



GLOBALMAIL

DHL GLOBALMAIL

A CONVENIENT AND COST-EFFECTIVE
INTERNATIONAL MAIL SERVICE

DHL Express – Excellence. Simply delivered.

- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

KEY FEATURES

DHL GLOBALMAIL is an international mail service exclusively available to DHL Express customers. Convenient, reliable and cost-effective, it's ideal for sending lightweight items up to 2kg.

KEY FEATURES

Easy to use	You don't need to sort your mail. Just place it in the packaging provided and we'll do that for you.
Free collections	Your international mail will be collected by your DHL Express courier, so there's no need to arrange a separate collection or to take your mail to the post office.
Choice of services	With three services available, you can choose the service that best matches your requirements. Priority is an untracked service while the Tracked and Plus services offer additional visibility during transit through a number of scan events. The Plus service also requires the recipient to sign for the item on delivery.
Reliable delivery	DHL GLOBALMAIL is a 'Priority' international mail service and offers the fastest delivery possible via the international mail network. Delivery in the destination country is done by the national postal service provider.
Free return of undeliverable items	Items that cannot be delivered in the destination country will be returned to you via the international mail network, free of charge.
One account, one invoice	You can send DHL GLOBALMAIL shipments using the same account number that you use to send your DHL Express shipments and everything is billed on the same invoice.

- Key features
- How it works**
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

HOW IT WORKS

DHL GLOBALMAIL combines the strengths of DHL Express, Deutsche Post and the international mail network.



- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

SERVICES

There are three services available, allowing you to choose the service that best matches your requirements.

	Priority	Tracked	Plus
Suitable for items up to 2kg	Yes	Yes	Yes
Number of destination countries available	220+	47	220+
Tracking information available	No	Yes	Yes
Signature required from recipient on delivery	No	No	Yes
Compensation in case of loss or damage	No	Yes	Yes
Free return of undeliverable items	Yes	Yes	Yes



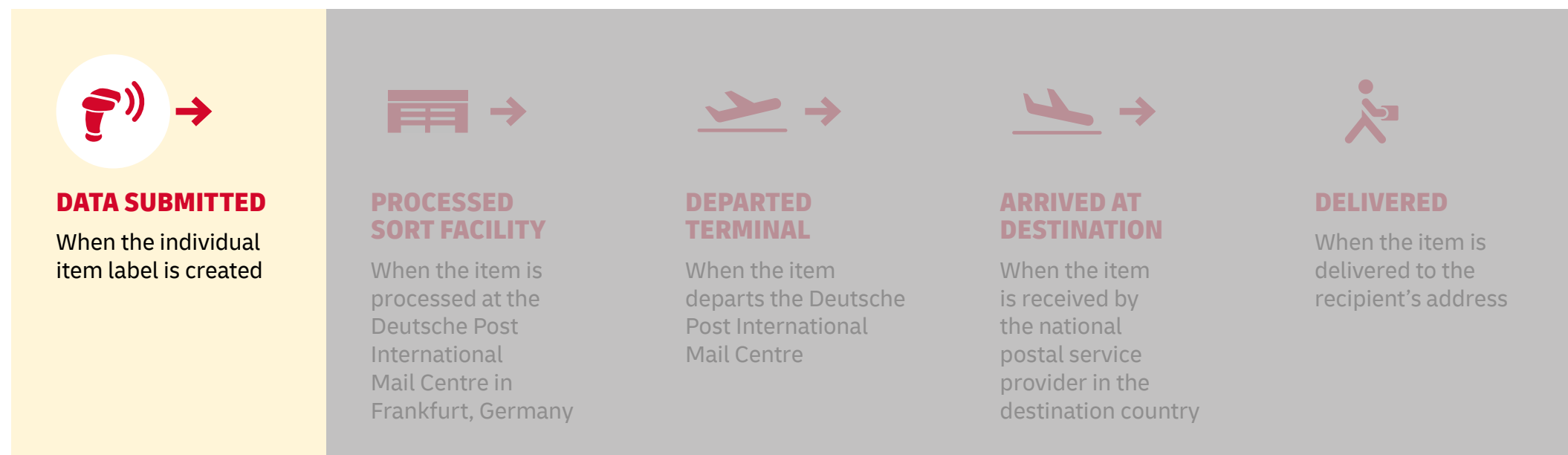
[To check service availability to a destination country, click here to open the DHL GLOBALMAIL Service Coverage Guide.](#)

The Priority service is ideal for items that do not require tracking and where the availability of compensation is not essential. If you are sending items which need greater visibility, the Tracked service provides status updates at a number of points during the delivery process, including final delivery. The Plus service also provides tracking but items can only be delivered upon receipt of a signature from the recipient. In addition, the Tracked and Plus services both offer compensation if an item is lost or damaged.

