

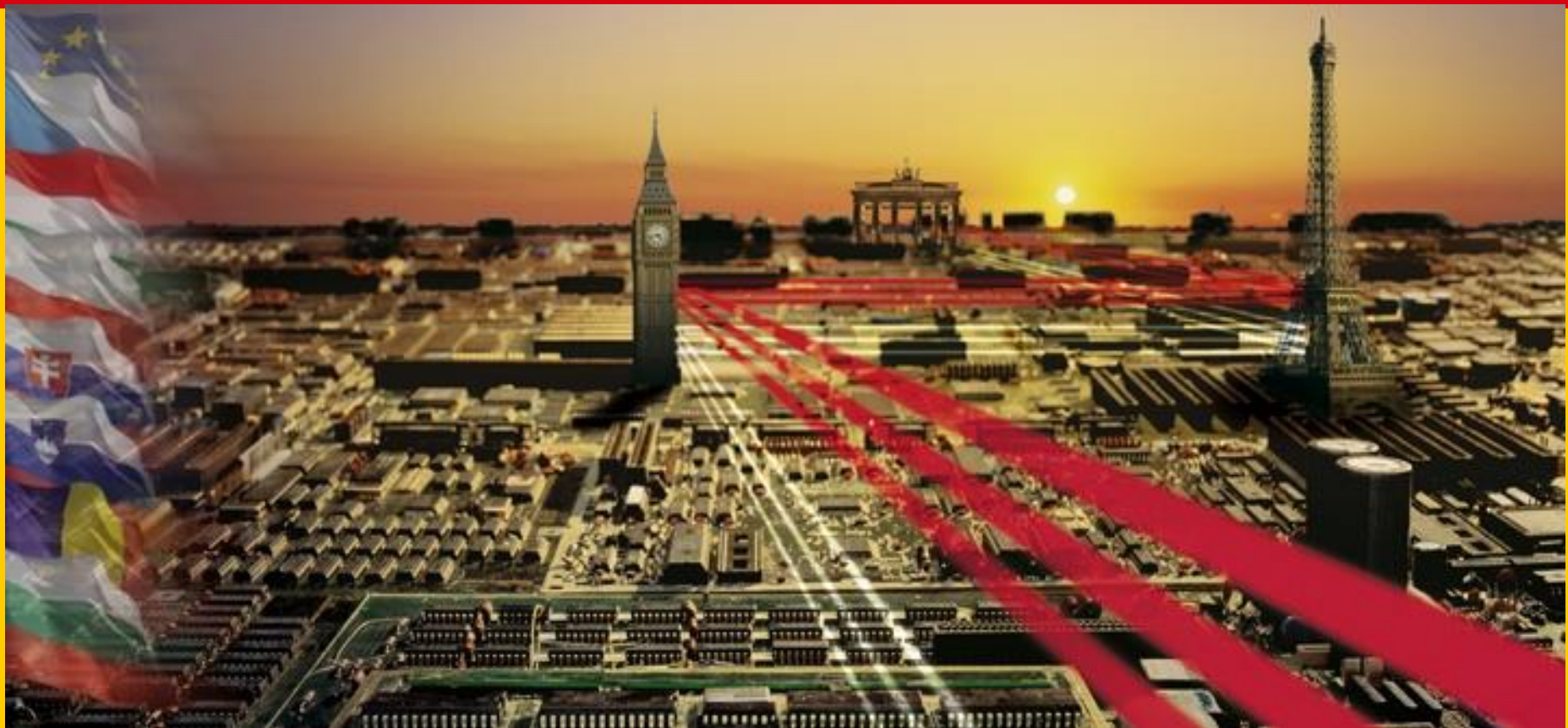
Information Technology for Practice 2018 – IT Innovation

The customer centric innovations in the most internationally oriented Express logistic provider

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DHL Express (Czech Republic) s.r.o., Business IT department

Ostrava, 17-OCT-2018



1. The DHL group introduction

2. The DHL center of innovations

3. MyDHL+

4. MyBill

The DHL group introduction

DHL - Business for logistics

- Express shipments worldwide.
- Freight road business.
- Global Forwarding for air and ocean specialization.
- Parcel logistics.
- Warehouse logistic solution (Supply Chain).

...with corporate centers of innovations

The DHL group introduction

DHL – What seems be an innovation for DHL?

Innovation – just another buzzword we are using in our daily language.
But, what does that actually mean?



Well, innovation can simply be defined as **something new** – a new idea, device or method.

