



Duty & Tax Calculator

FAQ - Frequently Asked Questions

Do you have a question on the DHL Duty & Tax Calculator?

Welcome to our FAQ page!

We're here to help. If you have questions or concerns that aren't addressed here, please feel free to reach out at DHLeC_FLC_Customer_Support@dhl.com

Here are some general categories to help you better find answers:

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How it works

What Shopify plan do I need?

All paid Shopify plans work with the DHL Duty and Tax Calculator app; however, additional features are available for Plus or Advanced plans.

So what's the process?

1. Download the app from the Shopify App Store here: <https://apps.shopify.com/DHLDutyandTaxCalculator> 2. Read our awesome checklist to make sure you have everything you need. 3. Configure your default settings to make sure you are using all of the backup features you have access to. Default settings are not required, but recommended. 4. Set up your shipping zones based on your shipping strategy to give your shoppers the best experience possible. 5. Head over to the HS code tab and press the button to populate your product's HS codes and countries of origin. Otherwise, upload the CSV file. If you



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are missing any, the default settings have your back! Default HS code should be in number format only (we accept periods and letters after the first character is a number). Default settings are not required, but recommended. 6. Test it out and see what an international shopper sees - a fully landed cost! 7. Check to make sure the selected shipping method will ship accordingly and with the correct labels to keep your shopper happy, from beginning to end, +1:

General Questions

How long does this take?

We'd say about as fast as you can configure your shipping strategies.

While understanding international duties and taxes is rough, we've made collecting it easy.

P.s. our quickest integration has been under 30 mins. ;-)

Does my checkout redirect?

You maintain full control of the checkout and own your marketing data - no iframes or redirects of any kind. So you can analyze your shoppers' behavior and make the best decisions possible.

What data do you keep that could impact the safety of my shopper?

Only the items in the order, destination country, and in cases of Brazil or Canada, the state, too.

Does this mean all shipments must go DDP?

You can offer DDU, DDP or a combination of both. You manage the appearance of your cart & shipping methods your shopper sees.

How is the duty rate calculated?

The duty rate is determined by the harmonized tariff code you have for each product from your catalog, they usually look like this 2106.90, but the DHL Duty and Tax Calculator can accept anywhere from 2-13 digits.

When the call in the checkout is made, the API is exchanging information in the blink of an eye; it will scan our database for the HS code(s) provided and return the applicable duty rate(s) for everything in the cart and add it all up. It really is that easy.



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How can I ensure the package goes DDP?

A test order should be pushed through and your shipping software should recognize the names of the shipping methods as a DDP or DDU. Both can be offered, but the shipping software should be able to differentiate between the two service levels offered by the same shipping solution.

A customer just complained that they had to pay duties & taxes again! How did this happen?

Here is a list of things to check for:

1. What did the label say? DDP or DDU?
2. Who did I ship with and is DDP accepted to that country?
3. Did we or the shopper request a specific customs group to clear it? (rare)
4. Follow up with the shipping provider for a possible service level change.

This is why doing a test order is so important, but hey, things happen.

How do I know how much duty and tax was charged on an order?

When you open an order, you will see the breakdown under shipping. When you export all of your orders, the notes column will have this information for easy lookup. Also, the shipping column will include the duties and taxes, so it is good to know what shipping cost you are offering.

Are duties and taxes calculated on the product price?

That's a great question! The answer is yes, but there are other components that go into calculating duties & taxes depending on the country. For example, Liechtenstein calculates based on weight, Canada calculates based on cost, and France calculates based on cost, insurance and freight.

I added a discount code, but didn't see the duties & taxes change. Why not?

We get that everyone loves a good discount, but discount codes affect the cart after the API has already been called. It's also important to know that local customs might assess the duties and taxes based on the price that is on your website at the time they have the package in their hands.



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I don't have my HS codes

Many merchants don't realize they do have them – on the import documents! You can check with your operations or fulfillment provider and they may be able to provide them to you.

If you can't obtain your HS codes, please reach out to
DHLeC_FLC_Customer_Support@dhl.com

Why do I need my HS codes?

This determines the tariff and duty rates of the traded products, so you want to ensure you are feeding the calculator the best HS code(s) possible.

I've added some new products, but I don't have the HS codes yet. What happens now?

No biggie. We're here to work with you and that's why we provide the ability to use the default HS code! Make sure this is in number format.

Do you guarantee the duties & taxes?

