



WELCOME TO DHL EXPRESS

Serving over 120,000 destinations in more than 220 countries – all with one reliable global network.
Learn everything you need to know to start shipping with DHL Express.





1. INTERNATIONAL SHIPPING

Our wide range of products and services makes international shipping faster and easier.

DHL Express provides time definite delivery services that allow you to export and import goods to virtually anywhere in the world by a specific time or by the end of the next possible business day. Years of experience have allowed us to build a global network that delivers the best possible transit times. Our worry-free Customs clearance keeps the process fast, simple and secure, while moving your goods quickly and seamlessly across international borders.

TIME DEFINITE SERVICES

DHL EXPORT SERVICES

DHL EXPRESS 9:00	Time-sensitive – Guaranteed delivery on next possible business day by 9:00 a.m.*
DHL EXPRESS 10:30	Time-sensitive – Guaranteed delivery on next possible business day by 10:30 a.m.*
DHL EXPRESS 12:00	Time-sensitive – Guaranteed delivery on the next possible business day by 12:00 noon*
DHL EXPRESS WORLDWIDE	Guaranteed delivery by end of next possible business day
DHL EXPRESS ENVELOPE	Guaranteed delivery by end of next possible business day for documents weighing up to 300g.

For more information on DHL Express Export Services, please visit [dhl-usa.com/export](https://www.dhl-usa.com/export)

DHL IMPORT SERVICES

DHL IMPORT EXPRESS 9:00	Time-sensitive – Guaranteed delivery on next possible day by 9:00 a.m.*
DHL IMPORT EXPRESS 12:00	Time-sensitive – Guaranteed delivery on next possible day by 12:00 noon*
DHL IMPORT EXPRESS WORLDWIDE	Guaranteed delivery by end of next possible day

For more information on DHL Express Import Services, please visit [dhl-usa.com/import](https://www.dhl-usa.com/import)

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* Terms and conditions apply. Not all products and services are available to and from all countries. The availability of all time-definite services is determined by destination postcode or city name. Please check availability of products and services in your country with a local DHL representative or visit [dhl.com](https://www.dhl.com)



2. OPTIONAL SERVICES

DHL offers a variety of Optional Services designed to help meet your shipping needs.

We offer a range of DHL Optional Services designed to complement our international delivery services – while providing you flexibility and peace of mind.

OPTIONAL SERVICES*

Shipment Value Protection	Add some extra security for your goods. Cover physical loss or damage of goods, subject to specific limitations and exclusions as described in our Terms & Conditions.
Extended Liability	Get extra protection for valuable documents, such as passports and visa applications. Increase the DHL standard liability, resulting in added coverage and compensation in the event of a full or partial loss.
Saturday Pickup/Delivery	Request Saturday pickup or delivery for shipments up to 300 kg, and for pieces up to 30 kg. Services are available only in select DHL service areas.
Dedicated Pickup/Delivery	Available for urgent or non-routine pickup/delivery requiring special attention (i.e., specific vehicle type or multiple couriers).
Shipment Preparation	We can help you physically prepare a shipment or any non-Customs-related transport documentation - including waybill preparation, content selection, labeling and paperwork.
Duties and Taxes Paid (DTP)	DHL will clear a shipment as normal but can then charge duties, taxes or other regulatory fees to either a nominated third party other than the recipient, or to a duty tax account specified on the waybill.
Change of Billing	If you need to quickly reassign transportation charges to a different account, we can charge a different DHL account than the one originally specified on the DHL Waybill.

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To see a full list of our Optional Services and learn more, please visit www.dhl-usa.com/servicecharges

*Not all DHL Optional Services are available with every shipment or in every country. Optional Services are subject to additional charge.



3. CUSTOMS SERVICES

Personalized Customs solutions to help keep your shipments moving.

Some shipments may require Customs clearance. DHL provides a selection of individualized Customs Services to meet Customs clearance requirements.

