 14
Rates Page 15

f i l n t



CREATING YOUR SOLUTION

GO GREEN

1. Carbon Reporting

Reporting of customer and product related GHG emissions in the supply chain



3. Green Optimization

Customer-specific measures for supply chain optimization and emission footprint reduction based on related analysis and consulting

2. Climate Neutral

Verified calculation and offsetting of GHG emissions for our transport and logistics services through climate protection projects

With GoGreen we help our customers reduce their environmental footprint



CREATING YOUR SOLUTION

FIND YOUR PERFECT eSOLUTION

MyDHL+

MyDHL+ is a fast and simple online experience. Import, export, schedule a pickup and track shipments more quickly than ever – all with one password and zero headaches. Whether you're a small business or a global corporation, MyDHL+ makes it easy to navigate the complexities of international shipping.

Access the full suite of DHL e-tools from one location and with a single login. Register now: www.dhl.com/mydhl

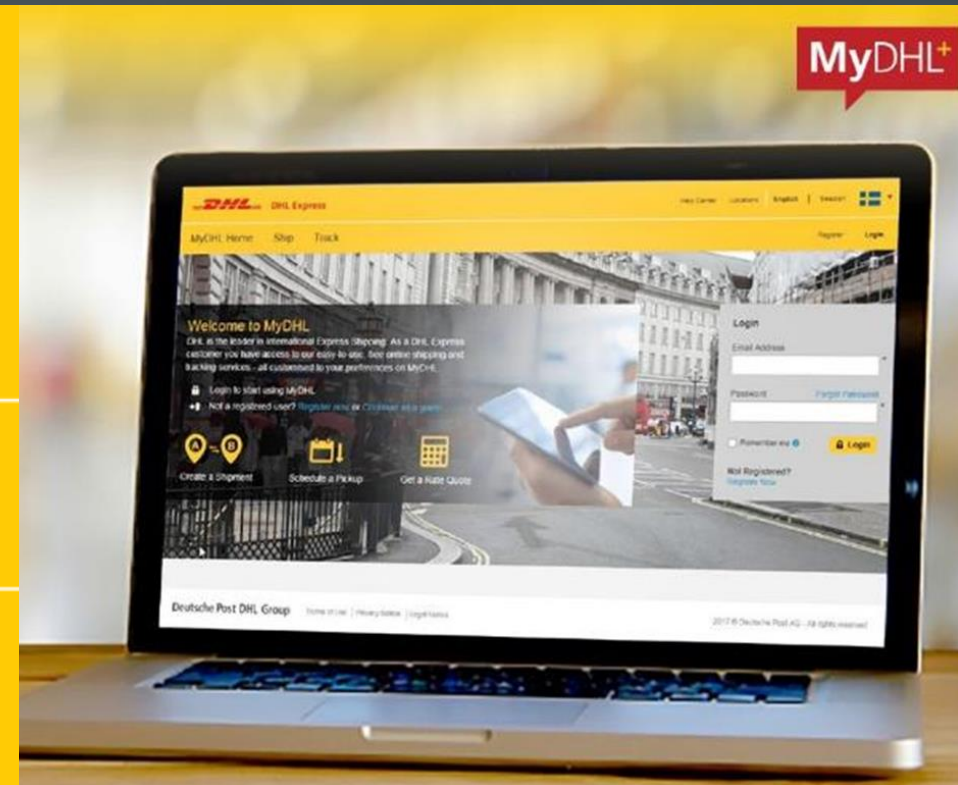
Advanced
Shipping Solutions
Desktop based

EASYSHIP
(Integrated shipping management solution)

A powerful multi-user suite of tools that streamlines your shipping process and increases speed and productivity. It allows for effective management of large scale shipping volumes (> 200 shipments / month).

INTEGRATED SOLUTIONS
(Fully-integrated business solutions)

DHL Integrated Shipping Solutions are designed with large shipping volumes and multi-site logistics operations in mind, using industry standard formats for data interchange (EDI, XML or Web Services).



