



DHL EXPRESS

# SERVICE & RATE GUIDE 2024

## MACAU SAR CHINA

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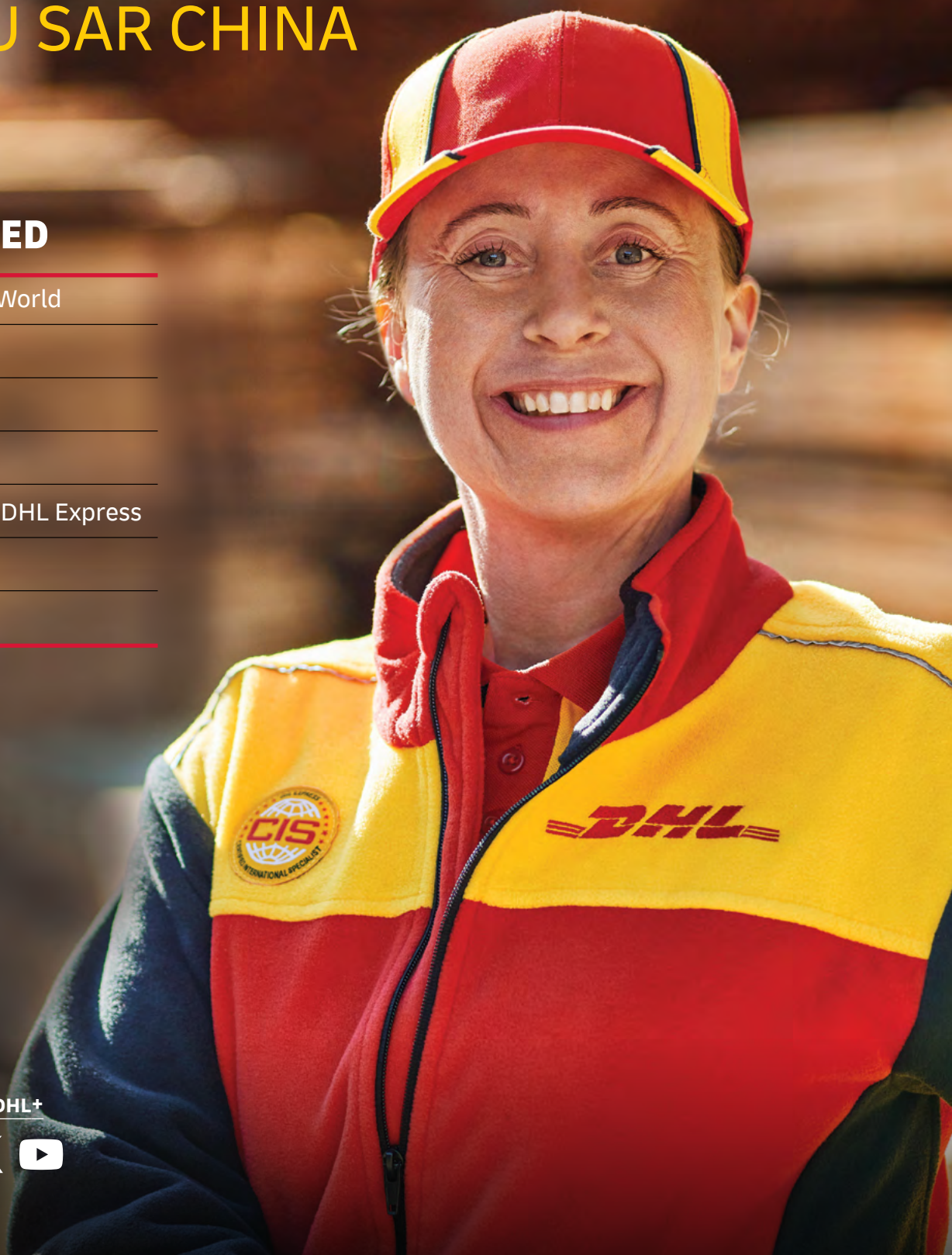
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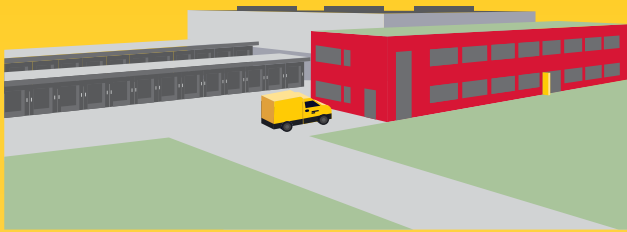
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# CONNECTING YOUR WORLD

**220**  
countries and  
territories served



**3,500**  
facilities

**500+**  
airports served  
worldwide



**300+**  
aircraft

**2,400+**  
flights per day



**34,500**  
vehicles



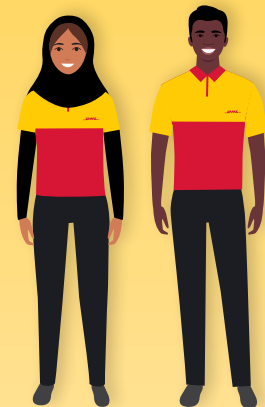
**148,000**  
Service Points

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

MISSION 2050  
**ZERO EMISSIONS**  
**GOGREEN**

**296**  
million

Time Definite shipments  
per year



**120,000**  
employees



**415**

TAPA\* certifications



Figures are global and are approximate as of the end of 2022  
\*TAPA = Transported Asset Protection Association

# DEAR CUSTOMER

Welcome to the DHL Express Service and Rate Guide for 2024. 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. 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 2.5 million customers around the world put their trust in us, and our team of 120,000+ Certified International Specialists strive to exceed their expectations on every single shipment.

Global logistics appears to be finally seeing the end of COVID-driven disruptions but yet is not completely back to the 'normal' of the previous time period. Overall, the global macroeconomic situation has started to stabilize although uncertainty remains. Aviation networks remain volatile in many parts of the world and the crisis in Europe continues to add complexity to global logistics. In the face of these and other challenges, we have continued to invest in safeguarding the resilience of our global network, which enables us to provide secure and reliable supply chain solutions to support our customers.

As an example, we have invested €320K in the expansion of TaiPa service center in Macau. This has boosted the warehouse space by 60% and increased the service center throughput by 50%. This expanded service center has strengthened our handling capability and shortened transit time, significantly improving service quality for our customers.

**Sustainability** continues to grow in focus in all logistics conversations and I invite you to learn how our [GoGreen Plus](#) service, introduced in 2023, and our leveraging of Sustainable

Aviation Fuel (SAF) can directly help make your products more environmentally friendly – a growing criterion in the purchase decision process of both individual consumers and businesses.

