

# SERVICE GUIDE UNITED KINGDOM 2015



EXCELLENCE. SIMPLY DELIVERED.



# SERVICE GUIDE 2015

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## DHL EXPRESS – THE INTERNATIONAL SPECIALISTS

DHL Express is the global market leader in the international express business. We specialise in the door-to-door delivery of documents and parcels worldwide, and we’ve been building and perfecting our service for more than 40 years.

Key to our success is the strength of our global network. State-of-the-art sorting hubs in each region are connected by a fleet of the latest and most environmentally friendly aircraft available.

Equally important is the density of our coverage in each country – we have more than 100,000 employees operating in more than 220 countries and territories, all focused on delivering the same high levels of service.

But what really sets us apart is the international shipping expertise of our people. Their knowledge, coupled with their passion and ‘can-do’ attitude, delivers a truly world-class service and ensures that your shipments get to their destination securely and as quickly as possible.



### The right service for you

From emergency shipments to planned deliveries, DHL Express offers a range of services to cater for all your shipping requirements. This guide provides information on our full range of services so you can determine which service is right for you.

There is also a step-by-step guide to sending a shipment, covering everything from preparing the documentation required through to invoicing and payment.

Please note that this guide does not contain information on tariffs and pricing. This information is available in a separate Pricing Guide, available for download at [www.dhl.co.uk/express](http://www.dhl.co.uk/express) or on request from your Account Manager.



# EXPORT SERVICES

Fast and reliable delivery to more than 220 countries and territories around the world, including the United Kingdom.

## INTERNATIONAL SERVICE RANGE

Whether you need your shipment delivered before the start, middle or end of the working day, our range of export services offer secure door-to-door delivery and full track and trace visibility.

DHL EXPRESS WORLDWIDE offers delivery by the end of the next possible working day. When it's more urgent, choose DHL EXPRESS 12:00 for delivery before midday or DHL EXPRESS 9:00 to ensure your shipment arrives as the working day begins.

DHL ECONOMY SELECT is ideal for your less urgent shipments, offering door-to-door delivery across Europe within a defined number of working days.

## EXPRESS WORLDWIDE

Delivery by the end of the next possible working day.

- Available to more than 220 countries and territories
- Suitable for individual pieces up to 70kg and shipments up to 1,000kg

## EXPRESS 12:00

Delivery before 12:00 noon on the next possible working day.

- Available to selected postcodes in 75 countries and territories
- Upgrade from DHL EXPRESS WORLDWIDE for just £5.00\* per shipment, regardless of weight or destination country
- Money-back guarantee\* in the unlikely event of late delivery
- Suitable for individual pieces up to 70kg and shipments up to 1,000kg

## EXPRESS 9:00

*10:30 to USA*

Delivery before 9:00am (10:30am to the USA) on the next possible working day.

- Available to selected postcodes in 53 countries and territories
- Upgrade from DHL EXPRESS WORLDWIDE for just £15.00\* per shipment, regardless of weight or destination country
- Money-back guarantee\* in the unlikely event of late delivery
- Suitable for individual pieces up to 30kg and shipments up to 300kg

## ECONOMY SELECT

Delivery within a defined number of working days.

- Available to 31 countries and territories across Europe
- Suitable for individual pieces up to 70kg and shipments up to 1,000kg

\*Additional terms and conditions apply – see [www.dhl.co.uk/express](http://www.dhl.co.uk/express) for details.  
†Excluding VAT



SUMMARY OF SERVICE SPECIFICATIONS

	DHL EXPRESS WORLDWIDE	DHL EXPRESS 12:00	DHL EXPRESS 9:00	DHL ECONOMY SELECT
Service description	Delivery by the end of the next possible working day	Delivery before 12:00 noon on the next possible working day	Delivery before 9:00am (10:30am to the USA) on the next possible working day	Delivery within a defined number of working days
Money-back guarantee	No	Yes*	Yes*	No
Countries and territories covered	More than 220	75	53	31
Delivery attempts	3	3	3	2
Max. piece weight (not on pallet)	70kg	70kg	30kg	70kg
Max. piece dims. (L x D x H)	120 x 80 x 80cm†	120 x 80 x 80cm†	120 x 80 x 80cm†	120 x 80 x 80cm†
Pallets accepted	Yes (Max. 3)	Yes (Max. 3)	No	Yes (Max. 3)
Max. pallet weight	1,000kg	1,000kg	n/a	1,000kg
Max. shipment weight	1,000kg	1,000kg	300kg	1,000kg
Max. pallet dims. (L x D x H)	120 x 100 x 160cm	120 x 100 x 160cm	n/a	120 x 100 x 160cm

\*Additional terms and conditions apply – see [www.dhl.co.uk/express](http://www.dhl.co.uk/express) for details.  
†It is possible to send individual pieces in a shipment up to 300 x 120 x 160cm but an Over Sized Piece surcharge will apply once a single dimension exceeds 120cm.



US Next Day Service

If you are shipping to the USA, our US Next Day service is available from selected UK postcodes. Your shipment will be collected earlier in the working day so that it can depart on a flight to the USA later the same evening. Travelling overnight, your shipment will arrive at our hub in Cincinnati one day earlier than our regular service to the USA, enabling delivery later that day.

There is no additional charge for this service. To check if it's available from your collection address, please check the DHL Capability Tool (<http://dct.dhl.com>) or call DHL Customer Services on **0844 248 0844**.

DOMESTIC SERVICE RANGE

Although we specialise in international delivery, DHL Express also offers fast and reliable delivery within the United Kingdom.

DHL DOMESTIC EXPRESS provides next working day delivery to 98 percent of UK businesses. If an early delivery is required, DHL DOMESTIC EXPRESS 12:00 and DHL DOMESTIC EXPRESS 9:00 services are also available.