- Key features
- How it works
- Services
- Tracking information**
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

TRACKING INFORMATION

All DHL GLOBALMAIL shipments can be tracked to the point of arrival at the Deutsche Post International Mail Centre in Frankfurt using the DHL Express Waybill number. From that point on, only items sent on the Tracked and Plus services will receive further status updates as they travel through the international mail network. The status updates are as follows:



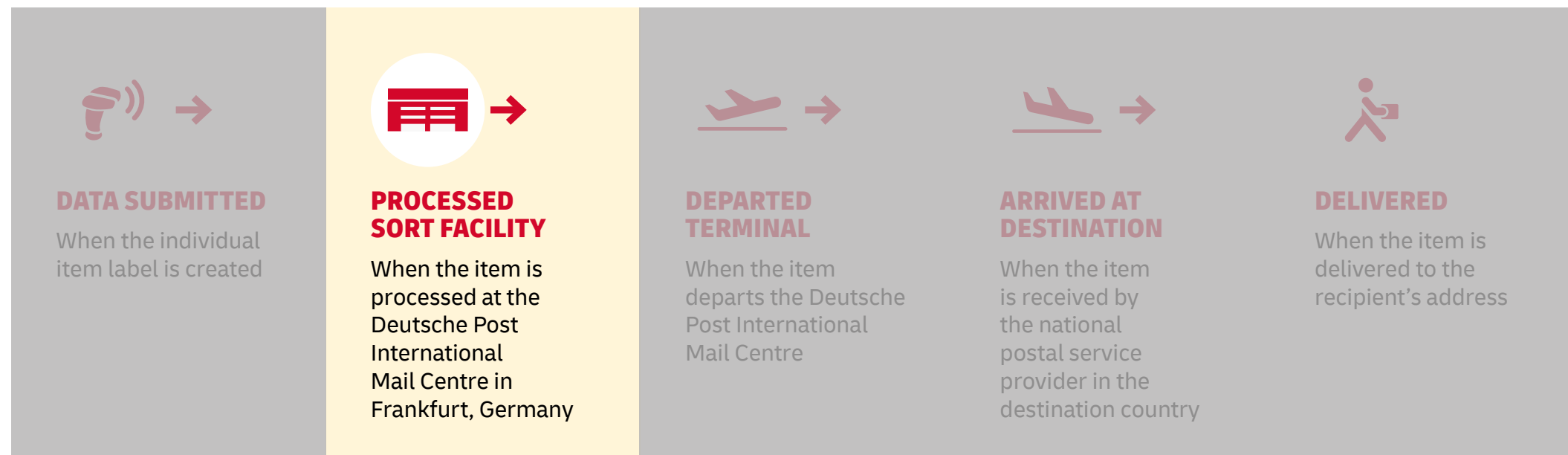
Items sent on the Tracked service do not require a signature, they are simply scanned on delivery. Depending on local delivery standards, items will be posted in the mailbox or can be collected from a local post office.

For items sent on the Plus service, a signature must be provided by the recipient on delivery. If the recipient is not at home, the item cannot be left and a second delivery attempt will be made or a card will be left notifying the recipient to collect the item from a local post office. Please note that the 'Delivered' status update is not provided in all destination countries on the Plus service. For an up-to-date list of countries where the 'Delivered' status update is provided, please refer to the DHL GLOBALMAIL Service Coverage Guide (see link on page 4).

- Key features
- How it works
- Services
- Tracking information**
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

TRACKING INFORMATION

All DHL GLOBALMAIL shipments can be tracked to the point of arrival at the Deutsche Post International Mail Centre in Frankfurt using the DHL Express Waybill number. From that point on, only items sent on the Tracked and Plus services will receive further status updates as they travel through the international mail network. The status updates are as follows:



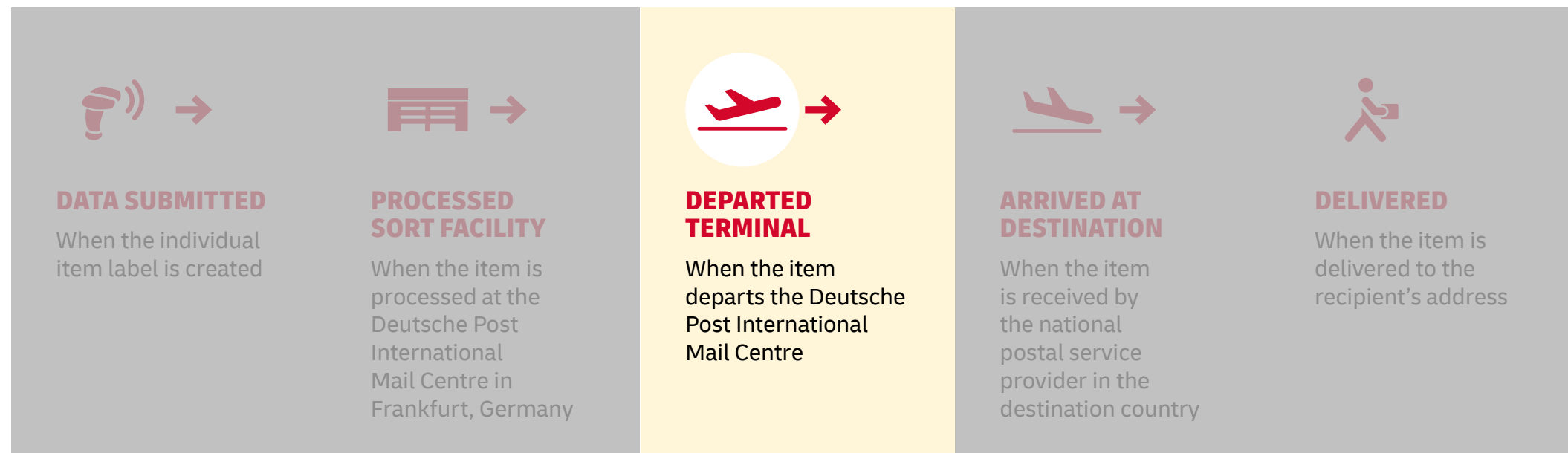
Items sent on the Tracked service do not require a signature, they are simply scanned on delivery. Depending on local delivery standards, items will be posted in the mailbox or can be collected from a local post office.

