

DHL VALUE ADDED SERVICES - BUSINESS CUSTOMERS

CUSTOMISE YOUR DELIVERIES

Does your shipment have to arrive by a certain time? Indoor delivery or pick-up at terminal? Help to unload or no help at all? Our value added services mean you get exactly the DHL you need.



BUSINESS CUSTOMERS

Whatever the size of your business or the size of your consignment – from a small parcel to larger PTL/FTL shipments and more – we can help you. Our value added services make it easy to quickly and smoothly adapt our transport solutions to the needs of your business.

At the start of this presentation, you will find a summary of all our value added services for deliveries to business customers. Under each service, you can read about how it works and practical information, such as booking, price and combination rules.

Finally, we would like to remind you that all our value added services are covered by our terms and conditions. For more detailed information about each service, see the separate document “DHL Freight Terms and Conditions”.

If you are unsure about anything, you are always welcome to contact our Customer Service.

BUSINESS CUSTOMERS

FREIGHT COST

There are four factors that influence the total price of our deliveries. How it works: Firstly, all of our services have a freight price, plus a fuel surcharge. Other surcharges can then apply for delivery to certain places or for dangerous goods, for example. The price is also influenced if you choose to customise your transport with our value added services, such as Skicka grönt (Go Green), Indoor delivery or Evening delivery.

Finally, there are fees that can be avoided by ensuring that all tasks are completed correctly. If you are unsure of anything, you are always welcome to contact our Customer Service.

OUR OPTIONS FOR BOOKING VALUE ADDED SERVICES:

E-SERVICE

Book online via MyDHL Freight and Boka direkt at dhl.se/freight or via approved TA system/EDI solution.

DHL CUSTOMER SERVICE

For bookings and personal service, you are always welcome to call our Customer Service on 0771-345 345.

BUSINESS CUSTOMERS

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BUSINESS CUSTOMERS

THIRD PARTY FREIGHT PAYER

WE INVOICE A THIRD PARTY – NEITHER THE CONSIGNOR OR CONSIGNEE

We invoice a third party – neither the consignor or consignee. In a transport chain, there are occasions when a “Third party freight payer” is useful. An example of this is when neither the consignee or the consignor are responsible for paying the freight.

In a transport chain, this value added service is often used by a party acting only as the stockholder.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the paying customer number.

PRICE

DHL PAKET	19 kr/shipment
DHL PALL	62 kr/shipment
DHL STYCKE	62 kr/shipment
DHL PARTI	62 kr/shipment

BUSINESS CUSTOMERS

COLLECTION AT TERMINAL

LET THE CONSIGNEE COLLECT THEIR SHIPMENT FROM OUR TERMINAL WHEN IT SUITS THEM

Instead of DHL delivering the shipment, the consignee has the option of collecting directly from one of our terminals. This service is popular with consignees who are often travelling or otherwise unavailable. Notification is included in the service, and as soon as it has been sent, the shipment is available for collection during the daytime.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the DHL terminal where you wish to collect the shipment.

CANNOT BE COMBINED WITH:

Priority service (PRE 7, PRE 10, PRE 12), Indoor delivery, Pre-advice by driver and Delivery without POD (Proof of Delivery).

PRICE

DHL PAKET	105 kr/ shipment
DHL PALL	135 kr/ shipment
DHL STYCKE	135 kr/ shipment

BUSINESS CUSTOMERS

NOTIFICATION

WHEN YOU WANT US TO CONTACT YOUR CONSIGNEE TO ARRANGE A DELIVERY TIME

With Notification, the consignor ensures that the consignee will be on site at the proposed delivery time. This is an easy way for both parties to minimise unnecessary costs connected with deliveries.

TIPS! Would you like to further ensure your delivery? Combine Notification with Pre-advice by driver.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service.

Specify the consignee's name and mobile number.

CANNOT BE COMBINED WITH:

Collection at terminal, Priority service (PRE 7, PRE 10, PRE 12).

