

# SERVICE & RATE GUIDE 2025

MACEDONIA

## GET STARTED

Connecting Your World

Dear Customer

Sustainability

Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates

Ready to ship?  
Get a quote from [MyDHL+](#)



# CONNECTING YOUR WORLD



**220+**  
countries and  
territories served



**500+**  
airports served  
worldwide

**295+**  
aircraft

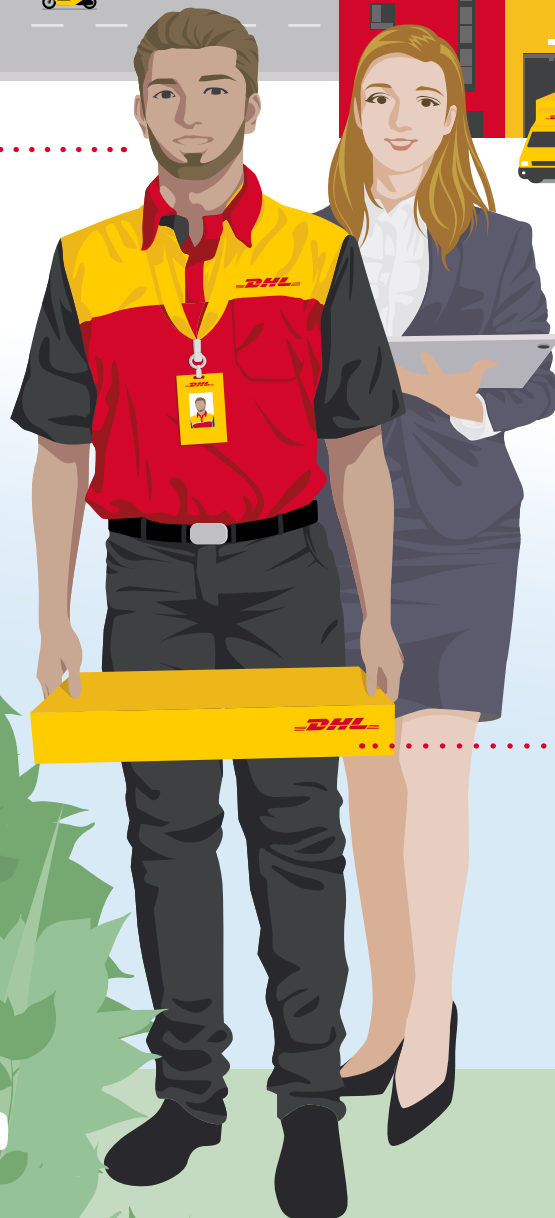
**2.300+**  
flights per day



**115.000**  
Service Points



**116.000**  
employees



**3.800**  
facilities

**34.600**  
vehicles

**288**  
**million**  
Time Definite shipments  
per year

 **451**  
TAPA\* certifications

By the year 2050,  
DHL Group aims to  
achieve net zero  
emissions logistics

**GOGREEN**



Figures are global and are approximate  
as of the end of 2023

\*Transported Asset Protection Association

# DEAR CUSTOMER

Welcome to the DHL Express Service and Rate Guide for 2025. If you are reading this, it means you have a personal or business need to move something, from somewhere, to somewhere and you want it done quickly, securely and reliably. You have come to the right place – we are here to help you!

As the global market leader in Time Definite International (TDI) shipping and courier delivery, and the most international company in the world, this is what we do! We move over 1 million shipments every working day, from point A to point B in 220 countries and territories, as quickly, securely and reliably as possible and with as much transparency as possible. Over 3 million customers of all sizes around the world – from small businesses to big multinationals – put their trust in us, and our team of 116.000 Certified International Specialists strive to exceed their expectations on every single shipment.

Across the globe, 2024 was another year of tremendous challenges and opportunities. Geopolitical dynamics and supply chain disruptions continue to reshape the logistics landscape, yet our commitment to delivering stable, reliable services globally remains unwavering. The strength of the unique DHL network allows us to be there for our customers regardless of external circumstances. We constantly invest in this network to enhance its resilience and adaptability, thereby ensuring our customers' businesses are supported. As examples, we are upgrading the aircraft fleet with eight new Boeing 777 freighters and have made significant investments in designing carbon neutral facilities and enhancing digital security infrastructure. These investments aim to ensure the DHL network is future-proofed while continuously elevating the quality of service we deliver to you, our customer.

**Sustainability** and **Digitalization** continue to be long-term focus areas for building the next generation of logistics

capabilities and are integral to our corporate strategy. This year DHL Express took further steps in the journey to achieving net-zero emissions by 2050 through increasing our Sustainable Aviation Fuel (SAF) utilization and electric vehicles. Join us in this journey by using our GoGreen Plus service to support your own decarbonization goals; your customers are likely already making purchase decisions based on the carbon footprint of your products and services: give them another reason to say 'Yes' to choosing you. Next, leverage our digital capabilities to enhance your customers' experience. Use MyGTS to avoid customs errors related shipment delays, or give your customer more choices using On Demand Delivery (ODD). Need help? Engage with our Digital Assistants which are rolling out across the world, to make it easier for you to get answers and help whenever you need it!

I invite you to use this guide and the resources it points to, to discover exciting opportunities, to gain knowledge for making a more informed decision on your logistics needs and to learn how DHL Express products, services and tools can meet them. **Thank you** again for partnering and trusting us to be your Logistics Partner of Choice. How can we support your growth? Reach out to us on MyDHL+ or by calling Customer Service on 02/15 333.

Sincerely,

DHL Express Macedonia



# SUSTAINABILITY



## OUR SUSTAINABILITY JOURNEY

**2000s** First environmental report

**2010s** Target 2050: net-zero emissions logistics

**2020s** Sustainability roadmap

**2030**

Reduce our greenhouse gas emissions to under 29 million metric tons, in line with Science Based Target Initiative (SBTi) criteria

SAF blending of 30% for all air transport

Electrify 60% of last-mile delivery vehicles

0%

**2050**

Net-zero emissions



## CLEAN OPERATIONS FOR CLIMATE PROTECTION



### Leader in sustainable aviation

DHL Express GoGreen Plus is a dedicated solution to help businesses reduce the carbon emissions associated with their shipments through the use of Sustainable Aviation Fuel (SAF). GoGreen Plus uses SAF to enable customers to reduce the CO<sub>2</sub>e emissions associated with their shipments, and is currently supported by three of the industry's largest collaborations with BP, Neste and World Energy.



In contrast to 'offsetting' – where businesses 'neutralize' their emissions through environmental programs – GoGreen Plus is 'insetting'. Insetting's impact is greater because it directly reduces emissions within a company's value chain, resulting in significant reductions in scope 3 emissions. Here is how you can get on board:

- With the **GoGreen Plus Basic model**, a fixed CO<sub>2</sub>e reduction (insetting) will be achieved on all your air express shipments.
- In **MyDHL+**, you can opt for GoGreen Plus and choose which shipments to invest in with SAF.
- Alternatively, choose a **Customized Offer** for a bespoke insetting plan.



### Green last-mile and line-haul

Electrify **60%** of last-mile delivery vehicles.



### Carbon neutral buildings

Design **100%** of all new buildings to be carbon neutral.



### Green product portfolio

Our GoGreen Plus service allows customers shipping TDI to inset their CO<sub>2</sub> air emissions by up to **90%**.



## GREAT COMPANY TO WORK FOR ALL

- Attract and retain the best talent
- 'Safety First' culture
- Diverse and inclusive workplace



## HIGHLY TRUSTED COMPANY

- Compliance as an integral part of daily business
- Effective governance set-up across our organization
- Like-minded and compliant suppliers and partners



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Our core services are Time Definite International (TDI) and offer you secure door-to-door delivery of goods and documents to and from virtually every country and territory. Whether you need your shipments delivered at the start, middle or end of a business day, our services offer full track-and-trace visibility so you always know where your shipments are.

## EXPORT SERVICES

### DHL Express Worldwide

Our most popular product, DHL Express Worldwide, offers an end of business day delivery service around the world for pieces up to 70kg and shipments up to 3.000kg.

