



DHL expands European parcel network in Cyprus

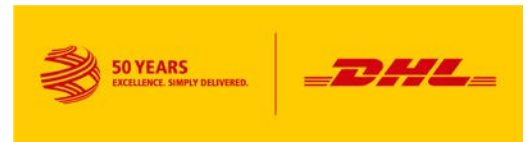
Partnership with ACS Air Courier Services in Cyprus to strengthen cross-border services for e-commerce customers in Europe

Nicosia/Cyprus, Bonn/Germany – 24 October 2019: DHL eCommerce Solutions and ACS Air Courier Services Ltd., a parcel service based in Cyprus, have formed a new partnership to strengthen cross-border parcel shipping. From October, the Cypriot parcel service company will become another partner in DHL's Parcel Union, an international partnership program which offers "Parcel Connect", a Europe-wide standardized service for parcel deliveries and returns.

"With ACS Air Courier Services, we have a new strategic partner that enables us to offer an enhanced service for Cyprus, tailored to the needs of our e-commerce customers. Our partnership model 'Parcel Union' is now available in 27 markets and we are looking to extending this network to all markets of the European Union in due course," explains Alexander Schmitz-Hübsch, Vice President Product Management Connect, DHL eCommerce Solutions.

The cooperation between the two logistics companies will benefit both business and private customers. Thanks to Parcel Connect, customers in Cyprus will be able to receive package notifications via SMS or e-mail and specify a preferred time or an alternative delivery location via app. Saturday deliveries, a comprehensive shipment tracking system, and direct delivery to parcel shops will also be included in the new services. In addition, signatures will be recorded electronically in the future and two delivery attempts will be made if the recipient is not present in order to guarantee the shipment's secure delivery. ACS Air Courier Services also offers customers a "Cash on Delivery" service, which means the recipient pays for the goods upon delivery.

Alkis Matsis, CEO of ACS Air Courier Services says "We are very excited about our cooperation and becoming a member of the DHL European parcel network. Utilizing our extensive presence throughout the island, including 40 Service Points and 70 delivery vehicles, the partnership gives us the opportunity to grow further in the European e-commerce delivery business for both imports and exports."



The improved service offers will be introduced for import parcel deliveries to Cyprus (Parcel Connect Import) in the last quarter of 2019. As a next step, the services will also be implemented for outbound goods (Parcel Connect Export) at a later stage.

Parcel Connect is a program of Deutsche Post DHL Group that aims to significantly simplify, expand, and accelerate the shipping of parcels in Europe.

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Note to editors:

Caption (from left to right): Christoforos Potamitis, Managing Director ACS Air Courier Services (Cyprus) Ltd; Alexander Schmitz-Hübsch, Vice President Product Management Connect, DHL eCommerce Solutions; Alkis Matsis, CEO ACS Air Courier Services (Cyprus) Ltd

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50 Years DHL

In 2019 DHL is celebrating 50 years since the company's founding by three entrepreneurs in San Francisco in 1969. DHL began as a disruptor to the traditional delivery industry, circumventing bureaucracy with an innovative new service to deliver documents by air overnight. Since then, DHL has grown into a globe-spanning family of DHL companies with about 380,000 employees in over 220 countries and territories that covers the entire spectrum of logistics and supply chain services.



DHL's customer-centricity and can-do culture have fueled five decades of innovation – from the DHL 1000, one of the first word processing computers in the world, to using the purpose built StreetScooter, an environmentally friendly delivery vehicle powered by an electric drive and developed by Deutsche Post DHL Group. With the Mission 2050 commitment to reach zero group-wide emissions by 2050, DHL is continuing to be a trailblazer in the logistics industry.

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 fulfilment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 380,000 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 61 billion euros in 2018.

ACS Air Courier Services (Cyprus) Ltd

ACS Courier operates in the Cyprus market since 1998 and is the leader of the courier service sector respecting document shipping, shipping of parcels and packages in Cyprus and abroad. The Company's main objective is to provide quality services at competitive prices. ACS has undoubtedly linked its name to Courier service in Cyprus by offering for over 17 years to businesses and households across the country complete, reliable, affordable and quality services in order to meet their needs for urgent delivery.