

DHL CUSTOMS SERVICES
TAKING THE COMPLEXITY
OUT OF CUSTOMS



EXCELLENCE. SIMPLY DELIVERED.



ARE YOU FULLY COMPLIANT?

The international trade and compliance landscape is rapidly changing, and global supply chains are facing major challenges.

GLOBALIZATION AND EXPANSION OF INTERNATIONAL TRADE

Forging partnerships with service providers that have expertise across various geographies.



INCREASED DEMAND FOR ELECTRONIC DATA SHARING

Such as advanced shipment notification and sharing of compliance data.

A GLOBAL TREND TOWARDS A RISK-BASED APPROACH

Requiring traders to share details of their shipments at any given time, such as pre-load, pre-departure and pre-arrival.



INCREASED AWARENESS OF REGULATIONS AND COMPLIANCE

Now becoming a board level issue and a core focus among international trade companies.

INCREASED PENALTIES FOR NON-COMPLIANCE

With an immediate impact on customers' supply chain and financial bottom line.



It is in this climate that a Customs Broker with the ability to reduce complexity offers you a genuine competitive advantage.

WHY YOU SHOULD CHOOSE DHL CUSTOMS SERVICES

Thanks to our local teams of experts and global scale, we take the complexity out of customs by offering a one-stop solution to all your needs.



BEST IN CLASS EXPERTISE

The extensive regulatory knowledge of our team of customs experts means that you partner with a market leader:

- **Dedicated team of more than 4,100 customs experts** around the world
- **Global Governance Structure** that guarantees global standards with codes of behaviour across the network, delivering consistency and uniformity
- **Participation in all government customs and security programs** such as C-TPAT (Customs-Trade Partnership Against Terrorism) and AEO (Authorized Economic Operator)
- **Relationships with government authorities** on global, regional and local levels such as WCO (World Customs Organization)



GLOBAL SCALE, LOCAL PRESENCE

We have a global customs network to facilitate the movement of goods no matter where you trade:

- **Presence in over 200 countries** with more than **7 million customs entries** processed each year
- **Country, Regional and Global Customs Teams** to ensure uniform and consistent service
- Part of the **Deutsche Post DHL** group guarantees sound financial backing and stability



ONE PARTNER WITH THE BROADEST RANGE OF SERVICES

Our broad range of services ensure consistent and compliant trade activities; a truly one-stop solution to streamline your supply chain:

- **Broad range of customs brokerage services** utilizing the latest customs clearance technologies and **EDI capabilities**
- **Customs consulting services** to optimize customs activities, minimize duties and taxes, and maximize compliance
- **Core training and education solutions** including on-site training, seminars, periodic information bulletins and white papers to develop the customs knowledge base.

OUR SOLUTION FOR YOU – DHL CUSTOMS SERVICES

CUSTOMS BROKERAGE SERVICES

We offer a broad range of services to ensure uniform, consistent & compliant trade activities, supporting your company in avoiding delays, fines & penalties.

SERVICE	DESCRIPTION
Import and Export Declaration Filing	Customs declarations to process the import/export of goods. This can include the filing of customs declarations prior to shipment arrival at the destination country (where allowed).
Security Filing	Advance notification to authorities in importing countries, consisting of critical information for security screening. Examples are the US Importer Security Filing (ISF) and the EU Import Control System (ICS).
Duties & Taxes Advancement	Facilitation of the payment of customs duties and taxes on behalf of the customer.
Other Government Agency Services	Service to ensure the clearance of goods through other government agencies, e.g. Ministry of Health, Department of Agriculture.
In-Transit Movement	Management of the customs formalities for goods moving through one customs territory into another, or transportation of uncleared shipments within one customs territory.
Permits and Licensing Application Services	Providing support to obtain special licenses and permits.
Additional Services	Foreign Trade Zone (FTZ), Bonded Warehouse, Duty Drawback Processing, Fiscal Representation, Excise Duty Handling, and many other services.

OUR SOLUTION FOR YOU – DHL CUSTOMS SERVICES

CUSTOMS & TRADE CONSULTING SERVICES

Our customs consultants can review your supply chain to help enhance customs activities, optimize duties, identify potential risk areas and optimize internal controls and procedures to maximize internal compliance.

