



The complete package:

DPD products and services.



In time with business.

DPD. In time with business.

Optimal solutions
for your
parcel shipping.



No matter where you want to send something, or how quickly – make DPD your first decision. Our range of products includes first-rate solutions for fast, highly reliable shipping to more than 220 countries throughout the world. With us you can reach every major economic zone quickly and efficiently via our unique, high-performance transport network, which connects the most important growth markets perfectly.

We offer products designed to meet the needs of our more than 200,000 customers exactly. Tailored services that efficiently support their shipping and the highest quality at an outstanding price. This is why we are constantly broadening the range of features we offer and continuously extending our range.



DPD products and services



Domestic shipping

Classic-Service. The most economical solution.

Express-Service. Next-day delivery.

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International shipping

Classic-Service. Reliably and efficiently, anywhere in the world.

Express-Service. Express shipping to 220 countries throughout the world.

Page 12



Special services

DPD PARCELLetter. For domestic letter shipments of more than 50 g.

DPD International Mail. For international letters.

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Domestic shipping

Do you want to
achieve more?
We'll get you there.

DPD CLASSIC parcels usually only take one day to reach their destinations. And if you want to be really sure that your goods will be received early the next morning, you can simply choose our extra-fast **Express-Service**. We have the solution to suit every shipping requirement.



Domestic shipping

Classic-Service



Our Classic parcel service is the most economical solution for domestic shipping. **DPD CLASSIC** includes a standard delivery time of just one day, insurance of up to € 520, three delivery attempts and online proof of delivery. You can also add on a whole range of useful options. These

go from Higher insurance of up to € 13,000 – if you're shipping something particularly valuable – to cash-on-delivery – if you need to be sure about payment – to customised return logistics. We will even bring hazardous goods safely to their destination.



The benefits at a glance

- Short standard delivery time just next day
- Includes insurance of up to € 520, Higher insurance available
- 3 delivery attempts, arranged by telephone, if required
- Online proof of delivery including recipient's confirmation (P.O.D.) on the Internet

Options: Higher insurance, C.O.D., return logistics (collection request, collection-upon-delivery, exchange), DPD backbox, hazardous goods (Details see page 10)

Domestic shipping

Express-Service



For the latest information visit
www.formel-express.com

Our domestic **Express products** are the ideal solution for anything that has to arrive at a particular time. We deliver the next working day before **8.30 a.m.**, **10 a.m.**, **12 noon** or **6 p.m.**, depending on your requirements and how quickly each particular parcel has to get there. You will benefit from highly optimised processes, fast delivery times, online

status reports and proof of delivery, and optional pro-active messaging services by email and SMS to as many as five email addresses and telephone numbers. You can also include up to ten packages in one shipment to a single recipient.



Always on time with national shipping

DPD 8:30	Express delivery by 8.30 a.m.*
DPD 10:00	Express delivery by 10.00 a.m.*
DPD 12:00	Express delivery by 12.00 noon
DPD 18:00	Express delivery by 6.00 p.m.*

*Working days not including Saturdays.

The benefits at a glance

- Time-definite delivery
- Includes insurance of up to € 520
- Online proof of delivery (P.O.D.)
- Pro-active email and SMS messaging services (optional)
- Multi-parcel shipments allowed

Options: Saturday delivery¹, collection request, department delivery², ID-check², DPD premium packaging, DPD backbox, Higher insurance, C.O.D., exchange³, hazardous goods in limited quantities, one-off shipments (Details see page 10)

¹Can only be booked with DPD 12:00, cannot be combined with collection request or exchange.

²Department delivery and ID-check cannot be combined.

³Cannot be combined with cash-on-delivery.

Domestic shipping



Options

DPD has numerous options covering every aspect of domestic parcel shipping – from C.O.D., to specially tailored return logistics and practical packaging systems. Using our variety of options, you can put together the exact solution to match your requirements.

Options

■ **Higher insurance:** All DPD parcels are automatically insured for up to € 520. However, you can also take out Higher insurance at any time, for up to a maximum of € 13,000.

■ **C.O.D.:** If you like to play it safe when it comes to payment processing, then simply make use of DPD's cash-on-delivery service. We will only deliver your parcel in return for immediate payment – with a maximum amount per shipment of € 5,000 (crossed cheques) or € 2,500 (cash).