We deliver reliably and quickly to more global destinations across a single integrated network than any other express delivery company.

### DHL Express 12:00

With DHL Express 12:00 you will receive your shipments before 12 noon on the next possible business day. DHL Express 12:00 offers a money-back guarantee\* and allows for pieces up to 70kg and shipments up to 300kg.

### DHL Express 9:00 (10:30 to the USA)

Our premium time-definite service offers a delivery before 9:00 (10:30 to the USA) on lanes that guarantee either a next or second business day delivery. DHL Express 9:00 is offered to the majority of business centers in Europe, the Middle East, Africa, Asia and the Americas. DHL Express 9:00 features a money-back guarantee\* and is suitable for pieces up to 30kg and shipments up to 300kg.

### Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00 (10:30 to the USA)
<b>Service description</b>	Delivery by the end of the next possible business day	Delivery before 12 noon on the next possible business day	Delivery before 9:00 (10:30 to the USA) on the next possible business day
<b>Money-back guarantee</b>	No	Yes*	Yes*
<b>Countries and territories covered</b>	More than 220	151	86
<b>Delivery attempts</b>	2	2	2
<b>Maximum piece weight (not on pallet)</b>	70kg	70kg	30kg
<b>Maximum pieces per shipment</b>	–	10	10
<b>Maximum piece dimensions (L x W x H)**</b>	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm
<b>Maximum shipment weight</b>	3.000kg	300kg	300kg
<b>Maximum pallet weight</b>	1.000kg	Pallets not accepted	Pallets not accepted
<b>Maximum pallet dimensions (L x W x H)</b>	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted

\*Additional terms and conditions apply – see [mydhl.express.dhl](https://mydhl.express.dhl) for details.

\*\*A shipment is deemed unacceptable if its packaging is absent or inadequate, or if transporting the shipment would present risks of damaging equipment, other packages or injuring personnel. DHL reserves the right to either not accept or return the shipment to the shipper. These network restrictions are subject to change with 30 days' notice.

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## IMPORT SERVICES

With the DHL Express Worldwide Import product, you can import shipments from over 220 countries and territories in the world. This is more than any other express delivery company can offer. What's more, customers in, say, the USA can order an import from China not just to the USA, but to any other destinations as well – we call this a Third Country shipment.

There is no need for local brokers or forwarders to get involved in any part of the process. You are in full control, and able to manage all aspects of your imports in a very simple way.

You can order an import from another country, to be delivered to your country or any other destination, by using our dedicated electronic shipping solution for imports. You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you will pay.

## DOMESTIC SERVICES

If you want to ship documents or goods within your own country, we can offer our Time Definite Domestic products with delivery time guarantees of 12:00, 9:00 or the end of the next possible business day.

## DHL EXPRESS ENVELOPE

Our DHL Express Envelope service provides door-to-door international delivery of lightweight document shipments by the end of the next possible business day.

- Up to 300g
- Global coverage
- Document shipments only
- Packaging envelope included
- GoGreen Plus carbon-reduced shipping



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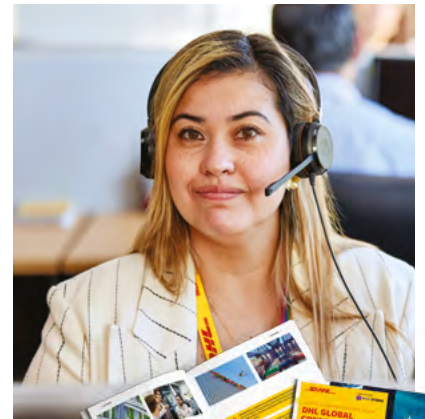
## ENABLING YOUR GROWTH

We aim to empower our customers' success, not only through excellence and innovation, but also by arming them with research and insights. Discover two tools here that can help you plan for the future.

## ARE YOU CONNECTED?

To be successful in today's evolving world, it is crucial to understand trends around connectedness and globalization.

The latest edition of the [DHL Global Connectedness Report 2024](#), released in partnership with New York University's Stern School of Business, revealed a remarkable finding: even in times marked by severe conflict, globalization reached a record high in 2022 and remained near that level in 2023.



### Globalization continues

- Despite recent crises, globalization shows no signs of reversing, due to the resilience and growth of international flows of trade, capital, information and people.
- Globalization has not given way to regionalization. Most international flows have taken place over stable or longer distances.



- The world's current depth of global connectedness is only 25%.
- There is still ample room for growth. The world's absolute level of globalization remains limited; domestic flows still far exceed international flows.

## LOGISTICS INSIGHTS: SHAPING YOUR TOMORROW

What are the social, business and technology trends disrupting the logistics industry? What do they mean for your business? The [Logistics Trend Radar](#) examines increasingly important trends: 40 in all. Two very current clusters emphasized in more detail are **Sustainability** and **Artificial Intelligence (AI)**.

The Logistics Trend Radar looks at Sustainability and the logistics solutions that address this, from Renewable Energy Infrastructure to Sustainable Fuels and more. Special focus is also given to many aspects of AI that influence logistics and the supply chain, from Advanced Analytics, AI Ethics, Audio AI and Computer Vision to Generative AI.

Shape your tomorrow with sharp and timely insights. Take advantage of the Logistics Trend Radar research to discover how you can leverage key trends within your supply chain.

**The future is arriving fast! And DHL is here to support you at every step of your journey.**

LOGISTICS  
**TREND RADAR 7.0**  
Insights. Shaping Tomorrow.

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## OPTIONAL SERVICES

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DHL Express offers a wide range of optional services – from non-standard deliveries and billing options to emission-reduced shipping.

### GoGreen Plus

When selected, DHL will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). SAF can reduce lifecycle carbon emissions by up to 80% compared to traditional jet fuel. GoGreen Plus – Carbon Reduced service, supports Scope 3 emission reductions in alignment with the Science Based Target initiative. The process is audited annually by SGS (Société Générale de Surveillance) to ensure compliance with regulations and standards. Alternative reduction levels and CO2 emission reports are available on contractual basis only.

### Dedicated Pickup

If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside normal business hours, we can arrange this for you.

### Dedicated Delivery

On customer request, an immediate or non-routine, once-only delivery of a shipment within a normal working day or a holiday that involves a specific vehicle such as tail lift truck or more than one courier.

### Saturday Pickup

In countries where Saturday is not a normal working day, DHL can arrange an ad-hoc pickup of smaller shipments up to 30kg. The service is available at selected postal locations only.

### Saturday Delivery

We offer Saturday delivery services to key cities in more than 70 countries.

### Shipment Insurance

We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss. The service is subject to specific limitations and exclusions as described in our [Terms and Conditions](#).

### Extended Liability

If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend coverage and compensation beyond the DHL standard liability described in our [Terms and Conditions](#). In the event of full or partial loss to a document shipment, a fixed compensation will be paid regardless of the replacement cost of the document.

### Shipment Preparation

This is a convenient, fast and reliable service for seasonal or irregular shipments that require extra resources for their preparation. DHL manages the entire process of waybill preparation, content selection, labeling and packaging, then sends the shipments to the designated addresses.

### Packaging Supplies

Charges apply for all DHL standard packaging items including plastic flyers provided in bulks or stacks.

## DUTY BILLING SERVICES

### Duty Tax Paid

DHL can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever duties, taxes or other regulatory fees occur, and shipper has requested that those are to be billed outside of the destination country.

### Duty Tax Processing:

#### Account Customers

DHL will accelerate the customs clearance process making prompt payment of duty and tax charges relating to a shipment, while the receiver defers payment until an agreed date.

### Duty Tax Processing:

#### Non-Account Customers

This default service covers any import of a non-document shipment for which DHL has used its own credit line with customs to advance or guarantee the payment of duties, taxes or regulatory charges on behalf of importers and consumers with whom DHL has no contract.

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### Verbal Notification

Customer Service will contact you by phone and provide verbal updates on agreed key transport events or incidents with a potential impact on transit time.