CUSTOMS SERVICES*

Advance Payment

We will cover any duties, taxes or regulatory charges on shipments imported by a receiver not contracted with DHL. For this, an administrative fee will be applied to offset the financial risk of non-repayment. That amount is based on the credit advanced, subject to a standard minimum.

Bonded Storage

Often we can store a shipment in transit without requiring duty payment – if the items are registered and held in a Customs-bonded facility (DHL or non-DHL) for more than three calendar days after arriving. Bonded Storage is useful, for example, while items await documentation from the receiver/importer, or while clearance is assigned to a third party.

Bonded Transit Documents

A bonded shipment occurs when DHL is requested to move non-document foreign-origin goods to a location other than the regular DHL gateway at destination. Bonded Transit applies to both export and import shipments whenever DHL is required to open, manage or report any form of transfer under bond using our own guarantee.

Disbursements

To expedite faster Customs clearance, account holders may use the DHL bond or credit line on a regular basis to automatically cover import duties, taxes or regulatory charges levied on their inbound shipment. DHL will cover those costs and later invoice the charges after delivery.

Export Declaration

If your shipment exceeds a particular value or is sent to a certain destination, DHL can file an export declaration for you. This service is useful in countries that demand an export declaration for shipments that contain controlled commodities or exceed a certain value or weight threshold.

Broker Notification

Upon request, we can provide all necessary paperwork to a designated broker, who can then finalize import clearance, allowing for delivery to the final destination.

Multi-line Entry

All shipment elements must be properly identified and classified under separate Harmonized Tariff Codes. DHL will process item entries with more than five lines filled, such as one shipment with multiple products or invoices. For a shipment with multiple commodities or origins of manufacture, charges apply when five or more lines are completed.

Preferential Origin

Upon request, or when the documentation is missing at origin, DHL will attach the required certification documents to authenticate the country of origin of certain commodities.

Single Clearance

Non-restricted merchandise based on value and/or commodity is usually cleared on a consolidated manifest for more cost and time efficient processing. DHL will apply a charge if the Importer requests a formal entry when the shipment actually qualifies for an informal or de minimis entry on the consolidated manifest.

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4. TRANSIT TIMES

Determine transit times before you ship.

Whether you're importing or exporting, it's quick and easy to choose your shipping options and then get a rate quote with up-to-the-minute transit times – and you can do it all online!

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DHL DHL Capability Tool

English (UK) ▼

From Save From Address Clear **To**

Origin Country	▼	Destination Country	▼
Origin Zip		Destination Zip Code	
Origin city	▼	Destination City	▼
Origin Suburb	▼	Destination Suburb	▼

Shipment Details About Duty at Destination About Weight

Shipping date: 14/06/2017 (dd/mm/yy) Dutiable Material

Declared value:

Piece Details

Number of pieces: 1 ▼ Units: kg ▼ cm ▼ ↔ lb/in

No.	Weight (kg)	Length (cm)	Width (cm)	Height (cm)
1.	0.1 kg	cm	cm	cm

Search

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Get an Online Rate Quote at www.dct.dhl.com



5. VOLUMETRIC WEIGHT

Understand how volumetric weight impacts your shipment cost.

The cost of a shipment can be affected by the amount of space that it occupies on an aircraft, rather than its actual weight. This is the volumetric (or dimensional) weight. The volumetric weight of a shipment is a calculation that reflects the density of a package. A less dense item generally occupies more volume of space, in comparison to its actual weight.

How to Calculate Volumetric Weight

The volumetric weight is calculated and compared with the actual weight of the shipment to determine which is greater. Then the higher weight is used to calculate the shipment cost.