The term usually means something original and more effective and, as a consequence, new, that “breaks into” the market or society.

The term is related to, but not the same as, invention.

The DHL group introduction

DHL – What seems be an innovation for DHL?

Why is this so important?



As innovation is closely linked to efficiency gains, this is also highly relevant to companies.

If we want to tap new markets and come up with new ideas, we have to all become innovators.

To ensure business growth, we have to enter into new fields of business like:

- E-Commerce
- E-Mobility

DHL – reasons for innovation

- We will be able to create a platform for research and collaborative innovation between DHL customers, start-ups, universities, industry partners and innovation experts.
- In close proximity to some of the world's most dynamic technology and innovation hubs.
- Innovation Center will house DHL's logistics innovations and offer customers and partners a sight into the future of logistics.
- e-Platforms cross all business. Orders, shipments, billing, duty, claims.

The DHL group introduction

DHL – reasons for innovation

- It will showcase visions of what the world and its transport infrastructure might look like in 2050, as well as the latest technology trends in robotics and automation, artificial intelligence, self-driving vehicles and virtual reality – all of which are already being tested or implemented by the Group.

**New type of van for pickup and delivery:
Deutsche Post StreetScooter WORK XL
fully e-powered Ford Transit**



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The DHL center of innovations

DHL – innovation centers



New Americas Innovation Center near Chicago in Rosemont, Illinois. Joining the two existing DHL Innovation Centers in Germany and Singapore, the Americas Innovation Center will exhibit new technologies and innovations in logistics that DHL is implementing across the region. The opening is planned for summer 2019.

The DHL center of innovations

Inspire. Connect. Engage.

- The DHL Innovation Center is the perfect platform to inspire our customers, connect and engage with internal and external trends and experts and exchange ideas.
- The facilities serve as a platform to innovate with our customers, industry partners, as well as research and government communities. A dedicated and dynamic team is already in place meeting the customers' and partners' requirements.

The DHL center of innovations

Visions. Trends. Solutions.

- Showcasing logistics of today, tomorrow, and the day after tomorrow.
- A state-of-the-art center piece: a Formula E car showcasing DHL's sustainable logistics solutions, smart mobility and automotive innovations.
- Today's solutions are showcased in the solution box, where visitors can experience the full range of Deutsche Post DHL capabilities, while trend cubes highlight the trends of tomorrow and their applications for the logistics industry.

IT4Practice

1. The DHL group introduction

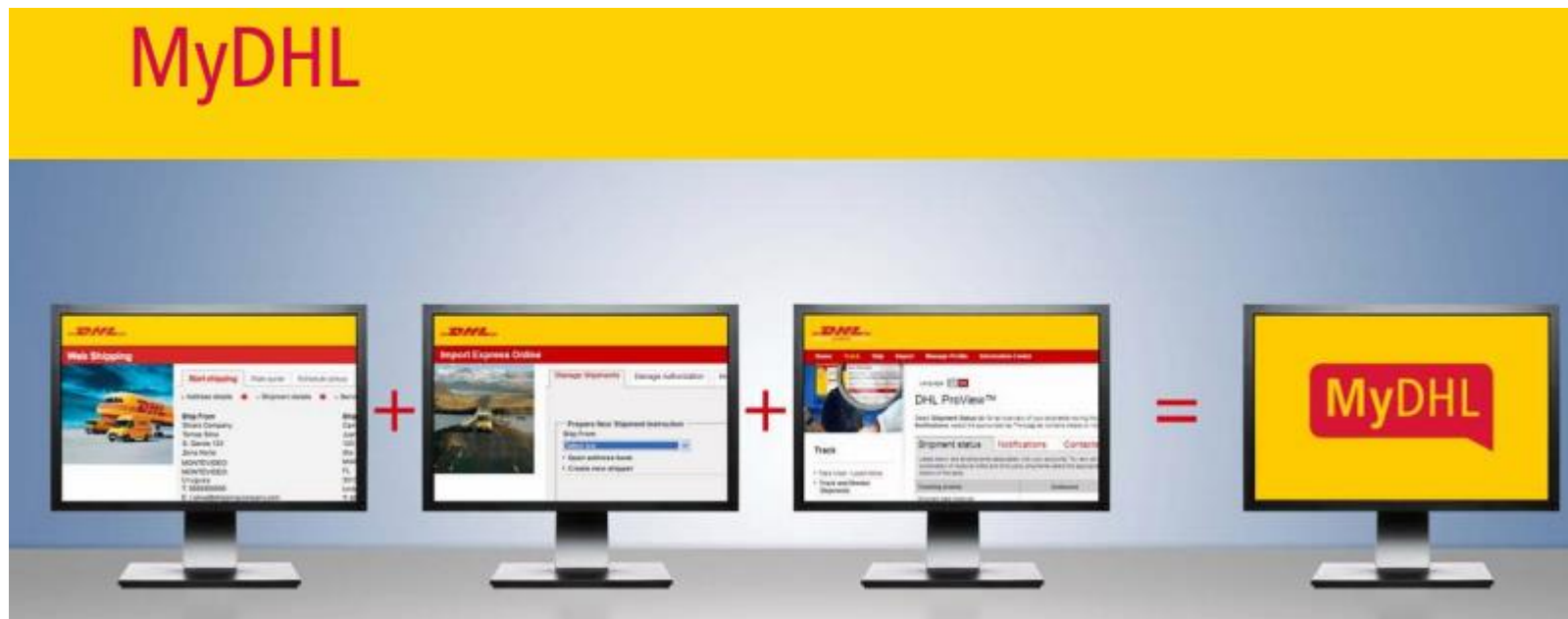
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MyDHL+ is our brand of new electronic shipping solution.

