

INTRODUCING OUR NEW, IMPROVED AND SIMPLIFIED PRODUCT RANGE.



We are about to revitalise our product portfolio, as we rename our core services and introduce a range of new specialist products.

From July 6th all our products will be given new names, removing any potential for confusion caused by the number and variety of products we have, and making sure that the levels of service are much more obvious.

Each product, in essence, 'will do exactly what it says' so you will know the transit time expected and the price you will pay depending on where your deliveries are going. Please be assured that there will be no changes to your rates as we implement these improvements.

Product selection within our dispatch systems will become easier so you can be sure that you have chosen the right service and printed the correct label for each consignment. This should make life easier in the warehouse and make our invoices easier to understand.

To take full advantage of the services, it is important that your dispatch tools are updated. So when required please ensure that your warehouse / dispatch team load the new service tables and directories when instructed. We will be asking our couriers to hand out information to these teams about the name changes and how to update dispatch tools. In addition, we will also include information in invoices about the name changes from the end of June (as product names be reflected in the invoices from early July), in order to avoid any confusion amongst staff who handle your invoices.



The DHL Product Portfolio

Check the matrix below to find the new product name.
Product billing codes remain unchanged.

CURRENT NAME	BILLING CODE	NEW NAME
DHL PRIORITY – TIME DEFINITE (B2B)		
Omega Diamond	DIA	DHL PRIORITY 10:00
Air Diamond	ADI	DHL PRIORITY 10:00 (NI)
Omega 12 Europack	O12	DHL PRIORITY 12:00
Saturday AM Delivery Europack	SAT	DHL SATURDAY
Select 10am Europremium	SDI	DHL PRIORITY 10:00
Select AM Europremium	SAM	DHL PRIORITY 12:00
Select Saturday Europremium	SSA	DHL SATURDAY
DHL EXPRESS – DAY DEFINITE (B2B)		
Omega Standard Europack	OS	DHL EXPRESS 24
Northern Ireland by Air Europack	NIA	DHL EXPRESS 24 (NI)
Northern Ireland Surface Europack	NIS	DHL EXPRESS 48 (NI)
Islands & Scottish Highlands Europack	SEA	DHL EXPRESS 48 (ISLE)*
Omega Economy Europack	OE	DHL EXPRESS 48
Northern Ireland Internal Europack	NI	DHL EXPRESS 24 (BT)
NI to Mainland by Air Europack	UKA	DHL EXPRESS 24 (UK)
NI to Mainland Surface Europack	UKS	DHL EXPRESS 48 (UK)
Authorised Return Europack	RTS	DHL EXPRESS 24 RETURN
Select Nextday Europremium (Zone 1 to 5)	SSTD	DHL EXPRESS 24*
DHL @HOME – DAY DEFINITE (B2C)		
DHL @HOME 24	HDN	DHL @HOME 24
DHL @HOME 48	HECO	DHL @HOME 48
DHL @HOME AUTHORISED RETURNS	HAR	DHL @HOME RETURN
DHL @HOME CATALOGUE	HDCT	DHL @HOME CATALOGUE

* Transit time for DHL EXPRESS 48 to Islands & Highlands may be longer than 2 working days and will include the Isle of Wight from August 2009. DHL EXPRESS 24 (SSTD) will be 2 working days to Northern Ireland (Zone 3) and may be longer to the Scottish Highlands and Islands (Zone 4).

New and Improved services to look forward to during 2009

Also, redesigned for increased operational effectiveness and tracking performance from Summer 09, is our Authorised Returns system. With the improved system, you will simply complete a collection request form and submit on-line.

We are also introducing an EXCHANGE service that will enable you to dispatch and collect a return item as one product for business and private consumers alike and with timed options.

We'll be in touch soon to give you all the details of these exciting new developments.

Also, as we simplify our product portfolio we will be simplifying our standard Terms and Conditions of Carriage which now more clearly define our commitment to you and your obligations to us. These Terms and Conditions apply to all DHL customers unless otherwise agreed in writing. Full details of both these changes and our entire product range will be made available at www.dhl.co.uk