EXPRESS DOMESTIC

- Delivery by the end of the next possible working day.
- Available across all of the UK, including remote locations
  - Next day delivery to the majority of postcodes
  - Suitable for individual pieces up to 70kg and shipments up to 1,000kg

EXPRESS 12:00 DOMESTIC

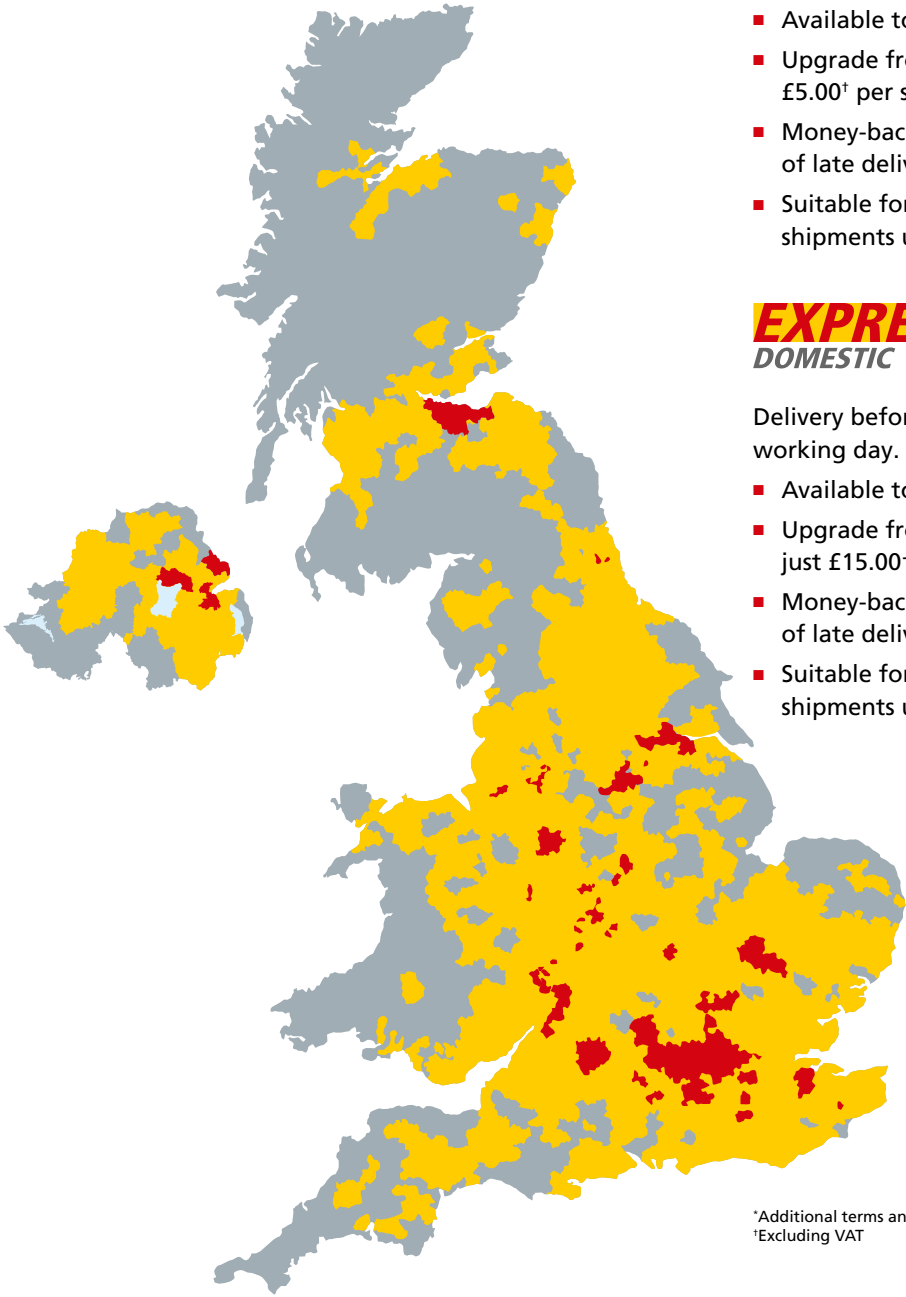
- Delivery before 12:00 noon on the next possible working day.
- Available to selected postcodes
  - Upgrade from DHL DOMESTIC EXPRESS for just £5.00† per shipment, regardless of weight.
  - Money-back guarantee\* in the unlikely event of late delivery
  - Suitable for individual pieces up to 70kg and shipments up to 1,000kg

EXPRESS 9:00 DOMESTIC

- Delivery before 9:00 am on the next possible working day.
- Available to selected postcodes
  - Upgrade from DHL DOMESTIC EXPRESS for just £15.00† per shipment, regardless of weight
  - Money-back guarantee\* in the unlikely event of late delivery
  - Suitable for individual pieces up to 30kg and shipments up to 300kg

UK Service Coverage

- DHL EXPRESS 9:00, DHL EXPRESS 12:00 and DHL DOMESTIC EXPRESS
- DHL EXPRESS 12:00 and DHL DOMESTIC EXPRESS
- DHL DOMESTIC EXPRESS



\*Additional terms and conditions apply – see [www.dhl.co.uk/express](http://www.dhl.co.uk/express) for details.  
†Excluding VAT

# IMPORT SERVICES

Our import services allow you to arrange for a shipment to be collected in another country and to have it delivered to the United Kingdom, or even a third country.

## IMPORTS MADE SIMPLE

In addition to delivering your documents and parcels from the UK to virtually every country in the world, we can also take care of your importing requirements. Your imports are collected by DHL Express in the origin country and travel door-to-door through our fully integrated network. Aside from providing you with visibility at all times on the status of your shipments, using our import services offers numerous benefits for you, the Importer, and the Shipper:

### Dedicated import account

A single account number can be used to manage all of your importing activity, providing improved transparency.

### Local tariff

Upfront pricing in British Pounds means you know in advance how much your imports will cost. It also removes the uncertainty created by exchange rate fluctuations.

### Global reach

You can arrange imports with DHL Express from 214 countries and territories.