**Digitalization** retains its laser focus at DHL and we have brought to market a slew of tools to support our customers, in particular small businesses. For example, the new [My Global Trade Services tool](#) aims to reduce customs complexity and improve getting clearance 'first time right!'. The [DHL Express Commerce tool](#) can help small businesses fast-forward taking their online sales channels international. Small business owners, let us help support your growth by enabling you to Save More as you Ship More! You could benefit from our **Dynamic Discounting** commercial options. Interested? [Let's connect!](#)

In conclusion, please use this guide to learn how DHL Express products, services and tools can meet your logistics needs. **Thank you** for trusting us to be your Logistics Partner of Choice. Tell us how we can support your growth: reach out to us on [MyDHL+](#) or by calling Customer Service on (853) 2837 2828.

Sincerely,

Andy Chiang  
Managing Director  
DHL Express Hong Kong and Macau





# SUSTAINABILITY

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Everything we do is to serve one purpose: **Connecting people, improving lives.** To fulfill this purpose, we need to make every dimension of our business sustainable. Our Sustainability Roadmap sets out our ambitions in three focus areas: Environment, Social and Governance (ESG). Find case studies and more details [here](#).

## OUR TARGETS FOR 2030

**<29 million**

Reduction in our greenhouse gas emissions to under 29 million tonnes

**€7 billion**

Investment of €7 billion in green technologies

**SBTi**

Commitment to SBTi (Science-Based Targets initiatives)

**30%**

SAF blending of 30% for all air transport

## CLEAN OPERATIONS FOR CLIMATE PROTECTION

### Leader in sustainable aviation



Our GoGreen Plus service allows you to embrace green logistics by insetting, or reducing, the CO2 within your own supply chain. We do this by using Sustainable Aviation Fuel (SAF). And that is not only good for the environment, it can benefit you by helping you to report your CO2 emissions. Here is how to get on board:



- With the GoGreen Plus **basic contract**, 30% CO2 reduction (insetting) is applied to all your express shipments via air.
- In **MyDHL+**, you can opt for GoGreen Plus and choose which shipments to invest in with SAF.
- Alternatively, choose a **customized offer** for even more CO2 reduction.

Our GoGreen Plus service is made possible following DHL's landmark collaborations with bp and Neste to supply DHL Express with SAF, which is expected to save some **two million tons** of carbon dioxide emissions over the aviation fuel cycle.



### Green last-mile and line-haul

Electrify **60%** of last-mile delivery vehicles and increase share of sustainable fuels in line haul to more than **30%** by 2030.



### 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 CO2 air emissions by up to **100%**.

Through collaboration, we can make our supply chains more sustainable. Read more about the Era of Sustainable Logistics.



## GREAT COMPANY TO WORK FOR ALL

- Attract and retain the best talent
- Strong '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



# SERVICE OFFERING

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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

Our premium time-definite service offers a delivery before 9:00 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
Service description	Delivery by the end of the next possible business day	Delivery before 12 noon on the next possible business day	Delivery before 9:00 on the next possible business day
Money-back guarantee	No	Yes*	Yes*
Countries and territories covered	More than 220	66	13
Delivery attempts	2	2	2
Maximum piece weight (not on pallet)	70kg	70kg	30kg
Maximum pieces per shipment	–	10	10
Maximum piece dimensions (L x W x H)**	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm
Maximum pallet weight	1,000kg	Pallets not accepted	Pallets not accepted
Maximum shipment weight	3,000kg	300kg	300kg
Maximum pallet dimensions (L x W x H)	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted

\*Additional terms and conditions apply – see [mydhl.express.dhl/mo/en/legal.html](https://mydhl.express.dhl/mo/en/legal.html) 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.

If you need a faster delivery, our DHL Express 12:00 service is available for import as well. You can order an import from another country and territory, to be delivered to your country and territory 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.



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## GLOBAL TRADE AND YOU

A series of crises has put international trade at the center of the debate about economic growth and resilience. What are the current prospects for globalization and trade? Is there cause for concern? Is trade still an attractive source of growth? We deep dived into the data and conducted a thorough, fact-based analysis – and the results might just surprise you. In partnership with NYU Stern's Center for the Future of Management and its DHL Initiative on Globalization, the 'DHL Trade Growth Atlas' examines global trade growth trends and the trade patterns of 173 countries worldwide that combined make up more than 99% of world trade, GDP and population. Despite recent shocks and worsening macroeconomic conditions in much of the world, the study overall gives an upbeat assessment of the prospects for future trade growth.

We know the value of understanding the long-term global trade landscape for navigating short-term shifts in economic and trade growth. We help our customers make sense of what this means for their business to maximize the enormous potential of globalization and international trade.

**Trade growth expanding** across a broader range of countries

**New poles emerging:** world trade center of gravity moving south

**Shift in mix of products** traded by advanced vs. emerging economies



## POWERING UP THE POTENTIAL OF INTERNATIONAL E-COMMERCE

### Discover and grow

Visit [dhl.com/discover](https://dhl.com/discover) to learn more about how DHL helps e-commerce companies ranging from start-ups to large enterprises, advising them on how to grow internationally. Our e-commerce focussed country guides, white papers such as 'The Ultimate B2B E-Commerce Guide', customer and trend research and market intelligence tools can enable you to better understand your customers and their shipping requirements to take the next step in your e-commerce journey.

### International e-commerce

We help our customers go global with ease and speed to maximize the enormous potential of international e-commerce. DHL supports our customers' international growth with:

- Global reach
- Express delivery options
- Flexible delivery options for receivers (see 'On Demand Delivery')
- Duty billing options and customs expertise
- Consultative advice for our customers on how to increase sales and grow cross-border

### Fast, flexible and easy

Consumers expect everything 'on demand' – anytime, anywhere. DHL shipping options give customers a distinct competitive edge: over 90% of online consumers look at the available delivery options before going to the checkout, and their decision is influenced by delivery speed, flexibility and ease.



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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 climate neutral 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 and territories 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 and territories.

### 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 and territory.

### 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.

### Verified Delivery

On shipper request, DHL will verify the delivery of a shipment to the consignee, through a unique electronic authentication token, in form of a QR code.

### 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.

### Adult Signature

Delivery of a shipment to an adult. DHL will obtain a delivery signature from an adult at the stipulated delivery address.

### No Signature Required

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

### Printed Invoice

This service is for customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.

### 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/mo/en/ship/optional-services.html](https://mydhl.express.dhl/mo/en/ship/optional-services.html).

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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 fuel surcharge for International Time Definite services will be based on the daily average spot prices for US Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between 3rd week release of prior month to 3rd 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 and Non-Stackable Pallet.

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.

### 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 120cm. Does not apply to pieces already subject to Overweight Piece surcharge.

