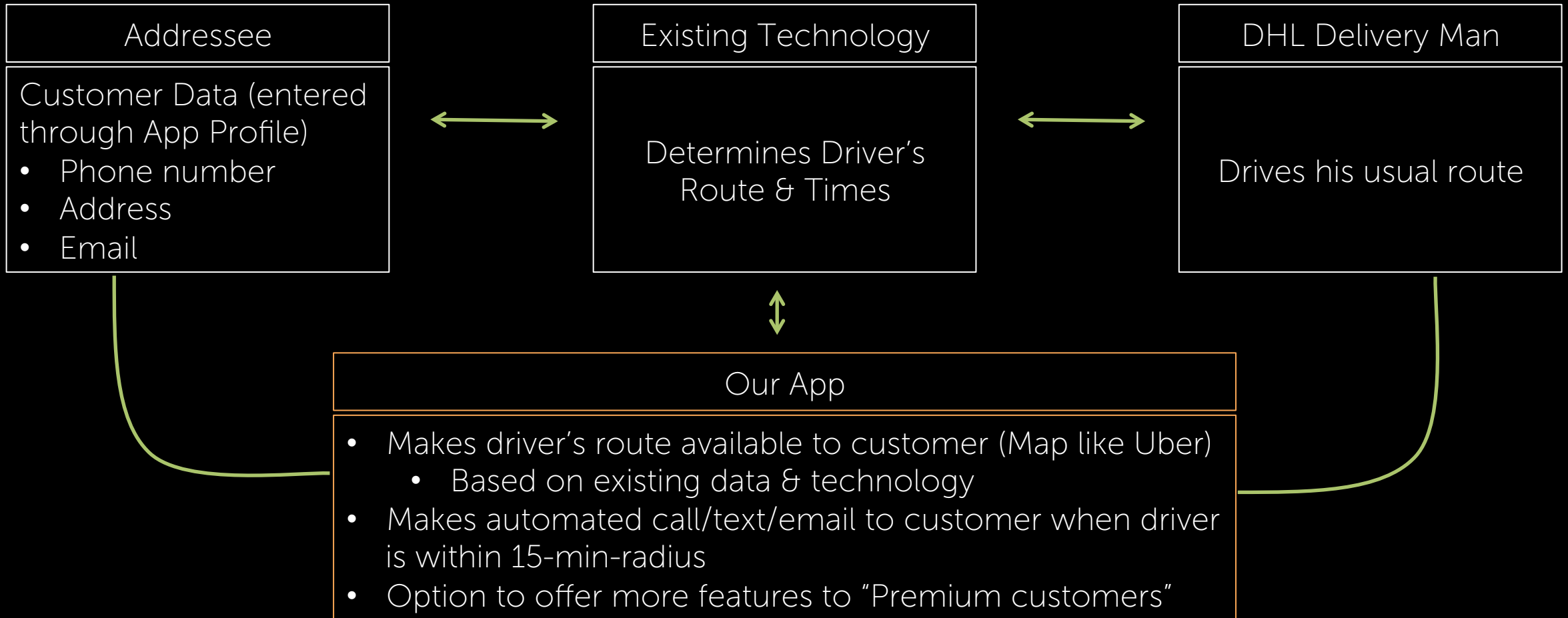


DHL Delivery App

...in detail

- App shows delivery man's route
 - Sends out automated call/email/text to customer when package is due to be delivered
 - 15 min ex ante → Time determined by maps software
 - DHL schedule already in place, just needs to be made available to customer
- Enhanced customer satisfaction as a result of a simple service

Process overview



Advantages

DHL	Customer
<ul style="list-style-type: none">• Customer availability upon delivery→ reduced waiting time for DHL man (no „hassle with the neighbours“)• Improved customer loyalty and retention through better service• Cost < Benefits• Options for “Premium customers” (e.g. communication with driver?!	<ul style="list-style-type: none">• Enhanced service quality<ul style="list-style-type: none">• Better possibility to plan day• Maybe let neighbours know?• Option to communicate with driver?!