

# DHL INTERNATIONAL SUPPLY CHAIN

## DISCOVER THE ADVANTAGE OF A SMARTER SUPPLY CHAIN



# ARE YOU READY TO GROW YOUR BUSINESS?

The international trade landscape is rapidly changing and global supply chains are facing major challenges.

## GLOBALIZATION AND BUSINESS EXPANSION

Requires the expertise of reliable, global service providers across the supply chain from source to consumer market, including direct-to-market and e-commerce solutions.



## INVENTORY PLANNING AND FORECASTING

Demands greater visibility and control upstream from purchase order through effective origin supplier management to optimize freight movement, avoiding low or high stock levels and reducing costs.

## VISIBILITY AND EXCEPTION MANAGEMENT

Entails end-to-end visibility at item level from production to final customer delivery via sophisticated IT platforms, with increased predictability and reduced lead times.



## PRODUCTION OFFSHORING

Companies are sourcing from various global origins in order to meet competitive pricing to consumer markets, which increases supply chain complexity and lead-times.

It is in this climate that a global service provider with the ability to deliver innovative solutions that reduce the complexity of the supply chain offers you a genuine competitive advantage.

# WHY YOU SHOULD CHOOSE DHL INTERNATIONAL SUPPLY CHAIN

Our team of experts provides innovative solutions that link multiple suppliers from different sourcing locations to various destination markets via an industry leading visibility tool. This enables us to continuously drive cost savings, lead time reduction and increased predictability for you.



## BEST-IN-CLASS EXPERTISE

We have seasoned experts who will define, plan, implement and transition to a 'steady state' while you focus on your core business.



## INDUSTRY LEADING APPROACH

The combination of our proven operations, accuracy and reliability, enables us to offer an efficient and streamlined global supply chain.



## CUTTING-EDGE TECHNOLOGY

Our core operating platform provides seamless end-to-end supply chain visibility, with consistent, robust and flexible electronic data interchange.



## GLOBAL INFRASTRUCTURE

Our unparalleled global footprint, linked by our market-leading transportation offering, gives us the scale to support businesses wherever they operate.

- Over **20 years'** experience producing industry results.
- More than **1,000 supply chain experts** across **82 offices in 46 countries** worldwide.
- **Dedicated in-house** Solution Design, Project Management, Account Development and Supply Chain Engineering Teams.
- Global **Governance structure** that guarantees global standards: One process, One language, One understanding, globally.
- Extensive experience in designing and managing **tailor made end-to-end supply chain solutions**.
- **Pro-active** customer engagement offering **innovation and continuous improvement**.
- A variety of **value added activities** that enable you to migrate pre-retail activities upstream, thereby **driving out cost and complexity** downstream in destination markets.
- **Integrates information** on customers, carriers, truckers, brokers and customs via **EDI connectivity** into a **cloud technology** platform.
- **Real-time, web-based** operating system allows global visibility **24/7**.
- Allows **purchase order and item level visibility**, plus subsequent milestones.
- Provides systematic **exception management capabilities and flexible reporting**.
- More than **650,000 Sq. m.** of warehouse space around the world.
- Comprehensive **network of major facilities**, especially in Asia-Pacific, providing **Value Added Activities** through Regional Hubs and Cross-Docking Operations.
- **Control towers** situated in various regions to support you.

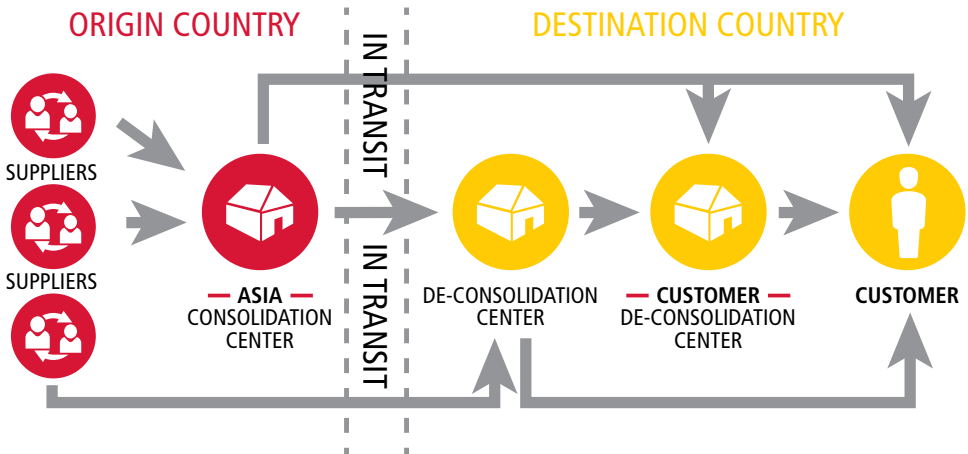
# DHL INTERNATIONAL SUPPLY CHAIN OUR SOLUTION FOR YOU

## DHL INTERNATIONAL SUPPLY CHAIN

### Our solution covers:

- Origin freight consolidation, reducing the need for costly ad-hoc shipments.
- End-to-end visibility at purchase order item level through our core operating platform.
- Bypassing of Distribution Centres at destination markets, reducing destination freight re-handling and warehousing costs.
- Value added activities at origin and innovative supply chain optimization through our Solution Design, Supply Chain Engineering and Account Development teams.