The DHL Duty and Tax Calculator does not mark up the duties & taxes. Companies that 'guarantee' duty/tax calculations are taking the maximum duty rates (and most likely adding a %) so they 'guarantee' to cover the duty/tax amount due in case of any variances.

Instead of giving this margin to the duty/tax company, DHL eCommerce Solutions puts the merchant in the position of 'guaranteeing' the duty/tax amount collected based on your pricing strategy chosen. So that 'extra' that may be collected by charging 'max' goes to the merchant; not to the duty/tax company.

What is pricing strategy?

The merchant's method for determining duties and fees based on the HS code provided.

Options: Min, max, avg. and exact of all ad valorem fee lines

Will my estimated duties & taxes change?

You can trust that the DHL Duty & Tax Calculator is providing you with great data. The answer to this is that duties & taxes can change at any time by country. They may also



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change if the customs authorities reclassify an item - which is why it is important to provide the most accurate HS code.

Who do I pay and what am I paying for?

Check this out:

1. Shopper prepays duties & taxes
2. Merchant collects the duties & taxes when the order is complete
3. The shipment is sent out, reaches local customs as a DDP & slides right through
4. Shopper receives the package
5. Merchant gets billed for duty & tax collection by the selected shipper
6. Merchant will receive an invoice in Shopify to pay for the use of the app or you'll receive an invoice from DHL eCommerce

How do I see my invoices?

Easy stuff - invoices are either in your Shopify Billing section or the DHL eCommerce customer portal.

How do I prohibit the app for specific products?

This is done in your Shopify Shipping settings. Your default shipping profile has all of your items, so if you want to ensure you don't offer a specific product internationally, or if you don't want duties & taxes calculated, you will need to create a separate shipping profile with the products you want to exclude. Then, ensure you have the appropriate shipping methods configured. Do not add the DHL Duty & Tax Calculator as a carrier calculated rate anywhere in this profile.

For information on the Shopify shipping profiles:

<https://help.shopify.com/en/manual/shipping/setting-up-and-managing-your-shipping/shipping-profiles#advanced-shipping-setup-examples>

How many shipping zones can I have?

The DHL Duty & Tax Calculator has a maximum limit of 20 shipping zones. Countries can be present in more than one shipping zone.



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Why do I have to upload an HS code file? The HS codes are already under the product details.

This allows the transaction to occur faster. However, we are working on adding a button to retrieve this information. Stay tuned!

Can I cover part of the duties and taxes for my shopper?

No, but if you want to offer a promo to cover ALL of the duties and taxes, simply uncheck "Include Duties" next to each rate in the specified shipping zone. Don't forget to update your Shipping Policy information!

Can I add a buffer on duties & taxes?

Yes, you can do this by increasing the shipping rate cost.

Can I display actual rates?

Yes, you can, but not through the app. Any shipping methods outside of the app will not have duties and taxes calculated on them, shipping cost is an input to the calculator.

How do I come up with a shipping rate?

We suggest you look at your average order value, average weight and cost for the carriers you will be offering. If your goal is to increase your average order value, you want to set a shipping rate to apply to carts below that AOV to incentivize shoppers to add more to their cart.

Where is the amount I collected in Shopify Reporting?

The duty and tax amount collected by the shopper will be baked into the Shipping column. You can create rules to extract the shipping cost by country to see what was collected. This amount is also easily viewable when you open an order, only here will shipping and duties/taxes be separated.

Can I use this with native Shopify Tax Settings?

You can use native Shopify Tax Settings and the DHL Duty & Tax Calculator for different countries only. Note that Shopify Tax Settings will apply to all shipping methods for the country you have it on for. If you offer a DDU option, like with USPS, tax will be collected when it should not be. The Shopify Tax Settings do not collect duties, so if you ship DDP



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and are only collecting tax, you will have to pay the overages that will be duty and any other customs fees.

I was charged an additional fee by my carrier, why was this not covered?

The DHL Duty & Tax Calculator is carrier agnostic. The calculator has no way of knowing which carrier was selected, only the value of the freight. Additional fees can sometimes be negotiated with your carrier, therefore we don't support carrier fees as those fees may be different for everyone.

Does the app come with currency conversion?

We are in the works of adding this feature!

Can I collect duties and taxes later?

Technically yes, but it may be a lot harder to retrieve that from a shopper.

A customer complained that the duties/taxes were too high. What do I do?

Email the DHL team for explanation at DHLeC_FLC_Customer_Support@dhl.com.

What information from my shopper do you use?