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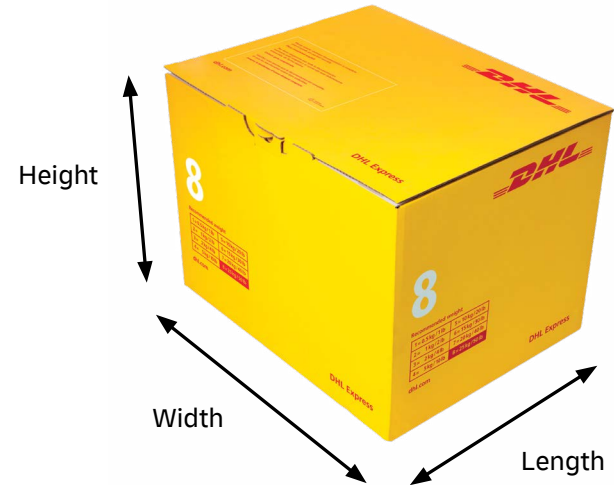
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Volumetric Division for inches:

$$\frac{\text{Length} \times \text{Width} \times \text{Height}}{139}$$



The volumetric divisor is 139 for inches/pounds or 5,000 for centimeters/kilograms.

Easily calculate your volumetric weight at [▶ www.dhl-usa.com/volumetric](http://www.dhl-usa.com/volumetric)



6. E-SHIPPING TOOLS

Our powerful electronic solutions make shipping easier than ever.

ONLINE SHIPPING ALL IN ONE LOCATION

MyDHL+
(Web-based shipping solution)

Easily manage your Express shipping needs online. When you register, you'll be able to create your own address book, track shipments, view shipment history, customize settings and much more!

Need a quick quote to see rates and delivery options before you ship? MyDHL+ makes that easy to do! Then you can quickly create your shipping label and schedule a courier pickup.

You'll see how shipping online can be fast and easy! Experience time-saving features for creating, managing and monitoring shipments, plus much more – all in one convenient place!

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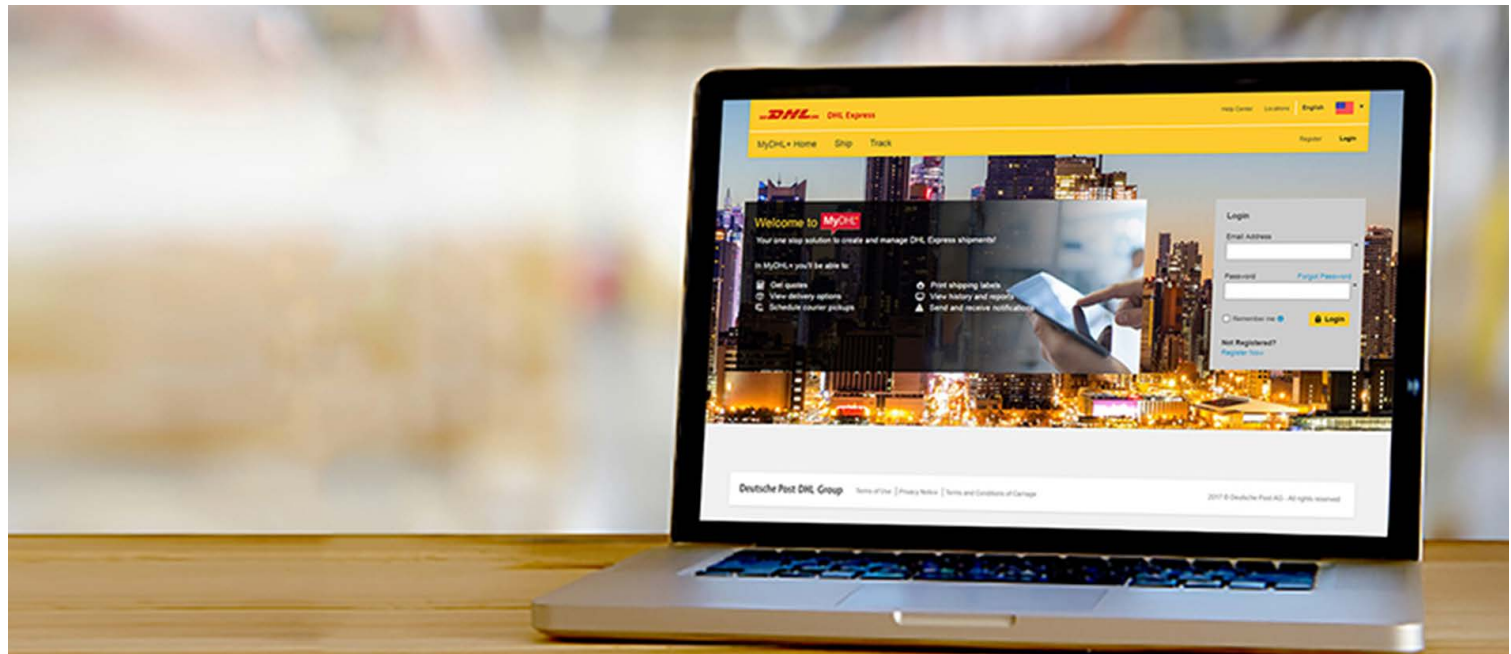
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To register for MyDHL+ and start shipping today, please visit mydhl.express.dhl/us



