

# WELCOME, LET US SHOW YOU AROUND

Thank you for choosing DHL eCommerce – your partner for comprehensive shipping and e-commerce solutions. DHL eCommerce offers choice, convenience and quality for both you and your customers. Our global team is dedicated to providing innovative solutions that create a great online experience.

This toolkit provides you with key information and know-how on our shipping services and solutions. It can get you up and running in no time to be able to use our service every day!



# WE MAKE B2C SHIPPING SIMPLE

## Benefits

DHL eCommerce empowers you to expand your business globally with features like optional Shipment Value Protection for enhanced compensation coverage.



Customer Web Portal



Integration with online market places  
(e.g. Amazon, eBay)



Shipment Value Protection\*



Milestone tracking options

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\* Please contact your Account Manager or contact us to find out more.



DHL eCommerce – Excellence. Simply delivered.

# OUR SERVICES OVERVIEW

## Products



### DHL eCommerce Products

#### DHL Globalmail Packet

The cost-effective delivery solution for light weight and lower value merchandise which do not require tracking visibility.

#### Coverage

Worldwide

#### Weight

Up to 2kg

#### Size limit

L+W+H <90cm  
L = <60cm

#### Transit time

Range definite depending on destination

#### Tracking

No tracking

#### Clearance

Simplified postal customs clearance  
Duties and taxes paid by receiver

#### Delivery

Through local postal providers

#### Compensation

None included

#### DHL Globalmail Packet Plus

Enhanced product for budget conscious e-tailers, promising a reliable delivery for light weight and lower value merchandise where tracking visibility is needed. Additional benefits include online milestone tracking and the option for Shipment Value Protection.

Worldwide

Up to 2kg

L+W+H <90cm  
L = <60cm

Range definite depending on destination

Milestone tracking<sup>1</sup>

Simplified postal customs clearance  
Duties and taxes paid by receiver

Through local postal providers

Standard compensation covers up to Euro \$40  
Option for additional insurance<sup>4</sup> via Shipment Value Protection

#### DHL Parcel International Direct

The solution that offers a balance of reliability, speed and value for your higher-value merchandise where full tracking visibility is needed. Additional benefits like Duties & Taxes paid clearance option and additional insurance coverage option.

Selected destinations<sup>2</sup>

Up to 20kg<sup>2</sup>

L+W+H =  
120 x 60 x 60cm

Range definite depending on destination

Tracking<sup>1</sup>

Simplified postal customs clearance  
Duties and taxes paid by receiver<sup>3</sup>

Through local postal providers

Standard compensation covers up to Euro \$25/kg or Euro \$100 whichever is lower  
Option for additional insurance<sup>4</sup> via Shipment Value Protection

1.

2. Current destinations: AU & US. The above table states for AU whilst US max weight 6.5kgs, dimensions L+W+H = 55 x 35 x 35cm. Paid by shipper<sup>3</sup>.

3. Paid by receiver (DDU) and Paid by shipper (DDP).

4. If you would like to find out more about Shipment Value Protection and other information, please feel free to contact your respective Account Manager or contact us for further advice.

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# GETTING STARTED

Tools

## DHL eCOMMERCE CUSTOMER WEB PORTAL

Ship online from anywhere using the online DHL eCommerce Customer Web Portal.

Designed with you and your business in mind, it provides the ideal platform with auto-upload functions, milestone tracking visibility and reporting.

As well as Sales Channel integration with eBay and Amazon – allowing complete automation for you. **Click on the eBay and Amazon icons to learn how.**

## SUPPLIES

A starter kit should have been delivered to you for shipment preparation. It consists of the following supplies:

- **Mail bag small**

This is a mail bag in which the mail items could be consolidated.

- **Red cable tie**

This cable tie is being used to secure the above mail bags to prevent pilferage. It also has an unique serial numbers.

- **White tag**

Please kindly write the Handover Note no. and the unique serial numbers of the red cable tie on this tag.

- **A4 self-adhesive sheet (4pcs/sheet)**

These A4 self-adhesive sheets are meant for the labels generated from the DHL eCommerce Customer Web Portal which contains details such as: consignee name, address, weight, shipment ID etc.



# PACK IT UP

## Preparation

### 1. PACK



Pack your individual shipments in your own branded or plain packaging. (No visible DHL or other International logistics provider logos).

### 2. LABEL



Print your labels after Shipment Creation via the DHL eCommerce Customer Web Portal. Attach one shipment label per individual shipment.

Print your Handover Note for the collective shipment.

### 3. GROUP



Individual shipments will need to be grouped into a collective shipment by putting them into the mailbag provided.

### 4. SEAL



Indicate the Handover Note no. and Unique Serial no. (of the red cable tie) onto the white tag. If there is more than one bag, indicate bag sequence no. (e.g. bag 1/2, bag 2/2)

Secure the mailbag tightly with the red cable tie. This is to prevent pilferage during transporting to our Distribution Centre.

### 5. REQUEST



Arrange a pickup with our CS Team or drop off at our Distribution Centre.