■ **DPD backbox:** When we deliver something in this practical packaging, we take the box back straight away or the next time we deliver something. It's a free service for your customers, and it's useful to you. DPD takes care of the box's environmentally friendly disposal.

■ **Transport of hazardous goods:** Within Germany, we transport a wide range of classified hazardous goods. Your DPD customer services consultant will be happy to assist you.

Domestic shipping		Classic	Express			
		DPD CLASSIC	DPD 8:30	DPD 10:00	DPD 12:00	DPD 18:00
Options	C.O.D.	■	■	■	■	■
	Higher insurance	■	■	■	■	■
	Collection request*	■	■	■	■	■
	Collection-upon-delivery	■				
	Exchange	■	■	■	■	■
	DPD backbox	■	■	■	■	■
	Hazardous goods <small>(LQ = limited quantities)</small>	■	■ (LQ)	■ (LQ)	■ (LQ)	■ (LQ)
Special options for our Express-Service	Saturday delivery				■	
	Department delivery		■	■	■	■
	ID-check		■	■	■	■
	DPD premium packaging		■	■	■	■
	One-off shipments		■	■	■	■
	Personal delivery notification by phone		■			

*Available throughout Germany if requested by 12 noon. Please ask your DPD customer services consultant about later booking times available in many postcode areas.

■ **Return logistics:** If a parcel that has been sent is to be returned, or a parcel is to be picked up on your behalf from another address, DPD can offer you a range of returns services to fit your needs. Simply select the option you need:

- **Collection request:** We collect the goods, bring them to you, or deliver them to a third party, such as the manufacturer.
- **Collection-upon-delivery:** The intelligent alternative if things are not quite so urgent. The DPD driver simply collects the returned parcel next time he or she delivers something.
- **Exchange:** Ideal for replacing faulty goods and for guarantee claims, and for anything else that has to be replaced. We collect the goods from you, replace them at your customer's premises, and bring back the exchanged goods as arranged or pass them on to a third party.

■ **Department delivery:** Delivery to the department specified by you, a particular building, floor or room at the receiver's premises.

■ **ID-check:** Documented delivery is exclusively to the person you nominate, who must produce their identification document (identity card, passport or driving licence).

■ **DPD premium packaging:** Specially designed for shipping goods and documents quickly and securely.

	DPD premium envelope	DPD premium box	DPD premium bag
Weight	up to 0.5 kg	up to 2.5 kg	–
Dimensions	342 x 250 mm	342 x 278 x 40 mm	450 x 360 mm

Express options

■ **Saturday delivery:** We can also deliver DPD 12:00 on Saturday, if required, anywhere in Germany (not including islands or customs exclusion zones).

■ **One-off shipments:** A special shipping service for shippers who are not regular DPD customers.

■ **Personal delivery notification by phone:** In the case of early delivery before 8.30 a.m., we phone you, if requested, when your parcel has been delivered. This option is only available for **DPD 8:30**.

International shipping

Don't think about
new markets.
Join them.

With DPD's international shipping services, you can reach more than 220 countries around the world, quickly and reliably. From Adelaide to Athens, from Moscow to Mozambique, and from Houston to Hong Kong. Benefit from DPD's usual high standards of service and quality and make the best possible use of your business opportunities in the growth markets of tomorrow.



International shipping

Classic-Service



A **DPD CLASSIC** parcel reaches its destination within Europe in only 1–4 days, or elsewhere in the world in approx. 7 days. Within Europe we operate an efficient, continent-wide road-based transport network, backed up by fast intercontinental airline connections for shipping to the world's major business regions. To ensure the best possible shipping for your parcels, there is a comprehensive service area on the Internet.

It includes useful planning tools covering every aspect of international shipping, all of the delivery times, the most important customs regulations and an overview of all the shipping documents you will require – from commercial invoices, to export notifications, to movement certificates. All just a click away at www.dpd.com/shipping_tools

Countries in Europe which are served by road



The benefits at a glance

- Standard delivery times: 1–4 days in Europe, approx. 7 days worldwide
- Includes insurance of up to € 520, Higher insurance available
- Online consignment status: the latest tracking information (I.O.D.) on the Internet

Options*: Higher insurance, C.O.D., collection request, hazardous goods in limited quantities (LQ) (Details see page 18)

*Not available in all countries.