DHL

CREATING YOUR SOLUTION

ON DEMAND DELIVERY

On Demand Delivery (ODD) offers you global consistency and your receivers the flexibility to tailor their delivery

- ✓ The ODD Tool offers real-time customer notifications and multiple delivery options for your receiver to choose from
- ✓ ODD increases the first time delivery experience which improves customer satisfaction
- ✓ One global system to manage your customer delivery requests, making customer service easier, with fewer customer service calls



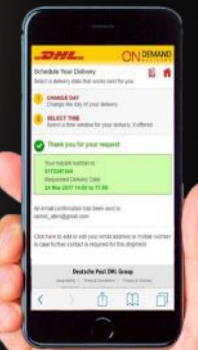
DHL EXPRESS 9829289116 from GYMSHARK is scheduled for delivery TOMORROW. Signature is required. Manage your delivery at

On Demand Delivery
delivery.dhl.com



> Text Message <

Communication at every step of the delivery process ensures your receivers are always kept up to date.



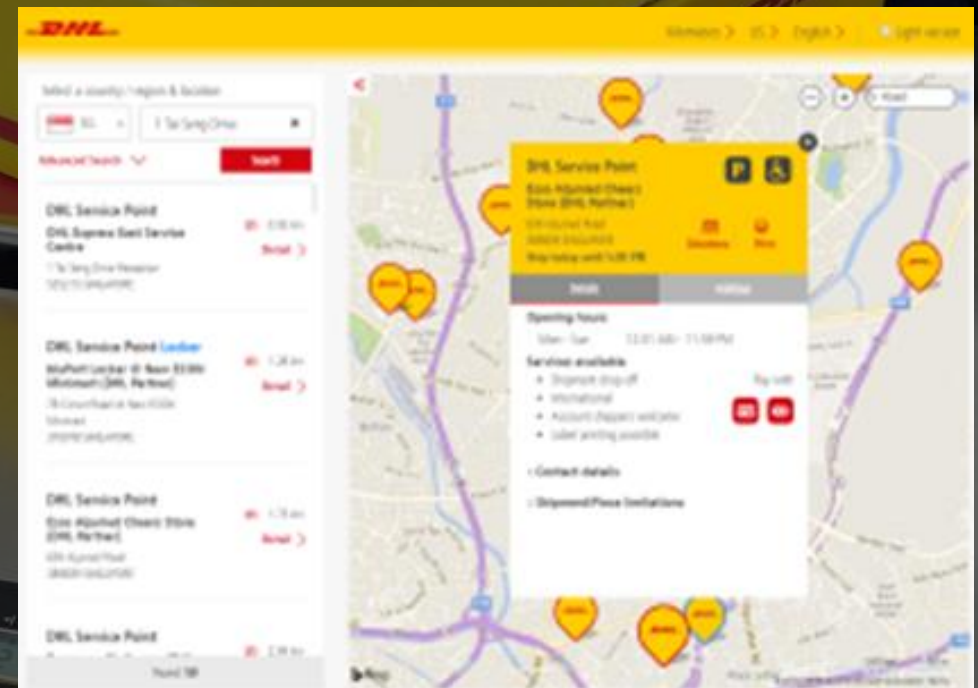
CREATING YOUR SOLUTION

GLOBAL SERVICE POINT LOCATOR

The Global Service Point Locator (GSPL) is a web-based application that allows our customers to find their nearest Service Points by entering a postal code, town or city

- ✓ Mobile optimized interface
- ✓ Enhanced map display and the ability to toggle the search between text and map results
- ✓ Available in at least 41 different languages across all regions
- ✓ Directions for how to get to a chosen Service Point
- ✓ Displays a Service Point's specific details:
 - Services available
 - Opening hours
 - Contact details
 - Payment types
 - Parking availability
 - Holiday business hours

