A. **DHL SmartSensor Overview**

1. **Which are the current DHL SmartSensor solutions available?**

   Currently there are 2 core solutions available – please find below a brief description:

   - **DHL SmartSensor RFID:** measures temperature data during the course of transportation. It can be used in air, sea, and ground transportation without restrictions because it is a passive device based on UHF RFID technology. The data can be analyzed in retrospect via the online Web Portal and is available 24/7 worldwide. DHL SmartSensor RFID is a plug and play solution and a stand alone device - it causes no interference into the customer’s IT-infrastructure. The SmartSensor RFID is also additionally available with an external probe. The cable length of the external probe solution is 2 metres.

   - **DHL SmartSensor GSM:** measures temperature, location, humidity, shock and light data during the course of transportation. It can be used in sea and land transportation without restrictions, and requires a simple switch-off of the GSM antenna before air transportation (same as a regular cell phone before a flight). The data can be analyzed near real-time via the online Web Portal and is available 24/7 worldwide. DHL SmartSensor GSM is a plug and play solution and a stand alone device - it causes no interference into the customer’s IT-infrastructure.

2. **Are the SmartSensor Solutions applicable only for temperature visibility?**

   The DHL SmartSensor RFID Solution provides temperature visibility only. On the other hand, the DHL SmartSensor GSM Solution provides not only temperature visibility, but also location, humidity, shock and light.

3. **Are the DHL SmartSensor solutions applicable only for package level visibility?**

   No, the DHL SmartSensor solutions can also be positioned inside vehicles, containers and warehouses, there are no restrictions.
B. **Sales & Marketing**

1. **Which are the main selling points of the DHL SmartSensor solutions?**

   **Simplicity**
   - *One-stop-shop*: DHL as single provider of transportation and temperature monitoring
   - *Plug 'n Play*: No software needed, equipment ready to use (sensors pre-programmed)
   - *Web portal*: 24/7 online global access, user-friendly with convenient features
   - *E-Documentation*: Automatic reporting and online data management, data downloads possible in .pdf-, .xml- and .csv-format
   - *Flexibility*: Different devices and operational set-ups to fit various business requirements

   **Quality**
   - *Top-notch equipment*: State of the art RFID technology; certified calibration; robust devices
   - *Pharma validated*: Compliance to regulatory requirements (EU GMP Annex 11; US 21 CFR Part 11, EU GDP) confirmed by independent third party

   **Data Security**
   - *Highly secure web portal*: https protocol and password protected
   - *Controlled access*: SmartSensors cannot be read out by unauthorized parties and data is only accessible via personal accounts (log files and audit trails documenting each access)
   - *Secure data storage*: Daily back-ups of web solution, archiving up to 10 years
   - *Reliable*: No possibility to overwrite or change the original data

   **Transparency**
   - *Network Visibility*: SmartSensors can be used on different transport modes (air, ocean, ground) and levels (package, pallet, container, vehicle, facility)
   - *Sensor assignment*: Link two individual IDs to each sensor, (e.g. airway bill, bill of lading, batch number, package ID, etc.)
   - *Automatic alert notification*: Sent out via e-mail or SMS at different events (e.g. excursions, check-points)
   - *Data availability up to real time*: Various data upload possibilities (after delivery, at pre-defined check-points, pro-active during transit)
   - *Read out through package*: Temperature visibility without opening the package

2. **Where can I find support material about the DHL SmartSensor solutions?**

   A vast portfolio of support material such as presentation and flyers is available; please contact the SmartSensor Team ([smartsensor@dhl.com](mailto:smartsensor@dhl.com)) in order to request it.

3. **Who should I contact in case of questions about the DHL SmartSensor solutions?**

   In case of questions, please contact the DHL SmartSensor Customer Service Hotline (+49 2241.1203.456) or send an e-mail to [smartsensor@dhl.com](mailto:smartsensor@dhl.com)
C. **Pricing & Billing**

1. **What’s the price of the SmartSensor Solutions?**

   Please contact the DHL SmartSensor Customer Service Hotline (+49 2241.1203.456) for more details or send an e-mail to smartsensor@dhl.com to get an individual offer for the SmartSensor solution.

