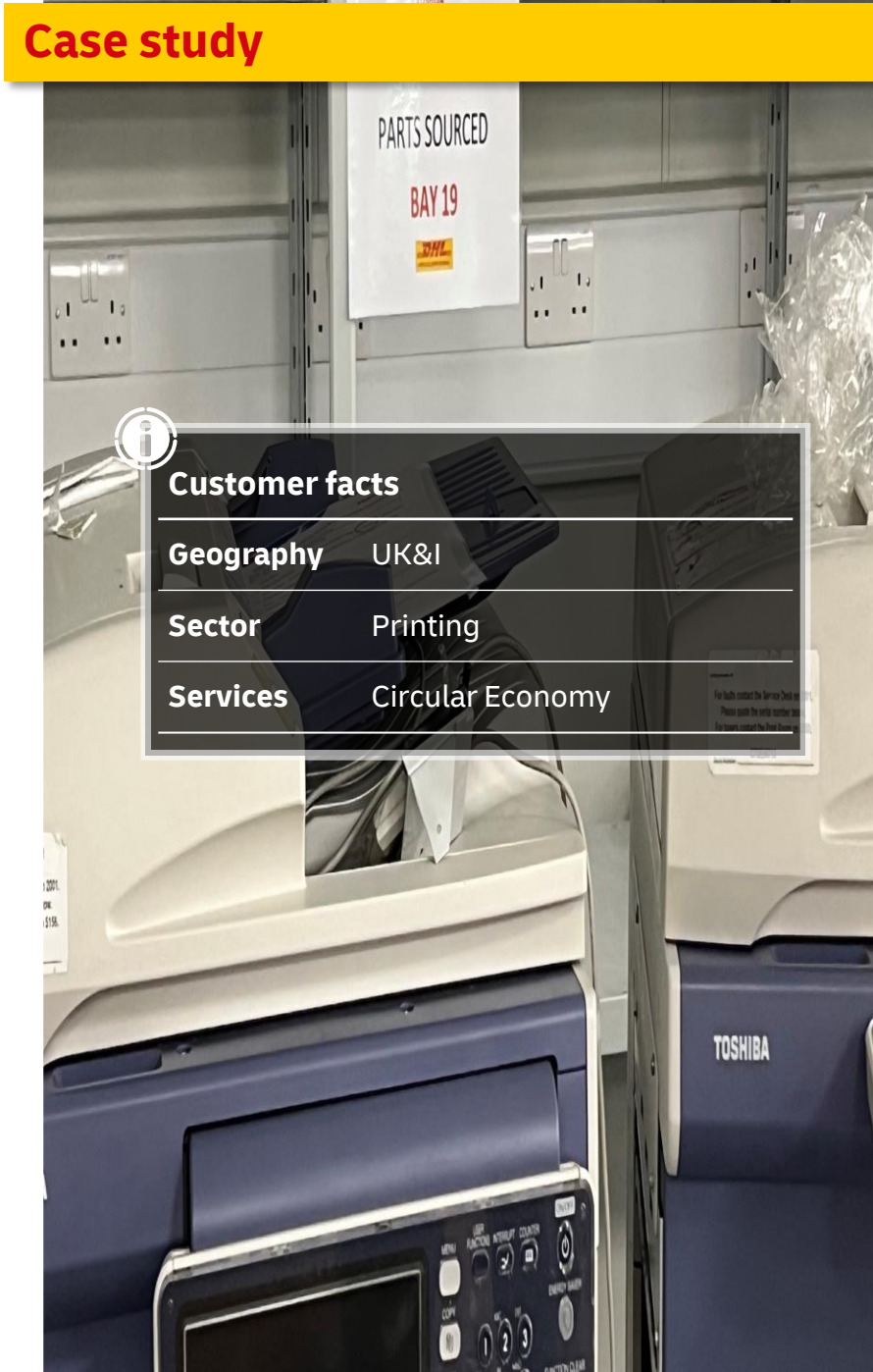


DHL Supply Chain Circular Solutions

Printer Circular Economy

 Customer Challenge	 DHL solution	 Customer benefits
• The shortage of parts within the OEM supply Chain. • High internal labor costs in assembling printer units. • Low rate of refurbished printers/copiers returning into circulation. • High carbon footprint due to low rate of refurbished units . • Complex returns process to wipe old software & disposal. • Tighter environmental and sustainable regulation and legislation across sectors.	• Assembly of copiers from parts to full machine. • Uploading of latest software onto printers. • Refurbishment of older printers for re-sale. • Scalable pool of skilled technical resources. • Salvage of end-of-life machines. • Reclaim / harvest of spare parts. • Secure WEE disposal via enviro solutions.	• Enhanced inventory optimization & holding of spare parts. • Employed refurbish, recycle and sustainability strategies to reduce new part expenditure, and increase asset life /end-of-life process. • Reduced internal labor costs. • Increased the rate of refurbished printers back into circulation.



Case study

Customer facts	
Geography	UK&I
Sector	Printing
Services	Circular Economy

DHL Supply Chain Circular Solutions

Logistics & Technical Support for National TV Subscription provider



Customer Challenge

- The requirement for the capability of quality testing of set-top boxes and TVs received from foreign OEMs before delivery to UKI customers.
- Tailored, distinct handling processes for large TVs, and handheld devices due to their size, fragility, and usability requirements.



DHL solution

- Inspect 5% of INB products for quality based on customer defined process.
- If 1 product of batch fails, test the whole INB receipt and report results to the customer.
- Leverage DHL's MK multi-user site to provide technical labor management & logistics capabilities.
- Grade the returned products to recover maximum value of the assets.
- Packaging solution introduction to enable best warehouse utilization (higher stacking).



Customer benefits

- Increased the weekly product processing
- Improved quality Inspection process, and reduced device returns
- Improved customer and end-customer satisfaction rates.
- Compliant procedure and process for recycling & data wiping, improving customer peace of mind.
- Improved space for ultimate functionality and efficiency.