### Hold for Collection

On shipper request, a shipment is held at the default DHL delivery facility at destination for consignee collection, rather than attempt a delivery at the receiver's address. The service is booked through Customer Service or supporting shipping tools. The destination will notify the receiver when and at which facility the shipment is ready to collect. A consignee cell phone number is mandatory.

### Residential Address

Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option via [On Demand Delivery](#).

### Direct Signature

If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will ensure your shipment is not re-directed, or delivered at an alternative address.

### No Signature Required

On request, DHL is authorized to leave the shipment in a designated place without proof of delivery signature.

### Change of Billing

This applies when a customer requests a change of defined billing information on an already issued invoice, which will result in a reissuing of the invoice and, in case of an account change, crediting of the old account and debiting of the new.

### Neutral Delivery

This service allows for the delivery of any shipment, without its value being shared or exposed to the receiver. DHL will ensure any paperwork exposing the value of the goods is removed from the shipment prior to delivery.



For a full list of optional services, please visit [mydhl.express.dhl](https://mydhl.express.dhl).

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## SURCHARGES

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In order to maintain a consistently high level of service, in specific circumstances DHL Express levies a surcharge for exceptional activities, ensuring that these surcharges are fair for all of our customers.

### Fuel Surcharge

The jet fuel surcharge will be based on the daily average spot prices for U.S. Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between third week release of prior month to third week release of actual month.

The diesel fuel surcharge will be based on the daily average spot prices for U.S. Gulf Coast (USGC) Ultra-Low-Sulfur No. 2 Diesel Fuel, as reported by the U.S. Department of Energy between third week release of prior month to third week release of actual month.

For example, the daily average price for fuel from 18th April to 15th May is used to determine the applicable surcharge in June.

The Fuel Surcharge applies to transportation charges on all services and to the following surcharges (where applicable): Saturday Delivery, Saturday Pickup, Elevated Risk, Demand Surcharge, Emergency Situation, Remote Area Delivery, Remote Area Pickup, Dedicated Pickup, Dedicated Delivery, Residential Address, Overweight Piece, Oversize Piece, Non-Stackable Pallet and Non-Conveyable Piece.

DHL reserves the right to change the fuel surcharge index and table with or without notice. Both the amount and duration of the surcharge will be determined at DHL's sole discretion.

### Remote Area

This surcharge applies when a shipment is collected from or delivered to a location that is distant or difficult to serve.

### Non-Stackable Pallet

This fixed surcharge is applied to every pallet within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging. This surcharge does not apply to pallets below 30kg.

### Overweight Piece

A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70kg.

### Oversize Piece

This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 100cm. Does not apply to pieces already subject to Overweight Piece surcharge.

### Non-Conveyable Piece

This surcharge applies to any piece within a shipment with an actual weight between 25kg and 70kg. Does not apply to pieces already subject to the Overweight or Oversize Piece Surcharges.

### Demand Surcharge

One or more Demand Surcharges will apply to shipments during a period of high demand. A period of high demand is to be determined by DHL at its own discretion but may include a time of high demand for shipping services or a period with high operational cost. Details regarding the application of Demand Surcharges are set forth at [mydhl.express.dhl](http://mydhl.express.dhl) and will be subject to change upon prior notice. Demand Surcharges apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharges apply in addition to the rates and any other applicable charges.

### Emergency Situation

A temporary surcharge, which allows us to cover operating cost increases due to an emergency situation out of DHL's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments. The charge will be applied pro rata based on the chargeable weight (invoiced weight) of a shipment.

### Excepted Quantities

This fixed surcharge is applied when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations. Contractual agreement required.

### Dry Ice (UN1845)

A surcharge is applied when the transportation of shipments involves handling Dry Ice (UN1845) as a freezing agent for non-dangerous goods such as diagnostic specimens. Contractual agreement required.

### Biological Substance (UN3373)

Shipments containing Biological Substances Category B (UN3373) or genetically modified organisms as per UN3245 are only accepted in combination with DHL Medical Express. Contractual agreement required.

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## ➔ SURCHARGES

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### Lithium Batteries Section II

#### Shipping Lithium Batteries *with* equipment

A service charge will be assessed on Lithium-Ion and Lithium-Metal batteries **with** equipment. Packaging must be compliant with the appropriate IATA Packing Instruction (PI): 966 for Lithium-Ion and 969 for Lithium-Metal, Section II respectively. Accepted from approved shippers only.

#### Shipping Lithium Batteries *in* equipment

Shipments containing Lithium-Ion or Lithium-Metal batteries **in** equipment are accepted only in compliance with the appropriate IATA Packing Instruction (PI): 967 for Lithium-Ion and 970 for Lithium-Metal, Section II respectively.

DHL **will not accept** any shipment that is known or suspected to contain defective or damaged batteries.

### Full Dangerous Goods

A surcharge is applied per shipment when the transportation of shipments involves handling substances and commodities classified as fully regulated in accordance with the IATA Dangerous Goods Regulations. Contractual agreement required.

### Consumer Goods ID8000

A surcharge is applied for shipments containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and

prescription medicines as covered by the IATA ID8000 section and packed in a form intended for retail sale and shipped to private individuals (B2C). Contractual agreement required.

### Address Correction

A fixed surcharge is applied per shipment when the destination address provided by the Shipper is incomplete, outdated or incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.

### Data Entry

A surcharge applies if the shipping label is not correctly completed or has not been produced electronically according to DHL standards and therefore requires manual data entry by DHL.

### Security Charges

Additional surcharges may apply when shipping to or importing from a destination country where DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism (**Elevated Risk**), or when shipping to or importing from a destination country that is subject to trade restrictions imposed by the UN Security Council or by national legislation such as the European Union or the US Office of Foreign Assets Control (OFAC) (**Restricted Destination**).



For a full list of surcharges, please visit [mydhl.express.dhl](https://mydhl.express.dhl).

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## CUSTOMS SERVICES

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Navigating the customs landscape is made easier by DHL's extensive knowledge and experience of both standard and non-routine customs-clearance processes. Get answers to many of your questions with our new online tool, [My Global Trade Services \(MyGTS\)](#), which will help you expand across borders – and concentrate on your core business.

### Non-Routine Entry

Applies when shipments are subject to non-routine clearance procedures, due to their value, weight and/or commodity as defined by destination Customs Authorities. May also apply in selected countries where DHL is legally obliged to outsource formal clearance entries to a licensed third party broker.

### Clearance Processing

Applies where additional cost is incurred for importing shipments in alignment with government agency requirements.

### Permits and Licenses

To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser devices, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses.

### Bonded Storage

Storage charges apply when the shipment cannot be released by Customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date. The charge applies to the duty and taxes payer.

### Multiline Entry

Charges apply when more than 5 lines are recorded on the customs clearance, for example with different commodities or different countries of manufacture.

### Release to Broker

On importer request, DHL will transfer the shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.

### Broker Notification

On importer request, DHL will provide the necessary paperwork to the customer's designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed. DHL is subsequently not responsible

for the timeliness of the submission to customs or for the release of the shipment.

### Other Government Agency

At request, DHL will arrange the completion of Veterinary, Health or Phytosanitary controls at the First Point of Entry in a country or a Customs Union, typically required when importing animal products, plants, seeds, or pharmaceutical products.

### Bonded Transit

Bonded Transit applies to both export and import shipments whenever DHL is required to open, manage or report any form of transfer under bond.

### Temporary Import/Export

On customer request, DHL facilitates the temporary import/export of goods by submitting required documents such as an ATA Carnet and adhering to required clearance procedures as specified by Customs.

### Preferential Origin

On shipper request, the preparation or provision of a Certificate of Origin/Proof of Preference or other similar forms by DHL to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination and/or compliance with trade barriers. Common examples are EUR1 and ATR.

### Export Declaration

Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Where automated export systems are available to the public, shippers may avoid the charge by submitting the export declaration online. In case of IMP billed shipments DHL will submit the export declaration in order to accelerate the export at origin and pass the charge to the payer's account.

### Post Clearance Modification

If requested by customs authorities or the importer/exporter, DHL may add or modify data declared to customs authorities for clearance purposes. This includes data such as declared values and classification of the goods and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter.

# HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

## PREPARING YOUR SHIPMENT: AS EASY AS 1-2-3

### 1 Shipment weight

- Please weigh and measure your shipment.
- If you are sending a large but lightweight shipment, where its volumetric (dimensional) weight exceeds its actual weight, the cost of the shipment is calculated on the space your consignment takes up on the aircraft. This is a standard IATA method. To calculate the volumetric weight of your shipment, simply multiply the length by height by width in centimeters, then divide the total sum by 5.000 for each piece in the shipment.
- Any piece in the shipment may be re-weighed and/or re-measured by DHL to confirm this calculation.

### 2 Documentation required: waybill

- All shipments sent with DHL Express need to have a fully completed DHL waybill or label securely attached to each piece. This will enable the successful movement of your shipment through the DHL network. Each waybill or label is individually numbered to allow you to track your shipment from collection through to delivery.
- Your shipment may also need to be accompanied by customs documentation, such as a commercial or proforma invoice, as well as additional paperwork depending on the contents and value of the shipment and the country you are sending to.

### 3 Documentation required: invoice

- A commercial or proforma invoice is required when sending non-document shipments to countries and territories outside your origin country or customs union. This is essentially a declaration containing all the details of a transaction and is used by customs authorities to assess if duties or taxes are payable.
- A commercial invoice is used when goods are part of a commercial transaction or intended for resale.
- A proforma invoice is used when sending goods of no commercial value (for example, when sending samples).



# HOW TO SHIP WITH DHL EXPRESS

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Preparing Your Shipment

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Paying for Your Shipment

## PREPARING YOUR SHIPMENT INVOICE

This invoice template covers the key data elements required for a successful customs clearance. To help us ensure the service we provide is efficient and high-quality, visit [mydhl.express.dhl](http://mydhl.express.dhl) for more guidance.

COMMERCIAL INVOICE								
<b>SENDER</b>				<b>GENERAL INFORMATION</b>				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Date: Waybill Number: Invoice Number: Shipment Reference Number: Receiver Reference Number:				
<b>RECEIVER</b>				<b>BILLED TO/IMPORTER OF RECORD (IOR) <i>(if different from Receiver)</i></b>				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				
<b>OTHER REMARKS</b>								
Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.								
Line Number	Full Description of Goods	Commodity Code <small>(Full Import HS Code Preferred)</small>	Country of Origin	Qty	Unit Value & Currency	Sub-Total Value & Currency	Net Weight	Gross Weight
1								
2								
3								
						<b>Total Goods Value &amp; Currency</b>	<b>Total Net Weight</b>	<b>Total Gross Weight</b>
Number of Invoice Line Items: Total Units: Number of Pieces:		Insurance Cost: Freight Cost: Other Costs: VALUE (for Customs Purposes): Import Customs Duties – pre calculated Import Taxes (VAT/GST) – pre calculated TOTAL (with Import Customs Duties/Taxes):						
Reason for Export: Type of Export: INCOTERM: INCOTERM Place:		Terms of Payment: Payer of GST/VAT: Duty/Tax Billing Svc:						
Carrier: Ultimate Consignee:								
Export License Number: Import License Number:								
I/we certify the information on this invoice is true and correct and that the contents of this shipment are as stated above.								
Name: _____			Title: _____			Email: _____		
Date: _____			Signature: _____					

# HOW TO SHIP WITH DHL EXPRESS

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## PACKAGING YOUR SHIPMENT

To ensure that your shipments travel safely and securely through the DHL Express global network, it is important that they are packaged and labeled correctly.

### Packaging guidelines

- If you are re-using envelopes or boxes, please ensure that old labels and markings are removed
- Securely fix a waybill to each piece in your shipment. The waybill can be thought of as the shipment's airline ticket and it will delay delivery if it becomes separated from your shipment
- The barcodes on the waybill are scanned at numerous points during your shipment's journey. Please ensure the barcode is flat and not covered by tape, shrinkwrap or strapping
- Place a waybill on the top or side of each piece in your shipment and please ensure it does not overlap the corners or edges of boxes
- Use adequate protective wrapping for fragile or delicate items and ensure they are packed as far away as possible from the corners of boxes
- To prevent injury to our employees, please pay special attention to the packaging of sharp items. There should not be any possibility of the contents piercing the packaging
- Any individual pieces over 70kg should be placed on a pallet. If you are sending a multi-piece shipment, it is not necessary to place the individual pieces on a pallet unless they exceed 70kg. For example, a shipment comprising four 25kg pieces does not have to be placed on a pallet

### DHL packaging

We offer a range of high-quality DHL-branded packaging items, suitable for shipping items of all shapes and sizes.

The items available include:

- Flyer bags
- Cardboard document envelopes
- Boxes in a range of sizes
- Tubes
- Bottle boxes

For more information please refer to the Packing Guide available on [mydhl.express.dhl](https://mydhl.express.dhl).

### Prohibited and Restricted Commodities

Before you ship with DHL Express, visit [mydhl.express.dhl](https://mydhl.express.dhl) to check whether any of your items are prohibited or restricted.

## PAYING FOR YOUR SHIPMENT

You can pay for DHL Express services either directly or by bank transfer. You can open an account with DHL Express to pay via bank transfer; and all account customers receive invoices on a pre-agreed basis. For more details, please get in touch with a Customer Service Advisor at your local DHL Express office or go to [mydhl.express.dhl](https://mydhl.express.dhl).



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# DIGITALIZATION

**Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DHL Group’s strategy. Through digitalization we bring benefits for our customers, our operations and our own people.**

We invest continually in market-leading technologies to help our customers to manage and monitor shipments, create shipping labels, get quotes, schedule courier pickups, connect with us and more. Digitalizing our operations provides more transparency, allowing us to better anticipate and meet our customers’ needs.

## MYDHL+



MyDHL+ re-imagines the way the shipping business does business, by combining the tools and services our customers use most. With its mobile friendly and intuitive interface, customers can now import, export, schedule a pickup, track shipments and pay bills more quickly than ever – all in one visit, with one password and zero headaches. MyDHL+ makes it incredibly easy to navigate the complexities of international shipping.

[mydhl.express.dhl](https://mydhl.express.dhl)

## DHL EXPRESS COMMERCE

Take your website international with DHL Express Commerce. Offer your customers all the benefits of DHL Express at your checkout in real-time. Import, manage and ship their orders quickly and efficiently with no complicated development. Add the power of DHL Express to your e-commerce business quickly and easily, giving you the competitive edge. DHL Express Commerce integrates with the biggest e-commerce platforms, including: Magento, Shopify, WooCommerce, Amazon and eBay.

## MY GLOBAL TRADE SERVICES



My Global Trade Services (MyGTS) is your digital advisor on cross-border customs information. It is an online self-service portal that helps users pre-plan shipments. If you are wondering what the harmonized system (HS) codes are for your goods, what the estimated total cost of your shipment will be, what can help get your goods cleared or what documentation may be required, find the answers and more on MyGTS.

The benefits? Pre-plan your shipment journeys to minimize delays and unexpected customs or tax costs by better understanding customs requirements and potential prohibitions and restrictions.

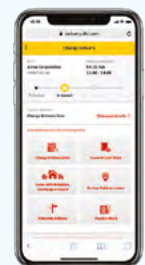
[dhl.com/express/mygts](https://dhl.com/express/mygts)



## ON DEMAND DELIVERY

DHL’s On Demand Delivery tool keeps receivers informed of shipment progress, allowing them to reschedule, reroute, release or conveniently collect from a DHL Service Point. It is an innovative, easy-to-use, mobile-friendly service, especially for residential deliveries.

Designed to enhance the online shopper’s experience, the service is available globally, meaning consistent service standards and a harmonized user experience.