### DHL INTERNATIONAL SUPPLY CHAIN SOLUTION OVERVIEW



### END-TO-END VISIBILITY

# DHL INTERNATIONAL SUPPLY CHAIN SOLUTION ARCHITECTURE

## SOLUTION ARCHITECTURE

CORE OFFERING	VALUE ADDED ACTIVITIES	
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Purchase Order Management, at line item level</li> <li><input checked="" type="checkbox"/> End-to-End Supply Chain Visibility and IT Integration</li> <li><input checked="" type="checkbox"/> Supplier Management and Performance</li> <li><input checked="" type="checkbox"/> Origin Consolidation and Logistics Services</li> <li><input checked="" type="checkbox"/> Carrier Management (Neutral and NVOCC)</li> <li><input checked="" type="checkbox"/> Documentation Management</li> <li><input checked="" type="checkbox"/> Exception Management</li> <li><input checked="" type="checkbox"/> Customer Implementation and Service Delivery</li> <li><input checked="" type="checkbox"/> Destination Management</li> <li><input checked="" type="checkbox"/> Single Point of Contact (at Origin and Destination)</li> <li><input checked="" type="checkbox"/> Performance Reporting</li> </ul>	<p><b>Origin Value Added Activities</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Repackaging</li> <li><input type="checkbox"/> Palletisation</li> <li><input type="checkbox"/> Slip-sheeting</li> <li><input type="checkbox"/> Clamshell/Shrink Wrap</li> <li><input type="checkbox"/> Display Palletization</li> <li><input type="checkbox"/> Container Utilization Services</li> <li><input type="checkbox"/> Vendor-Managed Inventory</li> <li><input type="checkbox"/> Bar Coding Scanning</li> <li><input type="checkbox"/> Ticketing/Security Tagging</li> <li><input type="checkbox"/> Document Imaging</li> <li><input type="checkbox"/> Embedded Documents</li> <li><input type="checkbox"/> Quality Control at Origin and many others</li> </ul>	<p><b>Strategic and Competitive Differentiators</b></p> <p><b>Account Development</b></p> <ul style="list-style-type: none"> <li>• Supply Chain Maturity Modelling (increase value proposition and strategic partnership)</li> <li>• Process Improvements to enable Best Practices</li> <li>• Providing Market Intelligence and Industry Trends</li> </ul> <p><b>Solution Design</b></p> <ul style="list-style-type: none"> <li>• Supply Chain Flow Mapping, including functions, processes, activities and systems</li> <li>• Evaluate overall opportunity vs. capability to serve</li> <li>• Provide overall solution design to the customer and internal team</li> <li>• System demonstrations/ Visibility Value Proposition</li> </ul> <p><b>Supply Chain Engineering</b></p> <ul style="list-style-type: none"> <li>• Upstream solutions to enable end-to-end Supply Chain savings</li> </ul>



# DHL INTERNATIONAL SUPPLY CHAIN

## OUR SOLUTION FOR YOU

### DHL INTERNATIONAL SUPPLY CHAIN – CORE OFFERING

CORE OFFERING	WHAT IT MEANS FOR YOU
<b>Purchase Order (PO) Management</b>	Pro-active order management at the sourcing or manufacturing origin ensures purchase orders are delivered in accordance with your business rules down to line item level. Purchase Order Management is underpinned by our operational processes and industry-leading systems platform
<b>End-to-End Supply Chain Visibility and IT Integration</b>	Complete supply chain visibility and information provision offers the functionality to execute, review and analyze performance. Includes visibility on inventory, documentation, customs procedures and administration.
<b>Supplier Management and Performance</b>	Drive and develop supplier/vendor performance at origin in order to meet customer service requirements.
<b>Origin Consolidation and Logistics Services</b>	Origin freight consolidation, trucking, regional hubs, offshore warehousing, and a broad range of origin Value Added Activities (e.g. repackaging, palletization, quality assurance, etc.)
<b>Carrier Management (Neutral and NVOCC)</b>	Ocean, Air, Rail, Road and multi-modal transport services through DHL Global Forwarding includes Carrier Management to deliver all your service requirements.
<b>Documentation Management</b>	Delayed or inaccurate documents required for customs clearance lead to product unavailability, demurrage charges and disruption to distribution center planning. As part of our document management services, DHL checks the completeness and accuracy of Customs documentation.
<b>Exception Management</b>	Systematic Exception Management Processes are defined based on individual requirements and the flow of Purchase Orders in the supply chain pipeline. We capture exceptions systematically and then work to resolve them with the appropriate party at local level, while following established escalation protocols (i.e. PO Exceptions, Vendor Exceptions, Carrier Exceptions, Receiving Exceptions, etc.)