### Speed when you need it

Our DHL EXPRESS WORLDWIDE service offers delivery by the end of the next possible working day or, when you need a shipment delivered earlier, our DHL EXPRESS 12:00 and DHL EXPRESS 9:00 services are also available to selected postcode areas. DHL EXPRESS 12:00 is an additional £5.00<sup>1</sup> and DHL EXPRESS 9:00 an additional £15.00<sup>1</sup>, on top of the DHL EXPRESS WORLDWIDE price, regardless of weight or origin country. Imports are also possible within Europe using DHL ECONOMY SELECT.

### Delivery to the UK or a third country

You can have your imports delivered to any address in the UK or even an address in another country. Having goods shipped directly from your suppliers to your customers helps make your supply chain more efficient, reducing inventory costs and the cost of onward distribution.

### Innovative online shipping tool

You can manage your importing activity using DHL Import Express Online, our online shipping tool created specifically to meet the needs of importers. Your suppliers will receive easy to follow instructions to help them prepare paperwork and book a collection online.

### Less work for your suppliers

Your suppliers will save time by not having to arrange shipping and you don't have to rely on their shipping partner.

## HOW IT WORKS

*Example – a UK based company importing goods from China*



<sup>1</sup>Excluding VAT

# TRANSIT TIMES

All transit times are in working days and are based on deliveries to major cities. They are subject to change depending on the size and content of the shipment, and the origin and destination locations within each country. Please note deliveries to remote areas may take longer.

To find the transit times between specific origins and destinations, and to check the availability of the DHL EXPRESS 12:00 and DHL EXPRESS 9:00 services, please refer to the DHL Capability Tool (DCT) at <http://dct.dhl.com>

## DHL EXPRESS WORLDWIDE, DHL EXPRESS 12:00 AND DHL EXPRESS 9:00

Country	Zone	Exports	Imports	Country	Zone	Exports	Imports	Country	Zone	Exports	Imports
Afghanistan	10	3	3	Cameroon	10	2	2	Falkland Islands	10	+6	4
Albania	5	1	1	Canada	7	2	2	Faroe Islands	5	1	
Algeria	10	1	2	Canary Islands	5	2	2	Fiji	10	4	3
American Samoa	10	4	4	Cape Verde Islands	10	4	3	<b>Finland</b>	<b>3</b>	<b>1</b>	<b>1</b>
Andorra	4	1	1	Cayman Islands	10	2	2	<b>France</b>	<b>2</b>	<b>1</b>	<b>1</b>
Angola	10	3	2	Central African Rep.	10	3	4	<b>France – Paris</b>	<b>1*</b>	<b>1</b>	<b>1</b>
Anguilla	10	3	2	Chad	10	3	2	French Guiana	10	3	3
Antigua	10	3	2	Channel Islands	1*	1	1	Gabon	10	2	2
Argentina	10	2	3	Chile	10	2	3	Gambia	10	3	3
Armenia	10	2	2	China, People's Rep.	8	2	2	Georgia	10	2	2
Aruba	10	2	3	Colombia	10	2	3	<b>Germany</b>	<b>2</b>	<b>1</b>	<b>1</b>
Australia	8	3	2	Co. of N. Mariana Isles	10	3	3	<b>Germany – Cologne</b>	<b>1*</b>	<b>1</b>	<b>1</b>
<b>Austria</b>	<b>3</b>	<b>1</b>	<b>1</b>	Comoros Islands	10	4	3	<b>Germany – Frankfurt</b>	<b>1*</b>	<b>1</b>	<b>1</b>
Azerbaijan	10	3	2	Congo	10	2	2	Ghana	10	2	2
Bahamas	10	2	2	Congo, Dem. Rep.	10	2	2	Gibraltar	5	1	1
Bahrain	9	2	2	Cook Islands	10	3	4	<b>Greece</b>	<b>4</b>	<b>1</b>	<b>1</b>
Bangladesh	10	2	2	Costa Rica	10	2	3	Greenland	5	1	
Barbados	10	2	3	<b>Croatia</b>	<b>4</b>	<b>1</b>	<b>1</b>	Grenada	10	2	3
Belarus	5	2	2	Cuba	10	4	4	Guadeloupe	10	2	2
<b>Belgium</b>	<b>1</b>	<b>1</b>	<b>1</b>	Curacao	10	2	3	Guam	10	3	2
Belize	10	3	3	<b>Cyprus</b>	<b>4</b>	<b>2</b>	<b>2</b>	Guatemala	10	2	3
Benin	10	2	2	<b>Czech Republic</b>	<b>4</b>	<b>1</b>	<b>1</b>	Guinea Rep.	10	2	3
Bermuda	10	2	2	<b>Denmark</b>	<b>3</b>	<b>1</b>	<b>1</b>	Guinea-Bissau	10	3	2
Bhutan	10	3	2	Djibouti	10	3	3	Guyana	10	3	4
Bolivia	10	3	3	Dominica	10	3	3	Haiti	10	3	2
Bonaire	10	3	4	Dominican Rep.	10	3	2	Honduras Rep.	10	2	3
Bosnia and Herzegovina	5	2	2	East Timor	10	4	3	Hong Kong	8	2	2
Botswana	10	2	2	Ecuador	10	2	3	<b>Hungary</b>	<b>4</b>	<b>1</b>	<b>1</b>
Brazil	10	2	3	Egypt	10	2	2	Iceland	5	1	1
Brunei	9	3	2	El Salvador	10	2	3	India	8	2	2
<b>Bulgaria</b>	<b>4</b>	<b>1</b>	<b>1</b>	Equatorial Guinea	10	2	2	Indonesia	8	2	2
Burkina Faso	10	2	2	Eritrea	10	6	5	Iran	10	3	2
Burundi	10	2	3	<b>Estonia</b>	<b>4</b>	<b>1</b>	<b>1</b>	Iraq	10	4	3
Cambodia	10	2	2	Ethiopia	10	2	2	<b>Ireland, Rep. of</b>	<b>1</b>	<b>1</b>	<b>1</b>