### 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 pieces below 30kg.

### 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/mo/en/ship/surcharges.html](https://mydhl.express.dhl/mo/en/ship/surcharges.html) 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.

### Limited Quantities

A surcharge is applied per shipment when the ground handling and transportation of shipments involves substances and commodities that are in Limited Quantities. In compliance with ADR regulations and which are restricted from air transportation. Such dangerous goods are restricted to no more than 30kg per piece and are accepted from approved Shippers only. 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 and territory 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 and territory 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**).





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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](#) tool, 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 in selected countries 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 CD players, 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 or broker notification, whichever is later. 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.

### 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.

### Export Declaration

Applies in countries and territories 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.



# HOW TO SHIP WITH DHL EXPRESS

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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 and territory 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 and territory 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).



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## 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/mo/en/help-and-support/shipping-advice/what-documents-do-i-need.html](https://mydhl.express.dhl/mo/en/help-and-support/shipping-advice/what-documents-do-i-need.html) for more guidance.

COMMERCIAL INVOICE

SENDER

Company Name:  
Contact Name:  
Building Name:  
Street Name & Number:  
Postcode:  
City/Country:  
Business/Private:  
Phone:  
Email:  
Tax ID/VAT Number:  
EORI Number:

GENERAL INFORMATION

Date:  
Waybill Number:  
Invoice Number:  
Shipment Reference Number:  
Receiver Reference Number:

RECEIVER

Company Name:  
Contact Name:  
Building Name:  
Street Name & Number:  
Postcode:  
City/Country:  
Business/Private:  
Phone:  
Email:  
Tax ID/VAT Number:  
EORI Number:

BILLED TO/IMPORTER OF RECORD (IOR) (if different from Receiver)

Company Name:  
Contact Name:  
Building Name:  
Street Name & Number:  
Postcode:  
City/Country:  
Business/Private:  
Phone:  
Email:  
Tax ID/VAT Number:  
EORI Number:

OTHER REMARKS

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 (Full Import HS Code Preferred)	Country of Origin	Qty	Unit Value & Currency	Sub-Total Value & Currency	Net Weight	Gross Weight
1								
2								
3								
						Total Goods Value & Currency	Total Net Weight	Total Gross Weight

Number of Invoice Line Items:

Total Units:

Number of Pieces:

Reason for Export:

Type of Export:

INCOTERM:

INCOTERM Place:

Carrier:

Ultimate Consignee:

Export License Number:

Import License Number:

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):

Terms of Payment:

Payer of GST/VAT:

Duty/Tax Billing Svc:

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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- Preparing Your Shipment
- Packaging Your Shipment
- Paying for Your Shipment

## 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

For more information please refer to the Packing Guide available on [mydhl.express.dhl/mo/en/help-and-support/shipping-advice/packing-with-care.html](https://mydhl.express.dhl/mo/en/help-and-support/shipping-advice/packing-with-care.html).

### Prohibited and Restricted Commodities

#### Prohibited Items

The following items will NOT be accepted for carriage by DHL.

This list includes items which are prohibited for carriage by any law, regulation or statute of any federal, state or local government of any country and territory from, to or through which the items may be carried. For international carriage there may be additional prohibited items specified by the country of destination. DHL may at its sole discretion refuse to carry other items not listed below.

- Bullion (of any precious metal)
- Cannabis
- Cash (legal tender – bank notes, currency notes and coins)
- Complete firearms, ammunition, explosives/explosive devices including inert explosives and test pieces, air guns, replica and imitation firearms
- Human remains or ashes in any form
- Hunting (animal) trophies, animal parts such as ivory and shark’s fin, animal remains or ashes, or animal by-products and derived products not intended for human consumption, prohibited for movement by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) and/or local law
- Illegal goods, such as counterfeit goods and narcotics
- Live animals (including but not limited to mammals, reptiles, fish, invertebrates, amphibians, birds, insects, larvae and pupae)
- Loose lithium metal batteries under IATA PI968 section II
- Loose precious and semi-precious stones (cut or un-cut, polished or un-polished)



# HOW TO SHIP WITH DHL EXPRESS

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## Preparing Your Shipment

### Restricted Items

The following items will NOT be accepted for carriage unless otherwise agreed to by DHL. To obtain such agreement a business case will need to be conducted by DHL and the items approved for carriage will be recorded in writing with the customer.

- Air guns, tasers, imitation or replica firearms, firearm parts and replica ammunition (includes rifle butts, trigger mechanisms, screws/bolts etc which are manufactured for the sole purpose of creating a functional firearm)
- Antiques and works of art with a shipment value in excess of €500,000
- Banderols/Tax stickers with a shipment value in excess of €500,000
- Cigarettes, cigars, tobacco products and electronic cigarettes with a shipment value in excess of €500,000
- Commemorative coins and medals with an individual value or total shipment value of €2,000 or more are restricted for carriage
- Dangerous/hazardous goods including but not limited to perfumes, aftershaves, aerosols, flammable substances, dry ice, biological substances, UN classified dangerous goods and any goods specified as such under International Air Transport Association regulations ("IATA"), the