For items sent on the Plus service, a signature must be provided by the recipient on delivery. If the recipient is not at home, the item cannot be left and a second delivery attempt will be made or a card will be left notifying the recipient to collect the item from a local post office. Please note that the 'Delivered' status update is not provided in all destination countries on the Plus service. For an up-to-date list of countries where the 'Delivered' status update is provided, please refer to the DHL GLOBALMAIL Service Coverage Guide (see link on page 4).

- Key features
- How it works
- Services
- Tracking information**
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

TRACKING INFORMATION

All DHL GLOBALMAIL shipments can be tracked to the point of arrival at the Deutsche Post International Mail Centre in Frankfurt using the DHL Express Waybill number. From that point on, only items sent on the Tracked and Plus services will receive further status updates as they travel through the international mail network. The status updates are as follows:



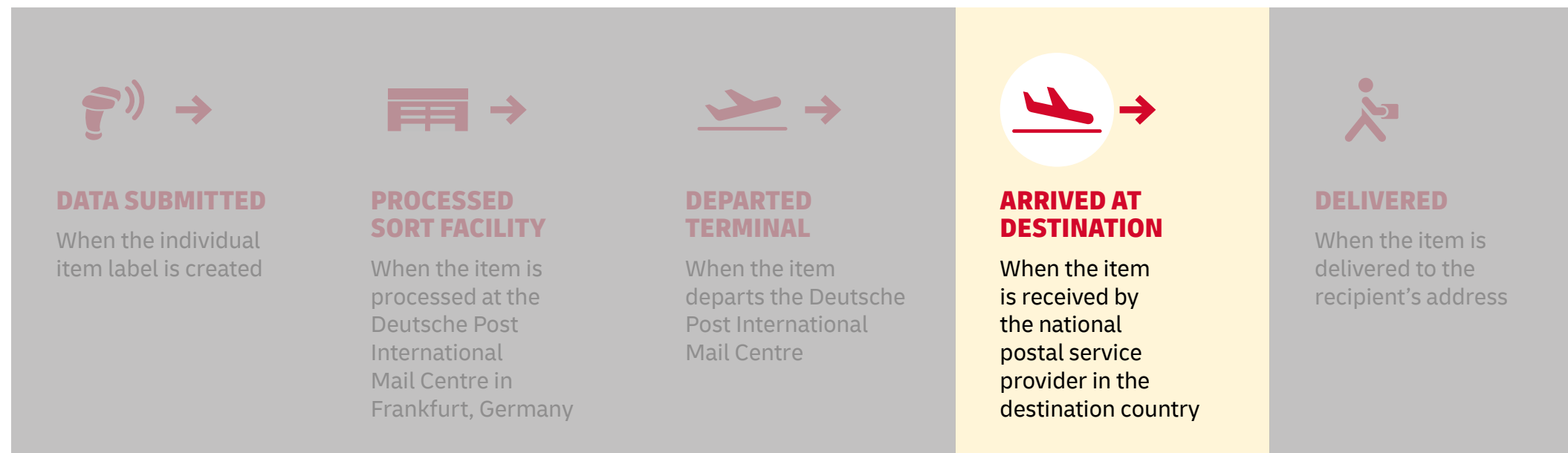
Items sent on the Tracked service do not require a signature, they are simply scanned on delivery. Depending on local delivery standards, items will be posted in the mailbox or can be collected from a local post office.

For items sent on the Plus service, a signature must be provided by the recipient on delivery. If the recipient is not at home, the item cannot be left and a second delivery attempt will be made or a card will be left notifying the recipient to collect the item from a local post office. Please note that the 'Delivered' status update is not provided in all destination countries on the Plus service. For an up-to-date list of countries where the 'Delivered' status update is provided, please refer to the DHL GLOBALMAIL Service Coverage Guide (see link on page 4).

- Key features
- How it works
- Services
- Tracking information**
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

TRACKING INFORMATION

All DHL GLOBALMAIL shipments can be tracked to the point of arrival at the Deutsche Post International Mail Centre in Frankfurt using the DHL Express Waybill number. From that point on, only items sent on the Tracked and Plus services will receive further status updates as they travel through the international mail network. The status updates are as follows:



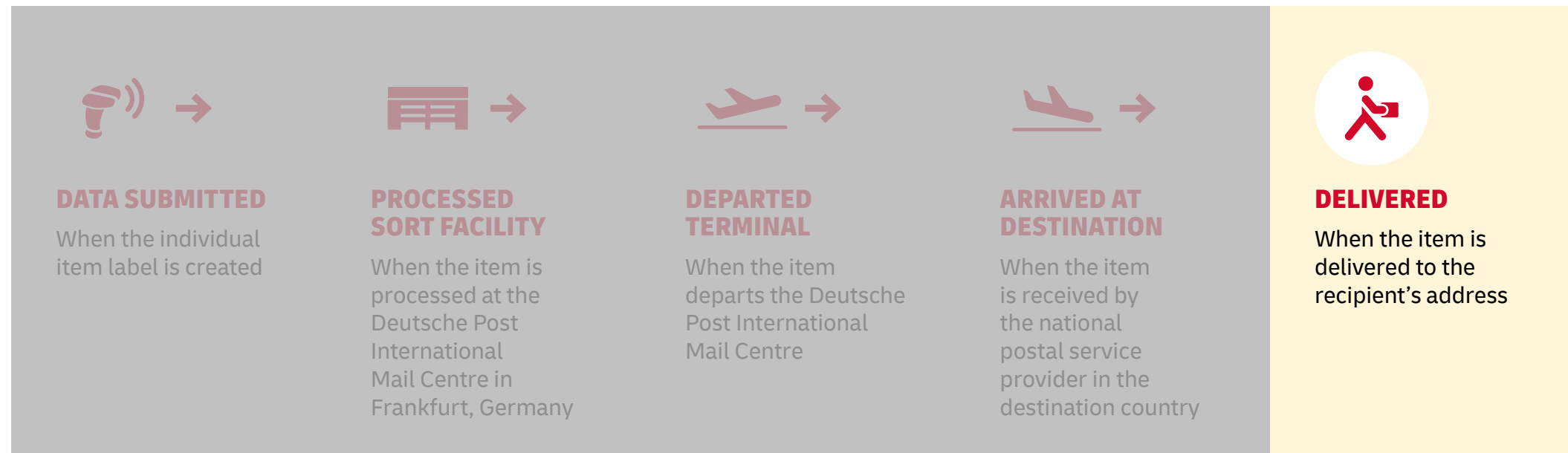
Items sent on the Tracked service do not require a signature, they are simply scanned on delivery. Depending on local delivery standards, items will be posted in the mailbox or can be collected from a local post office.

