

# **B2C AND B2B INTERNATIONAL SHIPMENTS**

FAQ - MATERIALS FOR THE CUSTOMER



**Dear Customer!**

We are giving you a resource on DHL's international shipments, created based on the most frequent customer queries.

We hope that it will prove helpful during the implementation phase.

**DHL Parcel Connect i Return Connect**  
flexible solutions **for the B2C market**

**DHL Parcel Connect Plus i Pallet**  
optimum solutions **for the B2B market**



## DETAILS OF THE SERVICE

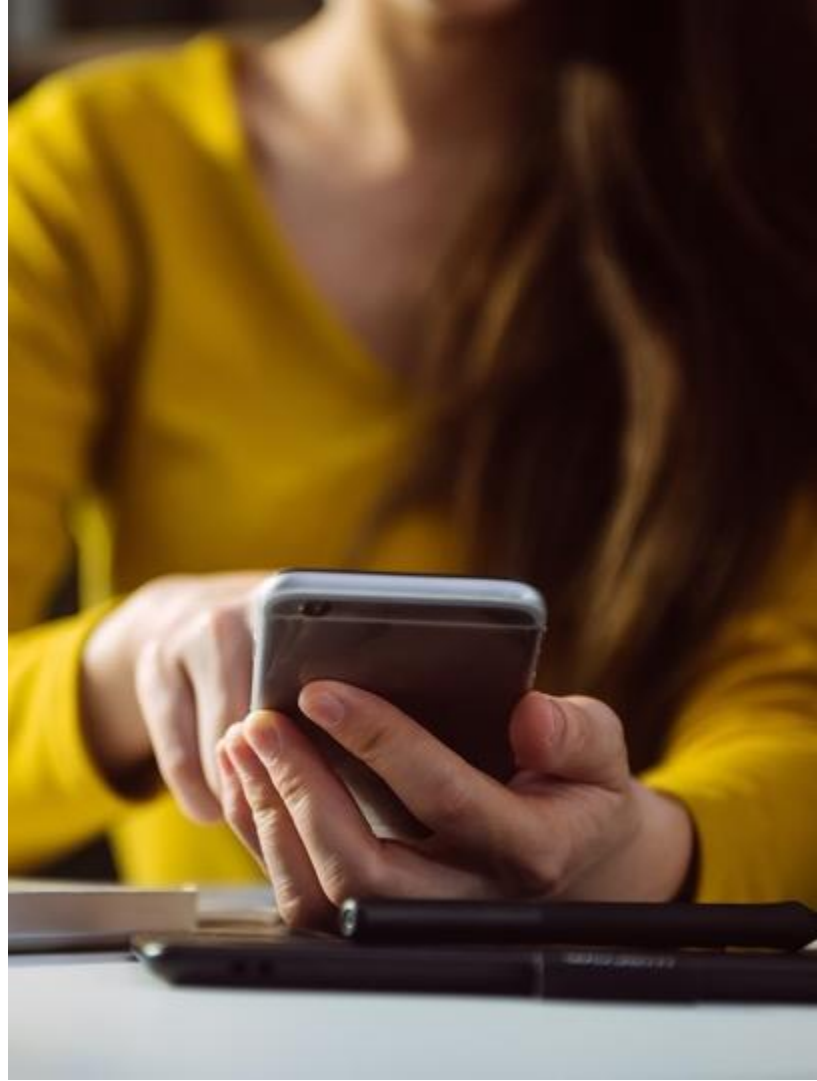
### DHL PARCEL CONNECT

This is a product **with 1 door-to-door delivery attempt** as standard, created **for B2C deliveries**.

Exceptions include: Estonia, Denmark, Finland, Lithuania, Latvia and Sweden, where shipments are picked up **at the local DHL Parcel partner location**.

Please do not consider the B2B product, DHL Parcel Connect Plus, as an alternative to door-to-door delivery in these countries, as the local operator can route such shipments to the point of delivery, processing them according to the B2C product standard.

