



DHL EXPRESS
LATVIA

SERVICE POINT PARTNERSHIP



International specialists



Premium class service



Everything in one place



Simple ordering



Stable prices



WHY WORK WITH US?



We serve **220+** countries and territories

Direct DHL flights

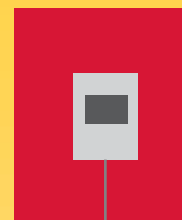


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DHL Reception in Latvia

55%

Market share



By 2050, the Deutsche Post DHL Group aims at zero emissions in logistics

1

DHL locker

80

Partner lockers

+40

vehicles (own, rented, lorry and van) in Latvia

3

Service Points in Latvia



We are constantly expanding our network!

BENEFITS FOR SERVICE POINT PARTNERS



PARTNERSHIP WITH A STRONG BRAND

Our brand is strong and known worldwide. We are in express transport unit and we have a 55% market share. We deliver shipments within the EU within 24 hours.

NEW SERVICE FOR YOUR CUSTOMERS

The customer will appreciate the novelty in your premises. Customers like news.

INCREASING THE NUMBER OF CUSTOMERS IN YOUR OPERATION

Daily customer growth due to the growing preference of choosing option to collect or send shipment via Service Points.

EVERY DHL CUSTOMER IS YOUR POTENTIAL CUSTOMER

Our partnership can bring you new clients.

A recent survey showed that up to 30% of customers who used DHL services at the Service Points also bought goods from the given operation in these stores.

OPERATION VISIBILITY

By cooperating with us as a Service Point, you have the opportunity to offer your customers something new that will set you apart from the competition. You will offer your customers added value.

Every customer who visits your facility to send or pick up a shipment through DHL is also a potential customer.

This increases awareness of your operation and also its traffic.



BENEFITS FOR SERVICE POINT PARTNERS



NO INVESTMENT

We will provide you with all the necessary equipment to operate DHL services. All you need is a computer and a printer that you normally use for your needs.

INITIAL TRAINING AND SUPPORT DURING COOPERATION

We provide all the necessary introductory information for our partners training in the DHL system as well as ongoing support throughout the cooperation. They can always turn to us with any question.

COMMISSION FOR PROCESSED SHIPMENTS

The Service Point Partner will receive a pre-agreed reward for each processed shipment. The more customers come, the higher the reward.

LOCATION OF YOUR GOOGLE OPERATION AS A DHL SERVICE POINT

DHL will place your traffic on Google as its Service Point. Therefore, clients will find you when searching for the nearest collection point. We have over 500,000 searches of our Service Points per month worldwide.

DHL PROMOTION

We try to make our Service Points visible through the various available ones marketing channels.

- Service Point website with locator for all Service Points
- Promotional materials
- Promotion of Service Points via social networks
- Regular marketing campaigns with customers directed to Service Points



BENEFITS FOR SERVICE POINT PARTNERS



DHL WILL PROVIDE YOU

- Software for the preparation of accompanying documentation
- Packaging material for shipments
- Posters with necessary information
- Branding

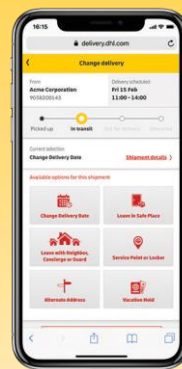
Fast, flexible and easy

Consumers expect everything "on demand" - anytime, anywhere. DHL's various shipping options provide customers with a clear competitive advantage: more than 90% of online consumers view available delivery options before paying for goods, and their decision is influenced by delivery speed, flexibility and simplicity.



SERVICE POINT PARTNER PROVIDES

- business premises
- assistance in processing documentation
- Hardware for the preparation of accompanying documentation (computer and printer)
- Internet and Wi-Fi connection

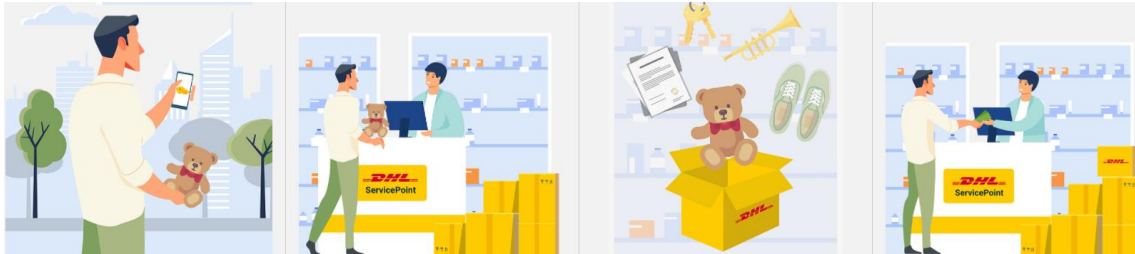


DISCOVER AND START GROWING
WITH DHL EXPRESS!

HOW DAILY PROCESS WORKS?

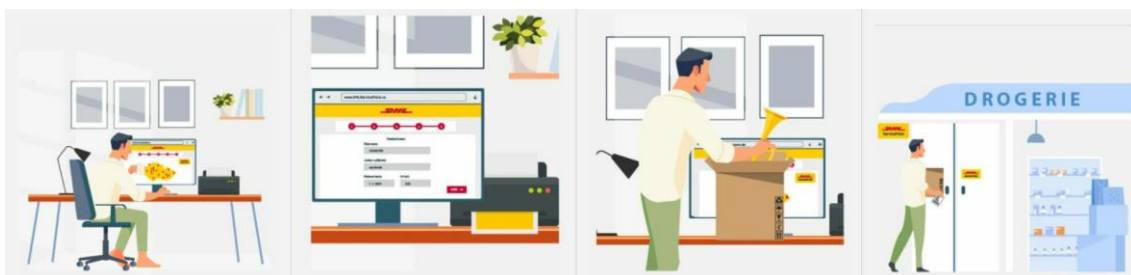


SENDING SHIPMENT THROUGH THE DHL SERVICE POINT



- The customer finds a Service Point in the DHL system <https://locator.dhl.com/>
- At the service point employee pack customer's shipment, and create accompanying documents of the shipment
- The customer is charged, and the shipment is placed in a safe, closed room until the courier arrives
- DHL Courier receives the pick-up, arrives after shipment and delivers it for further processing

SHIPMENT DROP OFF



- The customer brings the shipment with the already prepared accompanying documents
- The Service Point employee registers the shipment in the DHL system, places it in safe place until the courier arrives
- DHL Courier receives the pick-up, arrives after shipment and delivers it for further processing

SHIPMENT COLLECTION



- The courier handover the shipment to the Service Point
- Employee register shipment in the DHL system and place shipment in safe place until the customer's arrival
- The customer arrives after the shipment, presents the documents and signs in the DHL application



WE ARE LOOKING FORWARD TO OUR COOPERATION

If you have any questions, you can contact our Retail Manager by email at kristine.jencite@dhl.com

