



DHL eCOMMERCE SOLUTIONS

DHL PARCEL INTERNATIONAL DIRECT - CANADA



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.

COUNTRY FACTS:



37,700,000



English and French



3.8 million square miles



\$52,600 average annual income

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**

Sources: International Trade Administration, Jobillico

DHL eCommerce Solutions – Excellence. Simply delivered.

JOURNEY OF A PARCEL



Pick Up



Processed in
U.S.



Line Haul to
Canada



Out for
Delivery



Delivery

Tracking
events

1

2

3

4

5

6

END-TO-END TRACKING

Location	Tracking Event
1 United States	Arrival DHL eCommerce
2 United States	Processed
3 United States	Processing Completed
4 Canada	Arrival at Destination Country
5 Canada	Out for Delivery
6 Consignee's Address	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.

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

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