

WE DELIVER **YOUR SUCCESS.** WORLDWIDE



Deutsche Post AG
Head Office Global Mail
53250 Bonn
Germany

www.dhl-globalmail.com

As at: 03/2010
Mat. No: 675-602-065

DHL Global Mail: your full service provider of international postal solutions.










EXCELLENCE. SIMPLY DELIVERED. 
GLOBALmail

OUR STRENGTH IS YOUR ADVANTAGE



Your logistics and postal service needs are as individual as your company and the markets you target. Long-term success calls for in-depth regional knowledge and global reach. As part of Deutsche Post DHL, **the** logistics company for the world and **the** postal service for Germany, DHL Global Mail is ideally equipped to meet your needs. We offer direct connections to over 200 countries and run about 100 sales offices on five continents – our large network is your advantage. From dialog marketing to industrial supply chains, we have the know-how and experience to deliver your success – worldwide.

Deutsche Post DHL			
Mail	Express	Freight and Global Forwarding	Supply Chain
<p>Deutsche Post </p> <ul style="list-style-type: none"> • PPO* for Germany – Mail Communication – Direct Marketing – Press Services – Retail Outlets <p></p> <ul style="list-style-type: none"> • PPO* for Germany – Parcel Services – PACKSTATION 	<p></p> <ul style="list-style-type: none"> • Worldwide expert in Cross Border Mail • Domestic services in key markets globally – GM MAIL – B2C Parcel – Hybrid solutions – Value-added mail and parcel services 	<p></p> <ul style="list-style-type: none"> • Worldwide courier and express services – Same Day – Time Definite – Day Definite – Optional Services 	<p></p> <ul style="list-style-type: none"> • Intercontinental air and ocean freight deliveries – Airfreight – Oceanfreight – Road und Rail Freight – Industrial Projects <p></p> <ul style="list-style-type: none"> • Customized contract logistics, industry solutions – Supply Chain Solutions – Warehousing – Distribution – Value-Added Services – Logistics Outsourcing – Lead Logistics Provider Services <p></p> <ul style="list-style-type: none"> • Corporate Information Solutions

*Public Postal Operator

DHL GLOBAL MAIL: YOUR WORLDWIDE EXPERT FOR INTERNATIONAL POSTAL SOLUTIONS



The accelerating pace of globalization and the selling power of the Internet now enable you to develop business connections around the world at any time, serve customers and break into new markets. As your business develops, you need a partner with the ability to understand the different rules from market to market, to meet your growing and changing demands on winning global markets and to support you in staying connected to your customers worldwide.

OUR OBJECTIVE: YOUR SUCCESS

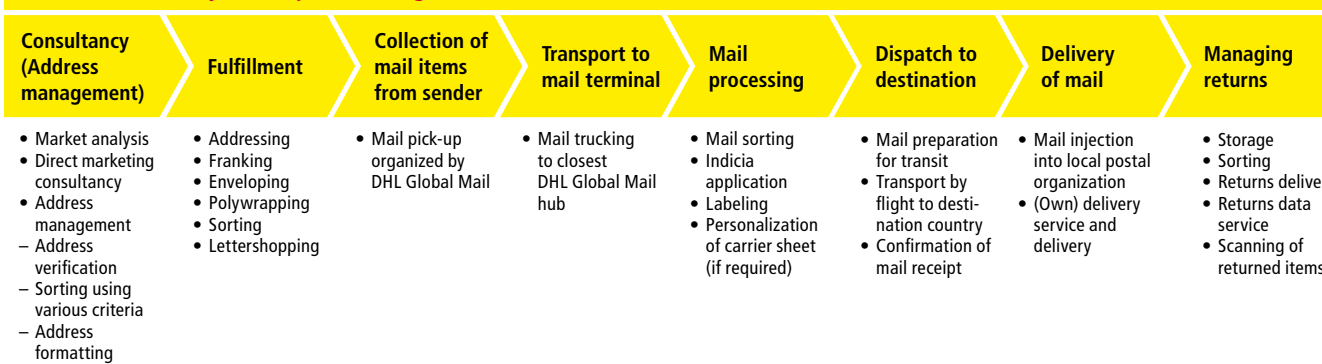
What are your benefits of using DHL Global Mail?