Our cooperation with leading partner companies means we can make use of a worldwide airline network with **DPD EXPRESS**, our international express shipping. As a result, you can reach your international business partners quickly and reliably, with express delivery times to more than 220 countries worldwide. And in many European countries delivery is on the following day.

If your international parcel is not quite so urgent but you still want it to arrive by a certain date, you can benefit from **DPD GUARANTEE**, with its fixed delivery times and attractive prices. You can use this service for shipments to an ever-increasing number of countries in Europe. Ask your DPD customer services consultant.

The benefits at a glance

- Express delivery to 220 countries worldwide
- Includes insurance of up to € 520
- Online consignment status (I.O.D.)
- Multi-parcel shipments allowed

Options: Higher insurance, DPD premium packaging (Details see page 18)

Standard delivery times to the economic zones

Europe	1 day
North America	2 days
Asia	2-3 days
Middle East / South Africa	2-3 days

For precise details of all other standard delivery times, please refer to the latest table of prices and delivery times for **DPD EXPRESS** or ask your DPD customer services consultant. Time-defined delivery in Europe on request.

The benefits at a glance

- Day-definite delivery to more and more European countries
- Outstanding price-performance ratio
- Pro-active reporting provides security and transparency
- Includes insurance of up to € 520
- Online consignment status (I.O.D. = information of delivery)

Options: Higher insurance, DPD premium packaging, C.O.D. in Belgium, the Netherlands and Luxembourg (Details see page 18)

DPD GUARANTEE is available for shipments to

Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, the Netherlands, Poland, Slovakia, Switzerland and the United Kingdom (Date 01/2008)

Ask your DPD customer services consultant for the latest list of countries



Options

Make use of a wide range of options for sending parcels and express packages internationally, with different options available for different destination countries. Use the table on the next page as a guide. Your DPD customer services consultant can also provide you with more information.

Options

■ **Higher insurance:** All DPD parcels are automatically insured for up to € 520. However, you can also take out Higher insurance at any time, even for parcels being sent abroad, for up to a maximum of € 13,000.

■ **C.O.D.:** DPD CLASSIC parcels can be sent C.O.D. to Austria and Benelux, while DPD GUARANTEE can only be sent C.O.D. to Belgium, Luxembourg and the Netherlands. Maximum amount: € 5,000 (crossed cheques) or € 2,500 (cash).

■ **Collection request:** In some countries you can make use of the most important DPD return service in conjunction with DPD CLASSIC: the collection request.

■ **Transport of hazardous goods:** We transport ADR-classified hazardous goods, packaged in accordance with the Limited Quantity (LQ) regulations in limited amounts, to the following countries: Austria, Belgium, Denmark, France, Luxembourg, the Netherlands, Norway, Poland, Switzerland.

International shipping		Classic	Express	
		DPD CLASSIC	DPD GUARANTEE	DPD EXPRESS
Europe		■	■	■
World		■		■
Options	C.O.D.	■ to Austria and Benelux	■ Benelux	
	Higher insurance	■	■	■
	Collection request now available from many European countries	■		
	Hazardous goods in limited quantities (LQ) Austria, Benelux, Denmark, France, Norway, Poland, Switzerland	■	■	
Special options	DPD premium packaging		■	■

Express Options

■ **DPD premium packaging:** The ideal packaging for all DPD GUARANTEE and express shipments.

	DPD premium envelope	DPD premium box	DPD premium bag
Weight	up to 0.5 kg	up to 2.5 kg	–
Dimensions	342 x 250 mm	342 x 278 x 40 mm	450 x 360 mm

Business shipments with extra service.



You can also streamline your business shipments with DPD. Sent as a **DPD PARCELLetter**, anything which is too small for a parcel, but bigger and heavier than a conventional letter, is guaranteed to arrive in good shape. Letters to your international customers will arrive safely at their destinations with **DPD International Mail**, which operates worldwide and at highly attractive conditions.