The screenshot shows the DHL Global Service Point Locator search form. At the top, there is a navigation bar with the DHL logo, language options (Kiswahili, US, English), and a 'Light version' link. The main form area is titled 'Select a country / region * Your location *'. It features a dropdown menu for 'Singapore' and a text input field for 'Place or zip code (street name, house number)'. Below this, there are three sections: 'Required Service *' with dropdowns for 'Drop Off' and 'Collection'; 'Piece limitation' with input fields for 'Weight', 'L', 'W', 'H', and 'on'; and 'Opening hours' with dropdowns for 'Op...' and 'Open on'. A 'Search' button is located below the 'Piece limitation' section, and a 'Clear filter' button is to its right. At the bottom, there is a footer with 'DHL © 2017 | www.dhl.com' and 'Locator 2.4.2'.



CREATING YOUR SOLUTION

TRACKING AT DHL

For your convenience, we offer several methods of tracking a shipment using your Waybill or shipment number.

Tracking on our website

Enter your Waybill number and the system will show you all details.

DHL Proview

If you're a regular shipper and wish to track all of your shipments in one place, or to receive regular Shipment Notifications why not sign up for DHL Proview? Designed to give you total shipment visibility via an online service, DHL Proview provides fast access to status information and lets you choose the way you receive your notifications. A web-based tool, it provides you with notifications via email or text message from when shipments are picked up right through to final delivery. Just visit <https://proview.dhl.com> or speak to your Account Manager for more details and to register.

EMAIL

Send an email to track@dhl.com entering your Waybill number in the subject field.

TEXT MESSAGING

Send a text message with your Waybill number to 07720 334 455 – DHL will text you back with the latest information on your shipment.



CREATING YOUR SOLUTION

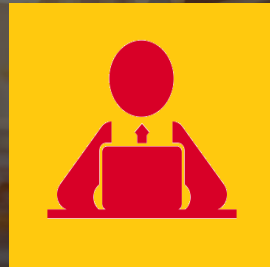
eRETURNS

You want your receivers to be able to return a shipment?

DHL electronic return labels (eReturns) allow you to prepare a shipment for anything you would like to get back at a later time or for anything your customers want to ship back to you. E.g. for repairs, or a document that you need a signature on.

Your shipments need to be sent back at a later stage?

If you need items returned for regular maintenance, you can prepare shipping labels that are valid for 3 months or more. This helps you plan ahead.



The return label can be created at the same time as the outbound label in your electronic shipping solution

The return label can be send to your receiver



With the outbound shipment



By mail



Via your website

Your receiver can return the shipment to DHL Express



By following the instructions & scheduling a pickup online



By calling our Customer Service to schedule a pickup



By dropping it off in one of our Service Points



CREATING YOUR SOLUTION

OUR INDUSTRY SOLUTION: COLLECT & RETURN

The flexible and easy way to support your returns process

Collect Return is a systemized process that comprises a pick-up from an End User to collect defect goods at the request of the Customer; the delivery of those goods to the designated Repair Vendor; and after their repair, the return delivery to the End User. This multi-party process involves one, two or three transport legs.

VISIBILITY AND CONTROL	Closed loop logistics platform with end to end visibility 1,2 and 3 leg options
EASY TO USE IT SYSTEMS	User friendly and flexible booking system for your Customer Service EDI solution available if required
FLEXIBLE PICK UP AND DELIVERY OPTIONS	EXPRESS 9:00 ECONOMYSELECT EXPRESS 12:00 EXPRESS WORLDWIDE
COST EFFECTIVE PACKAGING	Dedicated, cost effective and robust packaging for High Tech devices such as laptops, tablets, phones or GPS
TAILORED SOLUTIONS	<ul style="list-style-type: none"> ✓ Flexible Billing ✓ Flexible reporting ✓ Solution design consultancy

COLLECT & RETURN





MANAGING YOUR OBJECTIVES



MANAGING YOUR OBJECTIVES

What Express shipping means for our customers

OUR OWN NETWORK

With us you can offer late cut-off times, which means you have longer to sell and still get your goods out on the same day!



