1. Title: DHL.com website review

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Description: DHL - Excellence. Simply delivered.

2. Table of contents page:

3. Introduction:

This website review is about DHL.com website and I hope this will help you in making your decision as to which service is the best suitable service for you or your company. In this review I will try to show you pros and cons of this website and service that this company provides, and the main service in this example is international express deliveries, global freight forwarding by air, sea, road and rail. Warehousing solutions from packaging, to repairs, and storage. Mail deliveries worldwide and other customized logistic services to make life simple for their customers. DHL is part of the world’s leading postal and logistics company Deutsche Post DHL Group, with a global network in over 220 countries and territories across the globe, DHL is the most international company in the world and can offer solutions for an almost infinite number of logistics needs.

4. Website structure:

DHL web page is great example of good website structure, what that means it’s really easy to navigate for the user or customer. All products and services are categorized and linked so they are easy to find on the page. New visitors are able to instantly grasp what this company is about and what is their business. When I first entered the site I could tell that a lot of thought had gone into making this website work very well. I can tell that it has been worked on for a while and has been polished until the creator was satisfied. If visitors can’t find the products and information they’re looking for, it’s not very likely they’ll become regular visitors or customers. Also structure of dhl.com helps in a better understanding by Google, so it’s incredibly important for “Search Engine Optimisation”. The load time of page is very fast, which I know everyone appreciates! I did not find any typos, and all the links that I checked worked fine. The content of the pages flows very well, and all of the writing is very well done and easy to read. The layout makes you feel very comfortable, and the red colour of the links makes them stand out a lot from the rest of the text which is great - they are easy to see.

5. Main Features of the Website:

In this section we can see what this company has to offer and of course they sell delivery services and the main purpose of their web page for new or existing business or individual customers is to track existing shipment whether this is small letter send with Express Delivery Services stamp or a whole container send from one corner of the globe to another. Of course this website it’s not only about tracking, here you can also find out how the company is working, what are their plans for future grow and what solutions they are implementing to be the leader in this sector. One of the examples here could be: DHL Integration Solutions which are online web services integration capabilities that provides DHL service availability, transit times, rates, shipment and courier pickup booking along with shipment tracking from over 165 countries around the world. Using DHL Integration Solutions, customers can incorporate DHL shipping functionality into their websites, customer service applications or order processing systems. This solution would be ideal for shippers and software partners that want to use an in-house application for DHL services such as label printing and tracking. Few more examples of the available services from dhl.com would be:

* Capability – You can select the Services best fitting your needs based on shipment criteria along with booking cut-off, pickup cut-off and transit times
* Rate Quote – Receive your account-specific price quotes along with the breakdown of charges for the requested service combinations
* Shipment Processing - The shipment data is validated as you process the shipments
* Label Generation – Generates DHL compliant shipment label image
* Pickup Booking – Schedule a DHL courier pickup and / or cancel pickup request
* Tracking - Obtain shipment details and event visibility including the estimated delivery date of the shipment
* Returns – Enable your receiver to Globally return shipments while being in full control of the entire process
* Paperless Trade – submit your shipment related paperwork electronically for customs clearing. (Not all countries support this feature)
* Shipment Preparation – Create a DHL compliant shipment label in advance which can be used for future shipments

6. Website Critique:

7. Summary

8. Appendix A: References