



# DHL eCOMMERCE SOLUTIONS

## PARCEL INTERNATIONAL DIRECT

**DHL eCommerce Solutions** is focused on providing a best-in-class consumer experience to the markets that matter. **DHL Parcel International Direct** is our flagship product focused on the largest consumer markets in the world, providing an unmatched mix of speed, visibility, and affordability.

### THE DHL PARCEL INTERNATIONAL DIRECT VALUE PROPOSITION IN A NUTSHELL:

- **Speed:** Direct transportation to the destination market and delivered by a trusted partner to the door, providing improved speed over postal alternatives
- **Visibility:** Accurate events throughout the process right up to the final delivery confirmation, giving full transparency to the customer on the status of their package
- **Affordability:** Courier like experience, without breaking the bank
- **Delivered Duty Paid (DDP)** option, removing surprise fees at the door and improved deliverability
- **DHL Duty and Tax Calculator** as a value added service to support with itemized costs at the time of checkout, and improved cart conversion
- **Coverage to the most important e-commerce markets** that represent the bulk of cross border volumes

### KEY PRODUCT FEATURES



#### TRANSIT TIME

**3 - 10** Business Days



#### COUNTRY COVERAGE

Access to 37 key e-commerce markets



#### WEIGHT/SIZE LIMITS

**Weight:** Up to 44 lbs. (66 lbs. to Canada)

**Dimensions:** Length: 42" (79" to Canada)

Size (L+G): 79" (118" to Canada)



#### CUSTOMS CLEARANCE OPTIONS

**DDP:** Delivered Duty Paid

**DDU:** Delivered Duty Unpaid (now DAP, Delivered At Place)



#### SHIPMENT VALUE PROTECTION

Up to USD 100/package inclusive



#### ADDRESS VALIDATION SERVICE

Included to reduce undeliverable packages by correcting and validating addresses

### ADDITIONAL VALUE ADDED SERVICES

- **DHL Duty & Tax Calculator**
- **Returns Management** - Solution for intended/unintended returns
- **Customer Web Portal** - Tracking, reporting, invoices and more

**DHL eCommerce Solutions – Excellence. Simply delivered.**

## CASE STUDY

### E-Commerce Category: Fashion Apparel

*“DHL Parcel International Direct helped us improve customer experience and expand in key international markets.”*

#### ⊗ CHALLENGE

This retailer was targeting key international markets but struggling to retain their customers due to unexpected duty and taxes the customers had to pay upon import. As a result, many customers were rejecting the shipments causing expensive returns or loss of goods.

#### 💡 SOLUTION

Using the DDP option for DHL Parcel International Direct, the seller is responsible to pay duties and taxes taking the burden off their customers. Paired with the DHL Duty & Tax Calculator, all costs are transparent at checkout so customers are no longer surprised with added fees upon import.

#### 👍 BENEFITS

The customer was able to increase their international orders by switching from duties and taxes unpaid to duties and taxes paid. By improving the customer experience they were able to retain more international customers and reduce cart abandonment.

### TRACKING VISIBILITY FOR DHL PARCEL INTERNATIONAL DIRECT

**DHL Parcel International Direct** offers door-to-door tracking including delivery confirmation, through your ultimate shipping dashboard.

Simply log onto the DHL eCommerce Solutions Customer Web Portal for full piece-level visibility to the final destination. Our best-in-class online tool makes it easy to pinpoint your parcel at every step of the journey.

Your shoppers can track their orders online as well 24/7 via DHL eCommerce Solutions Web Track.

The screenshot displays the DHL tracking interface for a specific parcel. At the top, the DHL logo is visible, followed by navigation links for 'Tracking' and 'About DHL eCommerce'. The tracking number 144348614R159257796044056 is prominently displayed. A green checkmark icon and the word 'Delivered' indicate the final status, with a timestamp of 'Thu, June 25, 2020 at 11:47 AM' and location 'EN3 7XQ, GB'. Below this, the origin and destination are listed: 'From: LORAIN, OH 44055 UNITED STATES' and 'To: BUNTINGFORD, HE SG90EP UNITED KINGDOM'. The main section is a vertical timeline of activity, organized by date from June 19, 2020, to June 25, 2020. Key events include: 'ELECTRONIC NOTIFICATION RECEIVED: YOUR ORDER HAS BEEN PROCESSED AND TRACKING WILL BE UPDATED SOON' (3:41 PM EDT, Jun 19); 'EN ROUTE TO DHL ECOMMERCE DISTRIBUTION CENTER' (3:45 PM EDT, Jun 19); 'PACKAGE RECEIVED AT DHL ECOMMERCE DISTRIBUTION CENTER' (6:38 AM CT, Jun 22); 'PROCESSED' (9:26 AM CT, Jun 22); 'MANIFESTED FOR OUTBOUND TRANSPORTATION' (9:09 AM CT, Jun 22); 'ARRIVED AT CUSTOMS' (10:42 AM BST, Jun 23); 'CLEARED CUSTOMS' (1:12 PM BST, Jun 23); 'PROCESSED AT LOCAL DISTRIBUTION CENTER' (11:36 PM BST, Jun 24); 'PROCESSED AT LOCAL DISTRIBUTION CENTER' (5:01 AM BST, Jun 25); 'OUT FOR DELIVERY' (7:27 AM BST, Jun 25); and 'DELIVERED' (11:47 AM BST, Jun 25). The DHL logo is also present at the bottom of the page.