For items sent on the Plus service, a signature must be provided by the recipient on delivery. If the recipient is not at home, the item cannot be left and a second delivery attempt will be made or a card will be left notifying the recipient to collect the item from a local post office. Please note that the 'Delivered' status update is not provided in all destination countries on the Plus service. For an up-to-date list of countries where the 'Delivered' status update is provided, please refer to the DHL GLOBALMAIL Service Coverage Guide (see link on page 4).

- Key features
- How it works
- Services
- Tracking information**
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

TRACKING INFORMATION

All DHL GLOBALMAIL shipments can be tracked to the point of arrival at the Deutsche Post International Mail Centre in Frankfurt using the DHL Express Waybill number. From that point on, only items sent on the Tracked and Plus services will receive further status updates as they travel through the international mail network. The status updates are as follows:



Items sent on the Tracked service do not require a signature, they are simply scanned on delivery. Depending on local delivery standards, items will be posted in the mailbox or can be collected from a local post office.

For items sent on the Plus service, a signature must be provided by the recipient on delivery. If the recipient is not at home, the item cannot be left and a second delivery attempt will be made or a card will be left notifying the recipient to collect the item from a local post office. Please note that the 'Delivered' status update is not provided in all destination countries on the Plus service. For an up-to-date list of countries where the 'Delivered' status update is provided, please refer to the DHL GLOBALMAIL Service Coverage Guide (see link on page 4).

- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

DELIVERY AIMS

Although DHL GLOBALMAIL does not offer the same speed of delivery as other DHL Express services, it is a ‘Priority’ international mail service and offers the fastest delivery possible via the international mail network. The ‘Delivery Aims’ shown in the table are in working days and exclude the day of collection.

	Days
Germany	2 – 4 days
Europe	3 – 6 days
USA and Canada	5 – 9 days
Rest of World	6 – 12 days



- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

DELIVERY AIMS

Although DHL GLOBALMAIL does not offer the same speed of delivery as other DHL Express services, it is a ‘Priority’ international mail service and offers the fastest delivery possible via the international mail network. The ‘Delivery Aims’ shown in the table are in working days and exclude the day of collection.

	Days
Germany	2 – 4 days
Europe	3 – 6 days
USA and Canada	5 – 9 days
Rest of World	6 – 12 days