- You can count on DHL Global Mail, **DHL's worldwide expert in providing customized solutions for your mail, hybrid mail and parcels.** We have the capacity to ship some seven million mail items per day.
- DHL's network, the largest international dispatch network in the world, gives you **access to all the major economic regions** and, at the same time, ensures that your mail is delivered rapidly and reliably. DHL Global Mail is truly global.
- Through cooperation between national postal authorities, our own delivery networks and our local know-how, you always receive a **solution tailored to your requirements.** Your shipments will reach target country recipients without any loss in quality.
- We offer not only a **skilled consultancy and a reliable dispatch service,** but also countless additional innovative services, e.g. hybrid solutions.
- Ongoing technological innovations and processes that combine with **well-oiled precision and a high quality** are our guarantee of top performance to you. We make sure your mail and parcel shipments reach their recipients safe and sound within best transit times.

- With international awareness of climate change rising, large companies have come under growing pressure to take steps to reduce their CO₂ footprints. With our GoGreen program **we support you in protecting the climate** by calculating the CO₂ emissions of your international mail items and then offsetting them by investing into various climate protection projects.
- We are able to offer you tailor-made solutions for your cross-border mail and parcel items with **major expertise for Destination Germany items.** Branch offices in key economic markets enable us to provide you with a local contact for your customized solution.
- DHL Global Mail is always there for you: we offer you **effective support for your day-to-day business,** leaving you free to devote more time to what you do best.



DHL Global Mail: rely on one partner along the whole value chain



YOUR **ONE STOP SOLUTION** FOR CROSS-BORDER MAIL AND PARCEL SHIPMENTS




Do you want to expand and improve your cross-border business or enter new international markets? DHL Global Mail provides you with the right solutions, tailored to your needs. Business correspondence, direct mailings, press products or parcels – whatever your business requires, we have the right customized solution for you.

The quickest way to reach the customer. Your customers want fast, top-quality service – and so do you. Count on us for unsurpassed performance in international mail: on average three days to cross Europe, six days to the USA, delivery times that were backed up during our annual test carried out by the independent market research institute IPSOS and based on 60,000 letters delivered.

WE DELIVER YOUR SUCCESS. WORLDWIDE.

Individual and flexible: our Cross Border services for you

		
Mail	Parcel	Plus
Benefit from our fully modular mail services for all kinds of direct mail, press shipments and business mail. We have the customized solution for you.	Your full service B2C parcel solution up to 31.5 kg with typical parcel features, e.g. Track & Trace and IOD.*	Our value-added services for your mail and parcel shipments – from address management and direct marketing consultancy to innovative solutions like Hybrid Print & Mail.

*Information of Delivery

BENEFIT FROM OUR DIRECT ACCESS TO DEUTSCHE POST – WELCOME TO GERMANY



Increase your business success and break into one of Europe’s most attractive markets: Germany. Why not use the advantages that we can offer you as part of Deutsche Post DHL? We can utilize the logistical infrastructure, as well as dispatch solutions and the extensive product portfolio, of Deutsche Post. For you, this means saving time and money and also increasing the level of acceptance for your mailings among business and private customers in Germany.

YOUR KEY TO THE GERMAN MARKET

Would you like to find out more about Germany’s target groups? Which target groups hold the greatest potential for your products and services and how to reach them? The Deutsche Post mail network gives direct access to the country’s forty million households. About 80,000 highly qualified mail carriers who are familiar with the respective neighborhood ensure that your mail and parcels reach the correct address.

Straight to the destination. Reduce the transit times of your mailings by giving them a local look: we design and frank your shipments in the same way as a German shipment and send them through the Deutsche Post network. Equipped with the latest technology in distribution and sorting centers, Deutsche Post already delivers more than 95% of mail and over 90% of parcels sent on the following day, six days a week. This makes Deutsche Post **the** postal service for Germany.