SUPPORTING GROWTH

Offering an international express option opens up your shop to a global market. Offering express will result in higher shopping cart values and increased sales!



ODD

One global system to manage your customers' delivery requests, making customer service easier, with fewer customer service calls. Real-time notifications will keep your customers up to date all the time.



GLOBAL REACH

The e-commerce demand is global – our e-commerce customers sold their goods to over 180 countries last year.



CUSTOMS

Our experience means we have the tools in place to ship anywhere. Our dedicated customs teams can support you throughout the process to globalize your business.



SPEED

DHL founded the international express business and our reputation is built on what your customers demand: Speed.



IT INTEGRATION

Seamless integration with your existing platforms means reduced order processing time.



THE BRAND

Our name is recognized and respected worldwide, meaning we are a trusted ambassador for your brand.



MANAGING YOUR OBJECTIVES

CUSTOMER TEAM

To manage your distribution adequately, you need reliable contacts to keep you informed, to answer your questions, to take actions upon your request and to advise you on the best distribution solution.

DHL will provide an experienced customer team to assist in managing your transportation flows effectively.



Customer
Service



IT



Account
Manager



Accounting

MANAGING YOUR OBJECTIVES

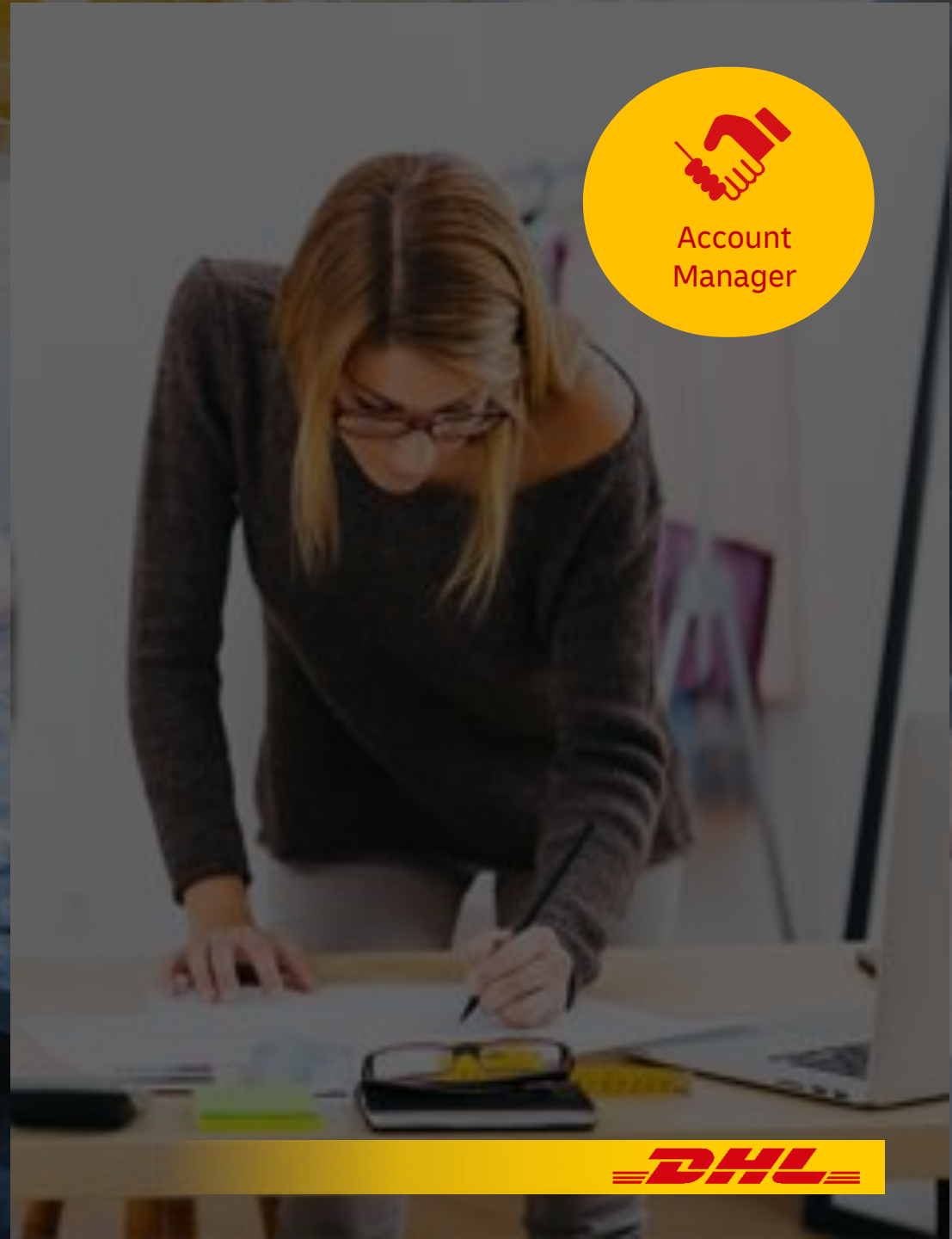
ACCOUNT MANAGER

Each industry has its specific transport requirements. To meet these requirements, DHL offers tailored industry solutions. Your DHL account manager is a specialist in this sector and will advise you on the best available solution to serve your needs.

