



Cashless Payments for the World's Leading Logistics Provider

SumUp enables card acceptance and elevates service for doorstep delivery

The Goal

OFFER STANDARDISED CARD ACCEPTANCE FOR DOORSTEP DELIVERY IN EUROPE

DHL has been an innovative leader in worldwide shipping for more than 35 years. Currently, DHL employs more than 550,000 people and manages the shipment and logistics of packages and goods in 220 countries and territories. This global reach makes it the most international company in the world.

DHL is continuously looking for new ways to improve its business and the efficiency of its daily operations. The company offers a cash on delivery service where parcels labelled "cash on delivery" are only handed over to the recipient against payment for the goods. In some territories, DHL has already worked with local partners to also offer card payments for doorstep delivery.

As the world heads into a cashless age, the main priority for the company was to identify a single card acceptance provider that would help to elevate service for doorstep delivery in all European markets with seamless card acceptance, ultimately replacing cash payments.

- ✓ DHL launches European-wide initiative for cashless payments
- ✓ SumUp equips DHL with more than 15,000 card terminals for delivery couriers
- ✓ Secure and reliable contactless card acceptance for doorstep delivery

" Heading towards a cashless society, SumUp allows us to offer fast and reliable card payments for doorstep delivery. This partnership improves delivery times and costs of handling cash."

Carola Schmitz-Becker, Vice President Treasury at DHL

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.

DHL is part of Deutsche Post DHL Group. The Group generated revenues of more than 60 billion euros in 2017.



The Solution

PROPRIETARY HARDWARE AND SOFTWARE FOR DAILY USE

With this in mind, DHL looked at several solution providers to offer secure and fast card payments. Several requirements had to be fulfilled by the provider: The company needed to serve most of the European countries and support local currency settlements. Additionally, the ideal partner needed to provide in-house risk and fraud management and match all hardware and software requirements, ensuring reliable daily use for a workforce of more than 15,000 delivery couriers.

SumUp was able to check all the boxes. With proprietary hardware and software, SumUp has been the first company in the sector to own the intellectual property of the entire payment process. Offering service across three continents, SumUp offers a card reader that connects via Bluetooth with the smartphone/tablet of delivery couriers and can be used anywhere and anytime to seamlessly accept card payments via chip & PIN as well as contactless payments.



The Result

ELEVATED SERVICE AND REDUCED COSTS FOR HANDLING CASH

DHL is now able to implement simple and fast card acceptance all across Europe under one framework contract with SumUp. Through the partnership and standardised use of SumUp's payment acceptance technology, DHL reduces time, bureaucracy and manpower previously needed to handle multiple card acceptance providers in local markets.

DHL has found SumUp improves operations threefold: The company enhances service for their customers who expect card payments today as a standard payment option for doorstep delivery service. Moreover, the reduction of cash reduces the costs of handling money and allows a faster delivery process that results in a significantly accelerated payment process.

Get in Touch

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