# DHL INTERNATIONAL SUPPLY CHAIN

## OUR SOLUTION FOR YOU

### DHL INTERNATIONAL SUPPLY CHAIN – CORE OFFERING (CONTINUED)

CORE OFFERING	WHAT IT MEANS FOR YOU
<p><b>Customer Implementation and Service Delivery</b></p>	<p>The service delivery team consists of a Project Manager, Implementation Manager Implementation and an IT Manager who define the deliverables' in the form of a project plan which becomes the road map for the entire implementation process.</p> <p>By utilizing industry proven DePICT project management methodology, the team ensures that the system and operational integration between you, origin suppliers, and DHL is seamless.</p>
<p><b>Destination Management</b></p>	<p>Destination Administration and Coordination, including trucking, barge, rail, exception management, DC Schedule, reporting, Customs brokerage services, insurance and many others.</p>
<p><b>Single Point of Contact at Origin and Destination</b></p>	<p>Dedicated Account Management Teams are responsible for the management of the business rules and processes on a daily basis. Each team will also identify ongoing, day-to-day process improvements as well as utilizing data to generate ideas on operational process enhancements.</p>
<p><b>Performance Reporting</b></p>	<p>The objective is to establish a KPI which is measurable, achievable and results-oriented to maximize efficiencies and drive accountability to the staff running the specific operations. Areas where DHL will provide KPI analysis are Vendor Performance, Carrier Performance and DHL ISC performance. Analysis of the KPIs and recommendations for improvements to the supply chain and the introduction of innovation strategies provided during Quarterly Business Reviews.</p>

In addition to the core offering above, DHL INTERNATIONAL SUPPLY CHAIN offers a broad range of services that enable the development of customized solutions to meet specific customer requirements. Please visit [www.dhl.com/ISC](http://www.dhl.com/ISC) or contact your DHL sales representative for more details.

# YOUR QUESTIONS ANSWERED

## **What is DHL INTERNATIONAL SUPPLY CHAIN?**

DHL INTERNATIONAL SUPPLY CHAIN is a solution that links the origin supply chain with the destination market requirement. It results in a more cost effective and efficient supply chain, offering complete visibility and control through a single point of contact. Our solution includes origin management services, freight management across all transport modes, destination management services, and also supply chain consulting and optimization.

## **What is the core competency of DHL INTERNATIONAL SUPPLY CHAIN?**

Our core competency is the comprehensive management and visibility of your global supply chain. Our origin services deliver comprehensive and efficient operational processes that give you the highest possible levels of data and shipment accuracy, on-time cargo delivery and a degree of visibility that ensures you can make properly informed business decisions.

## **What system do you use to provide end-to-end supply chain visibility?**

GT Nexus, our core operating platform, is a global end-to-end supply chain management and visibility tool which enables the robust and flexible interchange of electronic data. It integrates information with customers, carrier, truckers, brokers and customs via EDI connectivity in a web-based, real-time, 24/7 accessible system.

## **How does the supplier booking process work?**

We have the ability to receive bookings from your various authorized suppliers and vendors via either manual submission or our online booking tool. On receiving the booking request, we review the supplier booking and ensure the information the vendor entered is compliant with your specifications as noted in our Standard Operating Procedures. If there are any exceptions, the origin operations team will enter the exception accordingly in the system.

## **What is your document validation process?**

DHL INTERNATIONAL SUPPLY CHAIN assists vendors' documentation preparation by a set validation steps to ensure documents are accurate and are in accordance with set agreement. We will validate commercial documents against PO details in our system and thus another exception process follows as needed. The items specifically listed above would, of course, be incorporated into SOP and Origin Desk Level Instructions.



# YOUR QUESTIONS ANSWERED

## **What are your consolidation capabilities?**

Our core offering of origin services includes consolidation of multiple ad-hoc shipments or coordination of factory loaded boxes to ensure the most economical shipment movement for our customers. Our Asia consolidation facilities offer various types of solutions, such as standard consolidation, DC-bypass programs, kitting programs and other value added activities. Additionally, we work with our customer's vendors on container utilization programs; aggressively targeting the maximum loadability for all factory-loaded containers.

## **Which are the competitive advantages of DHL INTERNATIONAL SUPPLY CHAIN?**

Our competitive edge is based on 4 elements: People, Process, Technology and Infrastructure. We have dedicated, seasoned veterans who will Define, Plan, Implement, and Transition to 'Steady State' while your business is in a controlled atmosphere. The success of our services is built upon the experience and commitment of our people, the soundness of our processes, our near flawless operations, and the proven accuracy and reliability of our IT systems. It is our commitment to provide the 'best in class' business experience when managing your global supply chain. In addition, it is our continual effort to introduce innovative enhancements and effective cost saving measures through our Account Development and Solution Engineers which sets us apart.



You can find out more about DHL INTERNATIONAL SUPPLY CHAIN online at [www.dhl.com/ISC](http://www.dhl.com/ISC) or by contacting your local DHL sales representative.