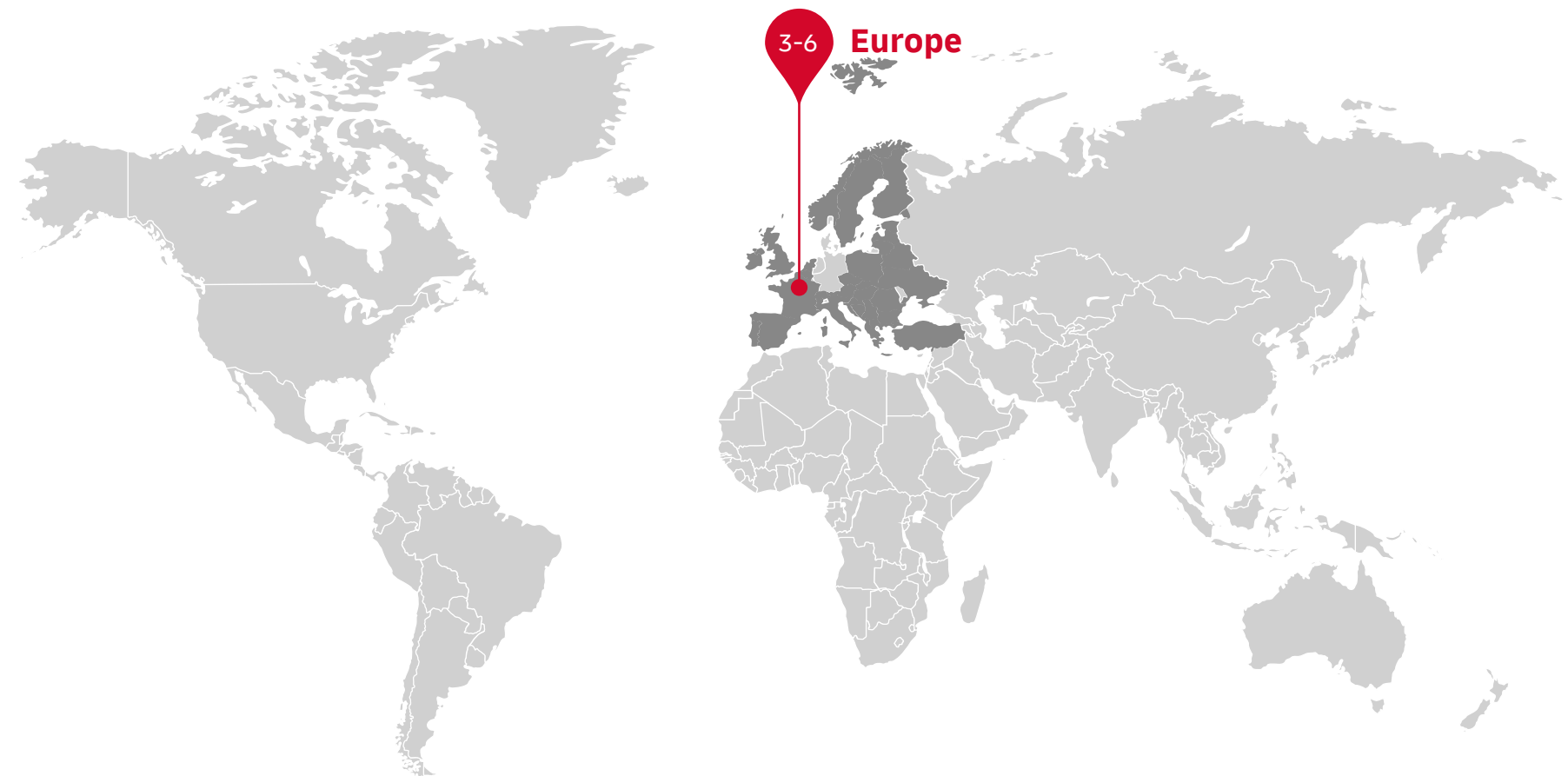


- Key features
- How it works
- Services
- Tracking information
- Delivery aims**
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

DELIVERY AIMS

Although DHL GLOBALMAIL does not offer the same speed of delivery as other DHL Express services, it is a ‘Priority’ international mail service and offers the fastest delivery possible via the international mail network. The ‘Delivery Aims’ shown in the table are in working days and exclude the day of collection.

	Days
Germany	2 – 4 days
Europe	3 – 6 days
USA and Canada	5 – 9 days
Rest of World	6 – 12 days

