



Innovation in Delivery

Your guide to Predict - Our one hour delivery notification service



technology delivering

Innovation in Delivery

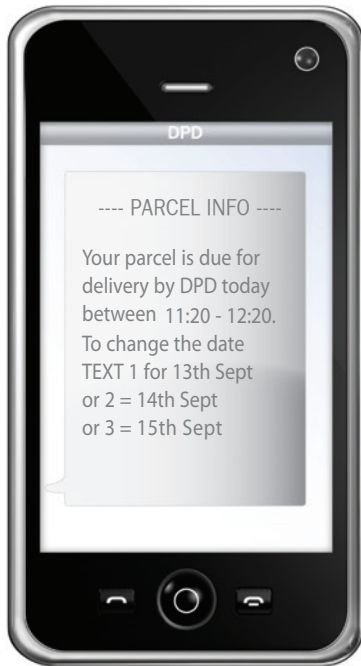


It's always been more difficult to deliver to home addresses than business premises. That's why we've developed a unique interactive service that advises your customers when their packages will arrive, with a one hour delivery window. If it's more convenient, it gives them the option to reorganise a delivery, ensuring first-time delivery success.



One hour delivery time slot

Our latest innovation to further improve successful home deliveries provides a one hour delivery window.



As we give a specific one hour delivery window, your customers don't need to wait in all day for their parcels, improving your customers' delivery experience:

- Your customers are given a one hour delivery window
- They are notified of this via text or email
- If the time is not convenient, they can use the text or email to change the delivery date
- All correspondence from DPD to your customer can include your brand name

If you choose to notify your customers via email, they can use the email to rearrange delivery. When they do so, they will see a web page branded with your logo, providing your customers with a seamless online experience. From this web page your customers can also see their parcel-tracking data and reschedule the parcel delivery to a more convenient date.



Delivery

Your parcel is due for delivery on: Monday 12/09/11. Estimated time of arrival is between 11:20 - 12:20

Parcel No.	Sender	Delivery Address	Status
1597667733100079	ASOS	456 Oldbury Road, Birmingham, B66 1BY	Out for delivery



Click on a parcel number to view full tracking information

Reschedule

To reschedule the delivery of your parcel, please choose an alternative delivery date.

- Tuesday 08/02/11
- Wednesday 09/02/11
- Thursday 10/02/11

SUBMIT >>

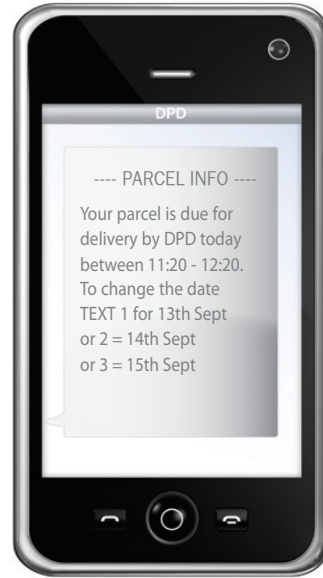
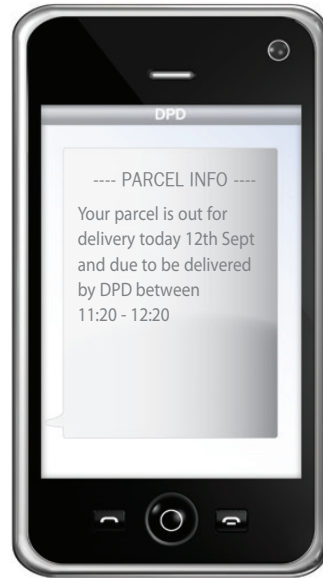


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Interactive services

A personalised text message or email will be sent direct to your customers advising them of the date and time of delivery. The customers can choose to reschedule delivery for a different day if required.



Shipped

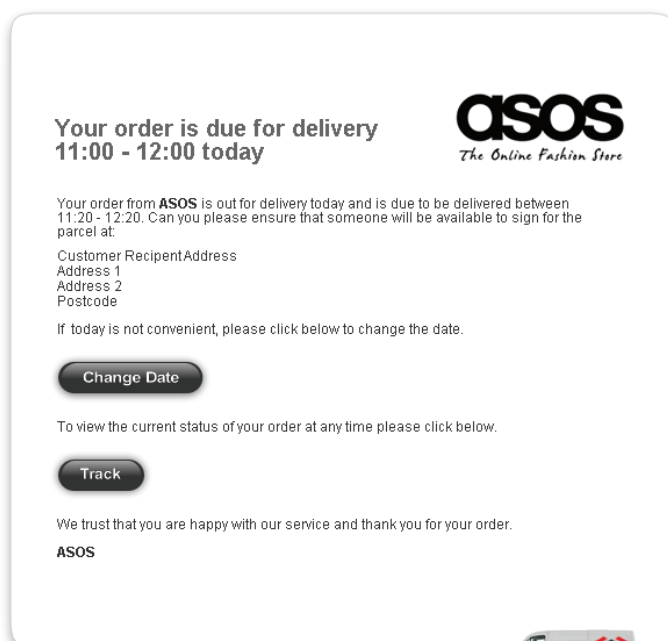
We'll confirm the package has been despatched.

Out for delivery

Your customer will receive a text message as soon as your package is out for delivery with a one hour delivery window.

Reschedule delivery

If the date and time is not convenient, customers can change the date by replying to the text.



Deliveries can also be notified and rescheduled via email.

SMS/email messages for calling card deliveries

SMS and email calling card notifications can now be sent to parcel recipients, providing them with speedier notifications when a calling card has been left at the delivery address.



For more information on DPD call 0845 9 505 505, visit our website at www.dpd.co.uk or contact us via email sales.enquiries@dpd.co.uk