## DHL EXPRESS WORLDWIDE, DHL EXPRESS 12:00 AND DHL EXPRESS 9:00

Country	Zone	Exports	Imports	Country	Zone	Exports	Imports	Country	Zone	Exports	Imports
Israel	10	2	1	Pakistan	10	2	2	United Arab Emirates	8	2	2
<b>Italy</b>	<b>3</b>	<b>1</b>	<b>1</b>	Palau	10	4	3	<b>United Kingdom</b>	<b>0</b>	<b>1</b>	
Ivory Coast	10	2	2	Panama	10	2	3	Uruguay	10	2	3
Jamaica	10	2	2	Papua New Guinea	10	3	3	USA – New York Metro	6	1	2
Japan	8	2	2	Paraguay	10	2	3	USA	6	2	2
Jordan	9	2	2	Peru	10	2	3	Uzbekistan	10	4	2
Kazakhstan	10	2	2	Philippines	8	2	2	Vanuatu	10	5	4
Kenya	10	2	2	<b>Poland</b>	<b>4</b>	<b>1</b>	<b>1</b>	Venezuela	10	2	3
Kiribati	10	+6	5	<b>Portugal</b>	<b>3</b>	<b>1</b>	<b>1</b>	Vietnam	8	2	2
Korea, D.P.R. of (North)	10	5		Puerto Rico	10	2	2	Virgin Islands, British	10	2	2
Korea, Rep. of (South)	8	2	2	Qatar	9	2	2	Virgin Islands, US	10	2	2
Kosovo	5	2	1	Reunion, Island of	10	3	2	Yemen	9	3	4
Kuwait	9	2	2	<b>Romania</b>	<b>4</b>	<b>1</b>	<b>1</b>	Zambia	10	2	3
Kyrgyzstan	10	3	3	Russian Federation	5	1	1	Zimbabwe	10	2	3
Laos, D.P.R.	10	2	2	Rwanda	10	2	3				
<b>Latvia</b>	<b>4</b>	<b>1</b>	<b>1</b>	Samoa	10	4	3				
Lebanon	10	2	2	San Marino	3	1	1				
Lesotho	10	2	3	São Tomé & Príncipe	10	5	5				
Liberia	10	2	3	Saudi Arabia	9	2	2				
Libya	10	3	3	Senegal	10	2	2				
Liechtenstein	5	1	1	Serbia, Rep. of	5	2	1				
<b>Lithuania</b>	<b>4</b>	<b>1</b>	<b>1</b>	Seychelles	10	2	2				
<b>Luxembourg</b>	<b>1</b>	<b>1</b>	<b>1</b>	Sierra Leone	10	3	3				
Macau	8	2	2	Singapore	8	2	2				
Macedonia, Rep. of	5	1	1	<b>Slovakia</b>	<b>4</b>	<b>1</b>	<b>1</b>				
Madagascar	10	3	2	<b>Slovenia</b>	<b>4</b>	<b>1</b>	<b>1</b>				
Malawi	10	3	3	Solomon Islands	9	4	4				
Malaysia	8	2	2	Somalia	10	6	4				
Maldives	10	3	2	Somaliland, Rep. of	10	+6					
Mali	10	2	2	South Africa	9	2	2				
<b>Malta</b>	<b>4</b>	<b>1</b>	<b>1</b>	South Sudan	10	2	2				
Marshall Islands	10	6	6	<b>Spain</b>	<b>3</b>	<b>1</b>	<b>1</b>				
Martinique	10	3	3	Sri Lanka	10	2	2				
Mauritania	10	2	3	St Barthelemy	10	3	2				
Mauritius	10	2	2	St Eustatius	10	4	3				
Mayotte	10	4	4	St Helena	10	+6					
Mexico	7	2	3	St Kitts	10	3	2				
Micronesia (FSM)	10	3	3	St Lucia	10	3	3				
Moldova, Rep. of	5	1	2	St Maarten	10	2	2				
Monaco	2	1	1	St Vincent	10	2	3				
Mongolia	10	3	3	Sudan	10	3	2				
Montenegro, Rep. of	5	2	1	Suriname	10	3	2				
Montserrat	10	4	2	Swaziland	10	2	3				
Morocco	10	1	1	<b>Sweden</b>	<b>3</b>	<b>1</b>	<b>1</b>				
Mozambique	10	2	2	Switzerland	5	1	1				
Myanmar (Burma)	10	2	2	Syria	10	6	4				
Namibia	10	3	3	Tahiti	10	3	3				
Nauru, Rep. of	10	+6	5	Taiwan	8	2	2				
Nepal	10	2	2	Tajikistan	10	3	2				
<b>Netherlands</b>	<b>1</b>	<b>1</b>	<b>1</b>	Tanzania	10	2	2				
Netherlands Antilles	10	3	3	Thailand	8	2	2				
Nevis	10	3	2	Togo	10	2	2				
New Caledonia	10	6	6	Tonga	10	5	4				
New Zealand	9	4	2	Trinidad & Tobago	10	2	3				
Nicaragua	10	2	3	Tunisia	10	1	1				
Niger	10	2	2	Turkey	5	1	1				
Nigeria	10	2	2	Turks & Caicos Islands	10	3	2				
Niue	10	6	5	Tuvalu	10	5	5				
Norway	5	1	1	Uganda	10	2	2				
Oman	9	2	2	Ukraine	5	2	2				