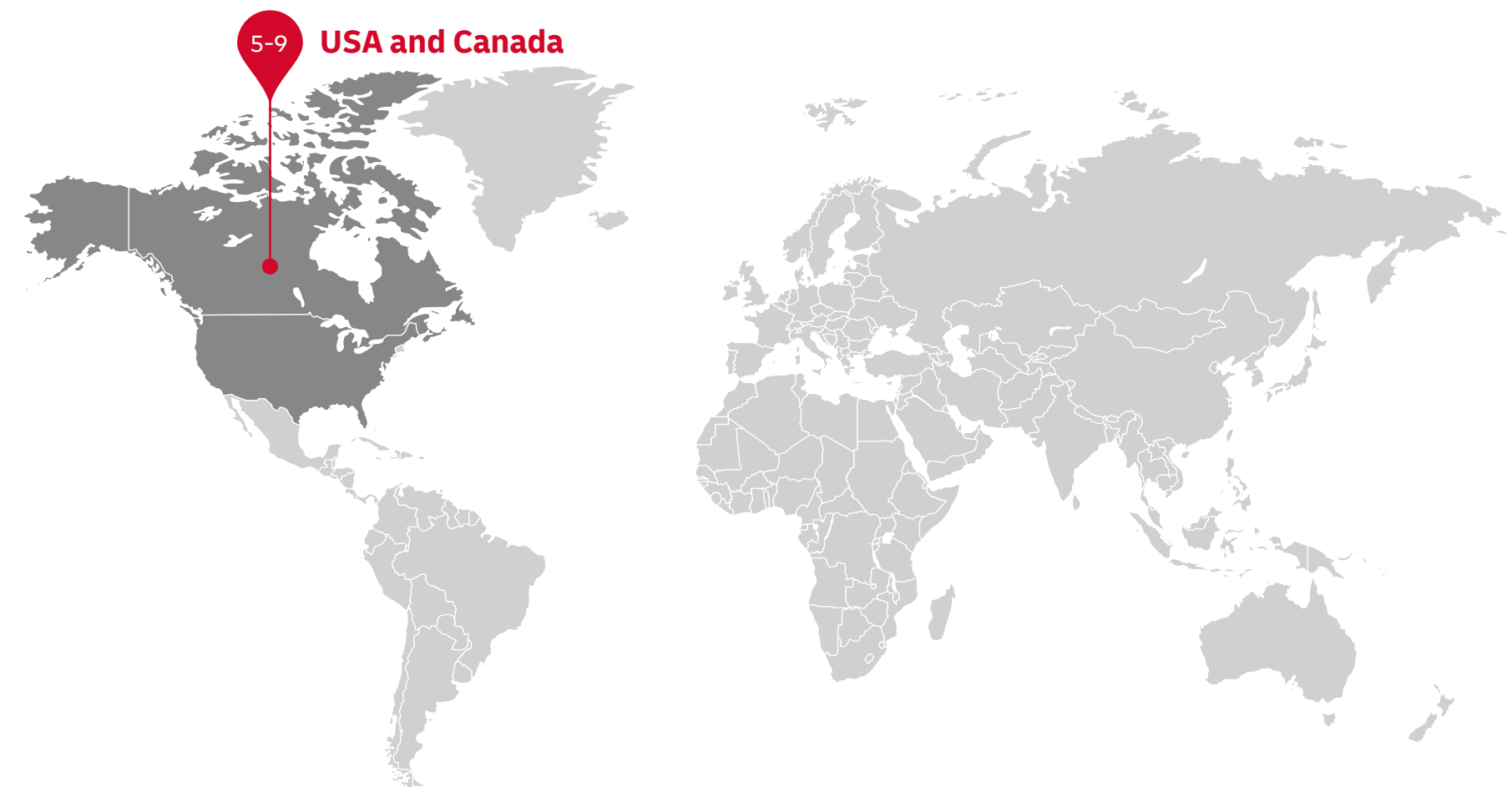


- Key features
- How it works
- Services
- Tracking information
- Delivery aims**
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

DELIVERY AIMS

Although DHL GLOBALMAIL does not offer the same speed of delivery as other DHL Express services, it is a ‘Priority’ international mail service and offers the fastest delivery possible via the international mail network. The ‘Delivery Aims’ shown in the table are in working days and exclude the day of collection.

	Days
Germany	2 – 4 days
Europe	3 – 6 days
USA and Canada	5 – 9 days
Rest of World	6 – 12 days

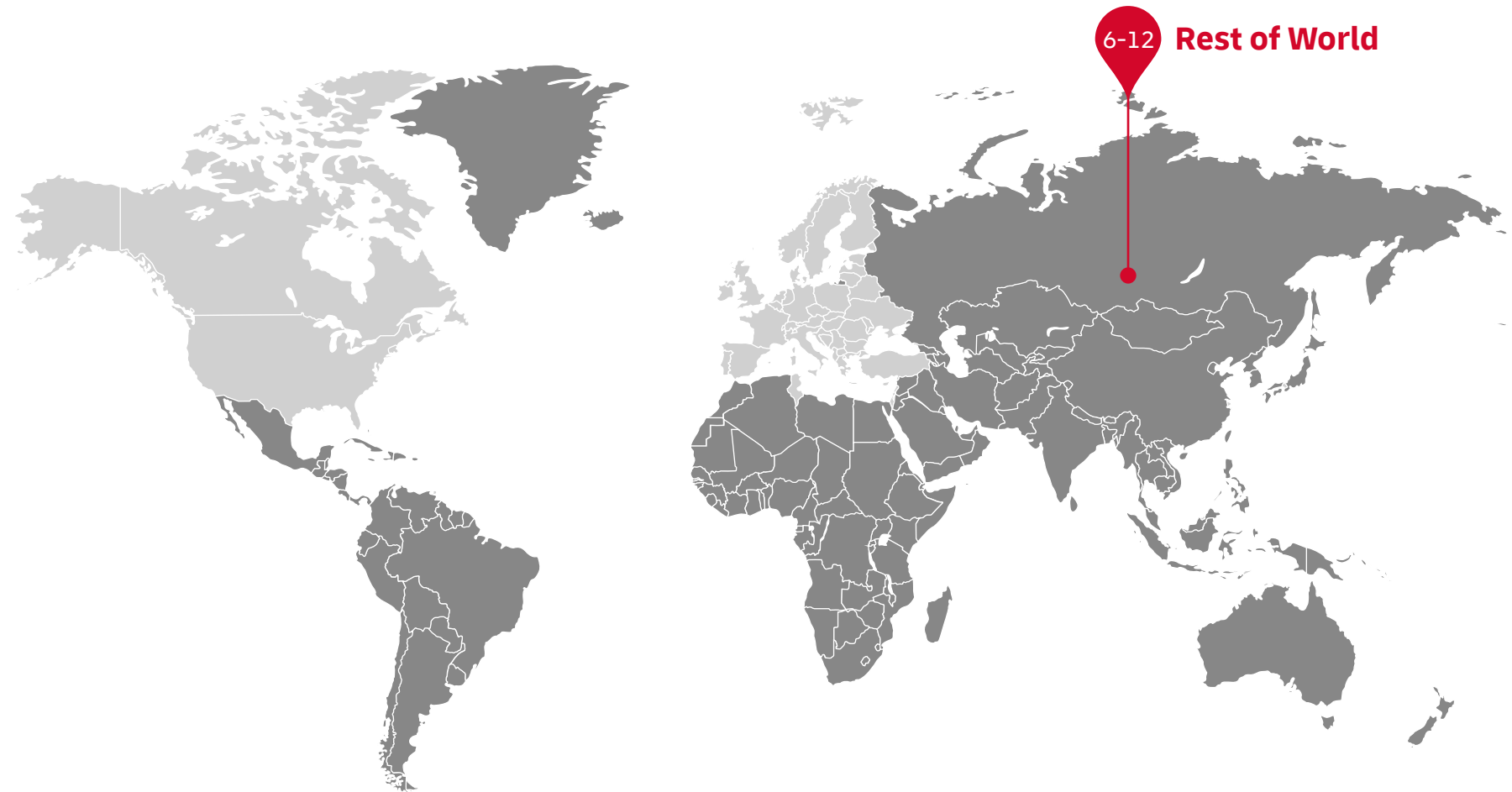


- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

DELIVERY AIMS

Although DHL GLOBALMAIL does not offer the same speed of delivery as other DHL Express services, it is a ‘Priority’ international mail service and offers the fastest delivery possible via the international mail network. The ‘Delivery Aims’ shown in the table are in working days and exclude the day of collection.