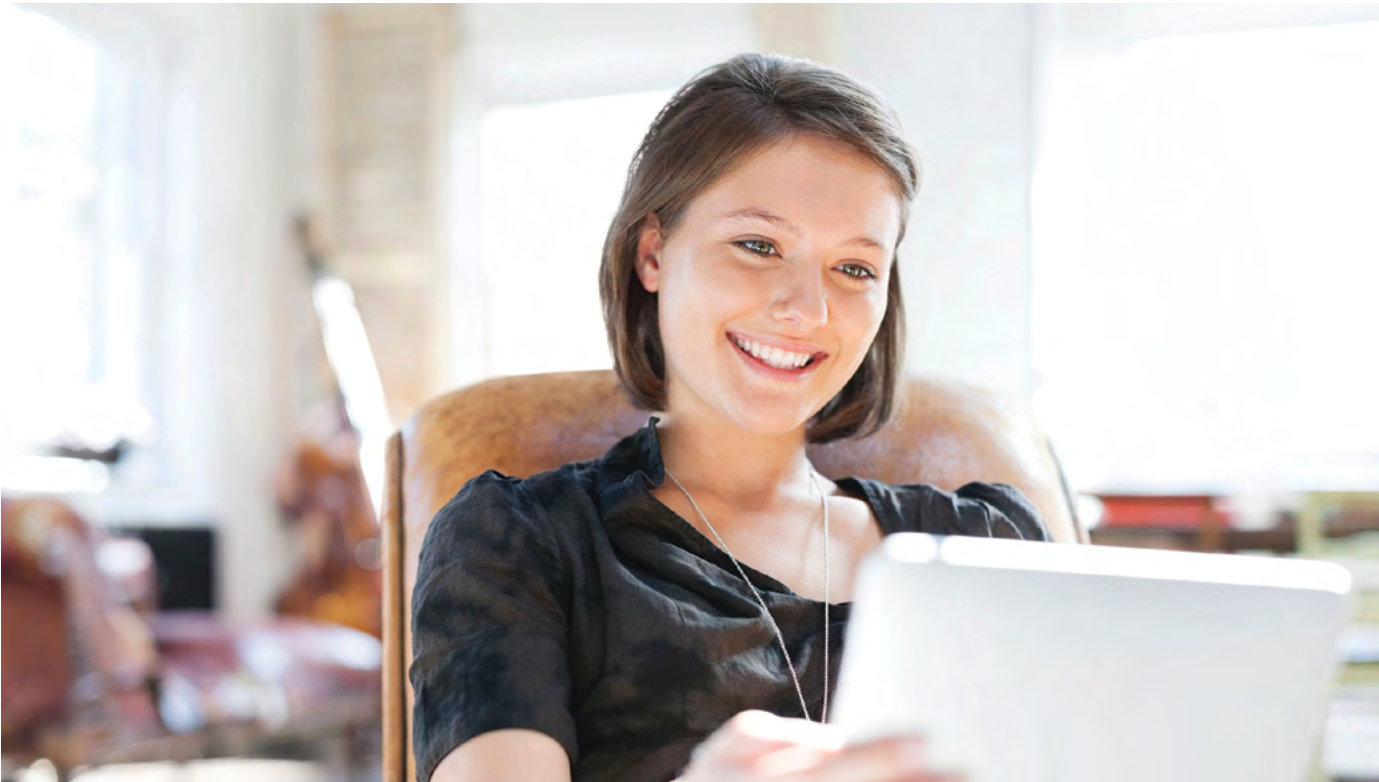
## Packaging Your Shipment

Agreement on Dangerous Goods by Road ("ADR") or International Maritime Dangerous Goods ("IMDG") regulations

- Financial and monetary commodities – examples include but are not limited to activated SIM cards for mobile phones, blank or activated credit or cash dispenser cards, blank checks, event tickets, lottery tickets, money or postal orders, pre-paid phone cards, tickets (blank stock), traveler's checks, vouchers/tokens, unused stamps etc. Applicable to all shipments valued in excess of €500,000
- Furs
- Jewelry and watches and with individual values in excess of €5,000. The shipment must not exceed €100,000

## PAYING FOR YOUR SHIPMENT

You can pay for DHL Express services either with cash, a credit card 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/mo/en/forms/open-account.html](https://mydhl.express.dhl/mo/en/forms/open-account.html).



# DIGITALIZATION

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**Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DHL Group's Strategy 2025. 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)

MyDHL+

## MY GLOBAL TRADE SERVICES

My Global Trade Services (MyGTS) is your trusted advisor for cross-border trade – taking the complexity out of customs. If you are wondering what the harmonized shipping (HS) codes are for your goods, what the estimated total cost of your shipment will be, what can help get your goods cleared, and what documentation may be required, find the answers to these questions and more on our online MyGTS portal.

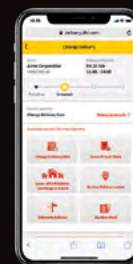
And the benefits for you? You can support clearing customs more quickly and more accurately, help avoid delays and unexpected customs or tax costs, and pre-plan your shipment journeys so that you understand potential prohibitions and restrictions.

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

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.



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

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



Scheduled delivery



Signature release/leave your signature



Alternative address



Collect from Service Point



Vacation hold



Leave with neighbor

## 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.





# DIGITALIZATION

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## 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.



## 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 Chinese. It tracks your shipments, answers queries and directs you to FAQs.


[Chat with us now!](#)


## 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 sorting inbound packages to last-mile delivery routes. We have four such robots in use globally, with this number set to double soon.

Our robots help get couriers out on the road faster – which means your parcels get delivered faster.

## 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.

# ZONES AND RATES


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Calculate the Price of Your Shipment	Optional Services	Surcharges	Customs Services	Service Capability and Rating Zones	Export Services	Import Services
--------------------------------------	-------------------	------------	------------------	-------------------------------------	-----------------	-----------------


## CALCULATE THE PRICE OF YOUR SHIPMENT




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



How quickly do you want your shipment to arrive?



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



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 of HK\$ 1.6 per kg
Dedicated Pickup	Per shipment	HK\$ 7 per kg with minimum of HK\$ 350
Dedicated Delivery	Per shipment	HK\$ 7 per kg with minimum of HK\$ 350
Saturday Pickup	Per shipment	HK\$ 350
Saturday Delivery	Per shipment	HK\$ 350
Shipment Insurance	By shipment value	HK\$ 70 or 2.1% of stated shipment value if higher
Extended Liability	Per shipment	HK\$ 70
Shipment Preparation	Per shipment	HK\$ 220
Packaging Supplies		
Plastic Flyer Stack	Per stack	HK\$ 160 per stack (100 flyers)
Bulk Packaging	Per stack	Variable
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of HK\$ 150
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of HK\$ 105
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of HK\$ 105
Verbal Notification	Per shipment	HK\$ 45
Hold for Collection	No charge	No charge
Verified Delivery	Per shipment	HK\$ 40
Residential Address	Per shipment	HK\$ 40
Direct Signature	Per shipment	HK\$ 45
Adult Signature	Per shipment	HK\$ 40
No Signature Required	No charge	No charge
Printed Invoice	Per invoice	HK\$ 30
Change of Billing	Per invoice	HK\$ 105
Neutral Delivery	Per shipment	HK\$ 45

For a full list of optional services, please visit our website at [mydhl.express.dhl/mo/en/ship/optional-services.html](https://mydhl.express.dhl/mo/en/ship/optional-services.html).