- ✓ Provides you clear visibility on your business with DHL
- ✓ Advises you on Industry Solutions
- ✓ Ensures a clear price strategy in line with your business share
- ✓ Creates short- and long term business plans for addressing potential cost savings and supply chain optimization



Account
Manager



MANAGING YOUR OBJECTIVES

CUSTOMER SERVICE

We have an award winning Customer Service department in every country to answer all shipping requests.

Well-trained Customer Service agents can assist you with:

- ✓ Advice on which services best suit your requirements
- ✓ Information on transit times and tariffs
- ✓ Track and Trace information and Proof of Delivery
- ✓ Follow-up on claims and complaints

You can contact Belgian Customer Service on 02/715.50.50 from Monday through Friday from 7h30 to 19h.

For all customer service telephone numbers worldwide, please see our website at www.dhl.com



MANAGING YOUR OBJECTIVES

THE CUSTOMER OPERATIONS GROUP (COG)

COG is the OPS Interface to the commercial functions.

They provides operational expertise in design, implementation and support express solutions for key & major accounts by:

- ✓ Cross functional Project Management
- ✓ Developing, implementing and maintaining service solutions that meet customer and industry needs
- ✓ A Pro active approach to improve service to defined customers
- ✓ Supporting Sales and Operations in the resolution of performance issues for defined customers
- ✓ Balancing differentiation versus standardization



High Level Solution Design

Detailed Solution Design

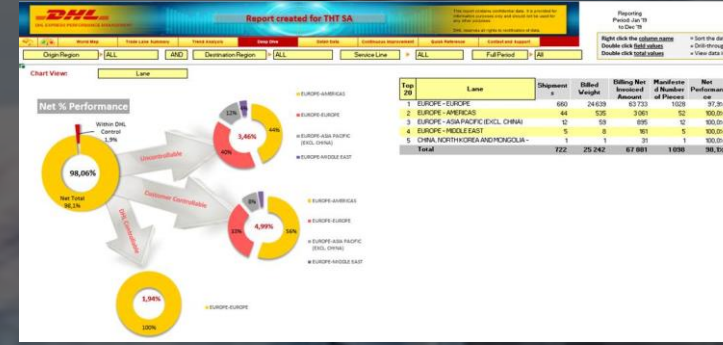
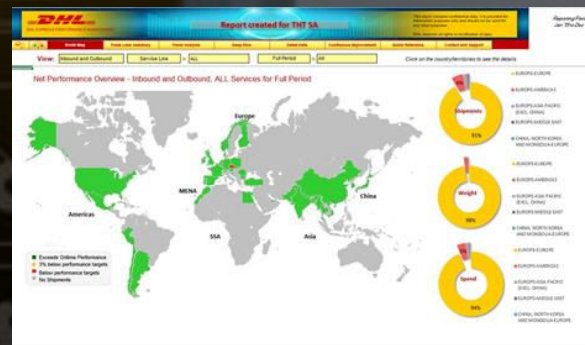
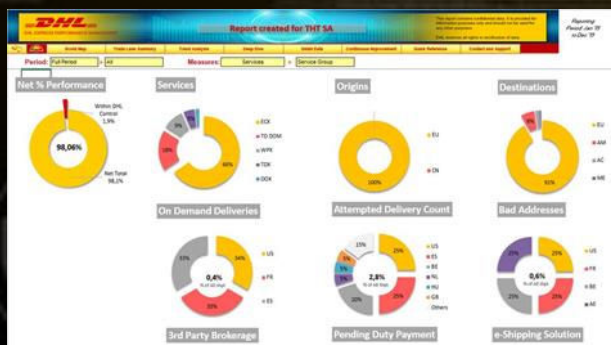
Project Implementation