6. E-SHIPPING TOOLS

DHL ADVANCED SHIPPING SOLUTIONS (DESKTOP BASED)

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DHL EmailShip
(Integrated shipping management solution)

Representing a first in the express shipping industry, the DHL suite of reusable forms was specially designed to make shipping quick, easy and convenient, using only your email.

DHL EasyShip
(Integrated shipping management solution)

This powerful multi-user suite of tools streamlines your shipping process and increases speed and productivity. It also allows for effective management of large-scale shipping volumes.

INTEGRATED SOLUTIONS
(Fully-integrated business solutions)

DHL Integrated Shipping Solutions are designed for large shipping volumes and multi-site logistics operations, using industry standard formats for data interchange (EDI, XML or Web Services).



For more details on DHL Advanced Shipping Solutions, please visit www.dhl-usa.com/easyship



7. SHIPMENT PREPARATION

Pack it right for the express journey.

At DHL, we do everything we can to ensure that your packages are always delivered on time and in perfect condition. To reach their destinations, parcels can travel many thousands of miles through the sophisticated and wide-ranging DHL global network.

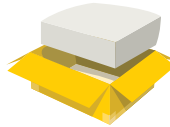
HOW TO BEST PACK A SHIPMENT

STEP 1: ASSESS



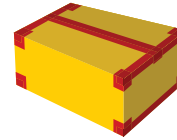
- Consider the weight & fragility of shipment contents to choose an appropriate box
- Determine the monetary value of contents
- Review packing requirements set by transportation regulations

STEP 2: PACK



- Use quality double-wall boxes
- Ensure there is a 2.5-inch distance between shipment contents and all walls of the box
- Fill all void space with packing materials to prevent contents from shifting. Be sure to place fragile goods in the center of the box and clearly mark the package "FRAGILE" on the outside of the box

STEP 3: SEAL



- Use pressure-sensitive tape that is at least 2 inches in width
- Adopt H-taping method to seal all edge and seams
- Avoid over-sealing your package - Customs staff can open any shipment
- Don't use masking tape, duct tape, wrapping paper, string, rope or cellophane tape on the outside of your packages
- If reusing an old container, be sure it's in good shape, and remove or conceal old shipping labels

STEP 4: LABEL



- Apply shipment label to the top surface of your package
- Clearly display shipment label on a single surface

Multi-Piece Shipments

When shipping multiple express packages under one waybill, affix the original waybill and shipment paperwork to one package. Then affix copies of the waybill to the other packages. Label each box with the total number of boxes in the shipment, such as "1 of 3", "2 of 3" or "3 of 3".

For more details on Shipment Preparation and Packaging, please visit www.dhl-usa.com/packaging

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7. SHIPMENT PREPARATION



It's quick and easy for you to order supplies, using your account number.

Whenever possible, we strongly advise you to use DHL Express packing materials and labels. Our materials are designed to withstand the normal wear and tear of international shipping and work seamlessly with our processing centers.