DPD PARCEL*Letter*+

Particularly important documents and valuable items should be sent by **DPD PARCEL*Letter*+**, our security solution for your domestic business post. It works just like registered mail with return receipt: we will only deliver a **DPD PARCEL*Letter*+** in return for a confirmation of receipt. We also take responsibility for the shipment up to the equivalent of ten times the postage charge.

The benefits at a glance

- Only delivered in return for confirmation of receipt
- 3 delivery attempts included
- Liability for up to 10 times the postage charge
- Larger format: up to 50 cm long, max. combined dimensions 111 cm
- Weight: more than 50 g, maximum 1,000 g

DPD PARCEL*Letter*

A **DPD PARCEL*Letter*** normally arrives at its destination within a day, anywhere in Germany, accepting liability for up to three times the postage charge. Contents can include catalogues, printed matter and circular letters with identical message contents, as well as content-related dispatches without trade value, such as samples.

The benefits at a glance

- Fast standard delivery time: next day domestic
- Individually arranged collection
- Liability for up to 3 times the postage charge
- Consignment status and proof of delivery available online
- Flexible sizes: min. A5, max. 25 x 36 x 5 cm
- Weight: more than 50 g, maximum 1,000 g

DPD International Mail

Our shipping solution for your day-to-day international post. With **DPD International Mail** you can send international letters very economically anywhere in Europe and the rest of the world – even if you don't ship large amounts. You can save as much as 16% on postal charges compared to other postal companies.

The benefits at a glance

- Economy-rate worldwide letter postage: Reduces postal charges by as much as 16%
- Simple handling: No franking, no sorting, no mailing list, no pre-registering
- Easy payment: Detailed accounts once a month

Dimensions and weight

- Format: min. 14 x 9 cm, max. L + W + H < 90 cm
- Weight: max. 2 kg

Handling and
online services

Shipment
processing:
quick, convenient,
process-optimised.



Useful online services

At www.dpd.com, registered DPD customers can make use of a wide range of convenient shipping tools:

- **DELIStrack:** online shipment tracking with seamless shipping documentation
- **DELISpickup:** order collections online
- **DELISreturn:** order returns online
- **DELISc.o.d.:** enter C.O.D. details
- **DELIScustoms:** transfer export data and information on accompanying documents
- **DELIStransfer:** fast transfer of shipment data
- **DELISprint:** the parcel label printing software from DPD including data transfer
- **myDELISprint:** online parcel label printing
- **DELISexpress:** online shipment processing for express parcels

Dimensions and weights

- Maximum weight: 31.5 kg
- Maximum length: 175 cm
- Maximum combined dimensions*: 300 cm
- Maximum number of parcels in a multi-parcel shipment: 10**
- Maximum weight of a multi-parcel shipment: 315 kg

*(width + height) x 2 + length.

**DPD GUARANTEE and DPD CLASSIC are not available for multi-parcel shipments.

Volumetric weight

The volumetric weight is relevant to worldwide parcels. It is calculated using the formula **(length x width x height) in cm ÷ 6,000**.

Example: a parcel weighs 3 kg, is 50 cm long, 60 cm wide and 50 cm high. Its volumetric weight is calculated as follows: $(50 \times 60 \times 50) \div 6,000 = 25$ kg. The higher of the weights is always used – in this case, therefore, the volumetric weight.

We want you to be able to dedicate yourself entirely to the work which is really yours, which is why we make everything as easy as possible when it comes to shipping and shipment processing. Simple order placement, uncomplicated shipment preparation, useful online services – all of it is included with DPD.

Parcel labels

At DPD the parcel label functions at one and the same time as address sticker, shipping order, certificate of insurance and billing data. We recommend the use of **DELISprint**, our automatic parcel label printing programme. Data import and mail-merge functions combined with a direct data link to your dispatch depot ensure maximum efficiency for your shipping operations.