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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	HK\$ 5 per kg HK\$ 250 minimum per shipment
Remote Area Pickup	Per shipment	HK\$ 5 per kg HK\$ 250 minimum per shipment
Additional Handling		
Overweight Piece	Per piece	HK\$ 900
Oversize Piece	Per piece	HK\$ 500
Non-Stackable Pallet	Per piece	HK\$ 2,350
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Dangerous Goods		
Excepted Quantities	Per shipment	HK\$ 50
Dry Ice (UN1845)	Per shipment	HK\$ 100
Lithium Batteries <b>with</b> equipment		
Lithium Ion PI966, Section II	Per shipment	HK\$ 40
Lithium Metal PI969, Section II	Per shipment	HK\$ 40
Lithium Batteries <b>in</b> equipment	No charge	No charge
Full Dangerous Goods	Per shipment	HK\$ 1000
Consumer Goods ID8000	Per shipment	HK\$ 220
Limited Quantities	Per shipment	HK\$ 220
Address Correction	Per shipment	HK\$ 100
Data Entry	Per shipment	HK\$ 80
Security Charges		
Elevated Risk	Per shipment	HK\$ 260
Restricted Destination	Per shipment	HK\$ 350

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





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## CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	HK\$ 400
Clearance Processing	Per shipment	HK\$ 85
Permits and Licenses	Per shipment	HK\$ 400 plus cost of certificate
Bonded Storage	Per shipment, per day after three calendar days	HK\$ 100 per shipment and HK\$ 2 per kg (both per day after three calendar days)
Multiline Entry	Rate per line, after five lines	HK\$ 45
Release to Broker	Per shipment	HK\$ 400
Broker Notification	Per shipment	HK\$ 100
Bonded Transit	Per shipment	HK\$ 400
Export Declaration	Per shipment	HK\$ 100

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



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## SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	DHL Express Worldwide Imports	DHL Express 12:00 Imports
Albania	11	✓			✓	
Algeria	11	✓			✓	
American Samoa	11	✓			✓	
Andorra	9	✓			✓	
Angola	11	✓	✓		✓	
Anguilla	11	✓			✓	
Antigua	11	✓			✓	
Argentina	11	✓	non-doc		✓	
Armenia	11	✓			✓	doc
Aruba	11	✓			✓	
Australia	6	✓	✓	✓	✓	
Austria	9	✓	✓		✓	doc
Azerbaijan	11	✓			✓	doc
Bahamas	11	✓			✓	
Bahrain	11	✓	doc		✓	
Bangladesh	10	✓			✓	doc
Barbados	11	✓			✓	
Belarus	11	✓			✓	doc
Belgium	9	✓			✓	doc
Belize	11	✓			✓	
Benin	11	✓			✓	
Bermuda	11	✓			✓	
Bhutan	10	✓			✓	
Bolivia	11	✓			✓	
Bonaire	11	✓			✓	
Bosnia and Herzegovina	11	✓			✓	
Botswana	11	✓			✓	
Brazil	11	✓	✓		✓	
Brunei	4	✓			✓	
Bulgaria	9	✓	✓		✓	doc
Burkina Faso	11	✓			✓	
Burundi	11	✓			✓	
Cambodia	4	✓	doc		✓	doc
Cameroon	11	✓	✓		✓	
Canada	8	✓	✓		✓	
Canary Islands, The	11	✓			✓	
Cape Verde	11	✓			✓	
Cayman Islands	11	✓			✓	
Central African Republic	11	✓			✓	
Chad	11	✓			✓	
Chile	11	✓	non-doc		✓	
China, People's Republic						
Guangdong Province	2	✓	doc		✓	doc
Other Provinces	3	✓	doc		✓	doc
Colombia	11	✓	✓		✓	
Comoros	11	✓			✓	
Congo	11	✓			✓	
Congo, Democratic Rep. of	11	✓			✓	
Cook Islands	11	✓			✓	
Costa Rica	11	✓			✓	
Cote d'Ivoire	11	✓	doc		✓	
Croatia	9	✓			✓	
Cuba	11	✓			✓	
Curacao	11	✓			✓	
Cyprus	9	✓			✓	
Czech Republic, The	9	✓	✓		✓	doc
Denmark	9	✓	✓	✓	✓	doc
Djibouti	11	✓			✓	
Dominica	11	✓			✓	
Dominican Republic	11	✓			✓	
Ecuador	11	✓	doc		✓	

doc = document contents only    non-doc = non-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	DHL Express Worldwide Imports	DHL Express 12:00 Imports
Egypt	11	✓			✓	
El Salvador	11	✓			✓	
Eritrea	11	✓			✓	
Estonia	9	✓	✓		✓	
Eswatini	11	✓			✓	
Ethiopia	11	✓			✓	
Falkland Islands	11	✓			✓	
Faroe Islands	11	✓			✓	
Fiji	10	✓			✓	
Finland	9	✓			✓	doc
France	9	✓	✓	✓	✓	doc
French Guiana	11	✓			✓	
Gabon	11	✓	doc		✓	
Gambia	11	✓			✓	
Georgia	11	✓			✓	doc
Germany	9	✓	✓	✓	✓	doc
Ghana	11	✓			✓	
Gibraltar	9	✓			✓	
Greece	9	✓	✓		✓	
Greenland	11	✓			✓	
Grenada	11	✓			✓	
Guadeloupe	11	✓			✓	
Guam	11	✓			✓	
Guatemala	11	✓			✓	
Guernsey	9	✓			✓	
Guinea Republic	11	✓			✓	
Guinea-Bissau	11	✓			✓	
Guinea-Equatorial	11	✓			✓	
Guyana (British)	11	✓			✓	
Haiti	11	✓			✓	
Honduras	11	✓			✓	
Hong Kong SAR China	1	✓	doc		✓	doc
Hungary	9	✓	✓		✓	doc
Iceland	11	✓			✓	doc
India	9	✓	doc		✓	
Indonesia	4	✓			✓	doc
Iran, Islamic Rep. of	11	✓			✓	
Iraq	11	✓			✓	
Ireland, Rep. of	9	✓	✓	✓	✓	doc
Israel	10	✓			✓	
Italy	9	✓	✓	✓	✓	doc
Jamaica	11	✓			✓	
Japan	5	✓	✓		✓	doc
Jersey	9	✓			✓	
Jordan	11	✓			✓	
Kazakhstan	11	✓	✓		✓	
Kenya	11	✓	✓		✓	
Kiribati	11	✓			✓	
Korea, D.P.R. of (North)	11	✓			✓	
Korea, Rep. of (South)	3	✓	✓		✓	doc
Kosovo	11	✓			✓	
Kuwait	11	✓	✓		✓	
Kyrgyzstan	11	✓			✓	doc
Lao P.D.R.	4	✓			✓	doc
Latvia	9	✓			✓	doc
Lebanon	11	✓	doc		✓	
Lesotho	11	✓			✓	doc
Liberia	11	✓			✓	
Libya	11	✓			✓	
Liechtenstein	9	✓	✓		✓	
Lithuania	9	✓	doc		✓	doc