Monitor Performance

MANAGING YOUR OBJECTIVES

REPORTING

To see DHL's operational delivery performance and to have full visibility of your logistics spend, DHL can create electronic reports. These reports make it possible to manage your objectives.





**DELIVERING
YOUR
RESULTS**



DELIVERING YOUR RESULTS

CERTIFIED INTERNATIONAL SPECIALIST

What really sets us apart is the **international shipping expertise** of our people.

Their knowledge, coupled with their **passion and 'can-do' attitude**, delivers a truly world-class service and ensures that your shipments get to their destination as securely and as quickly as possible.

Their expertise has been enhanced recently as a result of all our employees participating in the company's award-winning Certified International Specialists (CIS) engagement and development program.



DELIVERING YOUR RESULTS

QCC

Real Time Shipment Management

Quality Control Centers monitor the DHL global network in real time from shipment pickup to final delivery.

This enables DHL to identify any breakdown in its shipment process chain and to activate contingency plans to prevent service incidents

Crisis Command Center

Monitoring world events and responding to any crisis situation that may potentially impact DHL operations, shipment security or people, the Quality Control Centers double as a Global Crisis Command Center.

DELIVERING YOUR RESULTS

GLOBAL SOP



Global SOP ensures that Express processes are aligned **cross-functionally & worldwide** in order to provide excellent and efficient service to Express customers

DHL

DELIVERING YOUR RESULTS

FIRST CHOICE & ROOT CAUSE ANALYSIS

First Choice

- ✓ With First Choice built into our 'DNA', we constantly drive great service quality through the application of the First Choice methodology and tools that are based on Six Sigma and LEAN, to strengthen customer loyalty.

