
SMI shipping department is more and more careful about its customers' requirements!

To this purpose, SMI S.p.A and DHL International joined their efforts, in order to develop a software system integrated in the ERP (Enterprise resource planning) of both the companies.



This system has great advantages for the customers:

- Quicker spare parts delivery;
- Automatization of a series of procedures that were previously performed manually;
- Automatic e-mail notification, both to the customer and to SMI, including the following information: successful shipment, shipment date, AWB number, package features and link to DHL website in order to display the "shipment-tracking details".

Here is an example of the e-mail notification sent by this service:

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Oggetto: DHL Shipment Notification

DHL INTERNATIONAL GmbH

The following 1 piece(s) have been sent via DHL International GmbH on 10/07/2007 on Shipment Number 4960316093.

If you wish to track this shipment, please visit DHL website at <http://www.dhl.com> or contact your local DHL Customer Service office.

If you have a Web-enabled mail reader, click the link below to view shipment- tracking details:

<http://www.dhl.com/cgi-bin/tracking.pl?AWB=4960316093>

or just forward this E-Mail to track@dhl.com and you will receive the tracking results in your inbox within minutes. You can also contact your local DHL customer service department.

Please not reply to this email.

RECEIVER : "CUSTOMER name and address"

SENDER : SMI SPA: Via Piazzalunga 30 San Giovanni B. 24015 ITALY

SHIPMENT CONTENTS: 4049

RECAP: AWB: 4960316093

WEIGHT: 2.83 PIECES: 1

PRODUCT: WORLDWIDE PARCEL EXPRESS

CONTENTS: 4049 REF : 3273

Thank you for using DHL

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It will be our care to offer you a service constantly improving and to keep you informed on all our services' news.

SMI S.p.A.
Shipping and transport department