- This all-in-one, web-based shipment management system is especially suited for small-to-medium sized businesses. Quickly prepare your exports, simplify your import communications, and accurate...



MyDHL+ is our brand of new electronic shipping solution.

- MyDHL is a complete online shipping management solution.
- The user reduces costly handwritten errors and unnecessary paperwork.
- Set the customer personal shipping preferences to decrease repetitive steps and receive automatic updates to stay informed.
- Keep customer account numbers completely confidential while managing multiple user access and rights.
- Simplify communications between shippers and receivers with relevant shipment details summarized in email for both of them.



MyDHL+



DHL.com Full Site

The mobile web site has been designed using best practices for mobile site development.

The mobile site is not a copy of the full site but rather it provides mobile optimized tracking functionality as well as high level content that links to the full site when more details are required.

The mobile web site is not an App hence no download is required.



DHL.com Mobile Site

IT4Practice

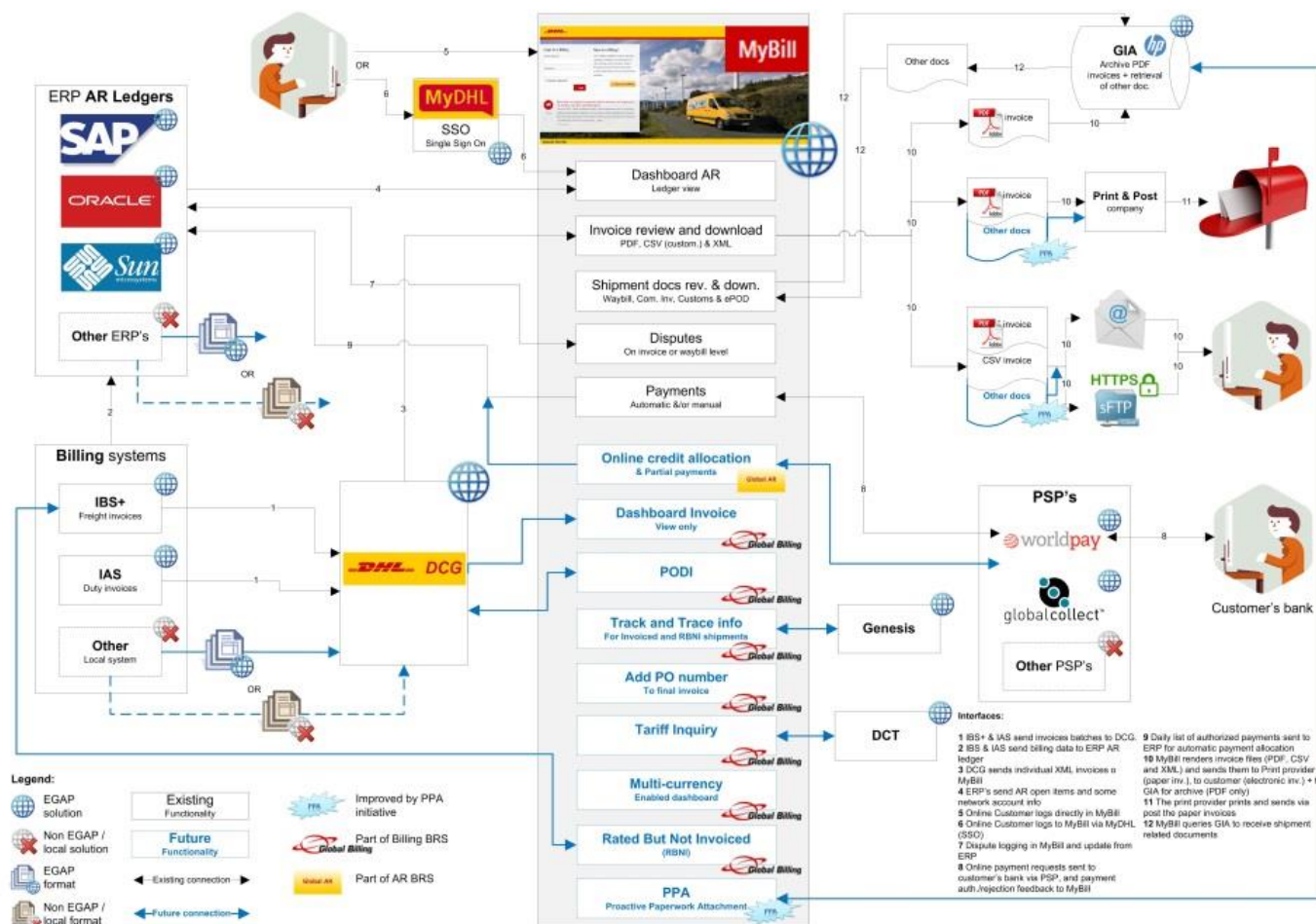
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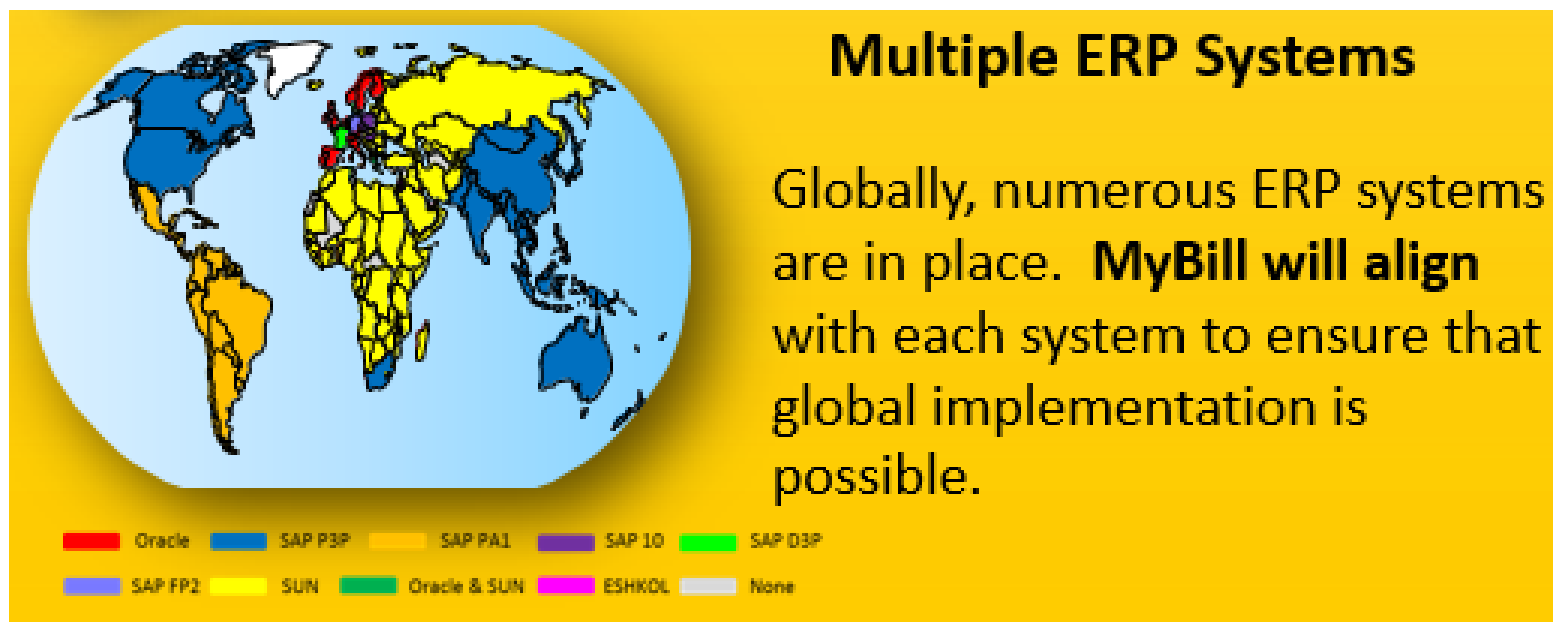
MyBill = global billing of Express solution.