Use **DHL Parcel Connect** to ship **directly to an individual or business customer who doesn't require special handling**, such as delivery within a specific time slot.



# DETAILS OF THE SERVICE

## DHL PARCEL RETURN CONNECT

Sending a **DHL Parcel Return Connect** parcel is carried out at **ServicePoint/ DHL Locker locations**.

Courier collection is possible for shipments whose parameters prevent shipment in DHL ServicePoint or DHL Locker machine.

**Return handling instructions are included with the return label.**



## DETAILS OF THE SERVICE

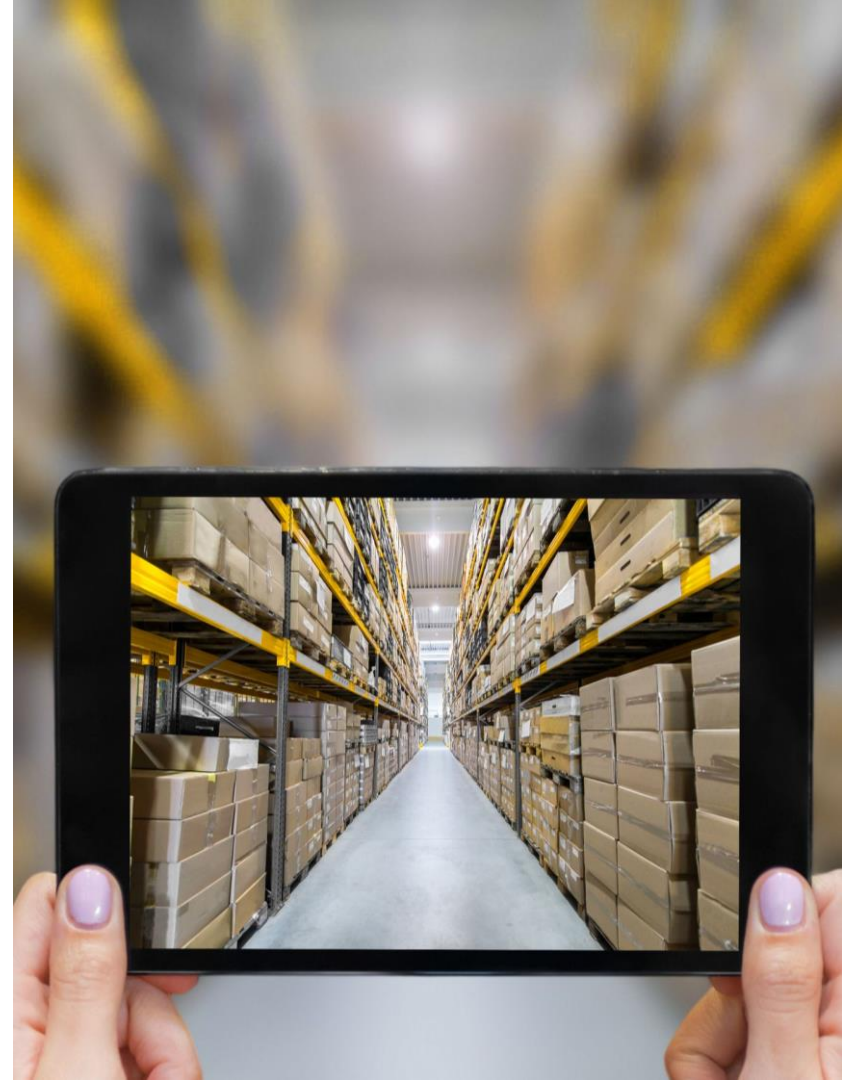
### DHL PARCEL CONNECT PLUS AND DHL PARCEL CONNECT PALLET

This is a product **with 2 door-to-door delivery attempt** as standard, created **for B2B deliveries**.

- to-door - **DHL Parcel Connect Plus**
- on a side-to-side basis - **DHL Parcel Connect Pallet**

**All elements of a multi-piece shipment should be handed over to the courier on the same day.** This will minimise the risk of delivery delays and provide visibility of all shipment statuses.

