

# EXPRESS 10:30

## IMPORT



A rapid door-to-door import service for document and non-document shipments with a delivery by 10:30 hrs on the next possible business day.

### MID MORNING RELIABILITY YOU CAN SET YOUR WATCH TO

When it really has to be with you by mid morning, our DHL IMPORT EXPRESS 10:30 delivery service is available to all major business centers in the USA. We also offer this premium service for document and non-document shipments to selected destinations that cannot be reached by 09:00 hrs in the morning.

Our unique Import Express service is available from more than 200 different countries, with no need for local brokers or forwarders to get involved at any step in the process. A single phone call is all it takes to arrange a collection of your goods in Paris or Singapore, to then expect a delivery in New York or Los Angeles, with the all inclusive price invoiced in your local currency. It really is as simple as that.

With DHL IMPORT EXPRESS 10:30 you set the pace for your business.

- Express solutions for time-critical shipping needs
- Latest possible pickup times
- Online, real-time tracking
- Dedicated procedures for priority shipment handling
- Proactive tracking and delivery notification for shipments sent to third parties
- One account number for all your imports
- A single invoice in your local currency
- Full money-back guarantee included\*

\* DHL Terms and Conditions apply

# EXPRESS 10:30

## IMPORT

### Win back more time in the business day.

With DHL IMPORT EXPRESS 10:30 you can rely on prioritized handling to ensure your imports are delivered to you by mid morning on the next possible business day. And with standard collection cut-off times at origin, your supplier has more time to prepare your shipments for sending.

- Best alternative if your address is hard to reach by 9:00 hrs
- Proactive delivery notification comes as standard with DHL EXPRESS 10:30 via your choice of e-mail, fax or SMS – which means peace of mind for when importing goods to third parties.
- If your shipment requires customs clearance, you can relax knowing that DHL Express has more in-house customs experience than any other company – we'll take care of every detail.

### Take advantage of these optional services.

Because every business is different, and every day brings something new, DHL Express offers a variety of optional services and handling options to suit your needs.

- **Insurance:** Additional financial protection based on the value of the shipment.
- **Packaging:** From free-of-charge standard flyers and envelopes to premium quality boxes of different shapes and sizes.
- **Proof of delivery:** In the case of arranging imports to a third party, a copy of the signature collected at the time of delivery.
- **Billing Services:** Flexible options for the billing of transport charges, duties and taxes among different parties.

### Your shipments are never out of sight.

DHL Shipping Tools extend from simple online booking to sophisticated systems that integrate shipping with other business processes, offering you the ultimate in efficiency and convenience.

With DHL Import Express Online, you can prepare everything in just a few clicks, from finishing customs paperwork to arranging a courier collection.

DHL Tracking Tools use advanced shipment event management technologies to ensure that you know where your shipment is at all times. These tracking options are available to you free of charge:

- **Website:** Log on to [www.dhl.com](http://www.dhl.com). Just select tracking and enter the waybill numbers of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct waybill numbers to [track@dhl.com](mailto:track@dhl.com).
- **SMS tracking:** You can track the progress of single waybill numbers via the text messaging service on your mobile phone. Just send a text message to (+44) 7720 334455 at the cost of a local SMS.

### Shipping Tips:

- Open an Import Express account by contacting your Sales Executive.
- Authorize your suppliers to use your Import Express account number securely by using Import Express Online.
- DHL IMPORT EXPRESS 10:30 is available for low value shipments and pieces up to 30 kg.
- Use DHL's online Trade Automation Service at [www.dhl.com/TAS](http://www.dhl.com/TAS) for any questions on customs regulations or paperwork.
- An experienced Customer Service Advisor is available to handle any pre- or post shipment enquiries.