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## Product Specifications & Information

| Destination Country         | Average Transit Days | Incoterms        |                  | Maximum                |                         |        | De Minimis               |                                   |            |
|-----------------------------|----------------------|------------------|------------------|------------------------|-------------------------|--------|--------------------------|-----------------------------------|------------|
|                             |                      | DDP <sup>4</sup> | DDU <sup>5</sup> | Weight                 | Size (L+G) <sup>3</sup> | Length | Aggregated Value DDP     | Aggregated Value DDU <sup>5</sup> | Taxes      |
| Canada <sup>7,8</sup>       | 3-10                 | ✓                | ✓                | 66 lbs. <sup>2</sup>   | 118"                    | 79"    | 3300 CAD <sup>10</sup>   | 3300 CAD <sup>10</sup>            | 40 CAD     |
| Australia <sup>9</sup>      | 8-10                 | ✓                | ✓                | 44 lbs.                | 79"                     | 42"    | 1000 AUD <sup>10</sup>   | 1000 AUD <sup>10</sup>            | 1000 AUD   |
| European Union <sup>1</sup> | 5-10                 | ✓                | X <sup>6</sup>   |                        |                         |        | 1000 USD <sup>11</sup>   | N/A                               | 15 GBP     |
| Germany                     | 4-7                  | ✓                | X <sup>6</sup>   |                        |                         |        | 2500 USD <sup>11</sup>   | N/A                               | 22 EUR     |
| Hong Kong                   | 8-10                 | ✓                | ✓                |                        |                         |        | 2500 USD <sup>11</sup>   | 2500 USD <sup>11</sup>            | N/A        |
| Israel                      | 8-10                 | ✓                | X <sup>6</sup>   |                        |                         |        | 300 USD <sup>11</sup>    | N/A                               | 75 USD     |
| Japan                       | 5-7                  | ✓                | ✓                |                        |                         |        | 200000 JPY <sup>11</sup> | 200000 JPY <sup>11</sup>          | 10000 JPY  |
| Mexico                      | 4-5                  | ✓                | ✓                |                        |                         |        | 1000 USD <sup>11</sup>   | 1000 USD <sup>11</sup>            | 50 USD     |
| New Zealand                 | 8-10                 | ✓                | ✓                |                        |                         |        | 400 NZD <sup>11</sup>    | 1000 NZD <sup>11</sup>            | 400 NZD    |
| Singapore                   | 7-10                 | ✓                | ✓                |                        |                         |        | 400 SGD <sup>11</sup>    | 400 SGD <sup>11</sup>             | 400 SGD    |
| South Korea                 | 5-7                  | ✓                | ✓                |                        |                         |        | 2500 USD <sup>11</sup>   | 2500 USD <sup>11</sup>            | 150000 KRW |
| United Kingdom              | 4-6                  | ✓                | ✓                | 2500 USD <sup>11</sup> | 2500 USD <sup>11</sup>  | 15 GBP |                          |                                   |            |

<sup>1</sup> Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden

<sup>2</sup> Maximum limited quantities (DG code 40) weight from U.S. to Canada is 25 lbs.

<sup>3</sup> L: Length; G: Girth; Girth is calculated as 2W + 2H

<sup>4</sup> DDP = Delivered Duty Paid

<sup>5</sup> DDU (now DAP, Delivered At Place) = Delivered Duty Unpaid

<sup>6</sup> If the customer selects Incoterms DDU for Germany or European Union, the service will be converted to and invoiced as DHL Parcel International Standard

<sup>7</sup> Minimum e-file version 1.3 is required

<sup>8</sup> For full specifications about Lithium Metal or Lithium-ion Batteries, please see section 1.1.5 of the DHL eCommerce Solutions Product Service Guide

<sup>9</sup> 10% GST for merchants with transactions > \$75K AUD in a rolling 12 month period. Customer is responsible to pay the AU authorities directly

<sup>10</sup> Aggregated Value is based on Cost (Cost of Goods only)

<sup>11</sup> Aggregated Value is based on CIF (Cost, Insurance and Freight)