

# Perfectly prepared for the autumn and Christmas business.



The most hectic time of the year is starting! This year online shopping is set to increase dramatically - not least because of the Covid-19 crisis - and you need to be well prepared for this. For this reason we have put together some useful tips for you.

Tip

1

### Let us know about additional parcel volumes in good time.

Do you expect a particularly large number of orders? Then inform your sales contact in good time so that we can prepare for your additional parcels.



Tip



### Indicate realistic delivery times on your website.

Managing the expectations of your customers is particularly important in the run-up to Christmas.

2

Tip

3

### Offer your customers the option of „Parcel shop delivery“.

This increases the chance that the first delivery attempt will be successful.

In this way we avoid unsuccessful delivery attempts and unnecessary CO<sub>2</sub> emissions.



Tip

4

If possible, try to carry out your sales promotions as early as calendar weeks 50 and 51.

The experience shows that shipment volumes are highest in week 52.

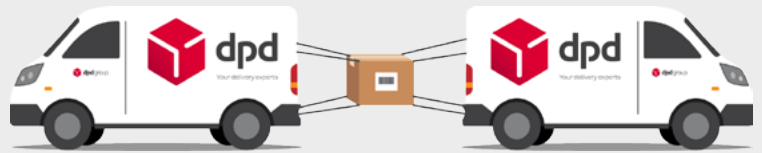


Tip

5

**Robust and suitable packaging and the correct dimensions are always important.**

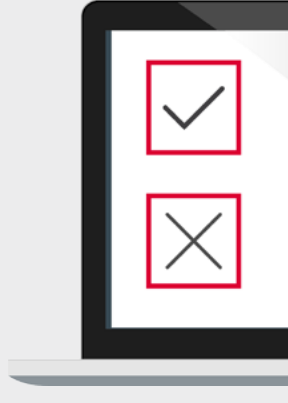
With the right packaging you help to ensure that your parcels arrive at their destination intact.



Tip

6

**We provide important information on pickups and deliveries on our website page "Service alert".**



Predict Tip



7

**Make sure that your customers know exactly when the driver will be delivering the parcel.**  
With our Predict and Live-Tracking services we inform your customers to the hour on the day of delivery when their parcel will arrive.

Predict Tip



8

With our **Predict service** your customers can change the delivery arrangements up to 30 minutes before delivery.

Predict Tip



**With Predict notifications your customers are always precisely informed about the delivery of their parcel.**  
This is why we request you to provide us with the consignee's email address or telephone number so that your customers can receive all the necessary information about their parcel.



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Predict Tip



**Inform your customers about the „deposit okay“ delivery option.**

This ensures that they never miss a parcel again, because if the consignee is not at home, we will drop off the parcel at the agreed location, for example in the garage.

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In these turbulent times, too, you can rely on your DPD sales contact to give you every assistance.