

# DHL SAMEDAY

## SOLUTIONS FOR EMERGENCY SITUATIONS

No matter what business you're in, emergencies happen. And that's when you need a partner you can trust. Whether it's urgent delivery of a spare part, a signed contract, a medical supply or relocation of inventory to meet an order, DHL SameDay is there to keep your business running.

Since 1977 DHL SameDay has provided time critical solutions that have delivered a competitive edge. By selecting DHL, its global network, partnerships and specialist teams, we offer more than just a fast route for your shipment, but the fastest door-to-door solution.

Select from DHL SameDay Jetline, DHL SameDay Speedline or DHL SameDay Sprintline to meet your emergency shipment's delivery needs.



### SOLUTIONS THAT CAN FIX YOUR EMERGENCY SITUATION

#### PRODUCT

**DHL SameDay Jetline  
Unaccompanied shipment**  
Direct flights\* worldwide using the next flight out.

**DHL SameDay Jetline  
Personally accompanied shipment**  
Delivery by air: helicopter, private jet, charter or commercial flight.

**DHL SameDay Speedline**  
Direct flights\* worldwide using the most suitable flight available.

**DHL SameDay Sprintline**  
Urgent delivery by road.

#### EXAMPLE SITUATION

No matter what the distance, DHL SameDay Jetline reaches all parts of the globe in the shortest possible time with its next flight out approach.

When you need the highest protection for your high value emergency shipment, choose our accompanied 'secure' option. We will provide you a charter service, by plane or even helicopter. For smaller shipments, a dedicated onboard courier will be hired.

When you have an emergency situation and can better plan the delivery schedule to gain a more competitive logistics cost then DHL SameDay Speedline is the right choice.

When there's a short distance between origin and destination and it's too close to fly, typically for transportation across country or within the same region or city, DHL SameDay Sprintline loses no time to deliver.

#### MEETING YOUR NEEDS

- When a faster than standard air freight service is required
- Next or best flight out service across the world and rapid road transport
- Door-to-door 24/7/365 service
- One transparent door-to-door price
- Proactive tracking and monitoring from pick up through to delivery
- Online, real-time tracking
- Pick up within 60 minutes\*\* of order
- Proactive delivery notification
- Fully flexible solutions
- After hours, weekends or holidays
- Extended white glove service
- Dangerous Goods and Temperature-Controlled handling

\*Subject to destination being served by a direct flight \*\* Excludes DHL SameDay Speedline, out of gauge shipments and remote locations



The flexibility of DHL SameDay products is seen in the breadth of customers we serve. From the mission-critical delivery of aircraft and automotive parts to meeting the time-critical, temperature-sensitive requirements of life sciences and clinical trials, our operations and Customer Service specialists can deliver an immediate response, all day, every day.

### **OUR FEATURE**

Global carrier & partner network

24/7/365 Customer Service

Pick up within 60 minutes\*\* of booking

Proactive tracking and monitoring

Simple all inclusive rate

Proactive delivery notification

Online, real-time tracking

Dangerous Goods and Temperature-Controlled Handling

Holiday or weekend pick up as standard

### **YOUR ADVANTAGE**

Fastest delivery between two locations, with dedicated pick up and delivery

Immediate response to your needs and continuity of your supply chain

No time wasted waiting for a scheduled delivery

Door-to-door monitoring and management of your shipment

Quoting made easy, one price for end-to-end shipping

Immediate knowledge of your shipment's arrival

Shipment visibility at your fingertips

Customized end-to-end solutions managed by qualified staff

Supply chain continuity each and every day

### **HOW YOU BENEFIT**

Supporting your global needs no matter what the emergency or where it occurs

Minimize the impact the emergency can cause

Your shipment moves as soon as it's ready

Specialists proactively monitor your shipment against milestone exceptions

You have greater control of your logistics costs

Faster reaction to fix the next stage of the emergency situation

Know where your shipment is at all times

Highest service quality and flexibility delivered

Rapid resolution of emergency situations all year round

\*\*Excludes DHL SameDay Speedline, out of gauge shipments and remote locations

For more information please contact your local sales representative or visit us at [www.dhlsameday.com](http://www.dhlsameday.com)