



Supply chain logistics support: Addressing the disruptions caused by the coronavirus pandemic

Coronavirus pandemic affecting the global product supply chain

The worldwide coronavirus pandemic has significantly impacted component production and the product supply chain, with factories in Asia having to pause production and logistics operations being disrupted. For component buyers, wholesalers, installers, project developers and other stakeholders in end-markets, this has resulted in a large degree of uncertainty in planning how these products will be shipped, when they will arrive, and determining if these products were built according to the agreed bill of materials (BOM) and fulfill the desired quality level.

The challenges being faced by end-customers can be classified into three areas:

1. Impact of the disruptions on the supply and logistics chain
2. Production capability and quality
3. Enforcement of existing supply contracts or renegotiation of supply contracts

With these in view, the partners VDE, LPA-GGV and DHL have formed a cooperation to address the broad range of needs and challenges being faced by end-customers and other stakeholders in the market.



Deutsche Post DHL: Connecting people – Improving lives

In a globalized world, supply chains are becoming increasingly complex. Material is sourced and sold globally, and the transport options as well as the number of available logistics service providers are increasing dramatically. During a crisis, this fine-tuned system requires constant supervision, governance, and – if necessary – adjustment. The current coronavirus pandemic is an unprecedented challenge for global supply chains. With its teams of logistics experts spread around the world DHL is the partner to navigate logistic flows through this crisis.

Supporting services of the cooperation partners

To find out more about the related supporting services being offered by DHL Group (logistics evaluation and solutions), LPA-GGV (legal advice), and VDE (production inspection and testing services), please visit our website:

<https://www.vde.com/supply-chain-support>



DHL Global Forwarding Value Added Services – Supporting customer’s supply chains with experience and passion

DHL Global Forwarding Value Added Services offer tailored solutions to manage and control transport-relevant elements of your supply chains.

As a neutral management partner, we focus on global transport and trade management using DHL’s and other third parties’ logistics service providers. Our goal is to support our customers in their logistics needs to optimize and stabilize their supply chain even in difficult times. With provided visibility and support our customers are enabled to return back to normal.

Our service portfolio contains among others:

- Competence Centre Concept – Single point of contact with 365/24/7 availability of a team of logistics experts ensuring stakeholder communication
- Managing your transport related requests (all transport modes including emergencies and out-of-gauge transports)
- Providing end to end visibility based on agreed milestones and full supply chain transparency
- Proactive follow-up and active exception and disruption management including escalation management
- Support in case of limited market access (e.g. in case closed borders)
- Customs brokerage services
- Claims Management



Contact us

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About Deutsche Post DHL Group

Deutsche Post DHL Group is the world’s leading logistics company. The Group connects people and markets and is an enabler of global trade. It aspires to be the first choice for customers, employees and investors worldwide. The Group contributes to the world through responsible business practice, corporate citizenship and environmental activities. By the year 2050, Deutsche Post DHL Group aims to achieve zero emissions logistics.

Deutsche Post DHL Group is home to two strong brands: Deutsche Post and DHL. Deutsche Post is Europe’s leading postal service, and DHL offers a comprehensive range of e-commerce logistics solutions, international express, and, by its branch of DHL Global Forwarding, offers freight transport as well as supply chain management services.