## DHL ECONOMY SELECT

Country	Zone	Exports	Imports
<b>Austria</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>Belgium</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Bulgaria</b>	<b>1</b>	<b>5</b>	<b>4</b>
Channel Islands	2	2	
<b>Croatia</b>	<b>4</b>	<b>3</b>	<b>4</b>
<b>Czech Republic</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>Denmark</b>	<b>3</b>	<b>2</b>	<b>3</b>
<b>Estonia</b>	<b>4</b>	<b>5</b>	<b>5</b>
<b>Finland</b>	<b>3</b>	<b>4</b>	<b>4</b>
<b>France</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Germany</b>	<b>2</b>	<b>2</b>	<b>2</b>
Gibraltar	5	6	
<b>Greece</b>	<b>4</b>	<b>6*</b>	
<b>Hungary</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>Ireland, Rep. of</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Italy</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>Latvia</b>	<b>4</b>	<b>4</b>	<b>4</b>
Liechtenstein	5	3	3
<b>Lithuania</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Luxembourg</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Netherlands</b>	<b>1</b>	<b>2</b>	<b>2</b>
Norway	5	4	4
<b>Poland</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>Portugal</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>Romania</b>	<b>4</b>	<b>4</b>	<b>4</b>
San Marino	3	3	
<b>Slovakia</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Slovenia</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>Spain</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>Sweden</b>	<b>3</b>	<b>3</b>	<b>3</b>
Switzerland	5	3	3

The European Union (EU) member states are highlighted in bold. When shipping to countries outside the EU, please ensure that non-document shipments are accompanied by a commercial or proforma invoice and the required customs documentation.

\*Available to selected postcodes only.

\*Zone 2 for DHL ECONOMY SELECT



# ADDITIONAL SERVICES

In addition to our range of export and import services, we offer a number of services to meet your other international shipping requirements.

## SAME DAY SERVICES

Our Same Day services are ideal for emergency shipments that need immediate collection and door-to-door delivery within the fastest possible timeframe. Whether you're shipping within Europe or further afield, this is the quickest and safest method of getting something from A to B.

DHL JETLINE offers the fastest possible delivery all over the world using the next available direct flight. This service can also be used to transport extraordinary items that cannot be shipped using standard DHL Express services.

DHL JETLINE is also ideal for the transportation of shipments where security is the priority. On-board couriers, chartered aircraft and secure containers can all be arranged to ensure an unbroken chain of custody from collection through to delivery at the final destination.

DHL SPRINTLINE offers fast and secure delivery by road to any mainland European destination. This service is available on demand and is available 24 hours a day, every day of the year.

For further information on our Same Day services, please call **0844 248 0505**.

### JETLINE

The quickest possible door-to-door delivery using the next direct flight.

- Available worldwide
- Suitable for export and import shipments
- On-board courier, charter aircraft and secure container options available

### SPRINTLINE

The quickest possible door-to-door delivery by road.

- Available to mainland Europe
- No weight or size restrictions
- Available 24/7, 365 days a year

## INTERNATIONAL MAIL SERVICE

Not all shipments require the speed, security and track and trace visibility provided by one of our Express delivery services. On these occasions, DHL GLOBALMAIL is the ideal solution.

DHL GLOBALMAIL is a convenient and easy-to-use international mail service for business or personal correspondence and low-value goods up to a maximum weight of 2kg.

### GLOBALMAIL

Convenient and economical international mail service.

- Easy to use – no sorting, counting or weighing of individual items
- Free collections – by your DHL Express courier
- Convenient – appears on the same account and invoice as your courier shipments
- Reliable – consistent transit times, independently monitored and audited

Zone	Letters		Packets	
	Price per item	Price per kg	Price per item	Price per kg
Europe	£0.50	£15.00	£1.80	£6.50
Rest of World	£0.60	£19.00	£2.00	£9.00



# OPTIONAL SERVICES & SURCHARGES

DHL Express offers a wide range of Optional Services to complement our standard service offering and some of the most widely used are described on page 15. A full list of the Optional Services available and also the Surcharges that might apply to your shipment, is provided on pages 16 to 19.

## SHIPMENT INSURANCE

DHL's Shipment Insurance provides you with protection against the risk of physical loss or damage to your shipments from external causes during transportation by DHL.

DHL handle all shipments with great care throughout the delivery process. Although it is rare, unfortunately accidents can sometimes happen and insurance will provide you with additional peace of mind and financial protection (limited to your actual financial loss).

It's important to note that DHL's liability is limited in accordance with our terms and conditions. Liability is based on the weight of the goods, which may be considerably lower than the actual cost of replacement. If you think this liability cover is insufficient, DHL Express encourages you to protect yourself against potential loss or damage by purchasing Shipment Insurance.

## DUTIES AND TAXES PAID

With our standard service offering, any duties and taxes payable in the destination country are charged to the Receiver (i.e. Duties and Taxes Unpaid). Our Duties and Taxes Paid service allows these charges to be invoiced to the Shipper or a nominated third party outside the destination country, rather than the Receiver at destination. This service is ideal for Shippers wanting to sell on an all-inclusive price basis or when you want to ensure the Receiver does not face any unexpected charges, for example, when sending a gift.

## GOGREEN

As a major contributor to greenhouse gases worldwide, the logistics and transportation sector has a pivotal role to play in creating a low-carbon economy. DHL Express recognises this responsibility and is committed to minimising the impact of our business on the environment, both through the actions we're taking as an organisation to reduce our own emissions, but also by offering our customers innovative services to help them assess and reduce their carbon footprint.



### Our range of GOGREEN services

#### GOGREEN Climate Neutral

We measure the carbon emissions generated by your shipments and then 'offset' those emissions by contributing to climate protection projects through the purchase of carbon credits. The service provides customers with an environmentally responsible shipping option together with an annual certificate and quarterly reporting which states the total amount of CO<sub>2</sub> offset.

#### GOGREEN Carbon Footprint

Is ideal for customers who want to manage their own carbon emissions or for those who want to first get a view of their carbon emissions before deciding upon the right solution. The result is a detailed report on the carbon emissions generated, quarterly and annually, with reporting available by trade lane, by destination, by period of time, by account number and by service used.

#### GOGREEN Carbon Estimate

Provides a high-level estimate of the carbon emissions generated by your shipments, derived by using global averages. The output is a one-off report covering a three month period.



OPTIONAL SERVICES

Our range of Optional Services will help you tailor our service to match your needs.