[ondemand.dhl.com](https://ondemand.dhl.com)



Change delivery date



Leave in safe place



Deliver to alternative address



Collect from Service Point or locker



Vacation hold

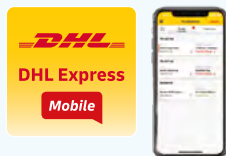


Leave with neighbor, concierge or guard

# DIGITALIZATION

## DHL EXPRESS MOBILE APP

The DHL Express Mobile app lets you track your shipments and manage your deliveries all in one place. You can locate the nearest DHL Service Point for parcel drop off or collection, and quickly check shipping rates too – right on your smartphone. Advanced GPS location services and camera barcode scanning are also available. Download DHL Express Mobile today, on Android or iOS.



## ROBOTICS

Driven by rapid technological advancements and increasing supply chain complexity, robotics solutions are entering the logistics environment, boosting productivity and driving zero-defect processes.

Robots are adopting more roles at DHL Express, assisting workers with the most repetitive and labor-intensive tasks and freeing them up to do higher-order, customer-facing activities. Examples include the use of articulated robotic arms for inducting flyers and small parcels at 99,99% accuracy, ensuring faster processing and fewer mis-sorts. We have four such robots in use globally, with plans for more in the future.

Our robots help connect your shipments through our network at higher speed and quality, by giving operations extra help.



## DIGITAL ASSISTANT

Our Digital Assistant is a live chat helpdesk that offers a 24/7 service across multiple online channels and platforms, and in 41 languages, including Macedonian. It tracks your shipments, answers queries and directs you to FAQs.

Chat with us  
now!

## DIGITAL TRUST

Logistics requires transferring data and content around the world and we embrace a responsibility to do this securely. Our standards led by our Binding Corporate Rules and by our [Data Privacy Policy](#) apply throughout the DHL Group and are approved by the Supervisory Authorities. We maintain a comprehensive [Information Security and Data Protection](#) approach based on ISO/IEC 27001:2013 and GDPR, to ensure a high standard when managing customer information assets and personal data. We aim to provide a rapid response to any security incident via our 24x7 Cyber Defence Centre (CDC) with global coverage and our global DPO community.

DHL Group acts as controller in respect of any personal data it receives from customers and holds to effectively provide transportation services and in regard to the delivery of any shipments or documents that it processes to perform its contractual obligations. DHL Group will act as a data controller when an individual is executing their rights under privacy legislations.

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Zones and Rates

# ZONES AND RATES

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## CALCULATE THE PRICE OF YOUR SHIPMENT



Determine which zone your destination is in and whether yours is a document or non-document shipment.



Is your shipment international or domestic and how quickly do you want it to arrive?



Based on weight, zone and speed, confirm your base price for exports, imports and domestic services.



Add any optional services and check if any surcharges apply.

Base price + Optional services + Surcharges = **Total price**

## OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
GoGreen Plus	Per shipment	Minimum 11 MKD per kg
Dedicated Pickup	Per shipment	27 MKD per kg with minimum of 1.830 MKD
Dedicated Delivery	Per shipment	28 MKD per kg with minimum of 2.480 MKD
Saturday Pickup	Per shipment	1.830 MKD
Saturday Delivery	Per shipment	2.440 MKD
Shipment Insurance	By shipment value	1.600 MKD or 1% of stated shipment value if higher
Extended Liability	Per shipment	305 MKD
Shipment Preparation	Per shipment	1.525 MKD
<b>Packaging Supplies</b>		
Plastic Flyer	Per stack	1.240 per stack (100 flyers)
Bulk Packaging	Per stack	Variable
<b>Duty Billing Services</b>		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of 976 MKD
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 732 MKD
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 732 MKD
Verbal Notification	Per shipment	310 MKD
Hold for Collection	No charge	No charge
Residential Address	Per shipment	305 MKD
Direct Signature	Per shipment	310 MKD
No Signature Required	No charge	No charge
Change of Billing	Per invoice	732 MKD
Neutral Delivery	Per shipment	310 MKD

For a full list of optional services, please visit [mydhl.express.dhl](https://mydhl.express.dhl).

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## SURCHARGES

[View explanation](#)

Surcharges	Charging method	Charge
Fuel Surcharge	Per shipment	Percentage of transportation and additional charges, as per index; details <a href="#">here</a>
Remote Area Delivery	Per shipment	31 MKD per kg 1.340 MKD minimum per shipment
Remote Area Pickup	Per shipment	31 MKD per kg 1.340 MKD minimum per shipment
<b>Additional Handling</b>		
Non-Stackable Pallet	Per pallet	18.300 MKD
Overweight Piece	Per piece	5.795 MKD
Oversize Piece	Per piece	1.240 MKD
Non-Conveyable Piece	Per piece	1.240 MKD
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
<b>Dangerous Goods</b>		
Excepted Quantities	Per shipment	610 MKD
Dry Ice (UN1845)	Per shipment	732 MKD
Lithium Batteries <b>with</b> equipment		
Lithium Ion PI966, Section II	Per shipment	310 MKD
Lithium Metal PI969, Section II	Per shipment	310 MKD
Lithium Batteries <b>in</b> equipment	No charge	No charge
Full Dangerous Goods	Per shipment	6.100 MKD
Consumer Goods ID8000	Per shipment	1.525 MKD
Address Correction	Per shipment	671 MKD
Data Entry	Per shipment	610 MKD
<b>Security Charges</b>		
Elevated Risk	Per shipment	1.830 MKD
Restricted Destination	Per shipment	1.860 MKD

For a full list of surcharges, please visit [mydhl.express.dhl](https://mydhl.express.dhl).

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## CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	2.745 MKD
Clearance Processing	Per shipment	620 MKD
Permits and Licenses	Per shipment	2.745 MKD plus cost of certificate
Bonded Storage	Per shipment, per day after three calendar days	671 MKD per shipment (both per day after three calendar days)
Multiline Entry	Rate per line, after five lines	310 MKD
Release to Broker	Per shipment	2.745 MKD
Broker Notification	Per shipment	732 MKD
Other Government Agency	Per shipment	2.745 MKD plus cost of certificate
Bonded Transit	Per shipment	2.745 MKD
Temporary Import/Export	Per shipment	2.745 MKD
Preferential Origin	Per shipment	610 MKD
Export Declaration	Per shipment	620 MKD
Post Clearance Modification	Per shipment	4.880 MKD

For a full list of customs services, please visit [mydhl.express.dhl](https://mydhl.express.dhl).