doc = document contents only    non-doc = non-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	DHL Express Worldwide Imports	DHL Express 12:00 Imports
Luxembourg	9	✓	✓		✓	doc
Madagascar	11	✓	✓		✓	
Malawi	11	✓			✓	
Malaysia	4		✓		✓	doc
Maldives	10	✓			✓	
Mali	11	✓			✓	
Malta	9	✓			✓	
Marshall Islands	11	✓			✓	
Martinique	11	✓			✓	
Mauritania	11	✓			✓	
Mauritius	11	✓			✓	doc
Mayotte	11	✓			✓	
Mexico	8	✓			✓	
Micronesia, Fed. States of	10	✓			✓	
Moldova, Rep. of	11	✓			✓	doc
Monaco	9	✓			✓	
Mongolia	10	✓			✓	
Montenegro, Rep. of	11	✓			✓	
Montserrat	11	✓			✓	
Morocco	11	✓			✓	
Mozambique	11	✓			✓	doc
Myanmar	4	✓			✓	
Namibia	11	✓	doc		✓	doc
Nauru, Rep. of	11	✓			✓	
Nepal	10	✓			✓	doc
Netherlands, The	9	✓	✓		✓	doc
Nevis	11	✓			✓	
New Caledonia	11	✓			✓	
New Zealand	6	✓			✓	
Nicaragua	11	✓			✓	
Niger	11	✓			✓	
Nigeria	11	✓			✓	
Niue	11	✓			✓	
North Macedonia	11	✓			✓	
Northern Mariana Islands	11	✓			✓	
Norway	9	✓	✓		✓	doc
Oman	11	✓	✓		✓	
Pakistan	10	✓	doc		✓	doc
Palau	11	✓			✓	
Panama	11	✓			✓	
Papua New Guinea	10	✓			✓	
Paraguay	11	✓	non-doc		✓	
Peru	11	✓	doc		✓	
Philippines, The	4	✓	✓	non-doc	✓	doc
Poland	9	✓	✓		✓	doc
Portugal	9	✓	✓		✓	doc
Puerto Rico	11	✓			✓	
Qatar	11	✓			✓	
Reunion, Island of	11	✓			✓	
Romania	9	✓	✓		✓	
Russian Federation, The	11	✓			✓	
Rwanda	11	✓			✓	
Samoa	11	✓			✓	
San Marino	9	✓			✓	doc
Sao Tome & Principe	11	✓			✓	
Saudi Arabia	11	✓	✓		✓	
Senegal	11	✓			✓	
Serbia, Rep. of	11	✓			✓	
Seychelles	11	✓			✓	
Sierra Leone	11	✓			✓	
Singapore	4	✓	✓		✓	doc

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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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Calculate the Price of Your Shipment	Optional Services	Surcharges	Customs Services	Service Capability and Rating Zones	Export Services	Import Services
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## ➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	DHL Express Worldwide Imports	DHL Express 12:00 Imports
Slovakia	9	✓	✓		✓	doc
Slovenia	9	✓	✓		✓	doc
Solomon Islands	11	✓			✓	
Somalia	11	✓			✓	
Somaliland, Rep. (N. Somalia)	11	✓			✓	
South Africa	11	✓	✓	✓	✓	doc
South Sudan	11	✓			✓	
Spain	9	✓	✓	non-doc	✓	doc
Sri Lanka	10	✓			✓	doc
St. Barthelemy	11	✓			✓	
St. Eustatius	11	✓			✓	
St. Helena	11	✓			✓	
St. Kitts	11	✓			✓	
St. Lucia	11	✓			✓	
St. Maarten	11	✓			✓	
St. Vincent	11	✓			✓	
Sudan	11	✓			✓	
Suriname	11	✓			✓	
Sweden	9	✓	✓	✓	✓	doc
Switzerland	9	✓	✓	non-doc	✓	doc
Syria	11	✓			✓	
Tahiti	11	✓			✓	
Taiwan, China	3	✓	✓	✓	✓	doc
Tajikistan	11	✓			✓	
Tanzania	11	✓			✓	
Thailand	4	✓	✓		✓	doc
Timor-Leste	10	✓			✓	
Togo	11	✓			✓	
Tonga	11	✓			✓	
Trinidad and Tobago	11	✓			✓	
Tunisia	11	✓			✓	
Türkiye	10	✓	✓		✓	
Turkmenistan	11	✓			✓	doc
Turks and Caicos Islands	11	✓			✓	
Tuvalu	11	✓			✓	
Uganda	11	✓			✓	
Ukraine	11	✓			✓	
United Arab Emirates	10	✓			✓	
United Kingdom	9	✓	✓	non-doc	✓	doc
United States of America						
Western Region	7	✓	✓		✓	
Rest of Country	8	✓	✓		✓	
Uruguay	11	✓			✓	
Uzbekistan	11	✓			✓	doc
Vanuatu	11	✓			✓	
Vatican City	9	✓	✓		✓	
Venezuela	11	✓			✓	
Vietnam	4	✓	doc		✓	doc
Virgin Islands (British)	11	✓			✓	
Virgin Islands (US)	11	✓			✓	
Yemen, Rep. of	11	✓			✓	
Zambia	11	✓	doc		✓	doc
Zimbabwe	11	✓	doc		✓	doc

