



## Press Release

Hamburg, 09. November 2015

### **New service: Delivery Time Selection**

**For online shoppers, knowing exactly when the goods will be delivered has so far been just a dream. A new service now makes this dream a reality: when ordering articles with immediate availability from otto.de, OTTO customers receive a delivery time proposal. If this doesn't suit the customer, they can choose an alternative – after all, they need to be at home when the goods are delivered. Delivery Time Selection (DTS) now makes this possible.**

“Underpinning DTS is a technology that OTTO has developed together with the Hermes Einrichtungs Service, HES. The customer is shown available delivery windows in real time on otto.de. Delivery windows are available as early as the second working day following the order, and up to 14 days in advance – Saturdays too”, explains Thomas Steck, Vice President Customer Service & Logistics OTTO.

Thanks to this, the customer can select up to three time windows per day when ordering, depending on availability – and this service does not cost a penny extra on top of the cost of goods delivery. On the delivery day, the customer can follow the geographical progress of their order in real time, with a display of the precise current location and exact delivery time of the goods they have bought.

“With DTS, OTTO is expanding its already strong service offer further. We are proud to be able to offer our customers a selection of delivery times and therefore add greater delivery flexibility, on top of the rapid delivery time we already provide”, comments Katy Roewer, Member of the OTTO Management Board, Service.

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“The co-developed technology that underpins the DTS service is to date unique. The roll-out is currently under way: at the moment around a third of OTTO customers can benefit from this option in their delivery zones”, Roewer continues. Nationwide availability across Germany should be achieved in the coming months.

*Further information about TOPIC is available at [www.otto.de/unternehmen](http://www.otto.de/unternehmen).*

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