PRICE DHL PAKET

105 kr/shipment

PRICE – DHL PALL/DHL STYCKE/DHL PARTI

135 kr/shipment

BUSINESS CUSTOMERS

TAIL LIFT

WE ARRANGE A TAIL LIFT FOR LARGER PTL/FTL DELIVERIES

Do you need help with a tail lift for slightly larger shipments? No problem. This value added service can be booked for shipments with a chargeable weight up to 14 tonnes. For weights exceeding 14 tonnes, contact Customer Service.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service, DHL Customer Service.

PRICE

1,000 - 3,900 kg	Free of charge
3,901 - 14,040 kg	155 kr/pallet*
>14,041 kg	According to agreement

*) 1 pallet = 780 kg chargeable weight

BUSINESS CUSTOMERS

TRUCK

DELIVERY TO AREA WITH LIMITED ACCESSIBILITY FOR LONG VEHICLES

Booking of a truck for loading/unloading areas where there is limited access for vehicle up to 25.25 m, e.g. due to local regulations, limited area, lack of free access for vehicle 25.25m, etc.

The service is valid for shipments up to maximum 7,2 loading meter per shipment



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOKAS VIA

E-tjänst, DHL Kundservice.

PRIS

1 020 kr/ sändning

BUSINESS CUSTOMERS

EXTRA STAFFING

WHEN THE CONSIGNEE NEEDS EXTRA HELP WITH LOADING AND UNLOADING

Sometimes you need a little extra help with heavy or bulky deliveries that need to be loaded, unloaded or carried in. We can handle it.

This service is available for single packages exceeding 25 kg, or for packages that cannot be handled by the driver on their own due to their size.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact DHL Customer Service.

PRICE – WEEKDAYS

300 kr/man and each 30-minute period started, but min 1 530 kr including travel time

PRICE – SAT, SUN, HOLIDAYS

480 kr/man and each 30-minute period started, but min 2890 kr including travel time

BUSINESS CUSTOMERS

WEEKEND PICK-UP/DELIVERY

NO TIME IS INCONVENIENT FOR US

Do you have a business that benefits from being open at the weekend? No problem. Then you need our Weekend pick-up/delivery service. The same reliable logistics as usual, but between x and x o'clock on Saturdays and Sundays.

The easiest way to book Weekend pick-up/delivery is to call us.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact DHL Customer Service.

PRICE

According to agreement.

BUSINESS CUSTOMERS

COLLECTION AND TERMINAL HANDLING OF DHL FREIGHT PARTI (PTL/FTL)

WE COLLECT PREPARED GOODS AND SOLVE YOUR LACK OF SPACE.

Whether you have a lack of space or perhaps just find it more convenient that we collect all your goods at the same time we can handle it. All a DHL customer needs to do is to request that your PTL/FTL goods are collected and brought in to a DHL terminal.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact DHL Customer Service.

PRICE

1,000 kg - 2,999 kg/shipment	388 kr/tonne
3,000 kg - 4,999 kg/shipment	233 kr/tonne
5,000 kg - 20,999 kg/shipment	166 kr/tonne
21,000 kg and above/shipment	98 kr/tonne

BUSINESS CUSTOMERS

INDOOR DELIVERY

WE DELIVER DIRECTLY INTO YOUR CONSIGNEE'S PREMISES

Sometimes you need help beyond the loading bay or the street. We can handle it. How Indoor delivery works:

If the package does not exceed an actual weight of 25 kg and it is possible for one person to handle, we offer delivery from the vehicle into the property, mall, etc.

For goods loaded on a pallet, we offer to drive it in using a pallet truck.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the actual weight of the package.