Take advantage of **DHL Parcel Connect Plus and DHL Parcel Connect Pallet** when shipping to business customers, including warehouses and logistics centres (e.g. Amazon, Zalando). Our logistics partners are specialised in deliveries to customers who require a special service, such as delivery within a specific time window.



## DELIVERY TIME

Delivery times for international shipments as specified in the Price List:

- is **predicted** based on average delivery times in DHL network
- **is not guaranteed** and does not form part of the contract
- refers to the **first delivery attempt** and is presented *in* working days
- counts from the day after posting





## DELIVERY TIME

In the case of **DHL Parcel Connect Plus and DHL Parcel Connect Pallet products**, the payer is entitled to a **guarantee of 50% of the basic fee**, provided that the first delivery attempt was made **more than three days** after the date of expected delivery as specified in the DHL Parcel price list.

### **Deliveries take place from Monday to Friday.**

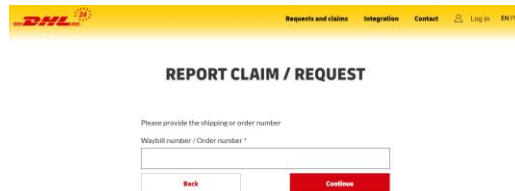
In some countries, deliveries take place on Saturdays, but it is not possible to choose delivery on that day as an additional service. Delivery follows established operational processes and there is no possibility to expedite it, e.g. by setting up an intervention.



# CUSTOMER SERVICE

Notification of any shipment-related issues is done via forms in the electronic tools on the website **dhl24.com.pl**

DHL24 - dispatch order



The screenshot shows the DHL24 website interface for reporting a claim or request. At the top is a yellow navigation bar with the DHL logo and links for 'Requests and claims', 'Integration', 'Contact', 'Log in', and 'EN PL'. Below this is a section titled 'REPORT CLAIM / REQUEST'. A prompt asks the user to 'Please provide the shipping or order number'. Below the prompt is a text input field labeled 'Waybill number / Order number \*'. At the bottom of the form are two buttons: a white 'Back' button and a red 'Continue' button.

**The notification form is primarily intended to establish the current status and delivery of the shipment.**





# CUSTOMER SERVICE

**A complaint** is examined when the complete set of necessary documents specified on the complaint form is submitted. The applicable **legislation** for international shipments **does not indicate a deadline for handling complaints**, however, we aim to respond **within 30 days** of receipt of all documents and explanations.

In the event of damage to the shipment, **the damage report must be drawn up by the recipient**. It is necessary that they immediately report to the local carrier for this purpose and provide the sender with a document or report number. **The damage report written by the recipient is necessary for the sender to file a claim.**

In the event of **visible shortages or damage to the shipment**, the recipient should write a damage report at the time of delivery. As regards **damage or shortcomings not visible** at the time of delivery, **the recipient has 7 days to raise objections.**



# CUSTOMER SERVICE

## A

In order to initiate an investigation, it is necessary to send a report through the **DHL24 - dispatch** order website

## B

In the case of an intervention concerning a **service that has not been provided, a statement by the recipient of the non-receipt of the shipment in English** with the date and the international number (JJD) is necessary in addition to the invoice.

## C

Information on the contents of the parcel, the type of packaging and an invoice with the value of the products in the shipment expressed as a net amount are necessary for processing **lost/potentially lost** items. The same information is required for shipments whose **status is not updated for more than 3 days..**



# SHIPMENT MANAGEMENT BY THE RECIPIENT

## DHL Parcel Connect

The recipient receives electronic notifications that not only contain key information about the shipment and its status, but also allow for **flexible management**.

The recipient can use them to **e.g. redirect the shipment to another address or point or change the day of delivery**.

