



DHL eCOMMERCE SOLUTIONS DHL PARCEL INTERNATIONAL DIRECT – UNITED KINGDOM



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

The United Kingdom is one of the largest international markets for U.S. businesses selling abroad. With a large percentage of consumers shopping online and a high demand for U.S. brands, the United Kingdom is the perfect market to expand to when growing your business outside the U.S.

COUNTRY FACTS:



67,800,000



English



94,000 square miles



\$43,600 average annual income

E-COMMERCE FACTS:



E-commerce accounts for **33%** of the total **retail sales** in the U.K.



The U.K. has **72.4 million mobile phone connections**



The U.K. has an **internet penetration rate** of **96%**



E-commerce sales in the U.K. reached **\$265 billion** in 2020



36% of online shoppers in the U.K. make purchases from **other countries**



PayPal is the preferred **payment method** in the U.K.

Sources: International Trade Administration, Ecommerce News

DHL eCommerce Solutions – Excellence. Simply delivered.

JOURNEY OF A PARCEL



Pick Up



Processed in
U.S.



Line Haul to
U.K.



Customs
Clearance



Delivery

Tracking
events

1

2

3

4

5

6

7

END-TO-END TRACKING

Location	Tracking Event
1 United States	Arrival at DHL eCommerce Solutions
2 United States	Processed
3 United States	Processing Completed
4 United Kingdom	Arrival at Destination Country
5 United Kingdom	Cleared Customs
6 United Kingdom	Out for Delivery
7 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.

AVERAGE TRANSIT DAYS FROM ORIGIN

Country	EWR	LAX	ORD	Overall
Great Britain (England, Scotland, Wales)	4 to 6	4 to 7	4 to 6	4 to 6
Northern Ireland	5 to 8	5 to 8	5 to 7	5 to 8

■ Represents ~97% of the U.K.'s population

** Average transit time ranges based on DHL Feb. 2021 data, and incoterms DDP (Delivered Duty Paid) and Taxes paid in advance

** All time ranges are indications of transit time, and may differ from actual

** All times in business days (5 days/week)

KEY PRODUCT FEATURES



WEIGHT/SIZE LIMITS

Weight: Up to 44 lbs. (20 kg.)

Dimensions: (L+G) ≤79" and Length ≤42"



DUTIES & TAXES

De Minimis Value: 0 GBP for Taxes, 135 GBP for Duty

Customs Clearance Options:

DDP (Delivered Duty Paid) and Taxes paid in advance

DDU (Delivered Duty Unpaid), now DAP (Delivered at Place), and Taxes paid upon delivery

ADDITIONAL VALUE-ADDED SERVICES

- **DHL Duty & Tax Calculator:** To support with itemized costs at the time of checkout, and improve cart conversion
- **Customs Documentation:** All necessary documentation is prepared and applied by DHL eCommerce Solutions
- **Returns Management:** Solutions for unintended returns
- **Shipment Value Protection:** Up to 100 USD per parcel
- **DHL Verify:** Address verification included