



DHL eCOMMERCE HONG KONG PICK-UP SERVICES

Onboarding Guide_Ver 1.9

DHL eCommerce Solution Greater China



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1 GENERAL INFORMATION

1.1. Objective

This Customer Onboarding guide defines the agreed work procedures between the Customer and DHL eCommerce for handling pickup from customer's facility to DHLeC HK distribution centre.

1.2. Process and Data Flow Overview

The diagram below provides an overview of the solution and the work flow between the various parties and systems.

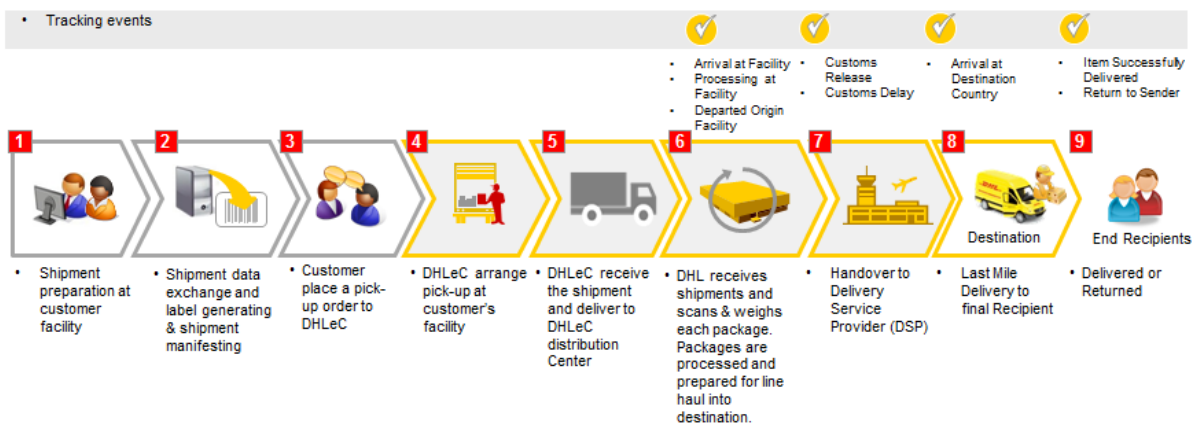


Figure1. Solution Overview for Pick-up Services



1.3. Pick-up Service Coverage

Service Name	Pickup up Service in Hong Kong
Service Coverage	<p>Commercial areas in Hong Kong - Hong Kong Island, Kowloon and New Territories, except the following non-covered area</p> <p>Non-covered area by nature: (Please refer to P.10)</p> <p>Non-covered area by district: (Please refer to P.10)</p> <p>The suggested areas are for reference only. Please contact your account manager to learn more.</p>
Pick-up Schedule	Not include specific pickup time
Transit Time	within 1 working day
Service level	Dedicated Truck
Weight	Maximum: 30kg per bag
Dimensions	Please follow DHL package size requirement
Cut-off time	<p>Monday to Friday (Before 17:00)</p> <p><u>One day in advance</u></p> <p>Order received on weekends or public holiday will be considered as next working day order and it will be arranged pick up on the second working day.</p>
Compensation	Refer to the DHLeC rate card
Charge	Pls refer to the DHLeC rate card or check with sales/CS

1.4. Service Restrictions

In addition to *DHL eCommerce's General Terms and Conditions (APPENDIX I)*, Shippers must adhere to the following service restrictions:

- Individual pieces must meet all DHL eCommerce restrictions to the destination country in the terms of size, weight as indicated in service contracts;
- Any false or missing customs declaration will lead to customs delay and/or rejection at destination country. This is out of DHL eCommerce's control;
- DHL eCommerce is not held responsible and liable for any legal actions or claims against the commodity in customer's package;
- Due to the need to comply with IATA Dangerous Goods regulations and local SHA/SZX/HKG Airfreight regulatory requirements, shipper who wishes to ship sensitive items with contents that are liquid/ powder/ gel or chemical in nature must first obtain prior approval from DHL eCommerce. Shipper need to submit detailed information on the product/equipment to a designated contact person from DHL eCommerce. The detailed information as referred to can be submitted as either hard copies or un-amendable softcopy (such as PDF) format or email reference to a relevant official website of the product manufacturer/supplier:
 - Product/Equipment information
General information of the product/equipment with pictures of the product stating what the product is used for.
 - MSDS or PSDS (Material or Product Safety Data Sheet) of the relevant sensitive product/equipment.
- DHL eCommerce will conduct pre-screening based on the information given in 2 documents provided. Shipper **cannot ship product/equipment** in which sensitive items present within the package **without approval**.
- Shipper sending branded products are required to present authorization letter from corresponding trademark owner to the customs upon request.

- DHL eCommerce will not accept any:
 - Counterfeit items - The Customs and Border Protection Authorities worldwide are taking significant actions to decrease the amount of counterfeits entering the countries. Inbound services get derailed and customs may also impose a civil fine on shipper. Items constituting to a counterfeit include but not limited to the following:
 - Counterfeit consumer goods are by definition goods infringing the rights of a trade mark holder by displaying a trade mark which is either identical to a protected trade mark or by using an identification mark which "cannot be distinguished in its essential aspects from such trade mark".
 - Unauthorized reproduction of excess factory stock of the original goods for sale against the knowledge and/or explicit permission from the trade mark holder.
 - Prohibited items and dangerous goods as per **UPU Prohibited Item List** inclusive but not limited to:
 - Explosives and hazardous materials (e.g. Flammable liquids, Gun powders, lighters)
 - Narcotics and certain other drugs with a potential for abuse
 - Live animals and plants regulated by Washington Convention
 - Porno, obscene expression described in publications, video, DVD, software.
 - Seed, Plant extract which required Animal or Plant Quarantine
 - Weapons and knives not in proper protection packaging
 - Lithium Batteries
 - Alcohol, Cigarettes
 - The importation of dangerous goods as defined by IATA

2. OPERATIONAL PROCESSES

2.1 General Shipment Preparation

2.1.1. Packaging of Shipments

Shipper will pack their individual items with appropriate packaging material which effectively protects their products from damaging in the course of transportation while at the same time keeps the size minimal. Courier packaging materials (courier flyer receptacles) shall not be used for packaging.

Please get prepared the shipment ready before the driver arrived. The driver can wait for maximum 10 minutes

2.1.2. Weight

Shipment Weight limitation: Dependant on the weight limitation requirements of the respective shipping services.

2.1.3. Size

Shipment Dimension limitation: Dependant on the weight limitation requirements of the respective shipping services.

2.1.4.Pre-sorting and Bagging

The packets should be sorted by shipping services then packed in suitable receptacle for the Pick Up vendor to transport to DHL eCommerce distribution centre. The recommended receptacle is white receptacle (refer to below figure). The white receptacle should be 105cm x 70cm & a sample receptacle can be supplied by DHL eCommerce upon request. The weight of each receptacle should not exceed 30kg.



Figure2. White Mail Receptacle sample

(Note: Illustration not drawn to scale; for reference purposes only.)

2.1.5.Shipment Manifest – Shipment data

Customer should provide the data of the actual shipment handed over to DHL eCommerce at least 4-hours before the shipment is pickup.

Due to the cross border customs requirements, customer is required to declare the name of every item description in both English & Chinese.

For further information & support, you may contact to your local DHL eCommerce Onboarding Consultant.



2.1.6. Pick-up order submission

Customer should send their Pick-up request by email to DHL eCommerce.

Email address: pickup.hk@dhl.com

Email subject: HK Local Pickup Request <Customer Name> <Pickup Date>

Email Content:

Pickup Date	Handover note ID	Company Name	Pickup Address	Contact Name	Contact Number	Outer Package bags **1 plt with 10 bags, please state as 10 bags (1plt)	Total Weight (KGs)	Pickup address off worktime

DHL Consignment note requirement

DHL eCommerce Consignment Note (Handover Note) indicates the total quantities and total weight of the shipment and the consignment note# is a unique identification for each shipment.