Service	Fee
<b>Shipment Insurance</b> The provision, at individual shipment level, of declared value coverage above Standard Liability for the amount necessary to repair or replace a shipment in the event of physical loss or damage. See <a href="http://www.dhl.co.uk/service_options">www.dhl.co.uk/service_options</a> for details. Annual insurance cover is also available on request.	1.5% of declared value, subject to a minimum charge of £12.00 per shipment.
<b>Duties &amp; Taxes Paid (DTP)</b> At the Shipper’s request, an administration charge for invoicing duties and taxes to the Shipper instead of the Receiver. Equivalent to Incoterm DDP.	£16.00 per shipment.
<b>Split Duty and Tax</b> At the Shipper’s request, an administration charge for invoicing duties to the Shipper or third party, while taxes are invoiced to the Receiver or third party at the destination. VAT cannot be billed to an entity in a Third Country. This process allows the Receiver to recover VAT on the value of the imported goods.	£16.00 per shipment.
<b>Neutral Delivery</b> The delivery of a non-document shipment by the Shipper that ensures the value of the goods are kept confidential from the Receiver, whilst the Importer of Record at the destination (not being the Receiver) is billed for the duties and taxes.	£16.00 per shipment.
<b>Saturday Delivery</b> The delivery of a shipment on a Saturday, when Saturday is not a standard working day, or on a Friday, when Friday is not a standard working day. This service is only available in selected postal/zip codes areas. To check availability, call Customer Services on <b>0844 248 0844</b> .	£30.00 per shipment.
<b>Saturday Collection</b> The collection of a shipment on a Saturday, when Saturday is not a standard working day, or on a Friday, when Friday is not a standard working day. This service is only available in selected postal/zip codes areas. To check availability, call Customer Services on <b>0844 248 0844</b> .	£18.00 per shipment.
<b>GOGREEN Climate Neutral</b> By contractual agreement with the Shipper, a full carbon-neutral service comprising the calculation of CO <sub>2</sub> emissions and offsetting of these emissions by purchasing carbon credits with a recognised carbon reduction project. Offsetting is certified.	International: £0.09 per kg Domestic: £0.02 per kg Subject to a minimum charge of £0.09 per shipment
<b>GOGREEN Carbon Footprint</b> A detailed calculation of the carbon footprint of shipments sent in a stated period. This report uses the same measurement principles as carbon neutral but without the offsetting.	£800 per annum.
<b>GOGREEN Carbon Estimate</b> A high level calculation using averages based on lane and transportation mode. This report records the results over the last 3 months’ period. There is no offsetting involved in this service.	£80 per report.

Some Optional Services do not apply to all products. Please contact your Account Manager or Customer Services on **0844 248 0844**.

SURCHARGES

What additional costs might apply to your shipment?

Service	Fee
<b>Fuel Surcharge</b> A variable percentage surcharge derived from a publicly available jet fuel index, or diesel fuel index, that is applied to the weight charge of each shipment. For more information go to <a href="http://www.dhl.co.uk/fuelsurcharge">www.dhl.co.uk/fuelsurcharge</a>	Variable percentage, updated monthly.
<b>Remote Area Service</b> An international remote area delivery is defined by a post code (or town name in the absence of a post code) that’s determined as difficult to serve or too distant. It applies to the destination address for exports, the origin address for imports and both the origin and destination addresses for Third Country shipments. To check if the Remote Area Service applies to a post code or town name, please visit <a href="http://raslist.dhl.com">http://raslist.dhl.com</a>	£16.00 per shipment.
<b>Over Weight Piece</b> Any piece in a shipment that exceeds the actual weight of 70kg, at which threshold all such pieces require non-standard procedures and resources in order to be handled.	£22.00 per shipment.
<b>Over Sized Piece</b> Any piece in a non-palletised shipment with a single dimension above 120cm, or any pallet with a base length over 120cm.	£22.00 per shipment.
<b>Over Handled Piece</b> Any pallet within a shipment that, because of its shape, packaging or content, is not stackable or is clearly marked with ‘DO NOT STACK’ instructions.	£22.00 per shipment.
<b>Excepted Quantities</b> The handling and transportation of substances and commodities classified as Excepted Quantities in accordance with the IATA Dangerous Goods Regulations (DGR) and permitted on passenger aircraft.	£4.00 per shipment.
<b>Limited Quantities</b> The ground handling and transportation of substances and commodities classified as Limited Quantities to the limits of ADR that are restricted from air transportation.	£16.00 per shipment.
<b>Dry Ice UN1845</b> The provision, handling and transportation of Dry Ice (UN1845) used as a cooling agent for non-dangerous goods on either the DHL air or road network or on commercial airlines. Can include replenishment during transit.	£8.00 per shipment.
<b>Lithium Ion/Lithium Metal</b> The handling and transportation of shipments containing Lithium Ion or Lithium Metal batteries compliant with the appropriate IATA Packing Instructions (P.I. 965, 966, 969) either on the DHL air or road networks or on commercial airlines.	£4.00 per shipment.
<b>Dangerous Goods</b> The handling and transportation of substances and commodities classified as fully regulated in accordance with the IATA Dangerous Goods Regulations (DGR) either on the DHL air network or on commercial airlines.	£64.00 per shipment.
<b>Change of Billing</b> At an account holder’s request, a change in billing by crediting one invoice and the re-invoicing of the same amount to a different account number than the one marked on the Waybill. This charge isn’t applied when DHL did not follow the original billing instructions.	£9.00 per invoice.
<b>Address Correction</b> Any shipment that cannot be delivered at the first attempt due to an incorrect delivery address. The surcharge is only applied when DHL has made efforts to establish the correct address and a successful delivery has been made as a result.	International: £9.00 per shipment. Domestic: £4.50 per shipment.

Some Optional Services do not apply to all products. Please contact your Account Manager or Customer Services on **0844 248 0844**.



CUSTOMS SERVICES

All of our services include customs clearance and routine customs services where required, but we also offer a range of Customs Services for non-standard requirements.