CANNOT BE COMBINED WITH:

Collection at terminal, Delivery without POD (Proof of Delivery), Priority service (PRE 7, PRE 10, PRE 12) or Dangerous goods

PRICE – DHL PALL

Half pallet 135 kr/pallet

Full pallet 270 kr/pallet

PRICE – DHL STYCKE

1–25 kg 100 kr/shipment

26–150 kg 160 kr/shipment

151–299 kg 270 kr/shipment

300–999 kg 380 kr/shipment

1,000–2,500 kg 595 kr/shipment

BUSINESS CUSTOMERS

INDOOR DELIVERY PARCEL

LET US CARRY IN YOUR PARCEL

Of course we can arrange Indoor delivery of your parcels. This means that we deliver further than the consignee's gate or door, usually into the premises.

Indoor delivery of parcels includes only the shipment containing packages with a weight of not more than 25 kg/package – only applies to packages that can be carried by one person or be transported with a loading cart without passing any form of steps.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the actual weight of the package.

CANNOT BE COMBINED WITH:

Collection at terminal, Delivery without POD (Proof of Delivery), Priority service (PRE 7, PRE 10, PRE 12)

PRICE

1-25 kg	100 kr/shipment
26-150 kg	160 kr/shipment

BUSINESS CUSTOMERS

LOADING OR UNLOADING AT NON REGULAR WORKING HOURS

LOADING AND UNLOADING AT ODD TIMES

At DHL, we work when you need our help. And of course we can also arrange loading or unloading at times outside ordinary business days (07.00-17.00).



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact DHL Customer Service.

PRICE – WEEKDAYS

Weekdays 260 kr/man and each 30-minute period started, but min 1 560 kr

PRICE – SAT, SUN, HOLIDAYS

395 kr/man and each 30-minute period started, but min 2 390 kr including travel time.

BUSINESS CUSTOMERS

DELIVERY TO CONSTRUCTION SITE

CUSTOMISED LOGISTICS SOLUTION TO CONSTRUCTION SITES

This logistics solution is adapted for deliveries to construction sites and offers control from loading to unloading and also ensures that drivers always have the correct safety equipment.

You get:

- A customised service
- Notification of when the delivery is made
- Guarantee that the drivers have the correct safety equipment



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact your regular salesperson or Customer Service.

PRICE

According to agreement.

BUSINESS CUSTOMERS

DELIVERY WITHOUT POD (PROOF OF DELIVERY)

WE DELIVER EVEN IF THE CONSIGNEE IS NOT ON SITE

Delivery without POD is a convenient service for anyone who wants to guarantee their deliveries regardless of whether the consignee is on site or not.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service.

CANNOT BE COMBINED WITH:

Insurance, Cash on Delivery (COD), Indoor delivery, Thermo, Collection at terminal or Dangerous goods.

PRICE

Free of charge.

BUSINESS CUSTOMERS

PRE-ADVICE BY DRIVER

OUR DRIVER CONTACT THE CONSIGNEE BEFORE DELIVERY

With Pre-advice by driver, our driver calls the consignee approximately 15-30 minutes before delivery. This gives both you and the consignee more control over the delivery.

Pre-advice by driver is often used when shipments are delivered to places where many people are difficult to reach or are moving around, such as construction sites.

TIPS!

Combine “Pre-advice by driver” with “Notification” for even more control over the delivery.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the phone number where you want to receive the notification.

CANNOT BE COMBINED WITH:

Collection at terminal, Priority service (PRE 7)

PRICE

53 kr/shipment

BUSINESS CUSTOMERS

DELIVERY MONITORING

TRACK YOUR DELIVERY THROUGHOUT THE TRANSPORT CHAIN VIA TEXT OR E-MAIL

Delivery monitoring allows you to track where your shipment is at all times in the transport chain.

We send continuous updates to you – or the person you specify, e.g. the consignee or a third party – via text and/or e-mail.

Delivery monitoring is an excellent way to expand the service you offer to your customers and partners!



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the e-mail address and phone number where you want to receive the notification.

PRICE

2.50 kr/text or e-mail message.
Max 10 kr/shipment.