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## SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Afghanistan	6	✓			✓
Albania	1	✓	✓	✓	✓
Algeria	6	✓			✓
American Samoa	6	✓	✓		✓
Andorra	3	✓	✓	✓	✓
Angola	6	✓	✓	✓	✓
Anguilla	6	✓			✓
Antigua	6	✓			✓
Argentina	6	✓	✓		✓
Armenia	6	✓	✓		✓
Aruba	6	✓			✓
Australia	6	✓	✓	✓	✓
Austria	2	✓	✓	✓	✓
Azerbaijan	6	✓	✓		✓
Bahamas	6	✓	✓	✓	✓
Bahrain	6	✓	✓	doc	✓
Bangladesh	6	✓			✓
Barbados	6	✓	✓	✓	✓
Belarus	6	✓	✓		✓
Belgium	2	✓	✓	✓	✓
Belize	6	✓	✓		✓
Benin	6	✓			✓
Bermuda	6	✓	✓		✓
Bhutan	6	✓			✓
Bolivia	6	✓	✓	✓	✓
Bonaire	6	✓	doc		✓
Bosnia and Herzegovina	1	✓			✓
Botswana	6	✓	doc	doc	✓
Brazil	6	✓	✓	✓	✓
Brunei	6	✓			✓
Bulgaria	1	✓	✓		✓
Burkina Faso	6	✓	doc	doc	✓
Burundi	6	✓			✓
Cambodia	6	✓	✓		✓
Cameroon	6	✓	✓		✓
Canada	4	✓	✓	✓	✓
Canary Islands, The	6	✓			✓
Cape Verde	6	✓			✓
Cayman Islands	6	✓	doc	doc	✓
Central African Republic	6	✓			✓
Chad	6	✓			✓
Chile	6	✓	✓		✓
China, People's Republic	5	✓	doc		✓
Colombia	6	✓	✓	✓	✓
Comoros	6	✓			✓
Congo	6	✓			✓
Congo, Democratic Rep. of	6	✓	doc		✓
Cook Islands	6	✓			✓
Costa Rica	6	✓	✓		✓
Cote d'Ivoire	6	✓	doc		✓
Croatia	1	✓	✓	✓	✓
Cuba	6	✓			✓
Curacao	6	✓	✓	doc	✓
Cyprus	3	✓	doc	doc	✓
Czech Republic, The	2	✓	✓	✓	✓
Denmark	3	✓	✓	✓	✓
Djibouti	6	✓			✓
Dominica	6	✓	doc		✓
Dominican Republic	6	✓	✓	doc	✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Ecuador	6	✓	doc		✓
Egypt	6	✓	✓	doc	✓
El Salvador	6	✓	✓	✓	✓
Eritrea	6	✓			✓
Estonia	3	✓	✓		✓
Eswatini	6	✓	✓	doc	✓
Ethiopia	6	✓			✓
Falkland Islands	6	✓			✓
Faroe Islands	6	✓			✓
Fiji	6	✓			✓
Finland	3	✓	✓		✓
France	2	✓	✓	✓	✓
French Guiana	6	✓	doc		✓
Gabon	6	✓	doc		✓
Gambia	6	✓			✓
Georgia	6	✓	✓		✓
Germany	2	✓	✓	✓	✓
Ghana	6	✓	✓	doc	✓
Gibraltar	3	✓	✓	✓	✓
Greece	1	✓	✓		✓
Greenland	6	✓			✓
Grenada	6	✓			✓
Guadeloupe	6	✓	doc		✓
Guam	6	✓	✓		✓
Guatemala	6	✓	✓		✓
Guernsey	3	✓	✓	✓	✓
Guinea Republic	6	✓	doc		✓
Guinea-Bissau	6	✓			✓
Guinea-Equatorial	6	✓			✓
Guyana (British)	6	✓	doc		✓
Haiti	6	✓	✓		✓
Honduras	6	✓	✓	doc	✓
Hong Kong SAR China	5	✓	✓	✓	✓
Hungary	2	✓	✓		✓
Iceland	6	✓	✓		✓
India	5	✓	doc		✓
Indonesia	6	✓			✓
Iran, Islamic Rep. of	6	✓			✓
Iraq	6	✓			✓
Ireland, Rep. of	3	✓	✓	✓	✓
Israel	3	✓			✓
Italy	2	✓	✓	✓	✓
Jamaica	6	✓	✓		✓
Japan	5	✓	✓		✓
Jersey	3	✓	✓	✓	✓
Jordan	6	✓	✓	✓	✓
Kazakhstan	6	✓	✓		✓
Kenya	6	✓	✓	doc	✓
Kiribati	6	✓			✓
Korea, D.P.R. of (North)	6	✓			✓
Korea, Rep. of (South)	5	✓	✓		✓
Kosovo	1	✓			✓
Kuwait	6	✓	✓	✓	✓
Kyrgyzstan	6	✓	✓		✓
Lao P.D.R.	6	✓	✓	doc	✓
Latvia	3	✓	✓	doc	✓
Lebanon	6	✓	✓	doc	✓
Lesotho	6	✓	✓	doc	✓
Liberia	6	✓			✓

doc = document contents only ✓ = document and non-document contents

Continues overleaf

For transit times and the availability of DHL Express 12:00 and DHL Express 9:00 for your origin and destination address, please refer to the DHL Capability Tool at [dct.dhl.com](https://dct.dhl.com). Pieces with a single base length up to 300cm are accepted. Additional surcharges may apply.

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## ➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Libya	6	✓			✓
Liechtenstein	2	✓	✓	✓	✓
Lithuania	3	✓	✓		✓
Luxembourg	2	✓	✓	✓	✓
Macau SAR China	6	✓			✓
Madagascar	6	✓	✓		✓
Malawi	6	✓			✓
Malaysia	5	✓	✓	✓	✓
Maldives	6	✓			✓
Mali	6	✓			✓
Malta	3	✓	doc	doc	✓
Marshall Islands	6	✓	✓		✓
Martinique	6	✓	✓		✓
Mauritania	6	✓			✓
Mauritius	6	✓	✓	doc	✓
Mayotte	6	✓			✓
Mexico	4	✓	✓		✓
Micronesia, Fed. States of	6	✓			✓
Moldova, Rep. of	6	✓	✓		✓
Monaco	2	✓	✓	✓	✓
Mongolia	6	✓			✓
Montenegro, Rep. of	1	✓	doc		✓
Montserrat	6	✓			✓
Morocco	6	✓	✓	✓	✓
Mozambique	6	✓	doc	doc	✓
Myanmar	6	✓	doc		✓
Namibia	6	✓	doc	doc	✓
Nauru, Rep. of	6	✓			✓
Nepal	6	✓			✓
Netherlands, The	2	✓	✓	✓	✓
Nevis	6	✓	doc		✓
New Caledonia	6	✓			✓
New Zealand	6	✓	✓	✓	✓
Nicaragua	6	✓	✓	✓	✓
Niger	6	✓			✓
Nigeria	6	✓	✓		✓
Niue	6	✓			✓
Northern Mariana Islands	6	✓			✓
Norway	3	✓	✓	✓	✓
Oman	6	✓	✓	✓	✓
Pakistan	6	✓	✓	doc	✓
Palau	6	✓			✓
Panama	6	✓	✓		✓
Papua New Guinea	6	✓			✓
Paraguay	6	✓	✓	✓	✓
Peru	6	✓	✓		✓
Philippines, The	6	✓	✓	✓	✓
Poland	2	✓	✓	✓	✓
Portugal	3	✓	✓	✓	✓
Puerto Rico	6	✓	✓	✓	✓
Qatar	6	✓	✓	✓	✓
Reunion, Island of	6	✓	✓		✓
Romania	2	✓	✓		✓
Russian Federation, The	6	✓	✓	doc	✓
Rwanda	6	✓			✓
Samoa	6	✓			✓
San Marino	2	✓	✓	✓	✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Sao Tome & Principe	6	✓			✓
Saudi Arabia	5	✓	✓	✓	✓
Senegal	6	✓	✓	doc	✓
Serbia, Rep. of	1	✓			✓
Seychelles	6	✓			✓
Sierra Leone	6	✓	doc		✓
Singapore	5	✓	✓	✓	✓
Slovakia	2	✓	✓	✓	✓
Slovenia	1	✓	✓	doc	✓
Solomon Islands	6	✓			✓
Somalia	6	✓			✓
Somaliland, Rep. (N. Somalia)	6	✓			✓
South Africa	6	✓	✓	doc	✓
South Sudan	6	✓			✓
Spain	3	✓	✓	✓	✓
Sri Lanka	6	✓	✓	✓	✓
St. Barthelemy	6	✓	doc		✓
St. Eustatius	6	✓	✓		✓
St. Helena	6	✓			✓
St. Kitts	6	✓	doc		✓
St. Lucia	6	✓	doc		✓
St. Maarten	6	✓	✓	✓	✓
St. Vincent	6	✓			✓
Sudan	6	✓			✓
Suriname	6	✓			✓
Sweden	3	✓	✓	✓	✓
Switzerland	2	✓	✓	✓	✓
Syria	6	✓			✓
Tahiti	6	✓			✓
Taiwan, China	5	✓	✓	✓	✓
Tajikistan	6	✓			✓
Tanzania	6	✓	doc	doc	✓
Thailand	6	✓	✓	✓	✓
Timor-Leste	6	✓			✓
Togo	6	✓			✓
Tonga	6	✓			✓
Trinidad and Tobago	6	✓	✓	✓	✓
Tunisia	6	✓			✓
Türkiye	3	✓	✓		✓
Turkmenistan	6	✓	✓		✓
Turks and Caicos Islands	6	✓	doc		✓
Tuvalu	6	✓			✓
Uganda	6	✓	doc	doc	✓
Ukraine	3	✓	✓	✓	✓
United Arab Emirates	5	✓	✓	✓	✓
United Kingdom	2	✓	✓	✓	✓
United States of America	4	✓	✓	✓ (10:30)	✓
Uruguay	6	✓	✓	✓	✓
Uzbekistan	6	✓	✓		✓
Vanuatu	6	✓			✓
Vatican City	2	✓	✓		✓
Venezuela	6	✓			✓
Vietnam	6	✓	doc	doc	✓
Virgin Islands (British)	6	✓	✓	✓	✓
Virgin Islands (US)	6	✓			✓
Yemen, Rep. of	6	✓			✓
Zambia	6	✓	✓	doc	✓
Zimbabwe	6	✓	doc		✓

doc = document contents only ✓ = document and non-document contents

For transit times and the availability of DHL Express 12:00 and DHL Express 9:00 for your origin and destination address, please refer to the DHL Capability Tool at [dct.dhl.com](https://dct.dhl.com). Pieces with a single base length up to 300cm are accepted. Additional surcharges may apply.

