



# DHL eCOMMERCE SOLUTIONS PARCEL INTERNATIONAL STANDARD

**DHL Parcel International Standard** offers affordable shipping to over 220 countries and territories of the world, providing the ideal balance of affordability and visibility.

## DHL PARCEL INTERNATIONAL STANDARD VALUE PROPOSITION IN A NUTSHELL:

- **Breadth of Coverage:** Shipping to more than 220 countries and territories around the world, set it and forget it
- **Visibility:** Full tracking inclusive with final delivery scan to 55+ key countries
- **Simplicity:** One time easy integration with minimal data and customs complexities
- **Cost:** Allows you to go international with a great experience without breaking the bank
- **Diversification:** We leverage several postal networks to minimize the risk of disruption in service or cost

## ADDITIONAL VALUE ADDED SERVICES

- **RETURNS MANAGEMENT** - Solution for unintended returns (UAA)
- **CUSTOMER WEB PORTAL** - Tracking, reporting, invoices, online shipping tool, service delay notifications and more

## KEY PRODUCT FEATURES



### TRANSIT TIMES

**Europe & Canada:** 4 - 8 Business Days  
**Rest of World:** 8 - 14 Business Days



### COUNTRY COVERAGE

Access to **220+ countries** and territories



### WEIGHT/SIZE LIMITS

**Weight:** Up to 44 lbs. (66 lbs. to Canada)  
**Dimensions:** Length + Girth < 118"  
Length ≤ 47"  
Width ≤ 23.6"  
Height ≤ 23.6"



### CUSTOMS CLEARANCE

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



### SHIPMENT VALUE PROTECTION

Up to USD 100/package inclusive

# CASE STUDY

## E-Commerce Category: Beauty and Cosmetics

*“DHL Parcel International Standard provides great tracking visibility for our international customers without breaking the bank.”*

### ⊗ CHALLENGE

Customer needed the ability to ship a wide range of products to a vast number of countries. They were looking for a fully trackable product however did not want to deal with complex IT or customs requirements.

### 💡 SOLUTION

DHL Parcel International Standard enabled them to start shipping internationally with a simple one time set up. The product strikes the right balance of cost and visibility which helped the customer test new markets and generate new revenue streams.

### 👍 BENEFITS

The customer was able to increase sales to markets previously out of reach. This came at a perfect time when their U.S. business was slowing down. Furthermore, they were able to accomplish this while keeping their costs in check.

## TRACKING VISIBILITY FOR DHL PARCEL INTERNATIONAL STANDARD

The visibility you need... and expect. International traceability is important, for both you and your customers. Since your parcels move reliably through our extensive network, DHL Parcel International Standard offers the convenience of transparency and end-to-end tracking.

Our best in class Customer Web Portal allows you to easily monitor the progress of your packages. Tracking updates are immediately visible from the time of shipment data receipt and continue through DHL eCommerce Solutions distribution centers, line haul and in-destination country. In addition, your shoppers can track their orders online as well 24/7 via DHL eCommerce Solutions Web Track.

The screenshot shows a DHL tracking page for parcel GM545351493503231205. The status is 'Delivered' with a green checkmark icon. The delivery date and time are 'Tue, May 12, 2020 at 4:15 PM' in 'Luhden, DE'. The origin is 'VAN NUYS, CA 91406 UNITED STATES' and the destination is 'BÜCKEBURG, 31675 GERMANY'. The activity timeline is as follows:

Date	Time	Location	Event
May 12, 2020	4:15 PM CEST	Luhden, DE	DELIVERED
May 12, 2020	10:47 AM CEST	Luhden, DE	OUT FOR DELIVERY
May 10, 2020	8:31 PM CEST	FRANKFURT/M, DE	ARRIVED AT TRANSIT FACILITY [DESTINATION COUNTRY]
May 5, 2020	3:21 PM PDT	Compton, CA, US	PROCESSING COMPLETED AT ORIGIN
May 4, 2020	1:46 PM PT	Compton, CA, US	PROCESSED
May 4, 2020	9:09 AM PT	Compton, CA, US	PACKAGE RECEIVED AT DHL ECOMMERCE DISTRIBUTION CENTER
May 2, 2020	6:24 PM PDT	UNITED STATES	EN ROUTE TO DHL ECOMMERCE DISTRIBUTION CENTER
May 2, 2020	6:21 PM PDT	UNITED STATES	ELECTRONIC NOTIFICATION RECEIVED: YOUR ORDER HAS BEEN PROCESSED AND TRACKING WILL BE UPDATED SOON

Deutsche Post DHL Group