Optimize your mail shipments to Germany with the product portfolio of Deutsche Post DHL

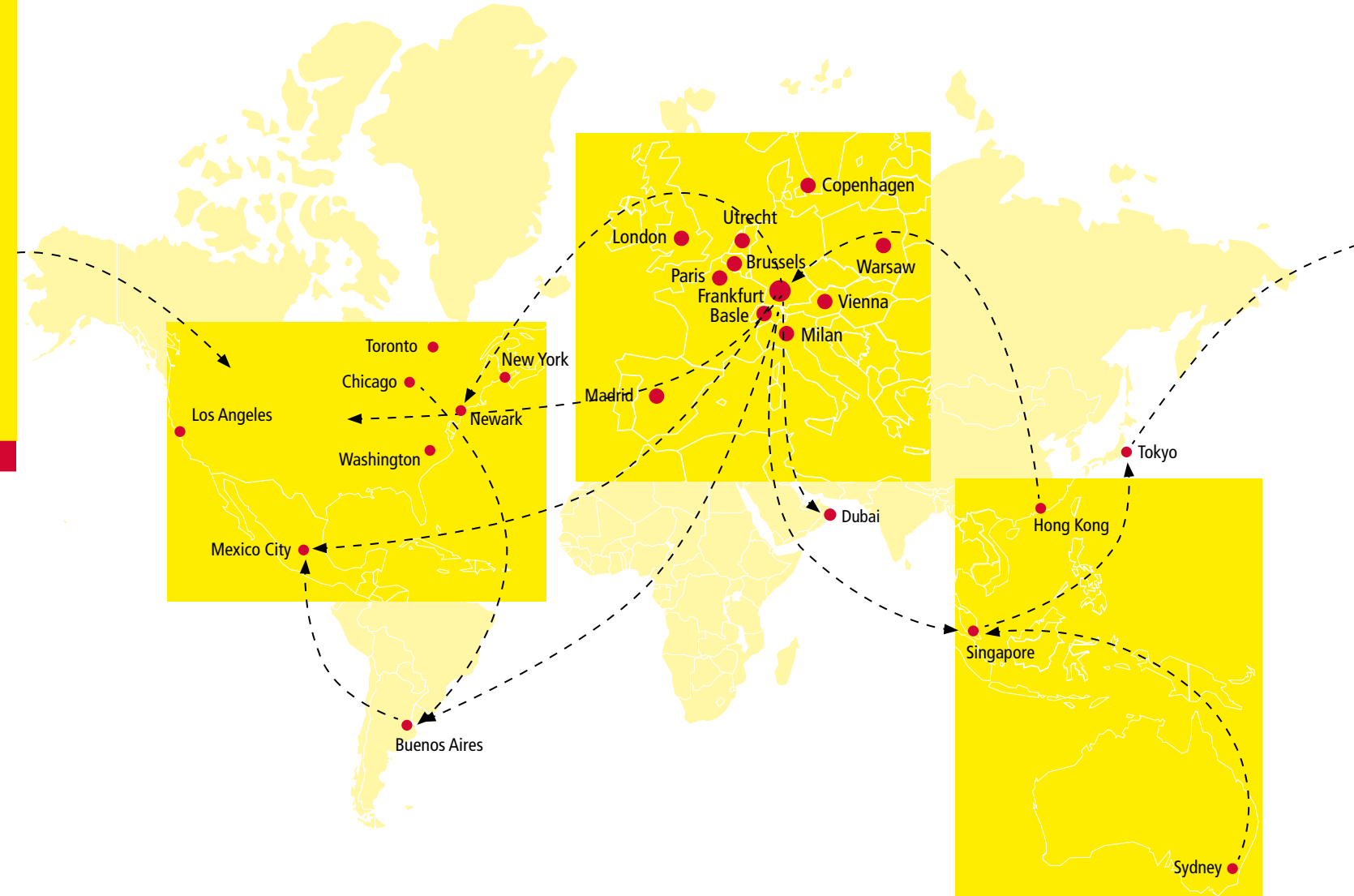
			
Direct Marketing	Press Services	Business Mail	Parcel
The powerful direct marketing product portfolio of Deutsche Post increases response rates by giving your direct marketing campaign the ‘local look’.	Benefit from our solutions for a reliable, cost-effective and fast dispatch of your newspapers and magazines.	Deutsche Post’s premium letter mail product for your business correspondence with German addresses.	Sends your parcels to all private households, business addresses or to one of 2,000 PACK-STATIONS in Germany.

LOCAL EXPERTISE IN KEY ECONOMIC MARKETS

Entering new markets can be challenging. Along with an understanding of regional regulatory and infrastructural frameworks, success demands deep insights into local needs and expectations. Offering this local know-how, DHL Global Mail is at your side with targeted services to support your market expansion efforts.

Different regulations, consumer demands, cultural sensitivities – you face a long list of challenges when you expand your mailing and logistics activities to address a new market. For maximum acceptance, your mail items must appear in the look and feel of the target region. Turn to DHL Global Mail for expert consulting and support from specialists equipped with hands-on experience in your target market.

