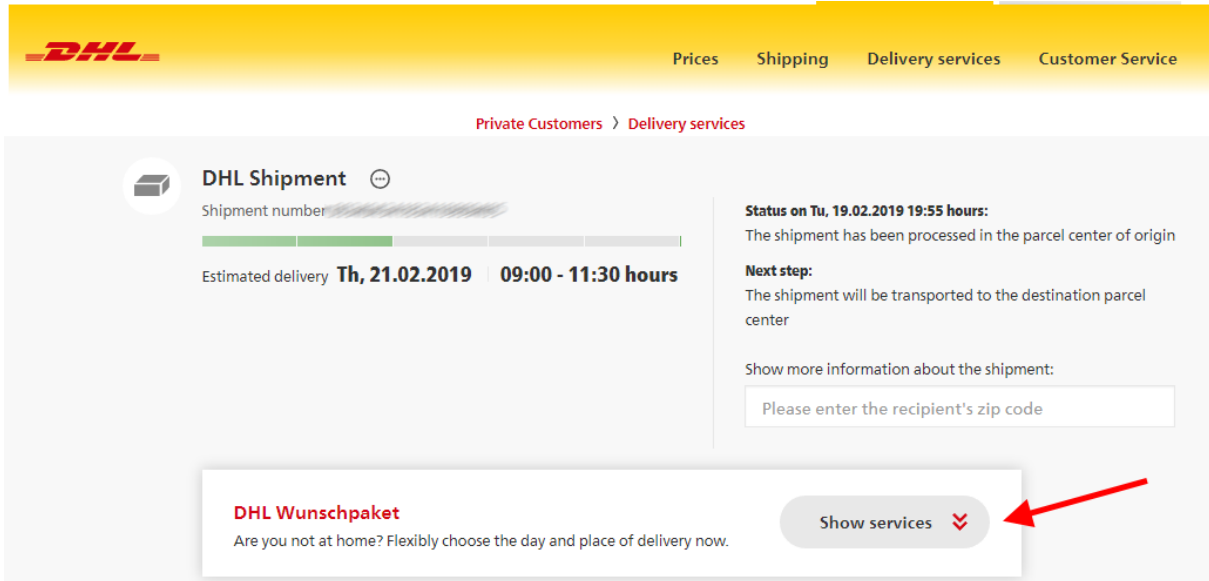


How do you redirect a package to DHL if you are not at home / reachable?

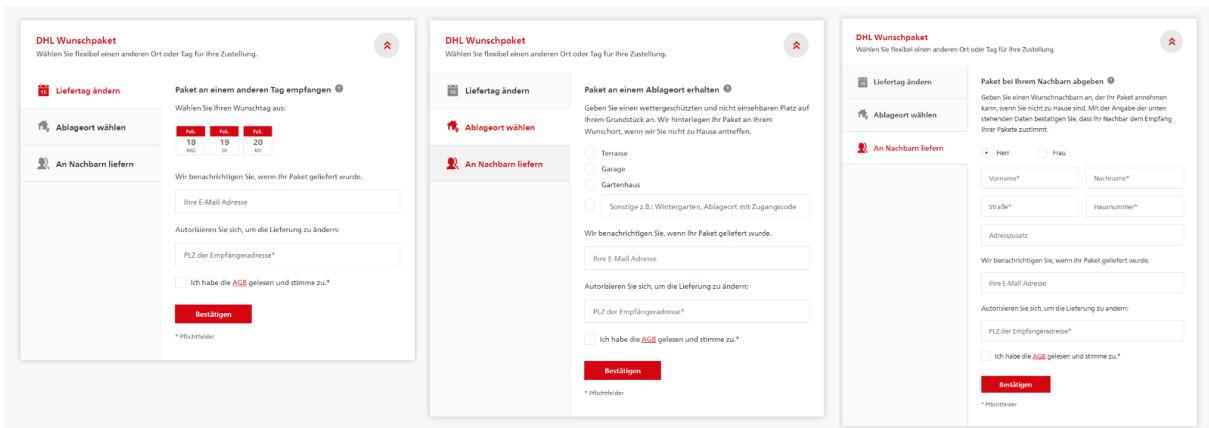
What to do if a package is on the way - and you can not accept it?

With DHL you have several options to solve this - as soon as you receive the tracking email from us (you must agree to the receipt in the checkout, when ordering), you will have access to your personal tracking page, go to "Show Services"



The screenshot shows the DHL tracking interface. At the top, there is a navigation bar with 'DHL' logo and links for 'Prices', 'Shipping', 'Delivery services', and 'Customer Service'. Below this, the page is titled 'Private Customers > Delivery services'. The main content area displays 'DHL Shipment' with a tracking number and a progress bar. The status is 'Status on Tu, 19.02.2019 19:55 hours: The shipment has been processed in the parcel center of origin'. The next step is 'Next step: The shipment will be transported to the destination parcel center'. There is a field to 'Please enter the recipient's zip code'. At the bottom, there is a 'DHL Wunschpaket' section with the text 'Are you not at home? Flexibly choose the day and place of delivery now.' and a 'Show services' button with a dropdown arrow, which is highlighted by a red arrow.

In the following area you have the possibility to change the delivery day (to a maximum of 3 days AFTER the calculated delivery date), to choose a storage location (garden shed, etc.) or to arrange the delivery to a neighbor.



The three screenshots show the 'DHL Wunschpaket' service options. The first screenshot shows the 'Liefertag ändern' (Change delivery day) option, where users can select a new delivery day from a calendar. The second screenshot shows the 'Ablageort wählen' (Choose storage location) option, where users can select a location such as 'Terrasse', 'Garage', 'Gartenhaus', or 'Sonstige z.B.: Wintergarten, Ablageort mit Zugangscode'. The third screenshot shows the 'An Nachbarn liefern' (Deliver to neighbor) option, where users can select a neighbor and provide their contact information, including name, address, and phone number.

(Unfortunately, we cannot show you these screenshots in English, because DHL has not yet fully translated these pages!)

With all 3 options you keep track of the tracking!

Should something still be wrong, our support team is of course always at your side!