



Black Friday week 2025: DHL delivers millions of parcels worldwide amid solid consumer demand

From New York to Berlin to Tokyo: In recent days, millions of online orders have been delivered worldwide by DHL.

- **New parcel record in DHL's German network:** On Tuesday December 2, about 12.4 million shipments were sorted for the first time.
- **Significantly more shipments at DHL Express:** Around 20 percent more international shipments between Thanksgiving (November 27) and Cyber Monday (December 1).
- **DHL eCommerce Trends Report highlights importance of Black Friday week:** 84 percent of online retailers planned to participate in discount campaigns around Black Friday.

Bonn, Germany – 2 December, 2025 – Black Friday week 2025 has once again demonstrated how strongly shopping behavior worldwide has shifted toward online shopping, especially during the pre-Christmas season. What used to be a one-day discount event has now become an entire season: In recent days, millions of people worldwide have ordered gifts and bargains online, and DHL has been hard at work ensuring that they are delivered securely and on time.

New parcel record in Germany

In Germany, DHL sorted more parcels within 24 hours on December 2 than ever before. The nationwide parcel network of Post & Parcel Germany processed about 12.4 million shipments – almost twice as many as on a normal day (6.7 million parcels). DHL expects this week to be the busiest of the entire year for international deliveries.

Nikola Hagleitner, CEO of Post & Parcel Germany said "When millions of gifts are ordered, we make sure they arrive on time. We're proud that in these moments we do more than logistics – we contribute to happy memories and bringing people together. We sincerely thank our employees for their outstanding commitment during this intense and demanding period."

DHL eCommerce and DHL Express: Increased international demand

DHL's eCommerce unit, which provides cross-border and domestic e-commerce deliveries for businesses in Europe, Asia and the U.S. also expects significant surges in demand internationally



during the peak shopping season. Pablo Ciano, CEO of DHL eCommerce, said, “The peak season is here and it’s undoubtedly the busiest time of the year for DHL Group. Across our DHL eCommerce network, thousands of people are stepping up to keep things moving. We will handle more than 14 million shipments on the busiest day, which is 60% more than an average day. The team’s hard work and commitment to delivering on our customer promise make this possible.”

DHL Express, the leading provider of international express delivery services, handled significantly more shipments between Thanksgiving and Cyber Monday as consumers took advantage of the pre-Christmas discount campaigns: the global DHL Express network processed around 20 percent more shipments than on an average day. With a dedicated global air network and fast customs clearance, DHL Express ensures that important parcels can be delivered worldwide in the shortest possible time, often within a single day. Geert Schoonejans, Senior Vice President Global Network Management at DHL Express said "Peak season demand is increasingly being spread out over the entire period as retailers use promotions and offers to manage their inventory and costs, but the Black Friday weekend remains a peak moment. We have put in place sufficient capacity to handle these volumes reliably and to support our retail and e-commerce customers at a time of year that can be make-or-break for their business performance."

DHL eCommerce Trends Report: High emphasis on Black Friday promotions

The latest DHL eCommerce Trends Report also underscores the significance of shopping events like Black Friday and Cyber Monday for online retailers and consumers worldwide. The survey across 19 countries shows that 84 percent of online retailers intended to participate in Black Friday sales campaigns. 75 percent of online shoppers said they hunt for bargains online during Black Friday or Cyber Monday. This dynamic points to a robust consumer climate, despite economic uncertainties.

The surge in deliveries in 2025 confirms once again that Black Friday and Cyber Monday are no longer just one-off shopping events – they are indicators of retail trends and consumer expectations. Speed, transparency, and reliability are crucial for retailers and consumers alike. DHL continues to invest in capacity, digital solutions, and sustainable logistics to help online retailers meet their customers’ expectations during this critical time.

Press release



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Media Contact:

DHL Media Team

Phone: +49 228 192 4444

E-mail: pressestelle@dhl.com

On the internet: group.dhl.com/press

DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL 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 approximately 400,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global sustainable trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, engineering, manufacturing & energy, auto-mobility and retail, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of DHL Group. The Group generated revenues of approximately 84.2 billion euros in 2024. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. DHL Group aims to achieve net-zero emissions logistics by 2050.