SERVICE	DESCRIPTION
Customs Management	Global Customs Management Program to coordinate the customs activities in various countries or support specialized services (e.g. Customs Competence Teams for Customers to monitor all customs transactions in Europe or globally).
Regulatory Interpretation & Consultation	Interpretation and Consultation e.g. Tariff Classification Services; Tariff Engineering and Duty Optimization, Binding Rulings; Prior Disclosures and Penalty Avoidance; Administrative Appeal Support and Representation; Appeals, Petitions & Protests; Import/Export Licenses and Quotas.
Compliance Assessment & Audits	Customs Compliance Assessments and Audits; Development of Internal Compliance Manuals; Documentation and Recordkeeping Requirements.
Customs Training & Education	Supporting the knowledge base development by various training programs and information services e.g. On Site Training; Seminars; Periodic Information Bulletins and White Papers.
Duty & Tax Programs	Management of duties and taxes programs, e.g. Duty Drawback; Trade Agreement and Preferential Treatment Qualifications; Duty Optimization Planning, Audits and Refunds; Tariff Concession Order Applications and Representation; Foreign Trade Zone Consulting and Support.
On-Site Resources (Secondment)	We provide highly experienced on-site staff to support in different areas of the customs clearance process, e.g. filing of customs declarations, goods classification, and other customs activities.

YOUR QUESTIONS ANSWERED

How do I get my shipments cleared?

You can clear your shipments with DHL Global Forwarding in a matter of minutes. It's easy:

- Contact your DHL Sales Representative to set up up your DHL CUSTOMS SERVICES account
- This is what we will need to efficiently clear your shipments:
 - Harmonized Tariff classification of your products (we can assist you with that)
 - Set up procedures for paying duties and taxes (we can assist you with that)
 - Authorization from you to act as a Customs Broker on your behalf



How do I import goods from another country?

Start by learning the import requirements of your products by visiting the website of your country's Customs authorities. An experienced Customs Broker such as DHL Global Forwarding will support you through the entire import process.

What documents do I need to clear customs?

Generally, a transport document, such as a bill of lading, invoice and a packing list. Customs authorities may require additional documentation, e.g. Certificate of Origin or Proof of Preference.

How do I know what duty I have to pay on an item I am importing?

Unless exempt, all imported commercial goods are subject to customs duties and taxes based on their tariff classification according to the Harmonized Commodity Description and Coding System (HS). Some goods are also assessed in relation to other taxes - including excise duties or anti-dumping duties.

Do I need a special license to import/export?

Some goods may be subject to certain government department regulations and may require licenses, so find out the specifics before importing or exporting. In the event of a problem, such as awaiting licenses, DHL Global Forwarding can transfer the goods into our bonded warehouse and reduce port storage bills.

Is there any way of speeding up customs?

We make every effort to ensure that your customs declaration is prepared and presented on time.

A parts database of your products can greatly improve the time it takes to prepare declarations, and once the authorities are familiar with your company this may speed up the clearing process.

I'm unsure of the tariff classification and duty rates of a new line of products. Can you help?

Yes. We can assist you in determining the tariff classification and duties. It is important that you have a thorough description of the goods and know their value and origin.

Can you help us import from new countries?

Yes. Whatever the cargo or country, we have the specialist in house knowledge to handle any issues.

Can you help us educate our staff regarding customs?

Yes. We offer Customs training programs in many countries – at your office or ours.

An urgent shipment is held for release by the local health authority. Can you help?

Yes. We can act as an intermediary with other government agencies that have jurisdiction over the importation of goods.

How much support would you give us when we're being audited?

We retain documents for the required period for auditing in every country, and can provide these quickly. Our expertise and global footprint can support you in meeting your audit obligations.

Customs authorities want to perform an audit. What support can you give me?

We can assist with document production and collection, and review your internal procedures and transactions in preparation for your audit.

Can you provide on-site support?

Yes. Our highly experienced staff can support you in different areas of the customs clearance process at your premises.

You can also find out more on DHL CUSTOMS SERVICES
by contacting your local sales representative
or visiting www.dhl.com/customs

