

WELCOME TO DHL EXPRESS

Where international shipping is fast, accurate and always reliable.



Learn about all the many benefits of shipping with DHL Express.

EXCELLENCE. SIMPLY DELIVERED. **DHL**
EXPRESS



1 INTERNATIONAL SHIPPING

Discover the many services and solutions DHL Express can offer your business.

At DHL, we're committed to using our international expertise and world-class service to help ensure your success. Our versatile and reliable delivery options provide you with express services to over one hundred thousand destinations around the world. These include everything from emergency same day service, to time-critical next day delivery and less urgent day certain options.

Time Definite Services

DHL provides time definite 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. Working with the world's largest global network ensures fast delivery with end-to-end tracking and customs clearance. Our time definite services include:

- DHL EXPRESS 9:00
- DHL EXPRESS ENVELOPE
- DHL EXPRESS 10:30
- DHL IMPORT
- DHL EXPRESS 12:00
- DHL DOMESTIC EXPRESS
- DHL EXPRESS WORLDWIDE

Same Day Services

Make our fastest possible pickup and delivery service your first choice for shipping mission-critical materials. Our dedicated delivery network can be counted on for immediate pickup and a door-to-door delivery to limited destinations within the very same business day.

For more information on all DHL Express services, please visit:

▶ www.dhl.com/ship

Not all products and services are available to and from all countries.
Please check availability of products and services in your country with a local DHL representative.

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2 OPTIONAL SERVICES

Our optional services are designed to help meet your specific needs.

A range of payable services that provide the flexibility to address your specific shipping needs have been designed to complement the international shipping delivery offered by DHL Express. Examples include:

- **Shipment Value Protection:** Peace of Mind, value protection for your shipment in the event of damage or loss.
- **Packaging:** Convenience, take advantage of our packaging options that are available in many different shapes and sizes
- **Shipment Preparation:** Support, DHL on behalf of the Shipper prepares non-customs related documents, including customer requested Pick & Pack activities.
- **Non-Standard Pickups & Deliveries:** Flexibility, if your business operates beyond Monday to Friday, DHL can arrange for special pick-up or delivery requests during non-working days or outside of normal business hours.
- **Proactive Delivery Notification:** Control, DHL will monitor your shipment from door to door and proactively advise you of any issues en route.
- **Remote Area Service:** Coverage, DHL delivers to more than one hundred thousand locations worldwide, reach your customers no matter where they are.
- **Duties & Taxes Paid:** DHL can arrange for the shipper or a third party to be billed for any Customs Duties and Taxes rather than the recipient of the shipment.
- **Hold for Collection:** For convenience, customers can request for their shipments to be delivered at a DHL Express facility. Simply request the option at the time of booking, Customer Service staff at destination will notify the recipient when the shipment is ready to collect.

To learn more about each of these Optional Services, please visit:

▶ www.dhl.com/optional_services



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3 SERVICE POINTS

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

With nearly 32,000 Service Point outlets worldwide, international shipping is just around the corner. Stop by during extended business hours and one of our International Specialists will be happy to help you prepare and send your shipment. You don't even need to have an account number.

> DHL Global | > Express | > Shipping | Find DHL Locations

Find a DHL Service Point Location

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.

Select a country and at least one other field

Select Your Location:

City/Town

Post/Zip Code

Province/State

Distance Unit Kilometers Miles

To find the nearest Service Point and its hours of operation, please visit:

▶ www.dhl.com/locations



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4 E-SHIPPING TOOLS

We'll give you the E-Shipping tools you need to make shipping easier than ever.

