



# DHL PARCEL CONNECT TOOLBOX SHAPE YOUR SHIPPING SOLUTION AS YOU NEED TO

Parcel Connect's modular structure lets you create the perfect fit for your Europe-wide shipping. Along with your DHL sales representative, this brochure will help you design your solution. It details the implementation process and all the different modules available.

## **PARCEL CONNECT. THE PERFECT FIT FOR E-COMMERCE.**

We've developed Parcel Connect especially for e-commerce. No matter how you configure your solution, you'll get streamlined, seamless access to 28 markets across Europe. And within those markets, your customers will enjoy a delivery and returns experience which will prove instrumental in building loyalty to your brand.

### **Selected features at a glance:**

- One standardized label for 28 European destinations
- Reliable, rapid transit times
- End-to-end Track & Trace
- Common customer standards and rapid resolution times
- Direct injection into destination or transit possible
- Return of undeliverables
- Flexible routing of returns
- Direct addressing to Service Points and lockers
- Reliable notifications keep your customers updated
- Flexibility for your customers to choose their delivery day or re-route their package
- Options such as paperless cash on delivery, shipping of dangerous goods, shipping of bulky items
- A network of DHL operators and best-in-class partners



**Note:** Not all configuration options are available in all network countries. We are happy to advise you regarding your individual customer solution. For a complete service overview, please ask your DHL sales representative.

# 6 STEPS TO SHIPPING EUROPE-WIDE WITH PARCEL CONNECT

## 1 WORKING OUT WHAT YOU NEED.

Your individual requirements are captured and analyzed in a specialized Connect Toolbox.



## 2 CREATING YOUR 'PERFECT FIT' SOLUTION.

Our e-commerce specialists will check the feasibility of your requirements on the lanes you've selected and provide you with a solution offer.



## 3 SETTING UP & IMPLEMENTING I.T.

This phase involves implementing your IT setup, checking your labels and defining your best fit operational setup with the support of our experts. At the end, you will receive an approval for productive access to the Parcel Connect network.



## 4 TESTING & REFINEMENT FOR LAUNCH.

After releasing your implementation, we'll work with you to conduct specific tests of your configuration.



## 5 GO LIVE.

After successful testing of your configuration, you can start sending your Connect shipments across Europe.



## 6 HYPERCARE SERVICE.

We offer intensive monitoring of your shipments in the first few weeks after Go Live. Afterwards, you'll receive regular reports and can track your shipments via our Track & Trace tools.



# PARCELCONNECT

## MODULAR SHIPPING SOLUTIONS WITH THE DHL PARCEL CONNECT TOOLBOX

### Overview of selectable modules and options.

To configure your perfect-fit logistics solution, you can choose one option from each module. All options are individually selectable and combinable. Based on your chosen logistics-and IT-modules, we'll check them for feasibility and put together a solution tailored to your needs.

### DHL PARCEL CONNECT TOOLBOX

#### BASIC SHIPMENT PROFILE

In order to configure your DHL Parcel Connect solution, we need your basic shipment profile inputs, such as number of shipments, type and average weights of shipments, the desired lanes and other requirements.

#### FIRST MILE MODULE

Pickup

Customer Injection



##### FIRST MILE MODULE

- **Pickup:** Have your shipments picked up by DHL. You can arrange a pickup for one or more designated business addresses
- **Injection by customer:** You can inject your labeled shipments via a truck directly at depots or hubs within the Connect network

#### OUTBOUND MODULE

Network Service  
from Country of Origin

Direct Injection into  
Destination

Direct Injection  
into Transit



##### OUTBOUND MODULE

- **Network Service from Country of Origin:** The shipments are delivered from the country of origin (= country of pickup/injection) via the Connect network to the destination address
- **Direct Injection into Destination:** Shipments are directly fed into the destination network and sent from there to the destination address
- **Direct Injection into Transit:** The shipments are fed into a third country and are delivered from there as transit to the destination country/address

#### LAST MILE MODULE

Cash on Delivery

Bulky

Dangerous Goods

Direct Addressing  
to Servicepoints



##### LAST MILE MODULE

- **Cash on Delivery (COD):** The recipient receives the shipment only after payment of the specified COD amount. The amount collected will be transferred to a specified bank account
- **Bulky:** You can ship parcels which exceed the standard dimensions of 120 x 60 x 60cm. The maximum size for bulky items is 200 x 120 x 80cm with a maximum girth of 360cm
- **Dangerous Goods:** You can ship dangerous goods in limited quantities and lithium batteries depending on the specific lane and type of goods
- **Direct Addressing to Servicepoints:** Shipments can be addressed directly to Servicepoints and Lockers. You can see all available locations online, via the DHL Servicepoint Finder



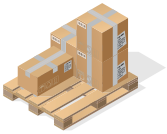
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## UNDELIVERABLES MODULE

Back to Sender

Consolidation

Individual Routing



### UNDELIVERABLE SHIPMENTS MODULE

- **Back to Sender:** Undeliverable shipments can be returned to the sender's address
- **Consolidation:** Undeliverable shipments can be returned to a DHL network hub for individual pickup
- **Individual Routing:** Undeliverable shipments can be returned to any customer address in the network, e.g. to another location or a customer's warehouse

## RETURN MODULE

Back to Sender

Consolidation

Individual Routing



### RETURN MODULE

- **Back to Sender:** Return shipments can be sent to the business customer's address
- **Consolidation:** Return shipments can be sent to a DHL network hub for individual pickup
- **Individual Routing:** Return shipments can be returned to any business customer address in the network, e.g. to a return center or warehouse

## IT SET UP MODULE

via eConnect Portal

via eConnect Client

via eConnect Partner

via eConnect API



### IT-SETUP MODULE

- **Via eConnect Portal:** The quickest integration option, the Portal allows you to immediately send, manage and track shipments via a web browser login, and doesn't involve programming effort. The Portal also offers bulk options for semi-automated creation of a large number of shipments via list upload.
- **Via Connect Client:** Through the eConnect Client software, simple process automations can be realized easily. After installation on your system, the software can be configured to automatically generate shipments based on data output of your application (e.g. webshop or WMS). The software is available as a free download via the eConnect Portal.
- **Via eConnect Partner:** You can simply access eConnect through one of our software partners. eConnect is integrated into plenty of standard logistics softwares such as Consignor, Metapack or Rebound. Please contact [eConnect@dhl.com](mailto:eConnect@dhl.com) to receive an up-to-date overview of the available software integrations.
- **Via eConnect API:** The one stop solution for large e-commerce customers in Europe to send shipment data, retrieve labels and access Track & Trace information. When using this interface, your system (e.g. webshop or WMS) is directly connected to the eConnect service via RESTful-API. Shipments can be created automatically without manual effort, labels can be provided in various formats/sizes and tracking is available. Visit [developer.dhl.com/parcel-connect](https://developer.dhl.com/parcel-connect) for more information.

## YOUR ADDITIONAL REQUIREMENTS

Please share your further requirements with your DHL sales representative or, if you've any questions, contact [eConnect@dhl.com](mailto:eConnect@dhl.com)

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