# ZONES AND RATES

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## Export rates by zone and product

### DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Envelopes up to 0,3kg						
0,3	2.832	3.168	3.432	3.614	4.153	4.735
Documents only up to 2kg						
0,5	3.244	3.557	3.929	4.239	4.685	5.238
1	3.839	4.173	4.685	5.131	5.610	6.478
1,5	4.434	4.768	5.428	6.025	6.535	7.718
2	5.029	5.363	6.171	6.919	7.460	8.958
Documents from 2,5kg and non-documents from 0,5kg						
0,5	4.426	4.648	4.850	5.045	5.648	6.423
1	4.889	5.260	5.613	5.967	6.610	7.523
1,5	5.352	5.871	6.375	6.881	7.564	8.615
2	5.815	6.482	7.137	7.795	8.518	9.707
2,5	6.278	7.093	7.899	8.709	9.472	10.799
3	6.657	7.479	8.421	9.384	10.241	11.720
3,5	7.036	7.865	8.943	10.059	11.010	12.641
4	7.415	8.251	9.465	10.734	11.779	13.562
4,5	7.794	8.637	9.987	11.409	12.548	14.483
5	8.173	9.023	10.509	12.084	13.317	15.404
5,5	8.475	9.328	10.879	12.602	13.854	16.155
6	8.777	9.633	11.249	13.120	14.391	16.906
6,5	9.079	9.938	11.619	13.638	14.928	17.657
7	9.381	10.243	11.989	14.156	15.465	18.408
7,5	9.683	10.548	12.359	14.674	16.002	19.159
8	9.985	10.853	12.729	15.192	16.539	19.910
8,5	10.287	11.158	13.099	15.710	17.076	20.661
9	10.589	11.463	13.469	16.228	17.613	21.412
9,5	10.891	11.768	13.839	16.746	18.150	22.163
10	11.193	12.073	14.209	17.264	18.687	22.914
11	11.709	12.613	14.885	17.940	19.569	23.966
12	12.225	13.153	15.561	18.616	20.451	25.018
13	12.741	13.693	16.237	19.292	21.333	26.070
14	13.257	14.233	16.913	19.968	22.215	27.122
15	13.773	14.773	17.589	20.644	23.097	28.174
16	14.289	15.313	18.265	21.320	23.979	29.226
17	14.805	15.853	18.941	21.996	24.861	30.278
18	15.321	16.393	19.617	22.672	25.743	31.330

Continues overleaf

# ZONES AND RATES

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## Export rates by zone and product

### ➔ DHL EXPRESS WORLDWIDE

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
19	15.837	16.933	20.293	23.348	26.625	32.382
20	16.353	17.473	20.969	24.024	27.507	33.434
21	16.961	18.121	21.741	25.104	28.645	35.056
22	17.569	18.769	22.513	26.184	29.783	36.678
23	18.177	19.417	23.285	27.264	30.921	38.300
24	18.785	20.065	24.057	28.344	32.059	39.922
25	19.393	20.713	24.829	29.424	33.197	41.544
26	20.001	21.361	25.601	30.504	34.335	43.166
27	20.609	22.009	26.373	31.584	35.473	44.788
28	21.217	22.657	27.145	32.664	36.611	46.410
29	21.825	23.305	27.917	33.744	37.749	48.032
30	22.433	23.953	28.689	34.824	38.887	49.654
40	28.623	30.533	36.579	45.734	50.487	64.864
50	34.813	37.113	44.469	56.644	62.087	80.074
60	41.003	43.693	52.359	67.554	73.687	95.284
70	47.193	50.273	60.249	78.464	85.287	110.494
For each additional 0,5kg						
Above 10	258	270	338	338	441	526
Above 20	304	324	386	540	569	811
For each additional 1kg						
30,1 - 70,0	619	658	789	1.091	1.160	1.521
70,1 - 300,0	641	680	812	1.133	1.211	1.739
300,1 - 3.000*	715	749	894	1.272	1.332	1.928

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 151 countries worldwide.

Add 310 MKD to the DHL Express Worldwide prices.

**DHL Express 9:00 (10:30 to the USA)** – Guaranteed delivery before 9:00 on the next possible working day to over 86 countries worldwide. Add 2.135 MKD to the DHL Express Worldwide prices.

Rates are rounded up to the nearest 0,5kg for shipments up to 30kg, and to the nearest 1kg thereafter. Each piece weight is rounded up to the nearest 0,5kg.

Rates are in MKD and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see [mydhl.express.dhl](https://mydhl.express.dhl) for details.

\*DHL Express does not accept shipments exceeding 3.000kg, or containing pieces exceeding 1.000kg or 300cm in length, and/or not meeting DHL standards for packing. Refer to our Packing Guide on [mydhl.express.dhl](https://mydhl.express.dhl). These network restrictions are subject to change with 30 days' notice.

In the event any country leaves the European Union, DHL reserves the right to change rates or zones with 30 days' notice.

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## Import rates by zone and product

### DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Documents only up to 2kg						
0,5	3.674	3.992	4.400	4.758	5.316	5.949
1	4.546	4.653	5.272	5.774	6.351	7.040
1,5	5.058	5.308	6.144	6.790	7.386	8.131
2	5.570	5.963	7.016	7.806	8.421	9.222
Documents from 2,5kg and non-documents from 0,5kg						
0,5	4.938	5.153	5.314	5.443	6.158	6.998
1	5.468	5.832	6.216	6.509	7.171	8.132
1,5	5.998	6.511	7.118	7.565	8.184	9.266
2	6.528	7.190	8.020	8.621	9.197	10.400
2,5	7.058	7.869	8.918	9.672	10.208	11.534
3	7.509	8.320	9.519	10.425	10.985	12.593
3,5	7.960	8.771	10.120	11.178	11.762	13.652
4	8.411	9.222	10.721	11.931	12.539	14.711
4,5	8.862	9.673	11.322	12.684	13.316	15.770
5	9.313	10.124	11.923	13.437	14.093	16.829
5,5	9.631	10.442	12.314	13.987	14.738	17.617
6	9.949	10.760	12.705	14.537	15.383	18.405
6,5	10.267	11.078	13.096	15.087	16.028	19.193
7	10.585	11.396	13.487	15.637	16.673	19.981
7,5	10.903	11.714	13.878	16.187	17.318	20.769
8	11.221	12.032	14.269	16.737	17.963	21.557
8,5	11.539	12.350	14.660	17.287	18.608	22.345
9	11.857	12.668	15.051	17.837	19.253	23.133
9,5	12.175	12.986	15.442	18.387	19.898	23.921
10	12.493	13.304	15.833	18.937	20.543	24.709
11	13.023	13.854	16.559	19.689	21.495	25.943
12	13.553	14.404	17.285	20.441	22.447	27.177
13	14.083	14.954	18.011	21.193	23.399	28.411
14	14.613	15.504	18.737	21.945	24.351	29.645
15	15.143	16.054	19.463	22.697	25.303	30.879
16	15.673	16.604	20.189	23.449	26.255	32.113
17	16.203	17.154	20.915	24.201	27.207	33.347
18	16.733	17.704	21.641	24.953	28.159	34.581

