

**DHL OCEAN DIRECT (FCL)**  
**THE RELIABILITY YOU DEMAND**  
**THE FLEXIBILITY YOU NEED**



EXCELLENCE. SIMPLY DELIVERED.



# THE CERTAINTY YOU NEED IN SHIPPING

In today's economy it's difficult to predict freight volumes, rates and capacity with any certainty.

That's why an Ocean Freight Forwarding partner who offers unrivaled expertise, flexibility and scale makes sense.

## THE RIGHT OCEAN FREIGHT SOLUTION FOR YOU

With centralized global purchasing and Forwarding solutions that can combine air, ocean, rail and road transport, we can help you reduce complexity and cut end-to-end costs.

With DHL Global Forwarding as your supply chain partner, you have access to:

- A global door-to-door service covering every container port in the world with planned space allocation and regional inland logistics agreements.
- More than 4,000 ocean freight specialists deployed across the world at more than 330 locations.
- Centralized purchasing, based on long-term agreements and EDI links with our partner carriers.
- Wide range of quality controlled equipment types including worldwide availability.



# WHY YOU SHOULD CHOOSE DHL OCEAN DIRECT SHIPPING



## LOGISTICS EXPERTISE FOR ANY SIZE OF BUSINESS

Our vast expertise in major industry sectors and powerful information solutions ensure you have the information and answers you need.

- Specific expertise covers Automotive, Consumer, Engineering & Manufacturing, Technology, Chemicals, Retail, Life Science & Healthcare and Energy.
- Logistics specialists recommend ways to improve your performance and drive out costs.
- Innovative products include DHL FLEXITANKS liquid transportation system, and DHL DOUBLE DECKER containers.



## THE SCALE TO OFFER MORE

Our forwarding service offers an unrivaled range of integrated air, ocean, rail and road transport.

- More ocean loops and services than any other provider.
- We're on the ground in over 180 countries with more than 60 national and 9 multinational gateways.
- Competitive pricing worldwide including index based rate offering.



## RELIABILITY, FLEXIBILITY & QUALITY BUILT IN

Our capacity guarantees, rigorous vendor selection and management process, covering ground and ocean services, continually monitor and improve service quality.

- Planned space protection from all major container ports with a huge range of departures.
- Combined Air and Ocean Freight services.
- Multi and Single Country consolidation to optimize your cargo flow.

# GREATER SECURITY IN AN UNCERTAIN WORLD

In addition to the scale and flexibility DHL Global Forwarding provides, we also offer a range of insurance, customs and green services for your total peace of mind.

- All-risk insurance coverage available for all your ocean, air and ground shipping
- Dedicated global team of security experts and unique technical solutions, such as our DHL OCEAN SECURE.
- Dedicated local customs experts who use our unique Customs Information Database combined with proven management procedures to provide a wide range of customs related services.
- Green service portfolio consisting of carbon emissions reporting and carbon dashboard, carbon reduction consultancy and carbon offsetting service.
- A range of information solutions from multi-modal Track and Trace to full purchase order / vendor management.



# YOUR QUESTIONS ANSWERED

## **I have a target to reduce total logistics spend, can you help me?**

Our supply chain consultants work with you to identify the opportunities that can improve performance including potential cost savings.

## **How can you improve reliability end-to-end?**

We minimize touch points, reduce complexity and provide inland logistics managers in the countries we serve to improve reliability.

## **Will you keep me updated on the progress of deliveries?**

Our internal Exception Management System allows us to address issues proactively to mitigate the impact to the customer. In addition, DHLi enables you to 'track and trace' your shipments globally from your computer or smartphone.

## **Can you provide the sailings, capacity and end-to-end service for all locations?**

We ship your goods using a wide spread of Ocean carriers including all the major carrier alliances and our strategic partners. We also have planned space protection at every major container port in the world.

## **Can you provide market information to improve my supply chain?**

Our monthly global Ocean Freight update covers relevant market events. In addition, our Global Customer Communications service provides even more information around global trends and events.

## **How can I avoid higher costs caused by my cargo being delivered in advance of the delivery date required?**

With our expertise, knowledge and access to multiple sailings, we can work with you to optimize your schedule.

## **I want to work in partnership with a trusted logistics supplier – is that DHL?**

Our unrivaled trade lane, sector and technical expertise together with our customer promise commitment, makes DHL the partner of choice for companies who ship internationally.

## **Can I be sure exactly when my goods will arrive if I use DHL?**

Our rigorous vendor selection and management process constantly monitors service quality so you can be sure your goods will be delivered on time.

## **Service changes have impacted my port-to-port transit times – can you help?**

When something happens that changes transit times or loop changes, our scale means we can provide alternative options to improve transit times. We commit to a pro-active communication, informing you on time about contingency plans, whenever anything unexpected happens with your shipment.

## **Will I find any unexplained or unexpected surcharges on your invoice?**

We are committed to offering easy-to-understand tariffs so your invoice should always be in line with the contract terms you've agreed.

**Need more information about DHL OCEAN DIRECT?**  
**Talk to your local DHL Sales Representative or contact**  
**our Ocean Freight experts at [www.dhl.com](http://www.dhl.com).**