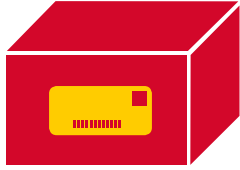

	Days
Germany	2 – 4 days
Europe	3 – 6 days
USA and Canada	5 – 9 days
Rest of World	6 – 12 days



- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send**
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

WHAT YOU CAN SEND

DHL GLOBALMAIL is suitable for sending a wide range of international mail items. It's perfect for businesses sending paper-based mail, like invoices, statements, direct mail and catalogues, but it's also the ideal solution for e-commerce retailers needing a reliable and cost-effective solution for the international delivery of low-value goods.

	LETTER	LARGE LETTER	PACKET (including Rolls/Tubes)	
				
Maximum Weight	100g	500g	2kg	
Maximum Dimensions	245 x 165 x 5mm	381 x 305 x 30mm	Length + Width + Height must not exceed 900mm. No single dimension to exceed 600mm.	Length + (2 x diameter) must not exceed 1040mm. Length must not exceed 900mm.
Minimum Dimensions	140 x 90mm	140 x 90mm	140 x 90mm	

CN22 Customs Declarations

All items containing goods being sent from the United Kingdom must be accompanied by a CN22 customs declaration. This can be used for items with a commercial value up to a maximum of £270. It is recommended that items exceeding this value should be sent using a DHL Express time-definite service.

- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send**
- Label creation
- Pricing
- Undeliverable items
- Compensation
- Contact us

WHAT YOU CANNOT SEND

1



OVERSIZED OR OVERWEIGHT ITEMS

Items which exceed the maximum dimensions or the 2kg weight limit cannot be forwarded via the international mail network. To avoid unnecessary delays and costs, please ensure that all items sent are within the maximum size and weight limits.

2



PROHIBITED AND RESTRICTED ITEMS

You are responsible for checking that the items you send are permitted for carriage in the international mail network. The list of prohibited and restricted items can vary from the list that applies to other DHL Express services. If you are in any doubt or require further clarification, please ask your DHL Express Account Manager.

3



A-B-A REMAIL

A-B-A Remail is where an item originates in Country A, is posted in Country B for delivery in Country A. This is forbidden under international mail regulations and, therefore, it is not possible to send domestic mail items using the DHL GLOBALMAIL service.

- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation**
- Pricing
- Undeliverable items
- Compensation
- Contact us

LABEL CREATION

Each individual mail item must be labelled in accordance with the product specifications. The requirements differ for each service level but the information contained on the label will include the following:

- The address of the recipient.
- The Deutsche Post PPI (Postage Paid Impression), which includes a PO Box number for the return of undeliverable items.
- A barcode for all items sent on the Tracked and Plus services and all items containing goods sent on the Priority service. The barcode is used for tracking purposes but also as a reference number for the submission of electronic pre-advice data used for customs clearance.
- A CN22 customs declaration label for all items containing goods being sent to a country where customs clearance is required.

Item labels can be easily prepared using the Deutsche Post Customer Portal, an online shipping solution, or a number of commonly used eCommerce and shipping platforms. Alternatively, it is possible to integrate label creation into your own systems via an Application Programming Interface (API). All of these options will also capture and submit electronic pre-advice data, something which will increasingly be required by customs authorities in order to process inbound postal items containing goods.

If you are sending documents on the Priority service, you just need to include the Deutsche Post PPI on your mail items. Artwork will be provided so that the PPI can be pre-printed or we can provide PPI stickers for you to apply to each item. If neither of these options is possible, the PPI can be applied at the Deutsche Post International Mail Centre provided there is a return address on each item to allow undeliverable mail to be returned.

Customs Declaration May be opened officially CN22			PRIORITAIRE Wenn unzustellbar zurück an: En cas de non remise prière de retourner à: Postfach 1234 36243 Heideraua Germany	
Designated operator Deutsche Post <input type="checkbox"/> Gift <input type="checkbox"/> Documents <input type="checkbox"/> Samples <input type="checkbox"/> Others <input checked="" type="checkbox"/> Sales of goods			Briefgelt bezahlt Post payé 6944 Frankfurt Allemagne	
Quantity and detailed description of contents - 1x Cotton T-shirt			Customer Reference: ABC123	
Weight (in kg)	Value (in USD)	TO Mr John Smith ABC Company 1 Park Street 10210 WASHINGTON DC UNITED STATES		
0.25	20.00			
For commercial items: only if know HS tariff number and country of origin of goods - GB			Recommandé RS 907 941 317 DE	
I, the undersigned, whose name and address are given on the item, certify that particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or customs regulations. - Date and sender's signature: 24-May-19 <i>Sample</i>				

Customs Declaration May be opened officially CN22			PRIORITAIRE Wenn unzustellbar zurück an: En cas de non remise prière de retourner à: Postfach 1234 36243 Heideraua Germany	
Designated operator Deutsche Post <input type="checkbox"/> Gift <input type="checkbox"/> Documents <input type="checkbox"/> Samples <input type="checkbox"/> Others <input checked="" type="checkbox"/> Sales of goods			Briefgelt bezahlt Post payé 6944 Frankfurt Allemagne	
Quantity and detailed description of contents - 1x Cotton T-shirt			Customer Reference: ABC123	
Weight (in kg)	Value (in USD)	TO Mr John Smith ABC Company 1 Park Avenue 10210 WASHINGTON DC UNITED STATES		
0.25	20.00			
For commercial items: only if know HS tariff number and country of origin of goods - GB			STANDARD Tracked LY 012 590 724 DE	
I, the undersigned, whose name and address are given on the item, certify that particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or customs regulations. - Date and sender's signature: 24-May-19 <i>Sample</i>				

Key features
How it works
Services
Tracking information
Delivery aims
What you can send
What you cannot send
Label creation
Pricing
Undeliverable items
Compensation
Contact us

PRICING

DHL GLOBALMAIL tariffs are calculated on a customer by customer basis and will depend on the profile (destination, format, item weight) of the mail you are sending.