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## Import rates by zone and product

### 🔗 DHL EXPRESS WORLDWIDE IMPORT

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
19	17.263	18.254	22.367	25.705	29.111	35.815
20	17.793	18.804	23.093	26.457	30.063	37.049
21	18.403	19.430	23.859	27.553	31.261	38.817
22	19.013	20.056	24.625	28.649	32.459	40.585
23	19.623	20.682	25.391	29.745	33.657	42.353
24	20.233	21.308	26.157	30.841	34.855	44.121
25	20.843	21.934	26.923	31.937	36.053	45.889
26	21.453	22.560	27.689	33.033	37.251	47.657
27	22.063	23.186	28.455	34.129	38.449	49.425
28	22.673	23.812	29.221	35.225	39.647	51.193
29	23.283	24.438	29.987	36.321	40.845	52.961
30	23.893	25.064	30.753	37.417	42.043	54.729
40	30.973	32.464	39.513	49.997	55.103	73.409
50	38.053	39.864	48.273	62.577	68.163	92.089
60	45.133	47.264	57.033	75.157	81.223	110.769
70	52.213	54.664	65.793	87.737	94.283	129.449
For each additional 0,5kg						
Above 10	265	275	363	376	476	617
Above 20	305	313	383	548	599	884
For each additional 1kg						
30,1 - 70,0	708	740	876	1.258	1.306	1.868
70,1 - 300,0	730	775	901	1.318	1.384	1.921
300,1 - 3.000*	811	853	990	1.449	1.521	2.133

Rates are rounded up to the nearest 0,5kg for shipments up to 30kg, and to the nearest 1kg thereafter. Each piece weight is rounded up to the nearest 0,5kg.

Rates are in MKD and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see [mydhl.express.dhl](https://mydhl.express.dhl) for details.

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## DOMESTIC SERVICES

DHL offers door-to-door delivery of parcels and documents to all major Macedonian cities. We have offices in Bitola, Veles, Gevgelija, Gostivar, Kavadarci, Kicevo, Kumanovo, Ohrid, Prilep, Skopje, Strumica, Tetovo and Stip, which also cover cities in a 30km radius from city centers (for instance Kocani, Negotino and Struga).

### DHL SameDay Domestic

Weight in kg	Price (MKD)
1,00	768
2,00	902
3,00	1.014
4,00	1.126
5,00	1.238
+1kg	169

### DHL SameDay Domestic

With DHL Same Day Delivery, the shipment may be collected before 12:00 and delivered before 18:00 on the same day. If you are part of the hi-tech or health industry, technical testing industry, financial or some other fast-paced industry, it is likely that you need to send documents that require fast delivery. DHL Same Day Delivery lets you improve your customer care and post-sales services. It gives you more time when the business world you are part of imposes ever-tightening deadlines. This service is currently offered only within the same city.

### DHL Express 18:00 Domestic

Our popular delivery before 18:00 offers a secure and efficient solution for door to door shipment delivery of your urgent parcels or documents to all major Macedonian cities, overnight or before the end of the next business day.

### DHL Express 9:00 Domestic

When your documents or parcels need to be delivered to major Macedonian cities before 9:00, our Domestic Delivery before 9:00 is the solution you need.

**Add 305.00 MKD + VAT to the price for Domestic Express 18:00.**

### Domestic Express 18:00

Weight in kg	Price (MKD)
0,1 - 5,0	303
5,1 - 6,0	364
6,1 - 7,0	425
7,1 - 8,0	486
8,1 - 9,0	547
9,1 - 10,0	608
10,1 - 11,0	626
11,1 - 12,0	644
12,1 - 13,0	662
13,1 - 14,0	680
14,1 - 15,0	698
15,1 - 16,0	716
16,1 - 17,0	734
17,1 - 18,0	752
18,1 - 19,0	770
19,1 - 20,0	788
20,1 - 21,0	801
21,1 - 22,0	814
22,1 - 23,0	827
23,1 - 24,0	840
24,1 - 25,0	853
25,1 - 26,0	866
26,1 - 27,0	879
27,1 - 28,0	892
28,1 - 29,0	905
29,1 - 30,0	918

### DHL Express 12:00 Domestic

When your documents or parcels need to be delivered to major Macedonian cities before 12:00, our Domestic Delivery before 12:00 is the solution you need.

**Add 75.00 MKD + VAT to the price for Domestic Express 18:00.**

Rates are rounded up to the nearest 1kg. Each piece weight is rounded up to the nearest 0,5kg.

All prices are in Macedonian denars and exclude VAT calculated (18% VAT rate is applied). The maximum shipment weight is 30kg. In accordance with DHL Terms and Conditions. For more information on service availability, please contact our Customer Service on tel. 02/15 333 (Option 1).

# SERVICE POINTS

<b>Skopje</b> Ul. 32 br.5 Nas. Ilinden 1041 Skopje Phone: +389-2-2581581 <i>Working hours:</i> Monday - Friday: 08:00 - 17:00 Saturday - Sunday: Closed	<b>Gostivar</b> Ul. Braka Blazevski br.1 1230 Gostivar Phone: +389-42-211646 Mobile: +389-77-903925 <i>Working hours:</i> Monday - Saturday: 09:00 - 17:00 Sunday: Closed	<b>Ohrid</b> Bul. Turisticka br.47/V 6000 Ohrid Phone: +389-46-254455 Mobile: +389-72-204716 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed	<b>Tetovo</b> Ul. Marsal Tito br.138 1200 Tetovo Phone: +389-44-458 811 Mobile: +389-71-223-003 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed
<b>Service Point - Skopje</b> Bul. Ilinden bb opposite the Government of RM 1000 Skopje Phone: +389-2-2581581 <i>Working hours:</i> Monday - Friday: 08:00 - 12:00 12:30 - 16:00 Saturday - Sunday: Closed	<b>Kavadarci</b> Ul. Industriska br.15 (carinski terminal) 1430 Kavadarci Phone: +389-43-415742 Mobile: +389-71-304500 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed	<b>Veles</b> Ul. Straso Pindzur br.4 1400 Veles Mobile: +389-78-455411 <i>Working hours:</i> Monday - Friday: 08:00 - 15:00 Saturday - Sunday: Closed	<b>Bitola</b> Ul. Sirok Sokak br.67/3 7000 Bitola Phone: +389-47-612046 Mobile: +389-78-413766 <i>Working hours:</i> Monday - Friday: 09:00 - 17:00 Saturday - Sunday: Closed
<b>Kicevo</b> Ul. Rudnicka br. 39B 6250 Kicevo Phone: +389-45-222699 Mobile: +389-75-347307 <i>Working hours:</i> Monday - Friday: 08:30 - 16:00 Saturday - Sunday: Closed	<b>Stip</b> Kej Marsal Tito br.37 lok.42 2000 Stip Phone: +389-32-390860 Mobile: +389-70-264463 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed	<b>Gevgelija</b> Ul. Mile Pecanov br.11 1480 Гевгелија Mobile: +389-70-218345 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed	<b>Kumanovo</b> Ul. Oktomvriska Revolucija br.19A 1300 Kumanovo Phone: +389-31-452755 Mobile: +389-76-428840 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed
<b>Strumica</b> Ul. Mladinska br.119 2400 Strumica Mobile: +389-78-504234 <i>Working hours:</i> Monday - Friday: 09:30 - 15:00 Saturday - Sunday: Closed	<b>Prilep</b> Bul. Goce Delcev br.49A 7500 Prilep Phone: +389-48-404401 Mobile: +389-77-596673 <i>Working hours:</i> Monday - Friday: 08:00 - 16:00 Saturday - Sunday: Closed		

## READY TO SHIP?



Get a quote



02/15 333



Chat



mkgeneral@dhl.com



Find your nearest DHL Service Point

DHL Express Macedonia  
Ul. 32 br. 5 Nas. Ilinden  
1041, Skopje

Valid: 1st January 2025. For public use.



The information in this guide is correct as of 1st January 2025.  
DHL reserves the right to amend or modify any of the information at any time.