

# EXPRESS 9:00



Premium door-to-door delivery for document and non-document shipments by 9:00 hrs on the next possible business day between major business centers in Europe, Middle East, Africa and Asia, with proactive delivery notification and a full money-back guarantee\*.

## SET THE PACE WITH TIME-BASED DELIVERIES

When time is critical and you need your shipment to arrive at the start of the business day, count on DHL EXPRESS 9:00 to get the job done every time. Timed delivery services from DHL Express allow you to meet the highest standards in customer service and keep important projects moving to tight deadlines.

DHL EXPRESS 9:00 offers, guaranteed delivery by 9:00 hrs, or your full money back\*. This allows you to plan your time and resources more efficiently. And with DHL EXPRESS 9:00 you have the added reassurance of proactive delivery notification. When your client or out-of-town colleague needs a head start, be it a vital contract that needs to be signed or a blueprint for a major project, ensure it reaches them by 9:00 hrs the next day.

With DHL EXPRESS 9:00 you set the pace. And you can rely on us to get it there.

- Ideal for highly time sensitive contents
- Time-specific delivery
- Latest possible pickup times
- Online, real-time tracking
- Dedicated procedures for priority shipment handling
- Full money-back guarantee included\*
- Proactive tracking and delivery notification

\* DHL Terms and Conditions apply



# EXPRESS 9:00

## Get it there by 9:00hrs but there's no need to rush.

With DHL EXPRESS 9:00 you can rely on prioritized handling to ensure your shipments are delivered on the next possible business day before 9:00 hrs. And with standard collection cut-off times, you have more time to prepare and add final touches to your shipments.

- Rely on the best coverage in the industry – DHL Express reaches more destinations in Europe, Americas, Africa, Middle East and Asia by 9:00 hrs than any other express company.
- DHL EXPRESS 9:00 is also available to selected distant destinations on the second business day.
- Proactive delivery notification comes standard with DHL EXPRESS 9:00 via your choice of e-mail, fax or SMS – which means peace of mind for you and a quick answer for your customers or colleagues.
- If your shipment requires customs clearance, you can relax knowing that DHL Express has more in-house customs experience than any other company – we'll take care of every detail.

## 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 suit your 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.
- **Billing Services:** Flexible options for billing transport charges, duties and taxes among different parties.

## 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 a text message 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:

- Standard cut-off times apply and late cut-off times are available – so you have maximum time to prepare your shipment.
- DHL EXPRESS 9:00 is available for low value shipments and pieces up to 30 kg.
- Choose your preferred terms of trade. You can decide who will pay the duties and taxes for your shipments.
- Online shipment processing tools available via your desktop to simplify and speed up the shipping process.
- Use DHL's online Trade Automation Service at [www.dhl.com/TAS](http://www.dhl.com/TAS) for any questions on customs regulations or paperwork.
- An experienced Customer Service Advisor is available to handle any pre- or post shipment enquiries.