



DHL Express – Digital Single Market

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DHL Express Romania overview

22

Years in
Romania as a
Pioneer of
Express

4

Hubs &
Gateways

41

Locations
throughout
Romania

3

Dedicated Aircraft

200

Vehicles

42%

Market Share
Leader

1991

Established in
Romania

500

Certified
International
Specialists

5,000

Active Customers every day

DHL Romania – Unparalleled market coverage

4	AEO certified gateways	>85%	Volumes Cleared On Arrival	>95%	Transit Performance
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Time Definite & Day Definite

- 3 international hubs & 1 DDI hub
- 23 Service Centres
- 1 commercial flight Iasi - Bucharest

24	mn kilograms/ year	3.5	mn shipments/ year
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Best in Class operational performance

DHL Express Romania Operational Performance

Time Definite International		
Inbound transit performance per country		
Origin Region	Destination Country Code	Ontime (%)
EUROPE	GERMANY	97.4%
	ROMANIA	96.8%
	FRANCE	95.5%
	SPAIN	95.5%
	ITALY	95.1%

Time Definite International		
Outbound transit performance per country		
Destination Region	Origin Country Code	Ontime (%)
EUROPE	ROMANIA	97.2%
	GERMANY	97.0%
	ITALY	96.5%
	SPAIN	96.4%
	FRANCE	95.9%

- ❑ Customs environment in Romania is predictable and secure
- ❑ DHL Romania's Outbound and Inbound Transit Time over 96%
- ❑ 8 out of Romania's Top 10 Trade Lanes are within the EU

Quick and easy access to the full online suite of DHL Express shipping and tracking services.

All in one:

- Export with DHL Web Shipping
- Import with DHL Import Express Online
- Track and Monitor with DHL ProView



EFFICIENCY AND CONTROL

- Set your preferred home page
- Allow access for multiple users
- Define each user's rights
- Request and manage accounts

SAFER, SIMPLER IMPORTING

- Keep your account number confidential
- Control your shipment processing
- Coordinate effective communication
- Provide detailed shipping instructions

FASTER EXPORTING

- Prepare waybills online
- Store shipper and receiver addresses
- Create electronic Customs documents
- Schedule pickups

MORE ORGANIZED TRACKING

- Monitor all Express shipments in transit
- Know each shipment's current event status
- Request automatic notifications be sent via text or email
- Choose when, how and which event notifications are sent

DHL Express Romania key facts and figures

Awarded as Superbrand five times consecutively, 2008-2014



Awarded as Best Call Center and Best Training Program (CIS) 2013



The first express international courier company present in Romania (1991)

The first express company using an airplane for its operations in Romania



The first company in Romania awarded with TAPA certification

23 Service Points all across Romania



Present in Romania through DHL representative offices, not agents

Focus on SME Programs and Promotions – campaigns, offers, resource for SME business

Significant investment into Romania operations – USD 2.5m in fleet 2012-2013



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