Item and Kg Pricing

The DHL GLOBALMAIL service uses an item and kg pricing method. Please refer to the pricing example shown for an explanation of how this works.

Item and Kg Pricing Example

Price per item	Price per Kg	Price for a 200g item
£1.00	£5.00	£2.00

The price is calculated by adding together the price per item and the price per kg:

Price per item : 1 item x £1.00 per item = £1.00

Price per kg : 0.2 x £5.00 per kg = £1.00

Total price : = £2.00

Format – Letter, Large Letter or Packet

All items are billed according to their actual weight but the price per item also depends on the format of the item. An item can be Letter, Large Letter or Packet format, depending on the weight and dimensions of the item, as shown on page 15.

Key features
How it works
Services
Tracking information
Delivery aims
What you can send
What you cannot send
Label creation
Pricing
Undeliverable items
Compensation
Contact us

UNDELIVERABLE ITEMS

Items that cannot be delivered in the destination country will be returned to the sender via the international mail network.

All undeliverable items are sent to the Deutsche Post International Mail Centre in Niederaula, Germany. Here the items are sorted by customer, consolidated and returned on a weekly basis to the address specified.

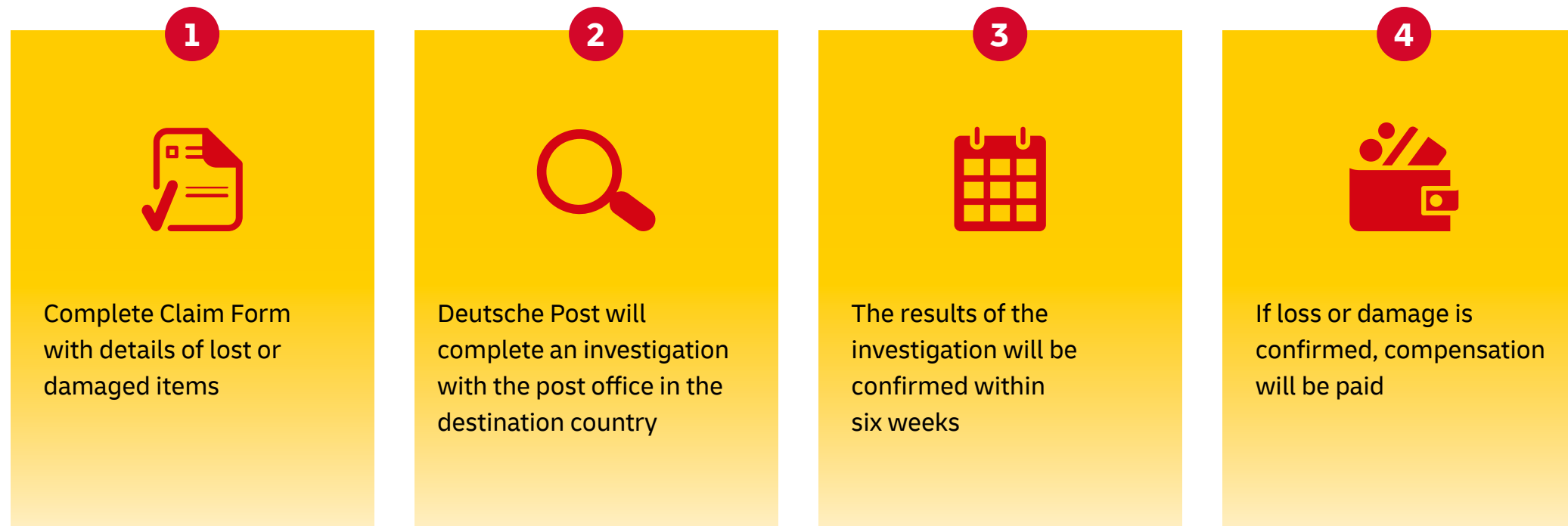
In order to facilitate this process, a customer-specific PO Box number will be provided, free of charge. The PO Box number forms part of the PPI and can be easily added if you are using the Deutsche Post Customer Portal to prepare your labels. If you are sending items containing goods, the use of a customer-specific PO Box is mandatory.



- Key features
- How it works
- Services
- Tracking information
- Delivery aims
- What you can send
- What you cannot send
- Label creation
- Pricing
- Undeliverable items
- Compensation**
- Contact us

COMPENSATION

Up to £30 in compensation can be claimed if an item sent on the Tracked or Plus service is lost or damaged. Claims must be submitted in writing on the official claim form, available from your DHL Express Account Manager.



Key features
How it works
Services
Tracking information
Delivery aims
What you can send
What you cannot send
Label creation
Pricing
Undeliverable items
Compensation
Contact us

CONTACT US

For further information,
please contact your DHL Express Account Manager.

DHL International (UK) Limited

Unit 1, Horton Road
Colnbrook
Berkshire
SL3 0BB

[dhl.co.uk/express](https://www.dhl.co.uk/express)

