

COMMERCIAL VEHICLE SPARE PARTS DIRECT



Global express delivery of genuine, specialized parts with seamless ordering, full visibility, and highest service levels

Uptime is critical for commercial vehicles, so manufacturers aim to deliver parts to their extended network of dealers in the most efficient way. They want business-to-consumer (B2C) levels of service within a business-to-business (B2B) closed marketplace.

TYPICAL BUSINESS CHALLENGES

- Fulfilling parts delivery despite short lead times
- Managing & controlling complex logistics flows
- Enabling a seamless process with full visibility
- Achieving highest customer service levels
- Optimizing dealer inventory & sales effectiveness



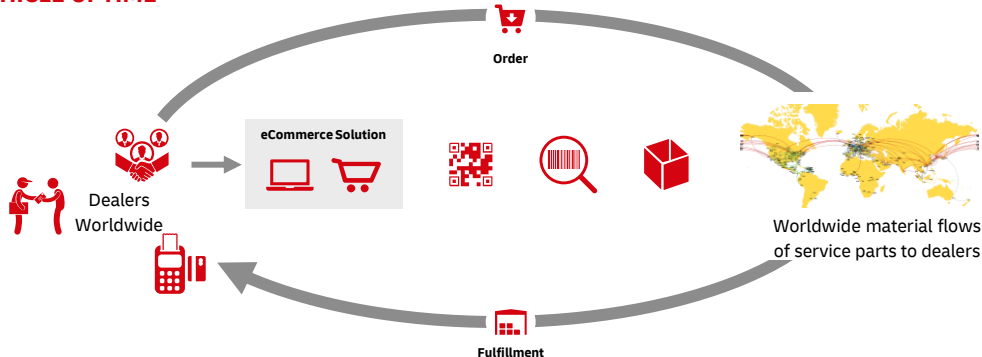
DHL SOLUTION

This market-leading international express solution meets the specific needs of commercial vehicle customers. Through integration and connectivity, it provides global end-to-end visibility of licensed parts along with service excellence to ensure customer satisfaction and secure brand loyalty.

SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Fulfilling parts delivery despite short lead times** – DHL's consistent, high-performing worldwide time-definite network allows late order cut-offs and pickup times from warehouses and customer plants
- ✓ **Managing & controlling complex logistics flows** – Within a B2B closed marketplace and based on parts availability; ensures customer satisfaction and manageable costs
- ✓ **Enabling a seamless process with full visibility** – Ecommerce connectivity through third-party vendor software or direct integration; continuous process from ordering to delivery with visibility of the entire transportation process; order messaging and status updates
- ✓ **Achieving highest customer service levels** – Consistent high performance increases end-customer satisfaction and builds loyalty
- ✓ **Optimizing dealer inventory & sales effectiveness** – With transport excellence, orders can be managed from regionalized stock locations; enables dealers to cut inventory investments, storage space, and parts obsolescence

FROM ORDERING TO FULFILLMENT: DELIVERING HIGH SERVICE LEVELS TO MAXIMIZE COMMERCIAL VEHICLE UPTIME



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KEY BENEFITS FOR YOUR BUSINESS



PEACE OF MIND

Commercial vehicle users depend on equipment uptime



EXPRESS NETWORK

Time-definite international network includes same-day and next-day capabilities



CONNECTIVITY

Link to DHK's ecommerce platform: 3pv software or direct integration (api, edi, xml, etc.)



CONSISTENCY

On-time delivery every time