With our services such as direct marketing competencies, international address management, fulfillment, sorting & franking and local reply, you can launch your marketing initiative smoothly – without the “growing pains” associated with starting off in an unfamiliar region. That means you can profit from bringing your products and services to the world’s most promising markets – across borders, cultures and infrastructural setups.



COMBINING A GLOBAL NETWORK WITH LOCAL COMPETENCE

- **Cooperations with local PPOs**, e.g. in the USA, with USPS for the last mile of your mail and parcel items.
- **Local joint-ventures**, e.g. YDM* in Japan, the second biggest mail market in the world, to offer direct marketing know-how combined with local transport services for the Japanese market.
- **Own local delivery networks** like in the Netherlands for a fast and reliable delivery of your mail and parcel items.
- Our **European subsidiaries** in Austria, Belgium, Denmark, France, the Netherlands, Russia, Spain, Sweden, Switzerland and the United Kingdom cover all countries within Europe.

Our **subsidiaries** in Australia, Hong Kong, Japan and Singapore are your local competence partners to enter the **fast-growing Asian-Pacific region**.

In the **USA**, the biggest mail market in the world, our sales force ensures a nationwide service and, along with about 19 mail terminals, offers you the right solution for your demands.

*Yamato Direct Marketing



INNOVATIVE CUSTOMIZED SOLUTIONS FOR YOUR SUCCESS

To fully realize the potential of your business plans, you need solutions that are as forward-looking as your ideas. In DHL Global Mail, you have a partner who can bring together different services and technologies across international and cultural boundaries and offer you straightforward and reliable answers to even the most complex mail and logistics challenges.

Hybrid Print & Mail

Especially where long distances and high volumes are involved, Hybrid Print & Mail is clearly the solution of tomorrow. Good thing that DHL Global Mail already offers it today. The concept is as simple as it is ingenious: send your transactional, direct marketing or other mail items to our regional production and service facilities in digital form, and we take care of the rest. The shorter physical transit routes significantly reduce CO₂ emissions and shipping costs. At the same time, we enable you to take advantage of lower distribution costs by printing nearer to your final destinations, for example, in Asia. And because our experts are intimately familiar with regional markets and service providers, you can count on excellent quality and local look and feel.



B2C Parcel

With a global network covering more than 200 countries and regional partners the world over, DHL Global Mail handles parcels of all shapes and sizes. Wherever you do business, whichever type of goods you ship, whatever priority and insurance options you choose, you share one need with all our B2C clients: you want your parcels to arrive on time and in flawless condition. We have built our business around fulfilling this demand on a global scale, despite widely diverse infrastructures and different service setups. For maximum transparency, we provide Internet-based global shipment tracking. That means you can keep a clear overview of all your parcels in transit via a single web portal.

OUR COMMITMENT TO YOUR SUCCESS. WHAT CAN WE DO FOR YOU?

ASIA-PACIFIC

Australia & New Zealand wNorth Asia & Hong Kong

www.dhl-globalmail.com.hk
hkg.service@dhl-globalmail.com

Japan

www.dhl-globalmail.jp
japan.sales@dhl-globalmail.com

Southeast Asia & India

www.dhl-globalmail.com
sin.service@dhl-globalmail.com

EUROPE

Austria and Eastern Europe (EU)

www.dhl-globalmail.at
service@dhl-globalmail.at

Scandinavia

www.dhl-globalmail.dk
globalmailcsnordics@dhl-globalmail.dk

Belgium & Luxembourg

www.dhl-globalmail.be
service@dhl-globalmail.be

Spain and Portugal

www.dhl-globalmail.es
info@unipost.es

The Netherlands

www.dhl-globalmail.nl
service@dhl-global-mail.nl

Switzerland and Italy

www.dhl-globalmail.ch
service@dhl-globalmail.ch

France

www.dhl-globalmail.fr
info@dhl-globalmail.fr

UK and Ireland

www.dhl-globalmail.co.uk
customerservice@dhlglobalmail.co.uk

RUSSIA

www.dhl-globalmail.com

AMERICAS

www.dhlglobalmail.com
contact@dhlglobalmail.com

ALL OTHER COUNTRIES

www.dhl-globalmail.com
service@dhl-globalmail.com