### 6. HAND OVER



Pass the Handover Note printed from the DHL eCommerce Customer Web Portal together with the collective shipment to DHL driver or receiving counter at our Distribution Centre.

# DOCUMENTATION

## Preparation

### DHL eCOMMERCE INDIVIDUAL SHIPMENT LABEL

Shipment ID: SC5GA123456TEST-SHANA

Remarks:

CUSTOMS DECLARATION		CN22
Postal Administration (May be opened officially) Important!		
<input type="checkbox"/> Gift	<input type="checkbox"/> Sample	
<input type="checkbox"/> Printed Matter	<input checked="" type="checkbox"/> Others (Tick as appropriate)	
Detailed description of contents	Value	
BLUE COTTON T-SHIRT	SGD 5.0	
Origin Country	Total Weight (G)	Total Value
SG	100.0	SGD 5.0

I, hereby undersigned whose name and address are given on the item certify that the particulars given in the declaration are correct and that this item does not contain any dangerous articles or articles prohibited by legislation or by postal or customs regulations.

Date and Senders Signature  
SIN API test customer\_1\_pickup 21-02-2017

PPS

R  
Recommande

RXS22934520DE

CONSIGNEE NAME  
ADDRESS LINE 1  
ADDRESS LINE 2  
ADDRESS LINE 3  
CITY  
STATE  
New Zealand

### DHL eCOMMERCE HANDOVER NOTE

**DHL** Handover Note

1 Pick-up Account Details

Pick-up Name: SIN API test customer\_1\_pickup Account No: 0000511283

2 Shipping Service(s)

Shipping Service(s): GM Packet Plus Standard

3 Details

	No. of Items	Weight(kg)	No. of Receptacles
Total	2	0.20	

Handover Info:  Drop-Off  Pick-Up

DHL Distribution Centre: DHL eCommerce - Singapore Terminal

Remarks/VAS:

4 Signature

I declare the contents of the shipment under this Handover Note does not contain any prohibited or hazardous goods. The General Terms and Conditions of DHL eCommerce shall apply on the services provided by DHL eCommerce.

Signature: SIN API test customer\_1\_pickup Date: 21-Feb-2017 14:03:31

# MAKE SURE IT IS SUITABLE TO SEND

## Restrictions

One of the biggest challenges for customers is understanding all transport regulations. As your logistics specialist, DHL eCommerce can help you figure this out. However keep in mind that you as the shipper are responsible to ensure that the shipments sent are not prohibited or restricted in the country of destination and are fit for carriage through the postal and DHL network.

In order to protect your liability, DHL eCommerce adheres to International Air Transport Association (IATA) regulations. Please refer to the important information below to ensure your shipments will reach your customers.

## PROHIBITED & RESTRICTED GOODS



Did you know that nail polish, hair sprays and perfumes can be classified as dangerous goods and therefore are prohibited?

If you are thinking of sending such commodities, please seek advice from us. If the goods are hidden, declared incorrectly, completely undeclared, packed or labelled incorrectly, health and safety is compromised and fines may apply.

## MANDATORY P.O. BOX DELIVERIES<sup>1</sup>

There are countries in the Middle East that accept shipments labelled with P.O. Box address only. Shipments for these destinations will be returned to shipper if no P.O. Box is displayed in the address:

**Oman, Qatar, Saudi Arabia and United Arab Emirates**

## UN EMBARGO COUNTRIES<sup>1</sup>

The following countries are currently under UN Embargo therefore no shipments can be sent to these destinations. Shipments for these destinations will be returned to shipper:

**Crimea (Ukraine), Iran, North Korea, Syria and Yemen**

1. In the event that a shipment is sent to any of the countries listed, DHL eCommerce is not liable for non-delivery and charges for the service apply.

# PROHIBITED AND RESTRICTED GOODS

## PROHIBITED – GOODS YOU ARE NOT ALLOWED TO SEND



- Animals (including insects, hatching eggs)
- Bullion
- Counterfeit or pirated goods
- Currency
- Hazardous or combustible materials
- Drugs and narcotics (illegal)
- Firearms, weapons, ammunition (including replicas)
- Human remains (including ashes)
- Irreplaceable items
- Knives
- Negotiable instruments in Bearer Form
- Pornography
- Any item(s), the carriage of which is prohibited by any law, regulation or state of any federal, state or local government to or through which the shipment may be carried.