Service	Fee
<b>Disbursements</b> At the Receiver’s request, the use of DHL’s credit or cash to fund the clearance, duty and tax charges related to a shipment/piece, instead of the Receiver using his own bond or credit line. The customs process is accelerated with DHL making prompt payment of relevant charges, while the Receiver defers payment up to an agreed period.	2% of declared value subject to minimum charge of £10.00 per shipment.
<b>Clearance Authorisation</b> The contacting by DHL of the designated Importers who have specifically requested contact before customs clearance of the shipment/piece is initiated by DHL.	£25.00 per authorisation.
<b>Handover to Broker</b> At the customer’s request, the preparation and delivery by DHL, or the making available of shipment/piece paperwork that is required by a third party Broker to complete customs clearance for the Receiver.	£25.00 per shipment.
<b>Multi-line Entry</b> The clearance of a shipment/piece with multiple commodities or multiple origins for the same commodity. Fees apply when a shipment has more than 5 lines for entry, regardless of whether or not the entry is a consolidated formal entry containing multiple HAWBS for the same importer.	£4.50 per additional line.
<b>Bonded Transit Documents</b> The paperwork necessary for DHL to transport from the point of entry to a location specified by the Receiver or Importer, under a Customs Bond status. Can arise also when the Receiver requests clearance at a second, preferred, terminal/facility.	£25.00 per shipment.
<b>Post Clearance Modification</b> The modification by DHL of value, commodity, country of manufacture, or terms of trade information after the import clearance process for a shipment/piece, to correct or elaborate on what was submitted previously to customs. Modifications are also necessary when Import details such as the VAT number are incorrect on the declaration. Fees apply only when the original error was not made by DHL.	£30.00 per shipment.

Some Optional Services do not apply to all products. Please contact your Account Manager or Customer Services on 0844 248 0844.



# SENDING A SHIPMENT

All you need to know about preparing and sending a shipment with DHL Express.



## AS EASY AS 1, 2, 3

Sending a shipment with DHL Express is easy. All you need to do is follow these simple steps:

### 1. Prepare your shipment

All shipments need to be accompanied by a Waybill and any supporting documentation required for Customs purposes. We have a range of shipping tools available to streamline this process and you will find more information on pages 22 to 24.

You will also need to package your shipment properly to ensure it travels safely through our network. Go to page 25 for some useful tips plus information about the range of packaging DHL Express can provide at no additional cost.

### 2. Book a collection

Once your shipment is ready to go, the next step is to arrange a collection. Most customers do this via their DHL Express shipping tool but you can also book a collection by calling our Customer Services team on **0844 248 0844**.

Our courier will come to your address to collect your shipment and the journey to its final destination will begin.

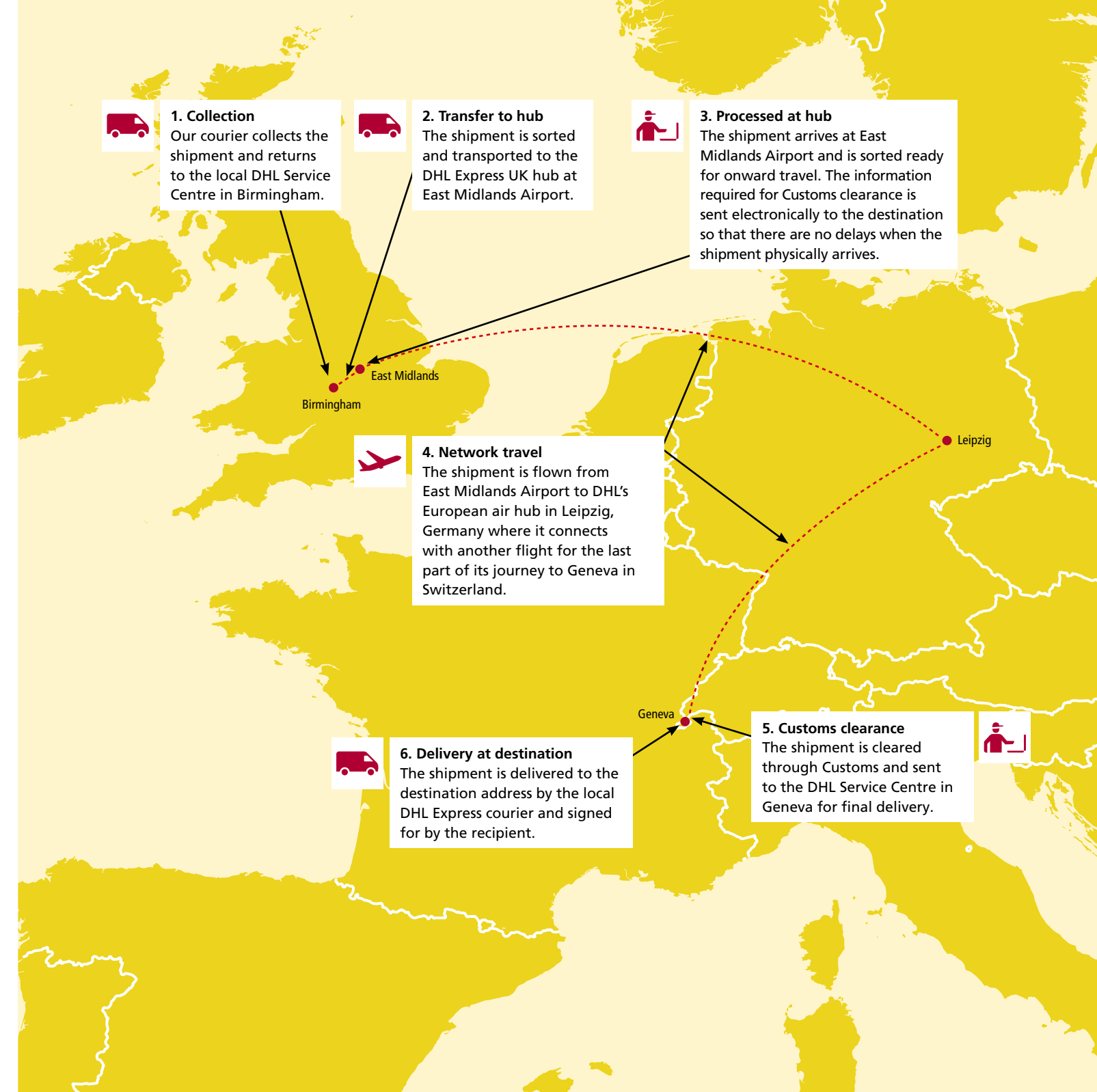
### 3. Track your shipment

You can follow the progress of your shipment at all times using one of the various tracking tools available – more information on the options available is provided on pages 26 and 27.