MyBill = global billing of Express solution.

- MyBill Dashboard
- MyBill Invoices
- MyBill Disputes
- MyBill Paymets
- MyBill Reporting
- MyBill FAQs

MyBill - global billing of Express solution.



We are never closed for billing.

MyBill functionality includes:

- View invoices and other relevant documents.
- Customer profile.
- Search functionality: by customer account, by invoice and shipment, by invoice notification.
- Account statement (including ageing).
- Tariff Enquiry.
- Track and Trace.
- Dispute functionality.

[MyAccount](#)
[Application FAQ](#)

DHL - MyAccount

You last signed in on July 27, 2015 at 21:13 PM MYT

Welcome : hilary.hendriks-brown

- Home
- Search Billing
 - By Account (Open Items)
 - By Invoice
 - By Shipment
 - By Rated but not Invoiced
 - By Invoice Notification
 - By Customer (Open Items)
- Account Statement
- Add External User
- Search Query
- Maintain Remittance Advice
- Send Message
- Tariff Enquiry
- View Ratecard
- Customer Report
- Change Password
- Auto Register
- Customer Profile
- Log Out

Shipment Details

Billing Account: 454007000
SAP Account:
Account Name: HALLIBURTON WORLD WIDE LTD
Currency: Local - UAE DIRHAM (AED)

Credit Control Code:
Credit Control Person:
[Download](#)

AWB Number	Ship Date	Org	Dest	Prod	Pcs	Weight	Total Charge	Floating Surcharge	Insurance	Weight Charge	Weight Code	Discount	Total Taxes	Total Amount
1423288753	2015-07-15	ZJF	KWI	W	1	1,400.00	5,932.65	0.00	0.00	5,782.65		0.00	0.00	5,932.65


Consignor	Consignee	Shipment Information	Weight Description
OILFIELD SUPPLY CENTER ROUTEJF01 B9, OSC, JEBEL ALI FREE ZONE UAE AE	KUWAIT COMMERCIAL AGENCY COMPANY SPERRY DRILLING SERVICES FOR HALLIBURTON OVERSEAS LIMITED AHMADI KW	Shipment Service Shipment Reference 3168819 Org ZJF JEBEL ALI Dest KWI KUWAIT	

[Track](#)
[Images](#)

4400519270	2015-07-23	ZJF	KWI	D	1	0.50	18.46	1.59	0.00	16.87	B	0.00	1.85	20.31
4942108205	2015-07-20	ZJF	KWI	W	1	540.00	2,380.85	0.00	0.00	2,230.85	A	0.00	0.00	2,380.85
4942162256	2015-07-20	ZJF	KWI	W	2	40.00	319.84	0.00	0.00	169.84		0.00	0.00	319.84
5527840695	2015-07-21	ZJF	MNL	P	1	20.00	821.53	57.98	0.00	493.55		0.00	67.16	888.69
5527863810	2015-07-21	ZJF	MKE	P	1	1.50	261.05	9.59	0.00	101.46	B	0.00	11.11	272.16
7139771516	2015-07-23	ZJF	CAI	P	1	1.00	207.46	4.96	0.00	52.50		0.00	5.75	213.21
7139779080	2015-07-23	ZJF	MCT	P	1	2.00	220.60	6.10	0.00	64.50	W	0.00	7.06	227.66

Invoice Total Amount : 10,255.37

MyBill



MyAccount

DHL - MyAccount

You last signed in on June 30, 2015 at 17:50 PM MYT

Home

Search Billing

By Account (Open Items)

By Invoice

By Shipment

By Rated but not Invoiced

By Invoice Notification

By Customer (Open Items)

Account Statement

Add External User

Search Query

Maintain Remittance Advice

Send Message

Tariff Enquiry

View Ratecard

Customer Report

Change Password

Auto Register

Customer Profile

Log Out



Please discard this statement if payment has already been made.
For Information Only