## Restrictions

## RESTRICTED – GOODS THAT CAN BE SENT BUT WITH RESTRICTIONS



- Alcoholic beverages (e.g. beer, wine, spirits)
- Animal products, plant products and plants (e.g. animal skins, cotton, seeds, teas)
- Antiques or Fine Art or Works of Art
- Collectibles and/or rare items (any item worth more than its original purchase or that is not commonly available)
- Drugs and pharmaceutical products
- Foreign lotteries (including circulars)
- Fur(s)/ivory/Endangered animal products
- Industrial diamonds/Carbon
- Medical samples
- Milk powder
- Negotiable instruments in Non-bearer Form
- Perishable items (e.g. flowers, foodstuffs, items requiring temperature control or special handling)
- Precious metals and stones (including jewellery)
- Publications (certain types may be restricted by law)
- Soil, earth
- Tobacco
- Watches, costume jewellery

# DANGEROUS GOODS

## Restrictions



Any aerosols, including: hair spray and deodorants



Batteries/cells including: lithium-ion/polymer/metal – alone and in or with electronic devices



Explosives or ammunition such as: fireworks, flares and sparklers



Infectious and/or biological substances expected to contain pathogens or other agents such as: bacteria, viruses, parasites, prions



Air bag inflators and modules or seat-belt pretensioners



Carbon dioxide, solid (Dry Ice)



Flammable liquids such as: acetone, lighter fluid, solvent-based paints



Matches, lighters or lighter refills including: cigarette lighters containing petrol and butane lighters



Alcoholic beverages containing >24% alcohol by volume



Corrosives such as: acids, corrosive paint and dyes, rust removers



Flammable solids including: magnesium and potassium



Oxidizing materials or organic peroxides such as disinfectants and hair dyes



Batteries classified as dangerous such as wet spillable/non spillable lead-acid/alkaline batteries



Environmental waste including: used engine oil and used or damaged batteries



Gases including: flammable, non-flammable, compressed and toxic gases such as fire extinguishers and scuba tanks



Pesticides, toxic herbicides and insecticides or poisons toxic substances

# NEED A PICK UP?

Pick up

## ARRANGING A PICK UP

In order for DHL eCommerce to better manage your collection/pick up requests, kindly email your pick up requests to [pick-up@dhlecommerce.com](mailto:pick-up@dhlecommerce.com) in the following template to avoid missing out any important information required for the pick up arrangement.

### An example

**Email title:** Pick up request: XXX Company, 511111

Dear DHL eCommerce,

Please arrange for a pickup as per below details:



<b>Company name</b>	XXX Company
<b>Account number</b>	511111
<b>Pick up address</b>	123 Changi Road, Changi Building, Singapore (123456)
<b>Pick up date</b>	23/11/16
<b>Timing to avoid</b>	5.00 – 5.30pm
<b>Number of bags/cartons</b>	4 bags

<b>Preferred slot</b>	<b>Email by:</b>	<b>Pick up by:</b>	<b>Process by:</b>
	9.30am	Same day by/before 2.30pm	Same day
X	After 9.30am / before 2.00pm	Same day by/before 6.00pm	Next working day
	After 2.00pm	Next available working day	Next working day

Kindly note that DHL eCommerce SG is unable to commit for 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 next available business day.

## DROP OFF AT OUR DISTRIBUTION CENTRE

All shipments are to be forwarded to DHL eCommerce Singapore terminal at:

**Address:**

DHL eCommerce (Singapore) Pte. Ltd.  
80 Alps Ave, #03-07  
Singapore 498792

**Attn:** Goods in

**Contact No.** +65 6883 0771 / +65 6883 0755

### Operating Hours:

<b>Days</b>	<b>Timing</b>	<b>Remarks</b>
Monday – Friday	0900 – 1200hrs 1300 – 1745hrs	Closed for lunch from 1200–1300hrs
Saturday	0900 – 1200hrs	Closed at 1200hrs
Sunday and Public holidays	N/A	Closed on Sundays and Public holidays

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# LOST OR DAMAGED SHIPMENTS

Claims

## CLAIMS GUIDELINES

### DHL eCommerce products

#### DHL Globalmail Packet Plus

#### Standard liability

All claims must be filed in writing by the contracting party to the local DHL eCommerce office.

- For loss claims, the shipper (contracting party) has to submit claim after 21 calendar days and no later than 60 calendar days from the date of posting.
- For damage claims, submissions must be done no later than 7 calendar days from the date of delivery time shipment is delivered to the recipient. Recipient must also submit supporting document (such as pictures) of the damaged shipment to the shipper (i.e. or contracting party). It is essential to substantiate the claims.

#### DHL Parcel International Direct

All claims must be filed in writing by the contracting party to the local DHL eCommerce office.

- For loss claims, the shipper (contracting party) has to submit claim after 12 calendar days and no later than 30 calendar days from the date of posting.
- For damage claims, submissions must be done no later than 7 calendar days from the date of delivery. Supporting document (such as pictures) of the damaged shipment is essential to substantiate the claims.

#### Shipment Value Protection

For shipments covered by Shipment Value Protection, all claims must be submitted in writing to DHL eCommerce within 30 days from the date of posting.

For shipments covered by Shipment Value Protection, all claims must be submitted in writing to DHL eCommerce within 30 days from the date of posting.

# GET IN TOUCH

Contact us

## FOR YOU



### Call us

+65 6883 0771

Available from 9.00am – 6.00pm (SG Time)



### Email



### Visit us

**DHL eCommerce (Singapore) Pte. Ltd.**

80 Alps Avenue, #03-07

Singapore 498792

## FOR YOUR CUSTOMERS



### Call us

Speak your own language with someone local.



### Visit us

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