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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	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11
Documents only up to 2kg											
0.5	185	216	231	234	362	402	415	424	471	629	946
1	226	249	283	288	450	493	504	515	564	741	1,192
1.5	267	282	335	342	538	584	593	606	657	853	1,438
2	308	315	387	396	626	675	682	697	750	965	1,684
Documents from 2.5kg and non-documents from 0.5kg											
0.5	187	327	366	375	472	527	578	594	789	857	1,305
1	228	359	414	427	553	610	649	667	877	972	1,577
1.5	269	391	462	479	634	693	720	740	965	1,087	1,849
2	310	423	510	531	715	776	791	813	1,053	1,202	2,121
2.5	351	455	558	583	796	859	863	886	1,141	1,317	2,393
3	384	512	639	666	896	974	985	1,009	1,289	1,481	2,889
3.5	417	569	720	749	996	1,089	1,107	1,132	1,437	1,645	3,385
4	450	626	801	832	1,096	1,204	1,229	1,255	1,585	1,809	3,881
4.5	483	683	882	915	1,196	1,319	1,351	1,378	1,733	1,973	4,377
5	516	740	963	998	1,296	1,434	1,473	1,501	1,881	2,137	4,873
5.5	543	794	1,004	1,043	1,385	1,525	1,562	1,589	1,976	2,240	5,094
6	570	848	1,045	1,088	1,474	1,616	1,651	1,677	2,071	2,343	5,315
6.5	597	902	1,086	1,133	1,563	1,707	1,740	1,765	2,166	2,446	5,536
7	624	956	1,127	1,178	1,652	1,798	1,829	1,853	2,261	2,549	5,757
7.5	651	1,010	1,168	1,223	1,741	1,889	1,918	1,941	2,356	2,652	5,978
8	678	1,064	1,209	1,268	1,830	1,980	2,007	2,029	2,451	2,755	6,199
8.5	705	1,118	1,250	1,313	1,919	2,071	2,096	2,117	2,546	2,858	6,420
9	732	1,172	1,291	1,358	2,008	2,162	2,185	2,205	2,641	2,961	6,641
9.5	759	1,226	1,332	1,403	2,097	2,253	2,274	2,293	2,736	3,064	6,862
10	786	1,280	1,373	1,448	2,186	2,344	2,363	2,381	2,831	3,167	7,083
10.5	796	1,312	1,416	1,491	2,253	2,415	2,434	2,452	2,905	3,242	7,275
11	806	1,344	1,459	1,534	2,320	2,486	2,505	2,523	2,979	3,317	7,467
11.5	816	1,376	1,502	1,577	2,387	2,557	2,576	2,594	3,053	3,392	7,659
12	826	1,408	1,545	1,620	2,454	2,628	2,647	2,665	3,127	3,467	7,851
12.5	836	1,440	1,588	1,663	2,521	2,699	2,718	2,736	3,201	3,542	8,043
13	846	1,472	1,631	1,706	2,588	2,770	2,789	2,807	3,275	3,617	8,235
13.5	856	1,504	1,674	1,749	2,655	2,841	2,860	2,878	3,349	3,692	8,427
14	866	1,536	1,717	1,792	2,722	2,912	2,931	2,949	3,423	3,767	8,619
14.5	876	1,568	1,760	1,835	2,789	2,983	3,002	3,020	3,497	3,842	8,811
15	886	1,600	1,803	1,878	2,856	3,054	3,073	3,091	3,571	3,917	9,003
15.5	896	1,632	1,846	1,921	2,923	3,125	3,144	3,162	3,645	3,992	9,195
16	906	1,664	1,889	1,964	2,990	3,196	3,215	3,233	3,719	4,067	9,387
16.5	916	1,696	1,932	2,007	3,057	3,267	3,286	3,304	3,793	4,142	9,579
17	926	1,728	1,975	2,050	3,124	3,338	3,357	3,375	3,867	4,217	9,771
17.5	936	1,760	2,018	2,093	3,191	3,409	3,428	3,446	3,941	4,292	9,963
18	946	1,792	2,061	2,136	3,258	3,480	3,499	3,517	4,015	4,367	10,155

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Calculate the Price of Your Shipment	Optional Services	Surcharges	Customs Services	Service Capability and Rating Zones	Export Services	Import Services
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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	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11
18.5	956	1,824	2,104	2,179	3,325	3,551	3,570	3,588	4,089	4,442	10,347
19	966	1,856	2,147	2,222	3,392	3,622	3,641	3,659	4,163	4,517	10,539
19.5	976	1,888	2,190	2,265	3,459	3,693	3,712	3,730	4,237	4,592	10,731
20	986	1,920	2,233	2,308	3,526	3,764	3,783	3,801	4,311	4,667	10,923
20.5	998	1,953	2,285	2,357	3,614	3,856	3,875	3,893	4,408	4,782	11,208
21	1,010	1,986	2,337	2,406	3,702	3,948	3,967	3,985	4,505	4,897	11,493
21.5	1,022	2,019	2,389	2,455	3,790	4,040	4,059	4,077	4,602	5,012	11,778
22	1,034	2,052	2,441	2,504	3,878	4,132	4,151	4,169	4,699	5,127	12,063
22.5	1,046	2,085	2,493	2,553	3,966	4,224	4,243	4,261	4,796	5,242	12,348
23	1,058	2,118	2,545	2,602	4,054	4,316	4,335	4,353	4,893	5,357	12,633
23.5	1,070	2,151	2,597	2,651	4,142	4,408	4,427	4,445	4,990	5,472	12,918
24	1,082	2,184	2,649	2,700	4,230	4,500	4,519	4,537	5,087	5,587	13,203
24.5	1,094	2,217	2,701	2,749	4,318	4,592	4,611	4,629	5,184	5,702	13,488
25	1,106	2,250	2,753	2,798	4,406	4,684	4,703	4,721	5,281	5,817	13,773
25.5	1,118	2,283	2,805	2,847	4,494	4,776	4,795	4,813	5,378	5,932	14,058
26	1,130	2,316	2,857	2,896	4,582	4,868	4,887	4,905	5,475	6,047	14,343
26.5	1,142	2,349	2,909	2,945	4,670	4,960	4,979	4,997	5,572	6,162	14,628
27	1,154	2,382	2,961	2,994	4,758	5,052	5,071	5,089	5,669	6,277	14,913
27.5	1,166	2,415	3,013	3,043	4,846	5,144	5,163	5,181	5,766	6,392	15,198
28	1,178	2,448	3,065	3,092	4,934	5,236	5,255	5,273	5,863	6,507	15,483
28.5	1,190	2,481	3,117	3,141	5,022	5,328	5,347	5,365	5,960	6,622	15,768
29	1,202	2,514	3,169	3,190	5,110	5,420	5,439	5,457	6,057	6,737	16,053
29.5	1,214	2,547	3,221	3,239	5,198	5,512	5,531	5,549	6,154	6,852	16,338
30	1,226	2,580	3,273	3,288	5,286	5,604	5,623	5,641	6,251	6,967	16,623
Multiplier rate per 1kg from 30.1kg											
30.1 - 70.0	34	79	101	102	160	173	175	176	191	215	505
70.1 - 300.0	34	85	101	102	160	176	177	179	191	219	506
300.1 - 3,000*	35	94	107	109	173	189	190	191	209	235	536

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 66 countries and territories worldwide. Add HK\$ 50 to the DHL Express Worldwide prices.

**DHL Express 9:00** – Guaranteed delivery before 9:00 on the next possible working day to over 13 countries and territories worldwide. Add HK\$ 300 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 Hong Kong Dollars and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges. Terms and conditions apply – see [mydhl.express.dhl/mo/en/legal.html](https://mydhl.express.dhl/mo/en/legal.html) for details.

