DHL eCommerce Solutions is focused on providing a best-in-class consumer experience to the Canadian market through DHL Parcel International Direct, our flagship product providing the perfect balance of speed, visibility, and affordability.

**Canada is the largest international market for U.S. based e-retailers** due to its strong economy and close proximity to the United States. Buying habits of Canadian consumers closely resembles that of the U.S. making Canada a strong international market for retailers that tap into its potential. Canada offers an easy cross-border opportunity for retailers looking to expand outside of the U.S.

**E-COMMERCE FACTS:**

- About 50% of Canada’s e-commerce sales come from **cross-border**
- Canada’s e-commerce market is expected to reach **$40.1 billion by the end of 2020**
- Canada has an **internet penetration rate of 90%**
- 23.7 million Canadians will be **shopping online by 2021**
- 32% of Canadian online shoppers say they plan to **buy more online** in the coming year
- 55% of e-merchants are selling through **social media**

**COUNTRY FACTS:**

- 37,700,000
- English and French
- 3.8 million square miles
- $52,600 average annual income

Sources: International Trade Administration, Jobllico
Journey of a Parcel

1. Pick Up
2. Processed in U.S.
3. Line Haul to Canada
4. Out for Delivery
5. Delivery

Tracking events

1. Location
2. Tracking Event
3. United States
4. Arrival DHL eCommerce
5. United States
6. Processed
7. United States
8. Processing Completed
9. Canada
10. Arrival at Destination Country
11. Canada
12. Out for Delivery
13. Consignee’s Address
14. Delivered

End-to-end piece level visibility with delivery confirmation available for your customers via the DHL eCommerce Solutions online tracking site. Along with online tracking, the DHL eCommerce Solutions Customer Web Portal provides you with comprehensive reporting as well as easy account management.

End-to-end tracking

1. Location
2. Tracking Event
3. United States
4. Arrival DHL eCommerce
5. United States
6. Processed
7. United States
8. Processing Completed
9. Canada
10. Arrival at Destination Country
11. Canada
12. Out for Delivery
13. Consignee’s Address
14. Delivered

Key product features

Transit time
3-10 Business Days - 80% delivered within 6 business days

Weight/Size limits
Weight: Up to 66 lbs. (30 kg.)
Dimensions: (L+G) < 118” and Length <79”

Duties & Taxes
De Minimis Value*: $40 CAD for Taxes, $150 CAD for Duty
Customs Clearance Options:
DDP: Delivered Duty Paid
DDU: Delivered Duty Unpaid (now DAP, Delivered At Place)
*Effective July 1, 2020 in alignment with the USMCA Agreement

Additional value added services

- DHL Duty & Tax Calculator: To support with itemized costs at the time of checkout, and improve cart conversion
- Hazardous Materials: Lithium batteries and limited quantity dangerous goods are allowed
- Customs Documentation: All necessary documentation is prepared and applied by DHL eCommerce Solutions
- Returns Management: Solutions for Intended and Unintended returns
- Shipment Value Protection: Up to $100 USD per parcel
- DHL Verify: Address verification included

If you are interested in our services, contact us at 800-805-9306 or online at dhl.com/us-en/home/our-divisions/ecommerce

DHL eCommerce Solutions – Excellence. Simply delivered.