

Belliveau, Sébastien

From: Tran, Thi
Sent: April 2, 2020 5:21 PM
To: Khalil, Samantha; Belliveau, Sébastien
Cc: Kim, Sabrina
Subject: DHL shipment

From TC, if you haven't already been flagged this by their policy shop. TC connected with the DHL CEO. The story was factually incorrect.

Most importantly this shipment has been delivered to the receiver in Montreal and in fact the shipment never left Canada after arriving in Montreal. Further I have just finished calls with the customer receiving the goods and the reporter from the Journal de Montreal that wrote the article. In an environment where the men and women of DHL are working tirelessly to ensure the connectivity of critical supply chains I am very frustrated that an unverified story like this would be published in the first place.

“DHL Express Canada would like to address a number of reports that we have seen circulating in Canadian media today, which originated in a Journal de Montreal article claiming that DHL had misrouted a shipment of masks that had been sent via our network to Canada. These reports are factually incorrect – the shipment was delivered to Canada on time and was not misrouted. The shipment was delivered to the consignee today after the customer paid customs duties owed yesterday. We do understand that the customer could have been confused by the tracking information that they reviewed (due to the fact that the shipment transited our Americas Hub in Cincinnati quickly and reached its destination in Montreal before the status update on transiting U.S. customs in Cincinnati had been made). However, our customer service team would have been able to clarify this to the customer, had they been in contact with us. We have not been experiencing any connection issues or delays in our customer service this week and do not have any record of abandoned calls this week (which our system is able to track). The DHL Express team in Canada is working around the clock to support the transportation of essential materials to Canada and we would like to emphasize that we are still maintaining our high levels of service. We would like to take this opportunity to acknowledge the efforts of our warehouse staff and delivery drivers, in particular, who are still operating tirelessly on behalf of our customers in this challenging environment.”

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