



# DHL OCEAN CONNECT LCL

## KEEPING YOUR PROMISES AND DEADLINES

DHL Global Forwarding – Excellence. Simply delivered.



# OUR DHL OCEAN CONNECT LCL SERVICE OFFERING



At DHL we know the importance of helping our Customers meet their promises and their deadlines. That's why when they ship with our DHL Ocean Connect LCL services they ship with certainty.

The LCL business works on the basis of consolidating several smaller shipments, either from different shippers and/or different consignees, into one container. Customers enjoy a simple, flat, ocean freight rate per CBM or TON for the actual shipment size booked. DHL Global Forwarding (DGF) operates our own Non-Vessel Operating Common Carrier (NVOCC), Danmar Lines (DL). Danmar Lines bills of lading are issued as carrier to the Customers, these include all INCO terms, door-to-door or any other combination.

Operating our own DHL Ocean Connect LCL network globally, we serve more than 45,000 point pairs with over 2,800 scheduled LCL direct sailings per week. Managed from end to end with our own network experts, DHL Ocean Connect LCL ensures predictability in our Customers' supply chains, keeping deadlines – and promises – towards the end Customer.

# PRODUCT FEATURES, ADVANTAGES AND BENEFITS

## PRODUCT FEATURES

- We offer access to 45,000 point pairs with over 2,800 weekly LCL direct services to and from all major ports and inland points. This includes planned space protection from every major container port in the world
- More direct services cutting transit times to a minimum and avoiding transshipment and double handling
- We're on the ground in over 180 countries and territories, and 850 locations worldwide, offering more ocean loops and services than anyone else
- A huge variety of different pick-up and delivery options
- We operate to the highest standards in the industry, and our DHL Ocean Connect LCL services are provided by over 4,000 trained specialists in more than 330 locations
- Controlled ocean freight shipments accommodating also long-length goods (exceeding 5.8 meters)
- 'Shipped as Booked' policy
- Import/export customs brokerage
- All orders can be tracked 24/7 online
- Regular email reports are provided to stakeholders

## ADVANTAGES (vs. COMPETITORS)

- More weekly direct services than any other freight forwarder
- Cargo is handled and checked in our own/approved warehouses at all locations
- Export and import from more locations worldwide
- Customizable options to move cargo worldwide
- Containers are controlled and monitored, from loading to arrival
- Multiple departures and containers enable segregation of incompatible goods
- When a Customer books a specific sailing schedule, the shipment is moved on that schedule regardless of whether the container is full
- Customs experts in nearly all countries in the network
- Free online tool, DHL Interactive (DHLi)

## CUSTOMER BENEFITS

- Reliable and predictable transit times
- Direct services deliver much faster transit times compared to transshipment services
- Reduced risk of damage, misrouting or loss
- Access to a global network
- Flexibility, speed and efficiency
- Improved reliability and door-to-door security
- Access to multiple departures through one provider
- Cuts the possibility of shipments being 'rolled over'
- Reliable transit times
- Fewer delays
- Avoid delays through customs
- Full online visibility on shipment level

# PRODUCT FEATURES, ADVANTAGES AND BENEFITS

## PRODUCT FEATURES

- Standardized ocean freight LCL label that is put on every single item (house bill level) at the export CFS
- Wide acceptance of dangerous cargo across our global warehousing network
- myDHLi Quote & Book service to quickly generate a competitive LCL quote for up to 10,000kg/20cbm

## ADVANTAGES (vs. COMPETITORS)

- Increased timestamp performance by automated capturing, almost in real time, even by third parties
- More efficient LCL container unloading process, as pieces are easily identifiable
- Clearly documented and scanned handovers between parties
- In-house IMDG experts ensure dangerous cargo is segregated as needed before consolidation
- Quote and book pre-paid, collect and cross trade LCL shipments, from a computer or any mobile device

## CUSTOMER BENEFITS

- Increased shipment visibility
- Improved transport quality and security
- Simplified exception handling (in terms of damages, delays or missing pieces)
- Ability to ship a variety of dangerous goods
- Easy access to competitive LCL rates and simple online booking, making international shipping easy



# WHY YOU SHOULD CHOOSE DHL OCEAN CONNECT LCL

Our DHL Ocean Connect LCL offers more frequency and better reliability, helping you to reduce inventory. It provides you with the confidence of delivering cargo on time and enables you to sell more to your Customers.



