



Press release

Consumers can, without extra charge, select the day of delivery

Both retailers and consignees now benefit from DPD's new delivery services

Aschaffenburg, 9.05.2011 – DPD, the No. 2 among parcel and express service providers in Germany, is reacting to the fact that parcel consignees are increasingly difficult to locate at home. If, for example, someone who is working full-time orders a product online and if the retailer is a DPD customer, the consignee will be informed about the planned delivery by email or SMS one day in advance. The consignee can then either confirm the notified delivery or postpone it to one of the next three days.

After a successful test with selected customers DPD is now launching this service throughout the country. "For the consumer this is completely free of charge," states DPD CEO Arnold Schroven. "We are offering this interactive delivery notification as an additional service to online retailers and mail order companies who attach great value to quality." The result is a win-win situation for both the retailer and the consignee. There is an increase both in the accuracy of the delivery operations and in customer satisfaction on the part of the consignee. At the same time the service enables consignors to optimise their shipping processes, which means fewer returns and complaints.

Ongoing individualisation of parcel delivery services

For the third quarter of 2011 DPD is planning, in addition to advance notification of delivery, to make the notified time window for this delivery even more precise. The aim is to inform consignees of the exact delivery time within a variable two-hour to six-hour delivery window, depending on



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whether they live in an urban or rural area. "By 2012 it is our objective to provide consumers with a delivery window of two hours at the most", adds Mr Schroven. In Great Britain DPD has been successfully offering this service since 2010.

If the parcel delivery is unsuccessful in spite of prior notification, the consignee can, as usual, specify without extra charge at www.neuzustellung.de that delivery should be made on a different day or to an alternative address, or arrange to pick the parcel up from a DPD Parcel-Shop.

DPD aims to set new benchmarks on the German market with these two new services: interactive delivery notification and specifying a time window for delivery. Arnold Schroven is convinced that the services will be welcomed with open arms by those online retailers who wish to make the online shopping experience of their customers a positive one. In addition the number of consumers who shop online is rising year by year, and with it the number of people who expect flexible delivery processes from their parcel services.

DPD is now offering to private customers, and at the same high quality level, those services which have made it the market leader in Germany when it comes to parcel shipping on behalf of business customers. At the present day DPD is already the third-largest service provider within the B2C segment in Germany, a segment which accounts for well above 20% of the parcels the company delivers.

Comprehensive information about DPD's new delivery services is also available online at www.dpd.com/de.



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About DPD

With the shipment of 2 million parcels a day DPD is one of the leading international parcel and express service providers. DPD's network is the most efficient road network in Europe and extends worldwide to the most important economic areas. DPD is operating at over 800 locations, in more than 40 countries, with a workforce of 24,000 people and 18,000 vehicles. Customers can choose services from an extensive product range of national and international parcel and express services that ship to 220 countries. DPD is managed by Arnold Schroven (CEO) and John Acton. France's GeoPost Group, a wholly-owned La Poste subsidiary, holds the majority of DPD shares (83,32 per cent shareholding). Minority shareholders are DPD Systemlogistik GmbH & Co. KG and DPD Zeitfracht GmbH & Co. KG.

About DPD in Germany

DPD is Germany's leading provider of parcel services for business customers. As part of the international DPD network DPD offers a wide spectrum of domestic and international services on the German market. These services range from standard domestic and international shipping to express deliveries and are also aimed at small-scale shippers, who have access to efficient parcel shipping with DPD via 4.000 Parcel-Shops and online shipping. DPD has 75 depots in Germany, where a workforce of 7.500 and 7.000 vehicles are in daily operation on behalf of the customers.

About GeoPost

The GeoPost Group consolidates the Express service subsidiaries of the La Poste Group and is a major player in express services in Europe, as shown by its top ranking road transport network, DPD. GeoPost operates in over 230 countries on behalf of over 300,000 customers worldwide and is n°1 in France and n°2 at European level on the express parcel market with a consolidated turnover figure of 3.093 billion euros in 2009.

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