BUSINESS CUSTOMERS

PROOF OF DELIVERY

WE PROVIDE ALL THE DELIVERY DETAILS

If you would subsequently like to see the delivery details for a shipment, we can arrange this by providing a copy of the relevant shipping document. For example, you may want to see who signed for the shipment.

You can produce your own transport document by going into Active Tracing.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

DHL Customer Service.

PRICE

70 kr/item

BUSINESS CUSTOMERS

LOADING AND UNLOADING EQUIPMENT

WE ARRANGE LOADING AND UNLOADING EQUIPMENT

Sometimes there are special conditions to be able to load and unload effectively – for example on construction sites. This is where we can help you with customised solutions – using a tractor, forklift, sack trolley or pallet truck – we can handle it.

Contact our Customer Service for more information.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact DHL Customer Service for more information.

PRICE

According to agreement.

BUSINESS CUSTOMERS

CONSIGNEE PAYS

WE INVOICE THE CONSIGNEE – NOT THE CONSIGNOR

Invoicing the consignee provides greater flexibility whether your customers are consignors or stockholders.

Consignee pays is also an excellent service for anyone who wants to have control over their freight costs.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the consignee's customer number.

PRICE

DHL PAKET

DHL PALL/DHL STYCKE/DHL PARTI

41 kr/shipment 67 kr/shipment

BUSINESS CUSTOMERS

PALLET TRANSFER SYSTEM (PÖS)

LET US MANAGE YOUR EUR PALLETS

We manage your pallet transactions between the consignor's and the consignee's pallet accounts. An easy way for you to have full control and be more cost-efficient.

OBS!

To make use of this service, you will need your own PÖS agreement and customer number.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

PRICE

27 kr/loaded pallet or 7% of the charged freight amount.

BUSINESS CUSTOMERS

PRIORITY SERVICE

PRE 7, PRE 10 AND PRE 12

Deliver to the consignee before a specified time. If you want your shipment to be delivered to the consignee before a specific time, we offer priority services. In the unlikely event that we do not deliver in time, we will pay back the cost of shipping and the value added service.

The times we can offer delivery before are:

PRE 7	Delivery before 07.30
PRE 10	Delivery before 10.00
PRE 12	Delivery before 12.00

OBS! See our time table at www.dhl.se/freight for geographical coverage.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service, DHL Customer Service. Provide all packages in the shipment with a special label for Priority service (PRE 7, PRE 10, PRE 12). You will receive the label automatically when you book the shipment with this value added service. The shipping documents can be printed via www.dhl.se/freight

If you print your shipping documents in any other way, the label can be downloaded from www.dhl.se/freight

If the label for Guaranteed service is missing from the package, the shipment will be handled without the value added service.

For shipments sent using priority service PRE 7 and PRE 10, the electronic shipment information must be transferred to DHL before 16:00 on the day of departure. For priority service PRE 12, the electronic shipment information must be transferred to DHL before 20:00 on the day of departure.

PRICE	DHL PAKET	DHL PALL/DHL STYCKE
PRE 7	545 kr/shipment	695 kr/shipment
PRE 10	345 kr/shipment	495 kr/shipment
PRE 12	170 kr/shipment	410 kr/shipment

BUSINESS CUSTOMERS

TIME DEFINITE LOADING OR UNLOADING

WHEN YOU NEED TIME DEFINITE LOADING AND/OR UNLOADING FOR YOUR PTL/FTL GOODS

Sometimes a time definite loading or unloading is required. This is the perfect value added service in environments with a high flow of goods – for example if you (or your customers) are a stockholder or work in the construction industry.

More specifically, this service means that a shipment is loaded or unloaded at an agreed time, or within an agreed time interval on a specific day.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service, DHL Customer Service.

