

RETAIL OUTLET ROUTING: ANOTHER CHANCE TO GET YOUR UNDELIVERED DHL KLEINPAKET ITEMS



DHL Kleinpaket RETAIL OUTLET ROUTING

If your DHL Kleinpaket item can't be delivered because the recipient can't be identified at the address provided, our retail outlet routing service will give the recipient another chance to receive the item. Instead of returning an un-delivered DHL Kleinpaket item to you, it will be held at the nearest Deutsche Post retail outlet ready for collection by the recipient. The recipient will be sent e-mail notification. If the item is collected, the time and costs involved in a return can be avoided.

YOUR BENEFITS

- **Avoiding returns**
You can reduce the number of undelivered items returned to you and avoid having to resend them.
- **Greater customer satisfaction**
Improved customer satisfaction with e-mail notification sent to you or the recipient when an undelivered item is awaiting collection at the Deutsche Post retail outlet. This means that your recipient has another chance to receive their DHL Kleinpaket item.
- **Opportunity to interact**
As an alternative to the collection notification sent by DHL, you can also contact your customer directly. This gives you the chance to interact with your customer and get any relevant information. You can use this information to strengthen customer loyalty and to improve address quality, for example.
- **Attractive price**
There's no upfront charge for the retail outlet routing service. A charge only applies if the DHL Kleinpaket item is sent to the retail outlet (€1.49 per item, plus VAT) if it can't be delivered (recipient unidentifiable at the address). If the item is not collected at the Deutsche Post retail outlet, it will be returned to the sender subject to a charge.

SIMPLE COMMISSIONING FOR YOU

- The service can be ordered directly via the DHL shipping logistics systems. Of course the service is also available to you if you program your shipping logistics system autonomously.

RELIABLE SERVICE PERFORMANCE BY DHL

- Retail outlet routing is another chance to deliver DHL Kleinpaket items to recipients who couldn't be identified at the address provided.
- DHL stores the item for the recipient at the nearest Deutsche Post retail outlet with a parcel collection point. The item is held there for collection for seven working days.
- By sending the e-mail address in the data accompanying the item, you specify whether you or the recipient (provided the recipient agrees) are notified if the item can't be delivered. The notification includes DHL Kleinpaket collection information (item number, Deutsche Post retail outlet and address, collection period).
- If the item hasn't been collected within seven working days, it is returned to the sender. A return fee will be charged.
- Alternatively, you can generate the collection notification for the recipient yourself in accordance with the information on the Developer Portal for Post & Paket Germany.

You can find further DHL Kleinpaket information at **dhl.de/kleinpaket** or contact your sales representative at Deutsche Post DHL.