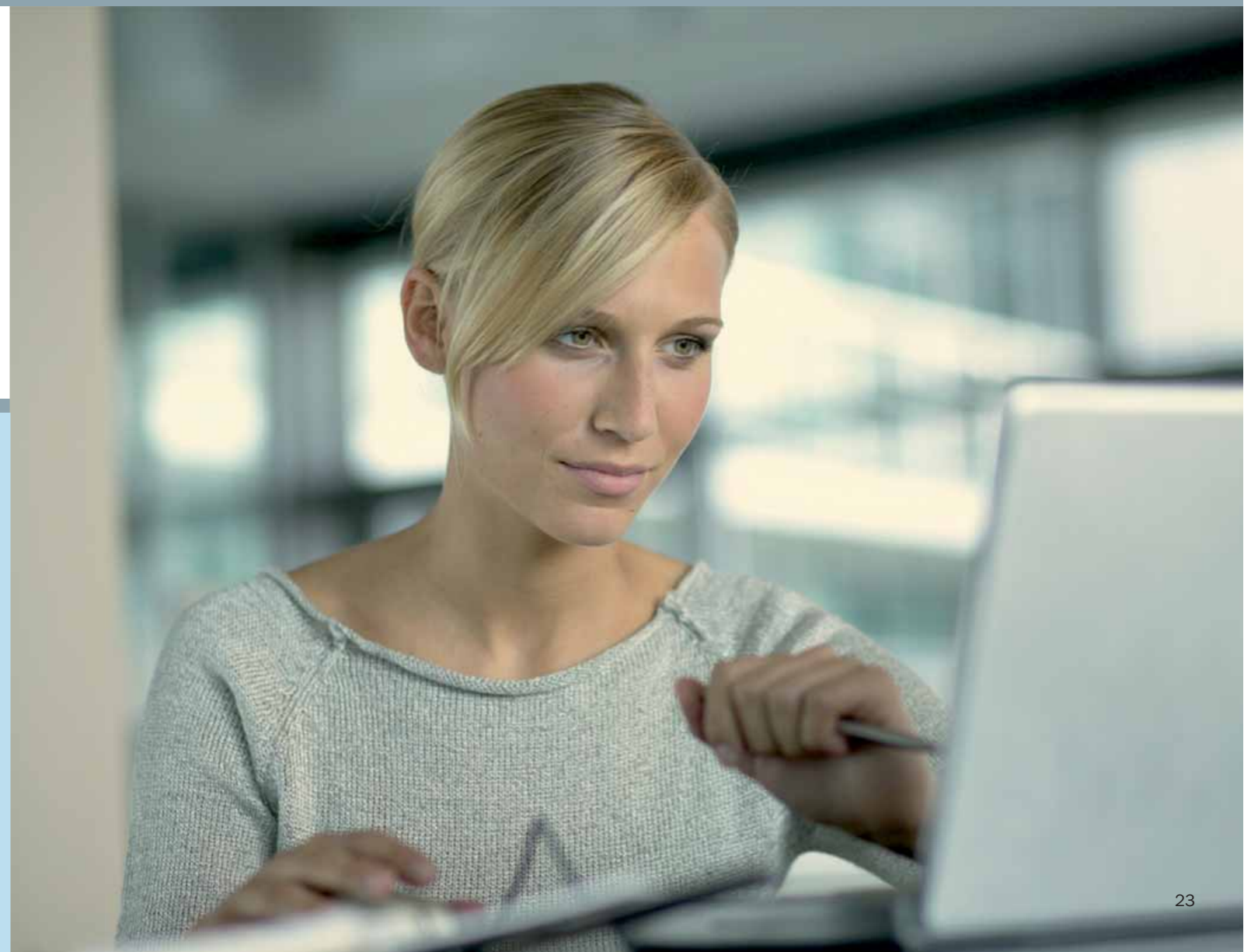
Shipment preparations

Practical planning support on all aspects of international shipping is available from our internet service portal. At www.dpd.com/shipping_tools you will find details of delivery

times, the main applicable customs regulations and a list of the required shipping documents.

Shipment processing

The fastest and most convenient way to process your shipments is to use our practical online services. In the password-protected **DELISonline** section of our webpage www.dpd.com registered customers can place online orders for many DPD services. Here you have access to a range of useful tools for the uncomplicated processing of your shipments, for example the possibility of printing out your parcel labels quickly and simply online, as well as placing online pickup orders or processing your express shipments.





Find out more now – and benefit right away!

You can reach your personal DPD customer services consultant on:

01805 373 200

(Fixed line calls 14 cents/minute, prices from mobile phone networks may vary.)

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