

Digitally closer to the recipient.



- 1 Delivery notification and parcel tracking**
We inform your customers about the delivery status and the probable delivery date.



- 2 PreferredDelivery**
Using the delivery notification, your customer can book ...
 - PreferredStoragePlace
 - PreferredParcelShop
 - PreferredNeighbour
 - PreferredDeliveryDate
 - PreferredAddress



- 3 Digital notification card**
If we don't catch your customer, we will inform them where their parcel is, about the next delivery attempt and offer them PreferredServices.

**Professionals dispatch
with professionals.**

And there are good reasons for this:

We won't simply redirect your parcels to the next ParcelShop without asking, but attempt to deliver it up to **four times**. If we don't catch your customer, we will deliver their parcel to a neighbour. We achieve a **delivery rate of 99.5 %** (in 2021) with this approach. That's logistics that delivers.

* Unrequested forwarding only in the event of severe illness-related staff shortages or external disruptions.

Delivery rate of
99,5 %

With over 16,000 ParcelShops there for you at all times.

- Biggest comprehensive ParcelShop network in Germany
- Parcel drop-off point or alternative delivery option
- Price advantages compared to doorstep delivery*

* When booking using the checkout.

Add individually tailored additional services.



Carbon-neutral shipping

Compensation of all transport-related carbon emissions



PriorityDelivery

Delivery on next working day thanks to separate loading and labelling



PreferredExpress

Submission of parcels until midnight with express next-day delivery



Cash on delivery service

Payment in cash when delivered to your doorstep



IdentService

Delivery only to the original addressee



DeliveryStop

Delivery is stopped (e.g. if fraud is suspected)



Exclusion of delivery to neighbours

Delivery only to the original addressee's doorstep



Prevention of shipment redirection

PreferredDelivery cannot be used (e.g. for first-time orderers)



Europe-wide shipping.

We will bring your products to the destination within 2–4 days. With our country-specific delivery and our service for you: One point of contact for all countries.

More than
40,000
ParcelShops



Our parcel sizes.

Max. dim./liability	Doorstep	ParcelShop
Length	120 cm	120 cm*
With/height	60 cm each	
Weight	31.5 kg**	25 kg
Volume	450 l	200 l
Liability	upt o 500 €	up to 500 €

We also transport bulky goods up to 200 × 80 × 80 cm. Whether automated or through our manual handling option, we master the delivery of big packages, non-rectangular parcels or parcels with protruding parts.

* Calculated on basis of shortest and longest sides.

** If the weight exceeds 27 kg, the max. volume is 200 l.

Professional collaboration begins here.

It's time that we get to know each other.

Find out more about offers for business customers. We would be happy to give you advice in person about individual services for your parcel dispatch.

myhermes.de/geschaeftskunden