## THE JOURNEY OF A SHIPMENT

After your shipment has been collected by our courier, it will enter the DHL Express network. The strength and global reach of our network ensures that we can deliver your shipments safely and securely in the fastest possible transit times.

The example below shows how a typical shipment is transported from origin to destination. In this case, the origin is Birmingham in the UK and the destination is Geneva in Switzerland.



# PREPARING YOUR SHIPMENT

The first step when sending a shipment with DHL Express is to create the required documentation.

## DOCUMENTATION REQUIRED

All shipments sent with DHL Express need to have a Waybill attached. The Waybill is a label containing all the information required to move your shipment through the DHL network and therefore it is essential that it remains securely attached at all times. Each Waybill is individually numbered and you can use this number to track your shipment from collection to delivery.

Your shipment will also need to be accompanied by the required Customs documentation. A commercial or proforma invoice is required when sending goods to countries and territories outside the EU but additional paperwork may be required depending on the contents and value of the shipment, as well as the destination country you are sending to.

## ONLINE CUSTOMS SUPPORT

### TRADE AUTOMATION SERVICE (TAS)

Our Trade Automation Service (TAS) is a free online tool providing essential Customs information to help you prepare, plan and budget in advance. Covering all major markets and updated daily, this dynamic tool keeps you up to date with the latest Customs requirements. You can register for TAS at <http://tas.dhl.com>

## SHIPPING TOOLS

DHL Express has a range of shipping tools to streamline your shipping process and reduce the time needed to prepare and send shipments. Whether you're sending one shipment a month or thousands a day, DHL has a solution for you.

### DHL ONLINE SHIPPING

This is an innovative online shipping tool that helps you prepare documents, arrange collections, store contact details and track deliveries. It's ideal for busy office managers, business travellers or receptionists who send low volumes of international shipments every month. And, as it's web-based, it can be accessed via the MyDHL Portal at [www.dhl.com/mydhl](http://www.dhl.com/mydhl)

### DHL INTRASHIP

This is a comprehensive web-based shipping tool, ideal for regular shippers and those sending higher volumes. Shipments can be processed easily from more than one site by multiple users, all with access to the same data simultaneously. To access DHL Intraship, visit the MyDHL portal at [www.dhl.com/mydhl](http://www.dhl.com/mydhl)

### DHL EASYSHIP

This is an advanced shipment management tool for any organisation with large shipping volumes or regular scheduled deliveries. DHL Easyship can handle the needs of multinational supply chains or any business with a central shipping function. It's a Windows-based system, which is easy to use yet very powerful – enabling you to handle everything from regular mailshots to multi-stage shipping processes.

### DHL IMPORT EXPRESS ONLINE (IEO)

IEO is an online solution for customers who want to organise the import of shipments themselves. Importers can provide shippers with shipping instructions while keeping their DHL Import Express account number confidential. Waybill numbers and related shipment data can be easily accessed by everybody involved. The delivery status of shipments can also be checked at any time during the import process. For access, visit the MyDHL Portal at [www.dhl.com/mydhl](http://www.dhl.com/mydhl)



My DHL provides quick and easy access to the full suite of DHL Express online shipping tools. A single login allows you to prepare exports, arrange imports and accurately track your shipments. It's easy to register and then you are ready to ship online in just a few clicks. [www.dhl.com/mydhl](http://www.dhl.com/mydhl)

**MyDHL**

## INTEGRATED SHIPPING SOLUTIONS

### DHL LINK EDI

Aimed at customers with a large number of shipments to process who want to make shipping as efficient as possible. DHL's link EDI enables customers to prepare DHL-compliant labels and reports directly from their own warehouse management systems.

### DHL XML SERVICES

Ideal for shippers and software partners who want to use an in-house shipping and warehouse management system, while having access to the complete set of DHL Express shipping services. Using DHL's XML Services, customers can incorporate DHL shipping functions into their websites, Customer Services applications and order processing systems.





# TRACKING YOUR SHIPMENT

For your convenience, we offer several methods of tracking a shipment using your Waybill or shipment number. We recommend you keep the sender's copy on file until delivery is made.

## ONLINE TRACKING

The easiest way to track your shipments is to enter your Waybill number in the 'Track your Shipment' box on our homepage at [www.dhl.co.uk/express](http://www.dhl.co.uk/express)



Enter your email or phone number to receive notification up until the shipment is delivered.

If you're a regular shipper and wish to track all of your shipments in one place, or to receive regular Shipment Notifications why not sign up for DHL Proview?

### DHL Proview

Designed to give you total shipment visibility via an online service, DHL Proview provides fast access to status information and lets you choose the way you receive your notifications. A web-based tool, it provides you with notifications via email or text message from when shipments are picked up right through to final delivery.

Just visit <https://proview.dhl.com> or speak to your Account Manager for more details and to register.

## EMAIL

Send an email to [track@dhl.com](mailto:track@dhl.com) entering your Waybill number in the subject field.

## TEXT MESSAGING

Send a text message with your Waybill number to **07720 334 455** – DHL will text you back with the latest information on your shipment.

## CUSTOMER SERVICES

Call Customer Services on **0844 248 0844**.





## TO FIND OUT MORE

For further information, please  
visit [www.dhl.co.uk/express](http://www.dhl.co.uk/express)  
Or call our Customer Services  
team on **0844 248 0844**

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