

PREFERRED NEIGHBOR AND PREFERRED LOCATION (DROP-OFF LOCATION): PRECISION DELIVERY



With our Preferred Location and Preferred Neighbor services, your customers can specify that their parcels should be delivered to a Preferred Location (Drop-off Location) or a Preferred Neighbor.

YOUR BENEFITS

- **Flexibility**
Your customers can specify a Preferred Location (Drop-off Location) or a Preferred Neighbor for every parcel individually.
- **Lowers costs, saves time**
Helps to reduce costs by minimizing returns, and faster delivery means faster payment.
- **More transparency**
The recipient receives an e-mail notification after delivery.
- **Free for everyone**
The service is free of charge for you and your customers.

OPTIONS FOR OFFERING THE SERVICE TO YOUR CUSTOMERS

- **In your webshop:** Customers want to have more control over how they receive their parcels. Therefore, you can let your customers choose a Preferred Location or Preferred Neighbor during checkout.
- **After an order:** Allow changes in instructions even after an order has been placed. With DHL Parcel Notification, your customer can also select a Preferred Location or Preferred Neighbor for a shipment that is already in transit.
- **Fixed preferences of your customers:** If your customers register with dhl.de or are already registered, they can set their delivery preferences, including a Preferred Location or a Preferred Neighbor in their dhl.de customer account. For each order placed in your shop, these preferences will be taken into account automatically.

EASY ORDERING FOR YOU

This service is already part of your contract. When ordering a shipment, simply send DHL your customer's Preferred Location or Preferred Neighbor along with the EDI data.

RELIABLE PERFORMANCE BY DHL

If the shipment cannot be delivered to the recipient's door and the recipient has specified a Preferred Neighbor, the item will automatically be delivered to that neighbor. Items with a Preferred Location are deposited directly at the right location by DHL, i.e. without any attempt to hand over the item in person (without ringing the doorbell). The customer receives an e-mail notification as soon as the shipment has been delivered to the Preferred Location or the Preferred Neighbor.