STATEMENT

Customer

HALLIBURTON WORLD WIDE LTD
PO BOX 3111 TRANSACTION CENTRE
3RD FLOOR AL MOOSA TOWER 1
DUBAI UAE

Billing Account

454007000

Credit Control Code

Requestor

hilary.hendriks-brown@dhl.com

Postal Code

Contact Name

Accounts Payable


Phone

04-3036390

Invoice Date	Reference	Fiscal Reference	Age Bucket	Crcncy	Debit	Credit
2015-03-01	8981327353	0	Unallocated	AED	0.00	-27.00
2015-03-12	DXBI21092	0	120+	AED	1,773.81	0.00
2015-04-06	DXBI26939	0	91 - 120	AED	981.04	0.00
2015-05-07	DXB014137	0	31 - 60	AED	3,429.87	0.00
2015-05-07	DXB014132	0	31 - 60	AED	5,684.85	0.00
2015-05-07	DXB014135	0	31 - 60	AED	6,758.65	0.00
2015-05-14	DXB015018	0	31 - 60	AED	231.78	0.00
2015-05-14	DXB015010	0	31 - 60	AED	5,206.52	0.00
2015-05-21	DXB016373	0	31 - 60	AED	365.64	0.00
2015-05-28	7904418185	0	Unallocated	AED	0.00	-11.21
2015-05-31	DXB018341	0	31 - 60	AED	39.02	0.00
2015-05-31	DXBI40391	0	31 - 60	AED	467.05	0.00
2015-05-31	DXB018344	0	31 - 60	AED	12,137.01	0.00
2015-06-11	DXB024525	0	0 - 30	AED	3,418.26	0.00
2015-06-11	DXB024528	0	0 - 30	AED	42.28	0.00
2015-06-11	DXB024527	0	0 - 30	AED	2,909.49	0.00
2015-06-11	DXB024520	0	0 - 30	AED	3,429.87	0.00


Deutsche Post DHL

MyBill



MyAccount

DHL - MyAccount



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Welcom

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By Account (Open Items)

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By Customer (Open Items)

Account Statement

Add External User

Search Query

Maintain Remittance Advice

Send Message

Tariff Enquiry

View Ratecard

Customer Report

Change Password

Auto Register

Customer Profile

Log Out

Tariff Enquiry (DHL Rates quoted below are subject to change)

Tariff Type

Outbound

Product Code

D:EXPRESS WORLDWIDE do

Billing Account

454007000

*Shipment Date

2015-07-27

*Origin

DUBAI (DXB)DXB

*Destination

BRUSSELS-BRU

Insurance Value

Insurance Currency

Select Currency

*Weight Quantity

0.5

Volumetric Weight

0

Length

Width

Height

in CM

Volumetric Weight

Volumetric divisor is : 5000


Search

Reset

Tariff Enquiry Results

Weight Charge	23.68	Billing Account	968823121
Insurance Charge	0.00	Type Of Rate Used	C - Contract
Product Surcharge	0.00	Product Code	D
Fuel Surcharge	2.24		
Tax	2.59		
Discount	0.00		
Bill to Local	1.000000	Bill to USD	0.272261
Total Charges in Billing Currency	28.51	Billing Currency	AED
Total Charges in Local Currency	28.51	Local Currency	AED
Total Charges in USD	7.76		

MyBill



[Desktop](#)
[My Profile](#)
[Reports](#)
[Search](#)

Current user:
 barbara.nowak@dhl.com

[DHL e-Billing hub](#)
[DHL Entity](#)
[Help](#)
[Logout](#)

Details : Debit

[← return to invoice list](#)

Select

Download

Status: Sending Unpaid






History

Pay Now




Pay

Query




Setup Direct Debit




1 / 2


54.7%

find

Debit Note Summary



MR RHYS EVANS
 NATIONAL PHYSICAL LABORATORY LTD
 HAMPTON ROAD
 TEDDINGTON MIDDLESEX
 TW11 0LW

Invoice Number: H6C72B1595
 Account Number: 130917250
 Invoice Date: 11 May 12
 Number Of Pages: 1 of 2

For Invoice Enquiries
 Telephone: 08442 400 777
 Fax: 020 8831 5399
 Website: www.dhl.co.uk/debilinglogin

Type of Service	Number of Shipments	Total Weight in Kg	Standard Seemount Charge	Total of Extra Charges	Discount	VAT	Nett. Charge
DHL Express Worldwide (Non Document)	1	517.0	£6,976.57	£1,207.24	-£15.00		£8,168.81

Trends

mobile
applications

- Mobile App Publication Service

customer and
vendor self-
service

- Personnel costs optimization

net promoter
approach

- Continuous measurement of customer loyalty – voice of customer

Questions...