2. **Who is responsible for the shipping costs? What about customs costs?**

   The SmartSensors are stored at the DHL Innovation Center in Germany and the shipping costs from Germany to the destination country are invoiced to the customer, same as the customs clearance costs.

3. **What’s the invoicing process?**

   Once a purchase order is placed, an invoice will be generated from SMARTSENSOR to the Customer that requested the devices.
Frequently Asked Questions

D. Ordering Process

1. How do I place a purchase order for the DHL SmartSensor?

In order to place a purchase order, please contact the SmartSensor Customer Service Hotline (+49 2241.1203.456) or send an e-mail to smartsensor@dhl.com

2. What is the lead time for an order of SmartSensors?

The SmartSensors are stored at the DHL Innovation Center in Germany and the average lead time after the purchase order is placed is the following:

- P.O. below 100 units: 10 Business Days
- P.O. above 100 units: 20 Business Days

Please consult the SmartSensor team (smartsensor@dhl.com) for an exact lead time estimate to your country.

3. Is there any standard template to place the SmartSensor purchase orders?

Standard Templates for ordering are available, please contact the DHL SmartSensor Customer Service Hotline (+49 2241.1203.456) or send an e-mail to smartsensor@dhl.com

4. How are the SmartSensors shipped to my country?

Once the purchase order is placed, we ship the SmartSensors via DHL Express to your location, and provide you with the AWB# to track the shipment.

5. Can the SmartSensor team provide any support regarding the Customs Clearance of the shipments?

Yes, we can provide the support material needed in order to clear the shipments containing SmartSensors – we’ve done this process for several countries and we can provide support if needed, please contact the SmartSensor Customer Service Hotline (+49 2241.1203.456) or send an e-mail to smartsensor@dhl.com
Frequently Asked Questions

E. **Training & Customer Service**

1. **Is there any SmartSensor Training Material available?**

   Yes, a vast portfolio of training material is available, such as: User Manuals, FAQs, Training Slides, Videos, etc. In addition to that, we can also coordinate presentations via WebEx, Skype, and Videoconferences. Please contact the SmartSensor Team (smartsensor@dhl.com) in order to obtain the training material needed.

2. **Can the SmartSensor team provide local training in my country or customer site?**

   Yes, please contact the SmartSensor Team (smartsensor@dhl.com) to arrange a local training at your convenience.

   Note: T&E (Travel & Expenses) costs are invoiced to the Customer.

3. **Who should the Customer contact in case of questions?**

   In case of questions, DHL Business Units should contact the DHL SmartSensor Customer Service Hotline (+49 2241.1203.456) or send an e-mail to smartsensor@dhl.com.

4. **What’s the SmartSensor Customer Service Hotline working hours?**

   The DHL SmartSensor Customer Service Hotline working hours are Monday to Friday, from 9:00am to 5:00pm, CET (Central European Time). Please contact the DHL SmartSensor Team (smartsensor@dhl.com) in case additional working hours options are required.

5. **Which languages are spoken by the SmartSensor Customer Service Agents?**

   The Customer Service agents provide support in English and German. Please contact the SmartSensor Team (smartsensor@dhl.com) in case additional language options are required.

F. **Other Questions**

1. **Is there any disposal procedure for the Smart Sensors?**

   After using the sensors, please ship them back to the DHL SmartSensor Operations Center (Junkersring 57, 53844 Troisdorf/Spich, Germany). If you’d like to dispose it locally, please contact the DHL SmartSensor Customer Service Hotline (+49 2241.1203.456) for instructions on how to properly dispose it in your country or send an e-mail to smartsensor@dhl.com.