SHIPPING SUPPLIES: BOXES

Type		Weight Limit	Size (mm)	Bursting Test	Edge Crush Test
Box 2		1 kg	337x182x100	155	34
Box 3		2 kg	336x320x52	160	34
Box 4		5 kg	337x322x180	160	34
Box 5		10 kg	337x322x345	280	52
Box 6		15 kg	417x359x369	280	52
Box 7		20 kg	481x404x389	280	52
Box 8		25 kg	w541x444x409	280	52

SHIPPING SUPPLIES: TUBES

Type		Size (mm)
Express Tube 3		475x155x134
Express Tube 4		976x176x152

SHIPPING SUPPLIES: ENVELOPES & FLYERS

Type		Weight Limit	Size (mm)	Seam Strength	Tensile Strength
Envelope 1		0.5 kg	350x275	—	—
Standard Flyer		2 kg	400x300	4 kg	MD/TD 32.5Mpa & 400% elongation at break
Large Flyer		3 kg	475x375	4 kg	MD/TD 32.5Mpa & 400% elongation at break

To order supplies, please visit supplies.dhl-usa.com



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7. SHIPMENT PREPARATION

Make sure your shipments are fully compliant.

DHL is an established authorized carrier of Dangerous Goods, and we adhere to international regulations and agreements governing the shipment of these goods. For more information about any regulations that may apply to your shipment of Dangerous Goods, please contact DHL Customer Service.

DANGEROUS GOODS



Class 1: Explosives



Class 5: Oxidizers and organic peroxides



Class 2: Gases



Class 6: Toxic and infectious substances



Class 3: Inflammable Liquids



Class 7: Radioactive materials



Class 4: Inflammable Solids



Class 8: Corrosives

PROHIBITED ARTICLES



Animals



Combustible materials



Asbestos



Human remains, including cremated ashes



Gold bars



Jewels, metals, precious stones



Cash



Illegal narcotics



Firearms



Pornography

You can also learn more at www.dhl-usa.com/dangerousgoods

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8. SERVICE POINTS

Enjoy convenient walk-in service offered at Service Points around the world.

With 7,300 DHL Authorized Shipping Centers in the US, international shipping is always just around the corner. Locate the nearest DHL Express drop box or Service Point to view opening hours and drop-off deadlines. Then simply drop-off or collect your shipment.

