



DHL Global Forwarding (Norway) AS

DHL Global Forwarding (Norway) AS, Avd. Freight • Gneisveien 3 • 2020 SKEDSMOKORSET

Din referanse

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DHL Freight's new TMS system – EVO

Dear Customer,

We would like to inform you that on the 28th of November 2022, DHL Global Forwarding Freight Norway will transition to a new Transport Management System (TMS for the Road division).

EVO ('evo'lution) is DHL Freight's single operational IT platform for all core products across Europe.

The EVO platform has been developed, in-house, to meet both DHL Freight operations and our Customers' requirements and will streamline our IT processes from order entry to invoicing for both administrative and operational procedures.

Using a single IT platform for all core products, EVO will help DHL Freight increase efficiency and facilitate international coordination.

The implementation of this new TMS will also increase visibility of our customer shipments and allow for more efficient coordination within and between our operations.

With the introduction of EVO and the increased digitalization of our business we will be placing more emphasis on data quality, the importance of which cannot be stressed enough.

With that in mind we have listed the below information, all of which is required from you when placing an order with us.

Important note; When sending us your transport orders. The following should always be included:

For general cargo

- Full pick-up and delivery address
- Full Invoice address
- Gross Weight of your shipment
- Packaging type (i.e. euro pallet, industrial pallet, box, drum, ...)
- Dimensions, (1 of the following):
 - Length x width x height, or
 - Volume in m³, or
 - Loading meters
- Goods description
- Incoterm (i.e. DAP, EXW, ...)
- If applicable indication request for value added service (customs, insurance, tail lift, ...)
- Any other loading/unloading instruction that our of relevance to you



For ADR shipments (dangerous goods)

- UN Number
- Limited quantity (Yes or No)
- Substance name (technical)
- Class
- Group
- Gross Weight
- Net Weight in liter or kg
- Number of Dangerous Goods Packages
- ADR Packaging Type (i.e. metal drum, box, IBC, ...)

For shipments to Hungary or Poland

• In case you are shipping to Hungary and/or Poland and your goods are covered by respectively the EKAER and SENT regulations:

- EKAER:
 - EKAER FREE: Yes or no
 - In case no: EKAER Number
- SENT
 - SENT application number
 - Carrier ID

The above information is mandatory and where we receive orders that are missing this mandatory information we will not be able to proceed with your order until the correct data is received.

Where you are currently using our **GWO** (Global Web Order) tool to book your orders, these required data elements are already mandatory and you should continue to use the tool as standard.

Where you are using **EDI** to place your orders and your data flow does not include all mandatory fields, we will reach out to you individually to align.

Where you are sending your **orders by mail**, please submit your orders using only our standard pick-up forms.

With the transition to EVO our **invoice lay-out** will also change. Please find attached an example, to help you familiarize yourself with the changes prior to go-live.

The above information applies for all DHL Global Forwarding Freight customers – ROAD Division.

Where required you will be contacted individually to discuss any changes that may impact your current way of working with DHL Freight NO. These changes are related (but not restricted) to the use of automation tools currently used to send order bookings, receive invoices, retrieve PODs etc... You may also be contacted in relation to the differing type of reports that are currently in use or relating to fixed rates for roundtrips or milkruns (going forward these types of orders will be split, without impacting total cost).

Our expectation is that with the go live of EVO on November 28th that our operations will not be impacted. However, we would like to ask for your understanding in cases where you experience a longer than expected response time during the first 2 weeks of go live.



EVO is one of the many initiatives that tie into Deutsche Post DHL Group's "Strategy 2025 - Delivering excellence in a digital world". By 2025, Deutsche Post DHL Group will have invested 2 billion Euros on initiatives designed to enhance customer and employee experience as well as improve operational excellence. Comprehensively modernizing the company's IT systems is an elemental part of the strategy, which also focusses on increased automation, robotics, and data analytics.

We hope that with this communication we have duly informed you about our transition to EVO and that you are just excited as us to step into this new era.

In case you do have any questions, then please reach out to your existing contact person via your usual means. Any questions will be centralized and someone from our EVO team will ensure that you receive an answer.

Thank you for doing business with us and allowing us the possibility to increase our efficiency and transparency even further.

If you have any questions or would like further information, contact your sales representatives or our customer service by e-mail: customerservice.DGFF.no@dhl.com.

We look forward to keep the great cooperations!

Med vennlig hilsen / Kind Regards,

DHL Global Forwarding (Norway) AS

Marius Nordvold Wærpen

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