

## **DHL tests new automated storage machines in the Netherlands**

- ***New DHL Locker is easy to use with a smartphone***
- ***Co-innovation between DHL Parcel and Capgemini***

**Utrecht, 27 October 2017 – DHL Parcel is currently testing new automated storage machines as parcel lockers in the Netherlands. The new automatic units were developed in conjunction with Capgemini and Polygon and are considerably more compact than the conventional Packstations that DHL Parcel uses in Germany, Austria and also the Netherlands. As such, the new models can be used in a more variable and flexible way, thus opening up new possibilities for the development of untapped locations.**

*"As a leading innovator in B2C parcel deliveries, we are constantly working on developing our portfolio in order to provide our customers with the best possible service. This also includes the simple and convenient use of this new offering,"* says Wouter van Benten, CEO DHL Parcel in the Benelux. In order to use this new service, the customer simply has to provide the selected locker as the delivery address when placing an order in an online shop. They must also install the specially developed DHL Locker app, which is available for Android and Apple devices, on their smartphone for use when collecting the shipment. The customer simply opens the app and enters the code that he or she has received in advance via e-mail or SMS. Following entry of the code, the compartment containing the recipient's shipment item can be opened.

For the purposes of the current pilot program, DHL Parcel is deliberately focusing on locations with a high customer density in the Netherlands. These include, for example, shopping centers as well as subway stations. The first lockers are already available to customers in the Kronenburg shopping center in Arnhem, the De Koperwiek shopping center in Capelle aan den IJssel, the Sterrenburg shopping center in Dordrecht as well as the Etten-Leur shopping center. They can also be found in the Formido stores in IJsselstein (van Leeuwenhoekweg) and Rotterdam (Bergweg); in the De Hoven shopping center arcade in Delft; at the Piet Spoed trucking company in Landgraaf; and in the RET subway station Voorschoterlaan in Rotterdam.

The new automated storage machines and the DHL Locker app were conceived and developed as part of the proven, longstanding partnership between DHL, Capgemini and Polygon. *"What really brought the concept of the new-format automated parcel lockers to fruition was the agile approach demonstrated by all those involved in this close collaboration: we went from concept to initial prototype in just eight weeks,"* comments Marc Ix, Capgemini.

Based on customer feedback from the current pilot program in the Netherlands, DHL plans to further optimize the new automated storage lockers and expand their use to include other Dutch cities. A rollout in other countries in DHL's European parcel network is also conceivable.

**About DHL**

DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL family of divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 350,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, energy, automotive and retail, a proven commitment to corporate responsibility and an unrivalled presence in developing markets, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of Deutsche Post DHL Group. The Group generated revenues of more than 57 billion euros in 2016.

**About Capgemini**

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients’ opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

Visit us at [www.capgemini.com](http://www.capgemini.com). *People matter, results count.*