

# EXPRESS 12:00

## DOMESTIC



Door-to-door domestic delivery service for documents and parcels to key business cities by 12:00 noon on the next possible business day within national borders, with a full money-back guarantee\*.

### A RELIABLE TRANSIT TIME COMMITMENT

Getting your shipments delivered quickly is important to your customers and essential to your business. So, when you need your document or parcel delivered before noon to any major town or city, DHL DOMESTIC EXPRESS 12:00 offers the perfect choice.

DHL Express makes a commitment to deliver your shipments to your door before the promised delivery time. We also provide you with the best 24-hour support: our Customer Service Advisors are always on hand to answer your queries and provide advice when you need it. DHL DOMESTIC EXPRESS 12:00 provides a reliable and secure service that gives you excellent value.

With DHL DOMESTIC EXPRESS 12:00 your customers don't need to wait until the end of the day.

- Time specific delivery promise
- Latest possible collection times
- Online, real time tracking
- Dedicated procedures for priority shipment handling
- Full money-back guarantee included\*

\* DHL Terms and Conditions apply



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### Take advantage of these optional services.

Because every business is different, and every day brings something new, DHL Express offers a variety of optional services and handling options to meet your shipping needs.

- **Insurance:** Additional financial protection based on the value of the shipment.
- **Packaging:** From free-of-charge standard flyers and envelopes to premium quality boxes of different shapes and sizes.
- **Proof of delivery:** A copy of the signature collected at the time of delivery.
- **Proactive delivery notification:** We can monitor where your shipment is from pickup to delivery and as soon as it is delivered, notify you by fax or email, which is more convenient.
- **Proactive Tracking:** We track your shipment from the moment the courier collects it to the time the shipment is delivered and keep you advised of the details.

### Fast Facts:

Express door-to-door domestic pre 12:00 hrs delivery of documents and parcels on the next possible business day.

- Up to 70 kg piece weight
- Up to 300 kg shipment weight
- Proactive notification of delivery on request
- Available to major towns and cities
- Priority shipment handling
- Full money-back guarantee in the unlikely event of late delivery\*

\* DHL Express Terms and Conditions apply.

### Your shipments are never out of sight.

DHL Shipping Tools extend from simple online booking to sophisticated systems that integrate shipping with other business processes, offering you the ultimate in efficiency and convenience.

DHL Tracking Tools use advanced shipment event management technologies to ensure that you know where your shipment is at all times. These tracking options are available to you free of charge:

- **Website:** Log on to [www.dhl.com](http://www.dhl.com). Just select tracking and enter the waybill number of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct waybill numbers to [track@dhl.com](mailto:track@dhl.com).
- **SMS tracking:** You can track the progress of single waybill numbers via the text messaging service on your mobile phone. Just send your waybill number to (+44) 7720 334455 at the cost of a local SMS.
- **WAP tracking:** You can also check shipments via any WAP enabled GSM network including 3G mobile phones. Just log on to [wap.dhl.com](http://wap.dhl.com).

### Shipping Tips:

- Pre-scheduled collections can be arranged based on your shipping requirements
- Check size and weight limitations online before making a booking
- Online shipment processing tools are available via your desktop to simplify and speed up the shipping process
- An experienced Customer Service Advisor is available to handle any pre- or post shipment enquiries.

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