During the handover to DHL, a physical copy of consignment note must be provided together with the shipment to DHL eCommerce.

Important Note

1 consignment note is required for 1 pickup order

All shipments are to be forwarded to DHL eCommerce Hong Kong terminal, located at:

Address: DHL eCommerce (Hong Kong) Limited
25/F, Goodman Dynamic Centre, 188 Yeung Uk Road, Tsuen Wan, N.T.
新界荃灣楊屋道188號嘉民達力中心25樓

Attn: Goods in

Contact no.: 23420315

Pick-up request cut-off time and shipment process time

Cut-off time: MON to FRI on or before 17:00 *One day in advance (Public Holiday subject to notice)

Goods Receiving Cut-off Time for Same Day Processing

11:00AM HK Monday – Friday (Excluding Public Holidays)

*DHL eCommerce cannot commit to same day processing for shipment with incomplete shipment preparation or missing package data. For shipments handed over on Saturday, the shipment will be received but processed on the following Monday.

2.1.7. Pick-up order cancellation or pick up address change

Please email us pickup.hk@dhl.com before 10am on the pickup date if you would like to cancel the order.

If you are our existing customer and would like to change the pickup address for your upcoming pickup, please provide your new address to CS team for approval at least 2 working days before the pickup date

3. Non-covered area

3.1. Non-covered area by nature

1. Non-Commercial Area (Location not for any business activities)
2. Hospital, Government building, Government offices, PO Box, School, Construction site, ICC
3. Theme parks, such as HK Disney Land, Ocean Park

3.2. Non-covered area by district

1. All outlying islands - Cheung Chau, Lamma Island, Sha Tau Kok, Tai-O, Ngong Ping, Pui O, Discovery Bay, Peng Chau, Mui Wo, Chi Ma Wan, Shek O, Tung Chung, Ma Wan
2. 外圍倉, Forwarder Warehouse, Sea Freight Warehouse, Container Terminal, Airport, Airfreight Warehouse, Exhibition Hall
3. Buildings without lift
4. Non-covered area

Hong Kong Island	<ul style="list-style-type: none"> • Shum Wan, Shek O, Deep Water Bay, • Aberdeen, Ap Lei Chau, Wong Chuk Hang, Wah Fu, Tin Wan, • Repulse Bay, Stanley, Pok Fu Lam, The Peak, Mid-Levels West, Jardine's Look-out, Tai Tam, Chung Hom Kok, South Bay, • Cyberport, Happy Valley
New Territories	<ul style="list-style-type: none"> • 圍村, address in DD/Lot no., Lung Kwu Tan, Chek Lap Kok, Discovery Bay, Ma Wan • Yuen Long, Tin Shui Wai, Lau Fau Shan, Kam Tin, Mai Po, San Tin, Pat Heung, Hung Shui Kiu, Lok Ma Chau, Ping Shan, Fairview Park, Tai Lam • Tuen Mun, San Hui, Lam Tei, Fu Tei, Chung Uk Tsuen, Tuen Mun Pier, Gold Coast, Siu Lam • Sheung Shui, Sha Tau Kok, Ho Sheung Heung, Kwu Tung • Fanling, Luen Wo Hui, Ping Che • Sai Kung, Clear Water Bay, Tseung Kwan O, Sai Sha Road, Ting Kau, Sham Tseng • Ma On Shan, Wu Kai Sha, Shek Kong • Shatin, Tai Po



4. CONTACT LIST

4.1. Implementation

联系人	联系方法
Ann Tai Customer Integration Consultant	Phone: +852 2976 3371 Email: ann.tai@dhl.com

4.2. Customer Service

联系人	联系方法
Annie Leung Customer Service (Hong Kong)	Phone: +852 2976 3111 Email: annie.leung@dhl.com QQ: 4008883500

4.3. Operations

联系人	联系方法
Kinvin Leung Manager, Business Operations (Hong Kong)	Phone: +852 2342 0213 Email: kinvin.leung@dhl.com