Root Cause Analysis

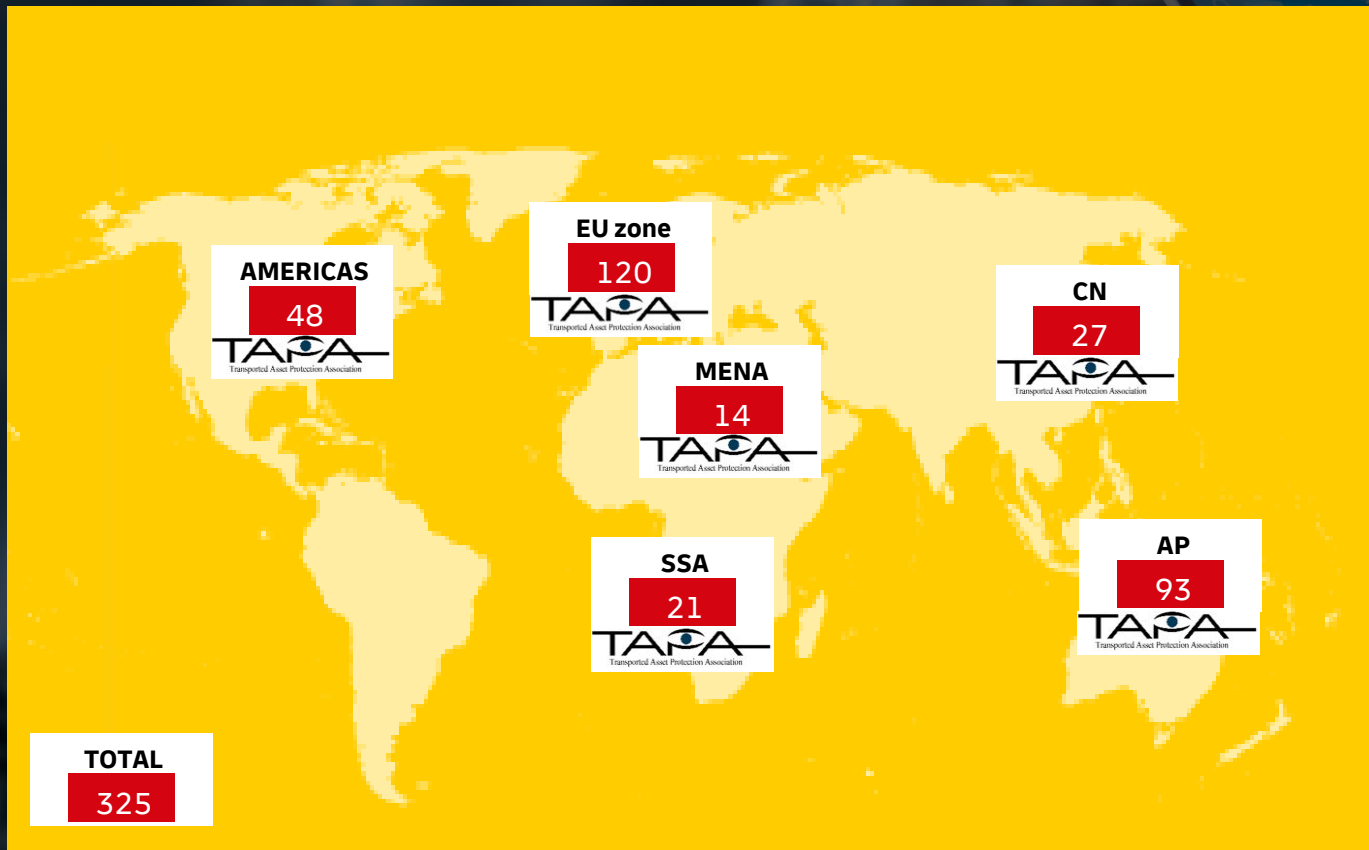
- ✓ Root Cause Analysis (RCA) is a problem solving technique that aims to identify the underlying reason(s) for a problem occurring. With this method we try to solve the issue instead of the query.
- ✓ Our aim is that by focusing on the Root Cause, query re-occurrence can be prevented.

FIRST CHOICE
For our customers. Worldwide.



DELIVERING YOUR RESULTS

TAPA



Leadership position within industry associations and regulators



DELIVERING YOUR RESULT

DHL CUSTOMS HELPS TO REDUCE COMPLEXITY

Increased protectionist tendencies

Globalization is a convenient scapegoat to satisfy to domestic electorates, challenging multilateral trade arrangements creating uncertainties.

Rapid Rise of e-commerce shipments

Significant e-commerce volumes is pressurizing governments to control this trade and secure borders.

Increased demand for data

Such as advanced shipment notification and sharing of compliance data.

Complicated trade restrictions

Complex extra-territorial sanctions applications with punitive penalties require robust pre-departure screening.

Higher awareness of regulation & compliance

Now becoming a board level issue and a core focus among international trade companies.

Globally networked customs

Means sharing data and practices across borders becomes more common place.

- ✓ Digital Clearance
- ✓ GDPR
- ✓ Code of Conduct
- ✓ Denied Parties Screening
- ✓ Working closely with legislators
- ✓ Customs updates & expertise
- ✓ Brexit Expert

FOR INTERNAL USE