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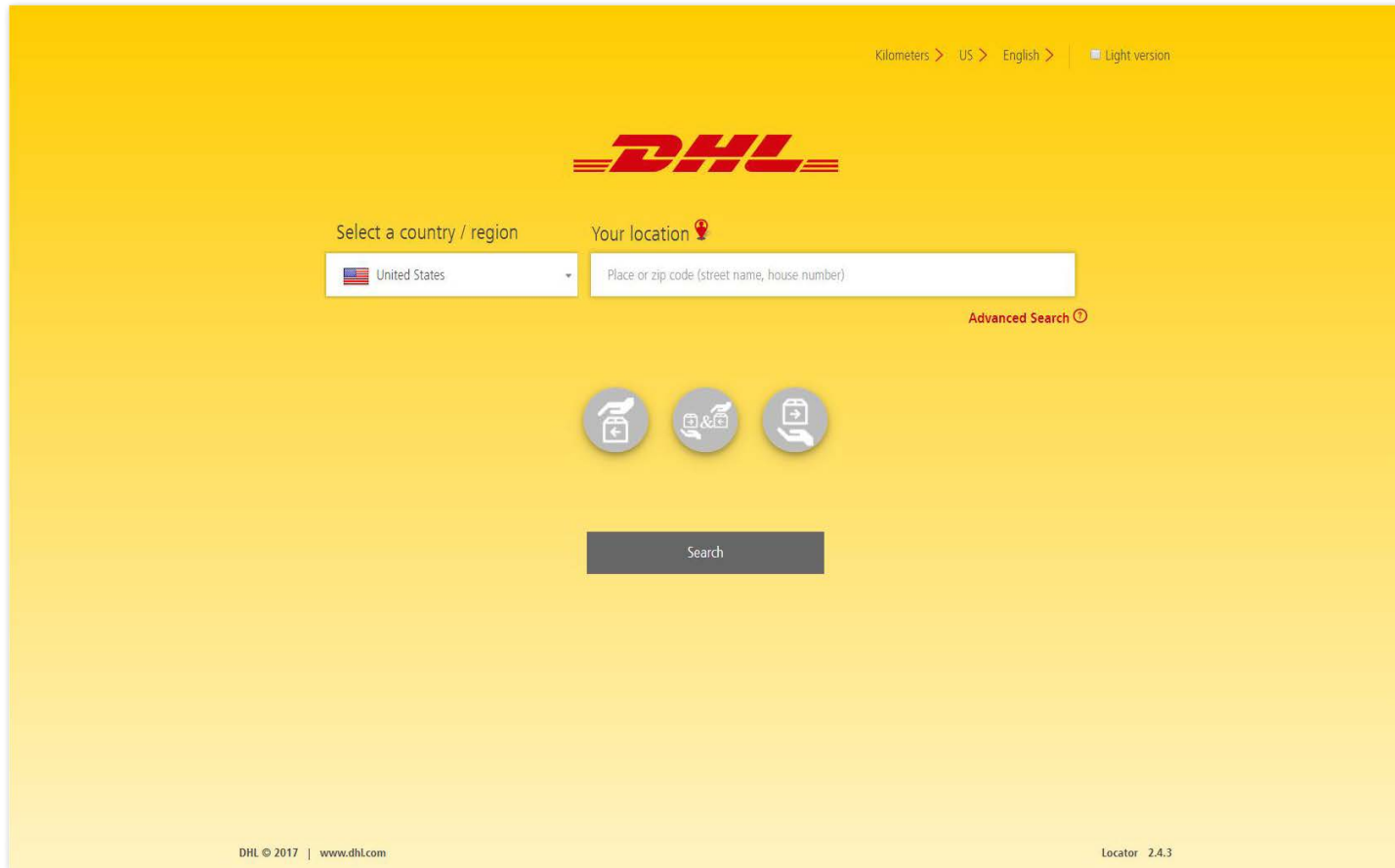
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The screenshot shows the DHL Locator website interface. At the top right, there are links for "Kilometers > US > English >" and a "Light version" toggle. The DHL logo is prominently displayed in the center. Below the logo, there are two input fields: "Select a country / region" with a dropdown menu showing "United States" and a flag icon, and "Your location" with a red location pin icon and a text input field containing the placeholder "Place or zip code (street name, house number)". To the right of the location input field is a link for "Advanced Search" with a help icon. Below these fields are three circular icons representing different services: a hand holding a box, a hand holding a box with a plus sign, and a hand holding a box with a minus sign. At the bottom center is a dark grey "Search" button. The footer contains the text "DHL © 2017 | www.dhl.com" on the left and "Locator 2.4.3" on the right.

To find the nearest Service Point and its hours of operation, please visit [▶ www.dhl-usa.com/locations](https://www.dhl-usa.com/locations)



9. E-BILLING

With DHL MyBill you enjoy fast, accurate and efficient account payable.

Discover how easy it is to use our electronic billing service. Managing your shipping invoices has never been faster or simpler. This service is designed to give you an accurate and efficient flow of invoicing documents by providing you with online capabilities.

BENEFITS OF DHL MYBILL

- View any open invoices
- Receive invoices
- Schedule invoice payments
- Retrieve Waybills electronically
- Manage your electronic delivery settings
- Manually pay via a saved “wallet” or set up Autopay (Autopay triggers on the invoice due date)
- Download reports in a variety of formats, including CSV, PDF and XML
- Retrieve Waybills and backup documentation electronically
- Review up to 12 months of billing history per billing account

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Register and start using DHL MyBill at www.mybill.dhl.com

*DHL MyBill is not available in all markets



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We're here to help you whenever you need assistance.

A DHL International Specialists is available when you need help. Our knowledge across all business sectors allows us to provide industry-specific solutions to customers around the world.

Get in touch with us for everything from logistical to technical support — we can lend you a hand. Contact us so we can help you meet all your international shipping needs.



Contact us today so we can assist you with your shipments,
please visit > www.dhl-usa.com/help