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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	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11
Documents only up to 2kg											
0.5	214	259	279	282	435	479	497	508	562	755	1,135
1	245	298	338	345	538	584	601	613	674	887	1,431
1.5	276	337	397	408	641	689	705	718	786	1,019	1,727
2	307	376	456	471	744	794	809	823	898	1,151	2,023
Documents from 2.5kg and non-documents from 0.5kg											
0.5	326	393	439	449	567	630	694	709	945	1,030	1,568
1	359	430	497	508	663	727	780	797	1,048	1,164	1,893
1.5	392	467	555	567	759	824	866	885	1,151	1,298	2,218
2	425	504	613	626	855	921	952	973	1,254	1,432	2,543
2.5	458	541	671	685	951	1,018	1,038	1,061	1,357	1,566	2,868
3	515	607	767	782	1,072	1,152	1,184	1,210	1,532	1,761	3,465
3.5	572	673	863	879	1,193	1,286	1,330	1,359	1,707	1,956	4,062
4	629	739	959	976	1,314	1,420	1,476	1,508	1,882	2,151	4,659
4.5	686	805	1,055	1,073	1,435	1,554	1,622	1,657	2,057	2,346	5,256
5	743	871	1,151	1,170	1,556	1,688	1,768	1,806	2,232	2,541	5,853
5.5	796	934	1,203	1,225	1,660	1,793	1,867	1,909	2,347	2,665	6,118
6	849	997	1,255	1,280	1,764	1,898	1,966	2,012	2,462	2,789	6,383
6.5	902	1,060	1,307	1,335	1,868	2,003	2,065	2,115	2,577	2,913	6,648
7	955	1,123	1,359	1,390	1,972	2,108	2,164	2,218	2,692	3,037	6,913
7.5	1,008	1,186	1,411	1,445	2,076	2,213	2,263	2,321	2,807	3,161	7,178
8	1,061	1,249	1,463	1,500	2,180	2,318	2,362	2,424	2,922	3,285	7,443
8.5	1,114	1,312	1,515	1,555	2,284	2,423	2,461	2,527	3,037	3,409	7,708
9	1,167	1,375	1,567	1,610	2,388	2,528	2,560	2,630	3,152	3,533	7,973
9.5	1,220	1,438	1,619	1,665	2,492	2,633	2,659	2,733	3,267	3,657	8,238
10	1,273	1,501	1,671	1,720	2,596	2,738	2,758	2,836	3,382	3,781	8,503
10.5	1,306	1,538	1,724	1,773	2,679	2,824	2,844	2,922	3,471	3,873	8,734
11	1,339	1,575	1,777	1,826	2,762	2,910	2,930	3,008	3,560	3,965	8,965
11.5	1,372	1,612	1,830	1,879	2,845	2,996	3,016	3,094	3,649	4,057	9,196
12	1,405	1,649	1,883	1,932	2,928	3,082	3,102	3,180	3,738	4,149	9,427
12.5	1,438	1,686	1,936	1,985	3,011	3,168	3,188	3,266	3,827	4,241	9,658
13	1,471	1,723	1,989	2,038	3,094	3,254	3,274	3,352	3,916	4,333	9,889
13.5	1,504	1,760	2,042	2,091	3,177	3,340	3,360	3,438	4,005	4,425	10,120
14	1,537	1,797	2,095	2,144	3,260	3,426	3,446	3,524	4,094	4,517	10,351
14.5	1,570	1,834	2,148	2,197	3,343	3,512	3,532	3,610	4,183	4,609	10,582
15	1,603	1,871	2,201	2,250	3,426	3,598	3,618	3,696	4,272	4,701	10,813
15.5	1,636	1,908	2,254	2,303	3,509	3,684	3,704	3,782	4,361	4,793	11,044
16	1,669	1,945	2,307	2,356	3,592	3,770	3,790	3,868	4,450	4,885	11,275
16.5	1,702	1,982	2,360	2,409	3,675	3,856	3,876	3,954	4,539	4,977	11,506
17	1,735	2,019	2,413	2,462	3,758	3,942	3,962	4,040	4,628	5,069	11,737
17.5	1,768	2,056	2,466	2,515	3,841	4,028	4,048	4,126	4,717	5,161	11,968
18	1,801	2,093	2,519	2,568	3,924	4,114	4,134	4,212	4,806	5,253	12,199

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# ZONES AND RATES

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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	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11
18.5	1,834	2,130	2,572	2,621	4,007	4,200	4,220	4,298	4,895	5,345	12,430
19	1,867	2,167	2,625	2,674	4,090	4,286	4,306	4,384	4,984	5,437	12,661
19.5	1,900	2,204	2,678	2,727	4,173	4,372	4,392	4,470	5,073	5,529	12,892
20	1,933	2,241	2,731	2,780	4,256	4,458	4,478	4,556	5,162	5,621	13,123
20.5	1,967	2,280	2,790	2,837	4,359	4,568	4,588	4,663	5,279	5,755	13,466
21	2,001	2,319	2,849	2,894	4,462	4,678	4,698	4,770	5,396	5,889	13,809
21.5	2,035	2,358	2,908	2,951	4,565	4,788	4,808	4,877	5,513	6,023	14,152
22	2,069	2,397	2,967	3,008	4,668	4,898	4,918	4,984	5,630	6,157	14,495
22.5	2,103	2,436	3,026	3,065	4,771	5,008	5,028	5,091	5,747	6,291	14,838
23	2,137	2,475	3,085	3,122	4,874	5,118	5,138	5,198	5,864	6,425	15,181
23.5	2,171	2,514	3,144	3,179	4,977	5,228	5,248	5,305	5,981	6,559	15,524
24	2,205	2,553	3,203	3,236	5,080	5,338	5,358	5,412	6,098	6,693	15,867
24.5	2,239	2,592	3,262	3,293	5,183	5,448	5,468	5,519	6,215	6,827	16,210
25	2,273	2,631	3,321	3,350	5,286	5,558	5,578	5,626	6,332	6,961	16,553
25.5	2,307	2,670	3,380	3,407	5,389	5,668	5,688	5,733	6,449	7,095	16,896
26	2,341	2,709	3,439	3,464	5,492	5,778	5,798	5,840	6,566	7,229	17,239
26.5	2,375	2,748	3,498	3,521	5,595	5,888	5,908	5,947	6,683	7,363	17,582
27	2,409	2,787	3,557	3,578	5,698	5,998	6,018	6,054	6,800	7,497	17,925
27.5	2,443	2,826	3,616	3,635	5,801	6,108	6,128	6,161	6,917	7,631	18,268
28	2,477	2,865	3,675	3,692	5,904	6,218	6,238	6,268	7,034	7,765	18,611
28.5	2,511	2,904	3,734	3,749	6,007	6,328	6,348	6,375	7,151	7,899	18,954
29	2,545	2,943	3,793	3,806	6,110	6,438	6,458	6,482	7,268	8,033	19,297
29.5	2,579	2,982	3,852	3,863	6,213	6,548	6,568	6,589	7,385	8,167	19,640
30	2,613	3,021	3,911	3,920	6,316	6,658	6,678	6,696	7,502	8,301	19,983
Multiplier rate per 1kg from 30.1kg											
30.1 - 70.0	74	93	121	122	192	207	208	209	228	257	604
70.1 - 300.0	83	106	121	122	196	212	213	215	236	266	621
300.1 - 3,000*	91	114	130	131	211	231	232	234	255	287	663

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