We do not take any sensitive information like name or address. Only the country and sometimes state or province is submitted in the request.

The calculator returned \$0.00 for duties and taxes. Why?

If the app is configured and working properly, it will return \$0.00 in duties/taxes only if they don't apply. For example, the shipment is likely below the de minimis value!

Who can help me set this up?

Please reach out to the DHL team at DHLeC_FLC_Customer_Support@dhl.com for help or any questions you may have. A screensharing call to explain is what works the best and fastest.

Installation

Install the Reach DHL app, by modifying the link to include your store name at the end:



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https://shopify-admin.gointerpay.net/apps/reach-dhl/public?shop=<store_domain>

It is recommended you first download this on your dev or sandbox store to ensure all apps are communicating as expected.

<store_domain> should look like: your-store-name.myshopify.com

Click to Install the unlisted app.

For further "how to" instructions, check out our Getting Started page [here]()

Working with my existing checkout

How does the app work with my current payment gateway?

We support whatever currency your store is in. If you send in the request in USD, we will return values USD, if you send it in EUR, we will return a calculated response in EUR.

How does the app work with Shopify Payments?

When Shopify Payments Localization is activated, the duties and taxes will be returned in USD.

How does the app affect my current shipping set up?

It does not. You can choose to add new or existing shipping options to the app to show duties and taxes for those methods. You can also have shipping methods set up outside of the app if you wish!

Will the app change my checkout?

This app integrates into your current checkout so that everything can remain the same. You can offer shipping rates from the app, which are based on cart order values, or use your existing Shipping Zone set up from Shopify store settings.

For the shipping rates provided from the app, the cost of the shipping will include the duties and taxes if you are on a Basic plan.

Duties and Taxes can be line itemed in the cart summary if you are on Plus and have access to your checkout.liquid in your theme code.



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Do I have to ship with DHL eCommerce?

Nope! Our solution is carrier agnostic, meaning you can choose your international carriers. Of course, we'd prefer to ship your packages as well! For additional information on shipping services, please reach out to DHLeC_FLC_Customer_Support@dhl.com

Is there an app to download my DHL eCommerce rates?

As of right now, there is not an app to get your DHL eCommerce shipping rates.

Is there an app to print labels for my eCommerce shipments from Shopify?

There is no DHL eCommerce app to print the labels, but you can use another app to do this. Some of our Shopify merchants utilize ShipHero, ShipperHQ and others!

Definitions

DDP vs. DDU

Delivered Duty Paid (DDP) allows you to collect the international duties and taxes up front for an improved customer experience on cross border orders. This allows shoppers to have a “frictionless” delivery of their order.

Delivery Duty Unpaid (DDU) requires the shopper to pay the duties and taxes upon delivery or before. This can result in many delays and an overall unpleasant experience as shoppers nowadays want their packages as soon as possible.

De Minimis

Each country typically has a minimum value below which duties are not assessed, called the de minimis value. If your shipment's value is below this threshold, customs duty may not apply. For example the de minimis in the United States is \$800 US (with certain exceptions), but in Canada, it is \$20 CAD. So a retail shipment from Spain valued at \$700 and shipped to the US may not be subject to import duty, but it would be in Canada.

HS Code

The HS Code system is a way of identifying commodities by group. It's also referred to as a "Harmonized Commodity Description and Coding System, and is used by more than



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200 countries and economies as a basis for their Customs tariffs and for the collection of international trade statistics.

Over 98 % of the merchandise in international trade is classified in terms of the HS. Each HS Code is 6 digits long, arranged in a legal and logical structure, and is supported by well-defined rules to achieve uniform classification.

Legal

You can find our legal terms and conditions [here](#).

Additional support

How do I get additional support?

Just send an email over to DHLeC_FLC_Customer_Support@dhl.com and we'll get right on it. We are available Monday-Friday 8AM to 6PM EST.

What's the difference between DHLeCommerce and DHL Express? I thought they were the same?

We know it can be confusing, but DHLeCommerce and DHL Express are two separate business units under the DPDHL Group. Each business unit offers different types of solutions based on your needs! Note that shipping account information is not the same for both.

I have heavy items so I need exact shipping rates. Is this possible?

Of course! Shipping restrictions can be mitigated using the Shopify Shipping Profiles section, outside of DHL DTC app.

How can I exclude products that I don't want to ship internationally?

Head over to the Shopify shipping settings of your store & create shipping profiles based on the products you want to restrict (outside of the DHL DTC app).