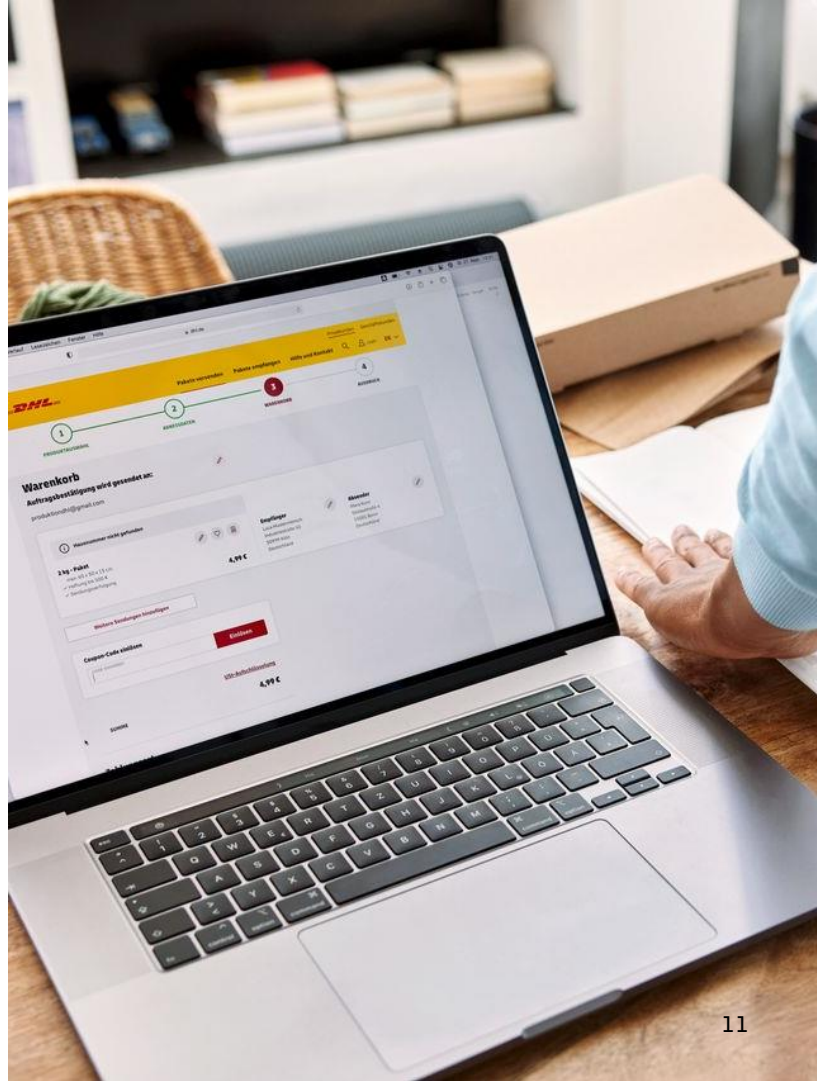
## DHL Parcel Connect Plus i DHL Parcel Connect Pallet

DHL Parcel Connect and DHL Parcel Connect Plus

The **business recipient expects a different standard of service** - door-to-door delivery during business hours, hence **two delivery attempts** if the first one proves unsuccessful and a **lack of shipment management**.

## DHL Track & Trace - a single source of information

about your shipment, regardless of product or country of delivery



# SHIPMENT MANAGEMENT BY THE SENDER



## DHL Parcel Connect

**It is not possible for the sender to manage the shipment.**

The recipient can contact the local Customer Service (in the country of delivery) in order to, for example, re-address the parcel. The delivery partner may agree to comply with the request of the recipient - its direct client.



## What if the recipient asks the sender to manage the shipment?

Inform the recipient that the **electronic notification contains a link to manage the shipment and the number to Customer Service**. Direct action on the part of the Recipient ensures greater effectiveness.



## DHL Parcel Connect Plus i DHL Parcel Connect Pallet

Within B2B products, local operators apply proactive measures to increase the effectiveness of delivery - e.g. **contacting the recipient in the event of an incorrect address or absence** to make the delivery.