## INDUSTRY EXPERTISE AND SECURITY

**With DHL, Customers know they'll consistently receive the expertise and security they demand at all times.**

- Trained OFR experts throughout the supply chain handle your LCL cargo globally
- We have industry expertise in many sectors including Automotive, Technology, Chemicals, Retail, Life Sciences and Healthcare, Consumer, Engineering and Manufacturing, and Energy
- We operate in our own/ approved warehouses at all locations, both at origin and destination, with defined security processes and procedures

## THE SCALE TO OFFER MORE

**Our scale, financial strength, consistent track record and reliability mean Customers can count on us to deliver the LCL service they need.**

- More ocean loops and services in LCL than any other single freight forwarder, with access to every major container port in the world
- On the ground presence in over 180 countries and territories, over 60 national gateways and nine multinational gateways with local expertise in every country we serve
- Access to 45,000 point pairs with over 2,800 weekly LCL direct services, through a single provider

## RELIABILITY, FLEXIBILITY AND EFFICIENCY

**A key client of the top 10 worldwide carriers, we have planned space protection in all LCL point pairs, and offer a 'Shipped as Booked' policy.**

- Unique DHL Ocean Connect LCL services complimented by our multi- and single-country consolidations (when multiple shippers can be combined into FCL dedicated buyers' consolidation containers)
- Our six Sigma-trained logistics specialists work with you to identify opportunities, recommend ways to improve performance and drive down costs along the supply chain

# YOUR QUESTIONS ANSWERED

## **What are the advantages of using LCL over FCL?**

LCL is ideal for shipments which do not need the capacity and cost of a FULL container.

With DHL Ocean Connect LCL you 'pay for what you use', and it is significantly less than what you pay in any other mode of transportation. This means you can cost effectively send your goods immediately without having to wait for enough cargo to fill a full container.

## **Aren't goods more likely to be damaged in LCL containers?**

At DHL, your cargo is handled and checked in our designated container freight stations (CFS) at all locations. This reduces the risk of damage, misrouting or loss.

## **I've heard LCL containers get 'bumped' more often by carriers – is this true?**

We negotiate top priority with carriers for our DHL Ocean Connect LCL containers so they are the last to get bumped (if at all) from a sailing. Furthermore, we can offer planned space protection from every major container port in the world. This drastically reduces the possibility of our DHL Ocean Connect LCL containers being bumped.

## **Don't LCL services normally operate only on major routes? I'll end up shipping long distances on land.**

We offer in excess of 45,000 point pair combinations with over 2,800 weekly LCL direct services to and from all major ports and inland points, using a spread of carriers over all alliances, providing fastest transit time on direct services.

## **Won't my goods suffer delays while you wait to fill your LCL containers?**

When you book a shipment with DHL Ocean Connect LCL on a specific vessel, we will ship on that vessel regardless of whether the container is full. We call this 'Shipped as Booked' policy.

## **Are there any restrictions on what I can ship via LCL?**

In general, we ship everything that we can fit into a container, provided the DG (Dangerous Good) class of the cargo is accepted by the carrier (e.g. no live plants, live animals, etc.).

The size and weight of your shipment might restrict the ocean container required to move your shipment.

## **What additional services can you offer?**

Single-country and multi-country consolidation are strengths for DHL, enabling you to optimize container use in ocean freight operations. We have a dedicated global team of security experts and unique technical security solutions, and we offer a range of information solutions from multimodal Track and Trace, to full purchase order/vendor management.

## **Why use a freight forwarder like DHL Global Forwarding?**

We eliminate all the pain and effort associated with dealing with carriers, customs, compliance, paperwork, etc. We can offer you value-added services as standard, including insurance, transport to/from sea ports, security services, supply chain consulting, etc. We operate our own DHL Ocean Connect LCL network – no other freight forwarder or carrier can offer this in equal coverage.

## **Aren't freight forwarders more expensive than dealing directly with the carriers?**

Generally, carriers don't offer LCL services. In addition, the majority of the cost for LCL occurs outside of the port. So, by controlling the volumes and the total LCL chain we have far more control over the rates we can offer you.