PRICE – EXCL STOCKHOLM

07:00 - 08:59 1 400 kr

09:00 - 10:59 1 080 kr

11:00 - 12:59 1 300 kr

13:00 - 14:59 2 700 kr

15:00 - 17:59 Customer-specific

PRICE – STOCKHOLM

07:00 - 08:59 1 830 kr

09:00 - 10:59 1 300 kr

11:00 - 12:59 2 050 kr

13:00 - 14:59 3 240 kr

15:00 - 17:59 Customer-specific

Prices are valid within a radius of 30 km from the central location.
If loading/unloading will take place outside this radius, contact our traffic office to confirm a time and price.

BUSINESS CUSTOMERS

SKICKA GRÖNT (SEND IT GREEN) WITH DHL

SKICKA GRÖNT (SEND IT GREEN) ENABLES YOUR COMPANY TO REDUCE YOUR ENVIRONMENTAL IMPACT IN A SIMPLE AND EFFICIENT WAY

By selecting SKICKA GRÖNT, the customer can reduce the environmental impact of their transport and boost development of the transport sector right here and now. The revenues are used to invest in vehicles with cost driven environmental technology. Something that will guarantee environmental benefits within our Swedish transport network.

With SKICKA GRÖNT, we can work with you and your customers to seriously reduce emissions of carbon dioxide, where it would otherwise be impossible without your contribution.

Each time you or your customers book SKICKA GRÖNT, you are buying shares in our overall capacity of CO2 reducing freight. The shares are not linked to any specific route. Instead, SKICKA GRÖNT enables us to replace a fossil transport section with vehicles running on renewable fuels, where they will have the most impact.

The whole process, from production to sales, is verified by an independent party.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service.



PRICE – DHL PAKET

4 kr/shipment

PRICE – DHL PALL

39,20 kr/shipment

PRICE – DHL STYCKE

39,20 kr/shipment

PRICE – DHL PARTI

See www.dhl.se/freight

BUSINESS CUSTOMERS

FREIGHT SUBSIDY

WE CAN HELP YOU WITH YOUR FREIGHT SUBSIDY APPLICATION DOCUMENTS

For companies in certain regions, it is possible to get a freight subsidy. At DHL, we will be happy to help by providing the documents.

TIPS!

Read more about freight subsidies at www.tillväxtverket.se or contact DHL Customer Service for more information about how to activate your customer number.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

Contact DHL Customer Service for more information.

PRICE

500 kr/document

BUSINESS CUSTOMERS

PRE-ADVICE PICKUP

OUR DRIVER CONTACT THE SENDER BEFORE PICKUP

Our driver will call the sender approximately 15-30 minutes before pick up. This gives both you and the sender better control of the delivery.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

E-Service. Specify the phone number where you want to receive the notification.

PRICE

53 kr/shipment

BUSINESS CUSTOMERS

DHL INSURANCE

SEPARATE INSURANCE TO GIVE YOU EXTRA PROTECTION AND SECURITY

We always do our utmost, but sometimes the unforeseen occur that involve damage or loss of goods. Our liability does not always covers the full value of the goods. By adding the DHL CARGO INSURANCE to your shipment you get extra security without deductible.

With DHL Cargo insurance, you have a reliable full-value insurance. This means that you can feel safe sending goods with DHL Freight.

Read more about DHL Cargo Insurance (see DHL Varuförsäkring) at www.dhl.se/freight.



DHL PAKET



DHL PALL



DHL STYCKE



DHL PARTI

BOOKED VIA

DHL Customer Service, E-Service.

CANNOT BE COMBINED WITH:

Delivery without POD (Proof of Delivery).

PRICE

Insurance value/shipment*		Premium kr, SEK
From SEK	To SEK	
0	5 000	35
5 001	10 000	55
10 001	25 000	100
25 001	50 000	135
50 001	75 000	190
75 001	100 000	230
100 001	3 000 000	0,23% of the Insurance value*

* Insurance value (Value of the goods and the shipping cost)

We insure almost everything, but there are certain types of goods that have restrictions and exceptions. Read more about DHL Cargo insurance (see DHL Varuförsäkring) at www.dhl.se/freight