MyDHL Access all our feature rich online tools in one location	WEBSHIPPING / INTRASHIP (Web-based shipping solution)	Easily manage your Express shipping needs online. You can print labels, schedule pickups, manage contact details, track your shipments – using your favorite web browser.
	IMPORTEXPRESSONLINE (Web-based shipping solution)	Quickly and securely manage your Import Express shipments and account details. Effectively manage your international supply chain online and from anywhere.
	PROVIEW (Web-based tracking service)	Proview offers real-time shipment monitoring and automatic notifications via email or text for all of your express shipments.
Advanced Shipping Solutions Desktop based	EMAILSHIP (Email-based shipping solution)	A first in the express industry: DHL's suite of reusable forms have been specially designed to make shipping quick, easy and convenient by using only your email.
	DHLCONNECT (Desktop based Shipping solution)	An easy-to-use shipment management software with minimum hardware requirements installed on your PC. It provides full shipment preparation, tracking, and reporting capabilities.
	EASYSHIP (Integrated shipping management solution)	A powerful multi-user suite of tools that streamlines your shipping process and increases speed and productivity. It allows for effective management of large scale shipping volumes.
	INTEGRATED SOLUTIONS (Fully-integrated business solutions)	DHL Integrated Shipping Solutions are designed with large shipping volumes and multi-site logistics operations in mind using industry standard formats for data interchange (EDI, XML or Web Services).

For more details on E-Shipping tools, please visit:

► www.dhl.com/etools



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5 SHIPMENT PREPARATION

Let us show you the best way to prepare a shipment.

Before making a shipment, it's the shipper's responsibility to ensure that the items in the shipment are properly packed. Follow these steps to help ensure your shipment arrives at its destination in optimal condition:

Packing Your Contents

- Choose the size of the box according to its content.
- To help prevent the contents of your container from shifting during shipment, make sure to use plenty of packaging material on all sides.
- Put fragile goods in the center of the box and ensure you use packing material to cushion the goods on all sides. In addition, clearly mark the package "FRAGILE" on the outside of the box.

Sealing Your Package

- If reusing an old container, check to see that it's in good shape and remove or conceal old addresses, shipping labels and markings.
- 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.
- "FRAGILE" and "HANDLE WITH CARE" labels are not a substitute for careful packaging.

Ordering Shipping Supplies

Whenever possible, we strongly advise you to use DHL Express packing materials and labels. Our materials are designed for withstanding the normal wear and tear of international shipping and are designed to work seamlessly with our processing centers. To order supplies in your area, simply visit the link below and use the drop down menu "Order DHL Shipping Supplies" section to select your location.

Dangerous Goods

DHL is an established 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 one of our International Specialists.

For more details on Shipment Preparation and Packaging, please visit:

► www.dhl.com/shipping_advice



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6 HOW TO WEIGH AND PAY

Learn how to Weigh and Pay your shipments quickly and easily.

We've made determining the cost of your shipment and filling out a Waybill very simple. Make sure you have the following information on hand:

- Your DHL Account Number
- The Shipper and Receiver's names, countries, cities and ZIP/Postal Codes
- Your package(s) weight(s) and dimensions
- Your shipments declared value (if it is dutiable)
- Shipment Value Protection / Details

If you don't have Internet access at the time you need to fill out a Waybill, contact one of our International Specialists to obtain a Waybill form, or visit one of our Service Points. You may also want to quickly review the interactive Waybill diagram on our Website, where we walk you through how to fill out the form.

To get a rate quote for your shipment, please visit:

► www.dhl.com/rates



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7 E-BILLING

With E-Billing you enjoy fast, accurate and efficient accounts 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 to:

- View any open invoices
- Receive invoices
- Schedule invoice payments
- Manage your billing settings
- Download documents in a variety of formats, including CSV, PDF and XML
- Retrieve Waybills electronically
- Review your entire billing history

Online Billing is not available in all markets



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

Please don't hesitate to get in touch with one of our International Specialists whenever you have a question or need our help. Our specialist 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 support to scheduling a pick up — no issue is ever too small for us to lend you a hand. So contact us right away so we can help you meet all your international shipping needs.



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Contact us today so we can assist you with your first shipment — please visit:

▶ www.dhl.com/contact