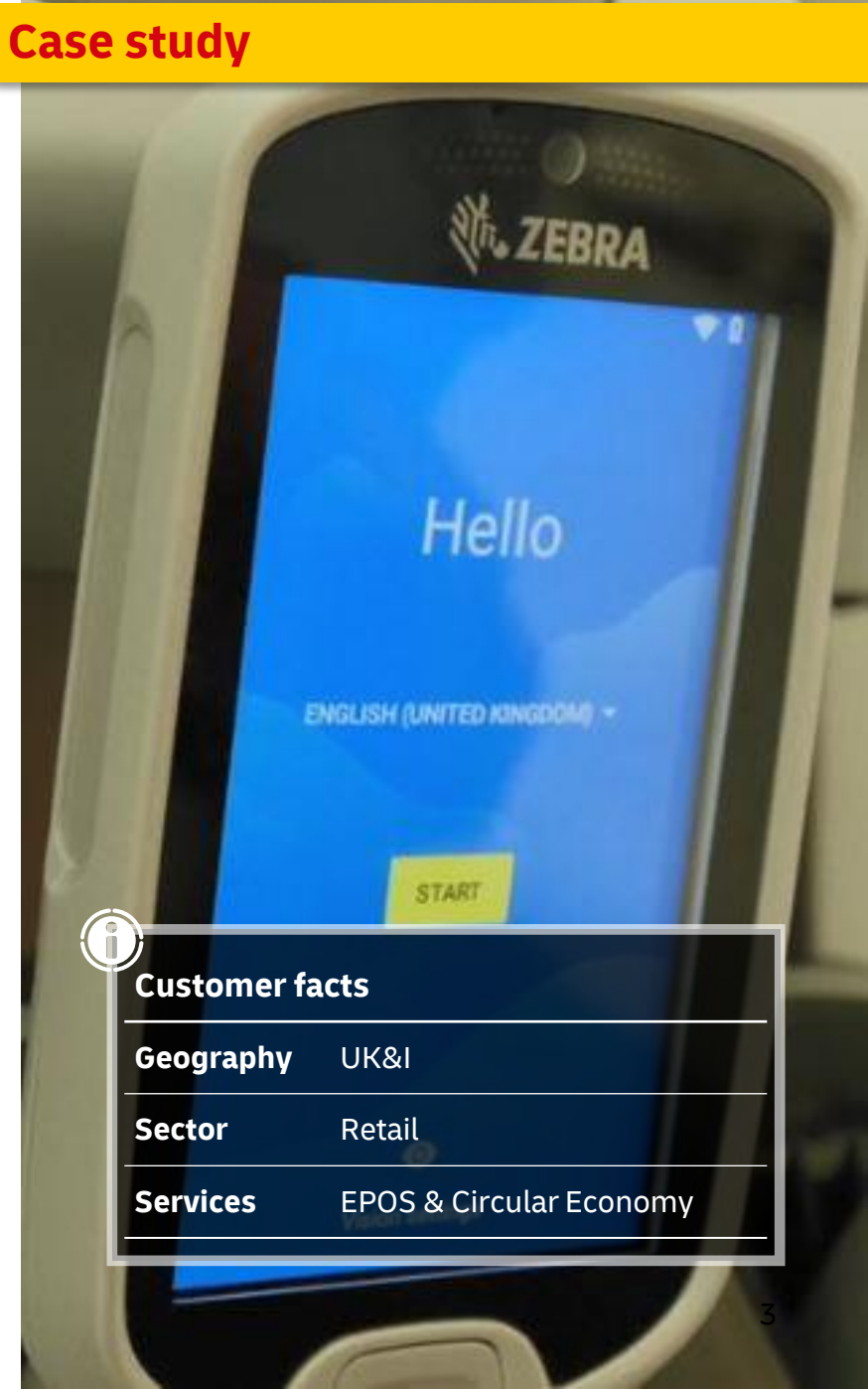
Customer facts

Geography	UK&I
Sector	Technology
Services	Circular Economy

DHL Supply Chain EPOS & Circular Solutions

EPOS Technical Services

 Customer Challenge	 DHL solution	 Customer benefits
• The shortage of parts within the OEM supply Chain. • High internal technician costs on installation. • Insufficient space and labor at stores for major hardware changes. • Complex returns process to reuse parts and devices. • Current national computer hardware is not suitable for software upgrades.	• Inventory management of data-bearing & technical devices. • Skilled technical services labor for Staging & Configuration of EPOS, Scales & Till Systems. • Secure WEEE disposal via DHL Envirosolutions for data-bearing devices. • Project Management for new store roll out & product refreshes.	• Standard secure process of handling data-bearing devices. • Right first-time management of software requirements prior to store deployment. • Reduced carbon footprint for disposal services as managed in a closed-loop supply chain. • Reduced internal labor resources & costs. • Flexibility for project & new / refresh store rollout requirements.



 Customer facts	
Geography	UK&I
Sector	Retail
Services	EPOS & Circular Economy

DHL Supply Chain Circular Solutions

Mobile Take Back and Resell Program



Customer Challenge

- Inefficient and ineffective operation causing complexities, delays, and increased costs due to multi-vendor network for take-back, test/grade, and repair fulfillment services.
- No single centralized management systems or platforms to meet objectives, track devices automated workflows and provide consistent quality across the supply chain.
- Limited Technical Service fulfillment capabilities.
- High returns process costs due to manual processes.



DHL solution

- Consolidation of activities under one roof in a purpose-built location.
- DHL's capabilities around facility design, labor management & solution execution.
- Innovative technical services offering including robotics and hotel concept testing.
- Reduce costs and dependency on Manual Labor. (benefit)
- Procurement of best-in-class automation to fulfil mobile devices to individual consumers with known quality and value of each product.



Customer benefits

- One service provider to manage and deliver an end-to-end, centralized operation. Providing a highly automated inspection/grading platforms combined with automated pick/pack/ship technologies.
- Leverage this integration for future-forward logistics opportunities.
- Diversify provider base for device reverse logistics.
- Future-proof overall supply chain capabilities
- Better positioned to target the growing used and refurbished mobile phone market.



Customer facts

Geography	USA
Sector	Technology
Services	Circular Economy