



DHL EXPRESS

# SERVICE & RATE GUIDE 2024

## OMAN

### GET STARTED

[Connecting Your World](#)

[Dear Customer](#)

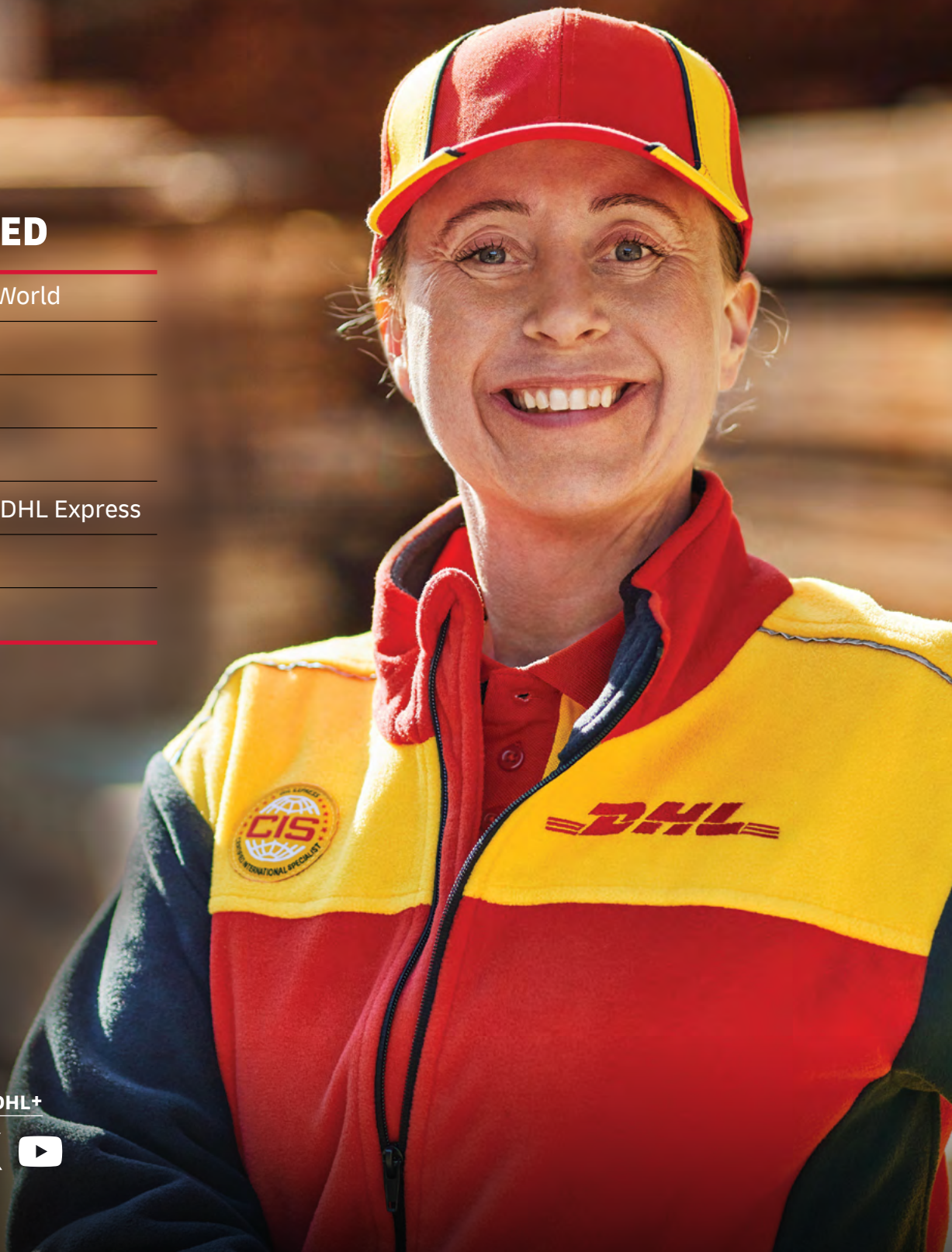
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Ready to ship?  
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# CONNECTING YOUR WORLD

**220**  
countries and  
territories served



**500+**  
airports served  
worldwide



**3,500**  
facilities

**300+**  
aircraft

**2,400+**  
flights per day



**34,500**  
vehicles



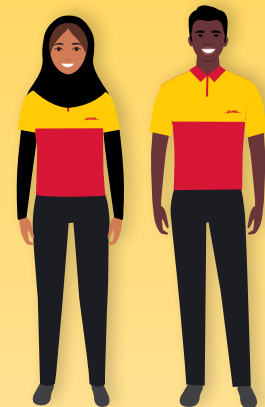
**148,000**  
Service Points

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 as 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, in Oman we have invested in a new airport facility for smoother operations, daily flights to Muscat and a new facility on the Wajajah Border for faster clearance of road shipments.

**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 800 77 008. You can also contact me directly on [moustafa.osman@dhl.com](mailto:moustafa.osman@dhl.com) or +968 24520160.

Sincerely,

Moustafa Osman  
Country Manager  
DHL Express Oman



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# SUSTAINABILITY

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 (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	173	129
<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 pallet weight</b>	1,000kg	Pallets not accepted	Pallets not accepted
<b>Maximum shipment weight</b>	3,000kg	300kg	300kg
<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.

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, 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.



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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 Delivery

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

### Receiver Paid

This service allows non-account Customers to arrange and pre-pay an import shipment door-to-door. MyDHL+ will guide the importer through the entire shipping process from the pickup at origin till delivery at destination. The service is Door-to-Door and thus equal to IMP with all its available shipping options. Import duty and tax is collected as per DTU standard process whilst the transport service is pre-paid usually via Credit Card.

### 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.

### 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.





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## ➔ OPTIONAL SERVICES

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### 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.

### Adult Signature

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

### 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 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 for Domestic and Day Definite services will be based on the most suitable national measure of diesel fuel prices. The surcharge is linked to the consumer price in local currency of diesel fuel inclusive of duties and taxes and published [here](#). Within Europe this is measured by the European Commission Directorate General for Energy and Transport and published in the Oil Bulletin. 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](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

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](#) 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.

### 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.

### 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.

# 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).



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# HOW TO SHIP WITH DHL EXPRESS

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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](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) (if different from Receiver)</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>
<b>Number of Invoice Line Items:</b>				<b>Insurance Cost:</b>				
<b>Total Units:</b>				<b>Freight Cost:</b>				
<b>Number of Pieces:</b>				<b>Other Costs:</b>				
<b>Reason for Export:</b>				<b>VALUE</b>				
<b>Type of Export:</b>				<b>(for Customs Purposes):</b>				
<b>INCOTERM:</b>				<b>Import Customs Duties – pre calculated</b>				
<b>INCOTERM Place:</b>				<b>Import Taxes (VAT/GST) – pre calculated</b>				
<b>Carrier:</b>				<b>TOTAL</b>				
<b>Ultimate Consignee:</b>				<b>(with Import Customs Duties/Taxes):</b>				
<b>Export License Number:</b>				<b>Terms of Payment:</b>				
<b>Import License Number:</b>				<b>Payer of GST/VAT:</b>				
				<b>Duty/Tax Billing Svc:</b>				
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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 Connecting Your World
 

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 Sustainability
 

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 Service Offering
 

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 ► **How to Ship with DHL Express**


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 Zones and Rates
 

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

### 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 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)



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## Preparing Your Shipment

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### 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.

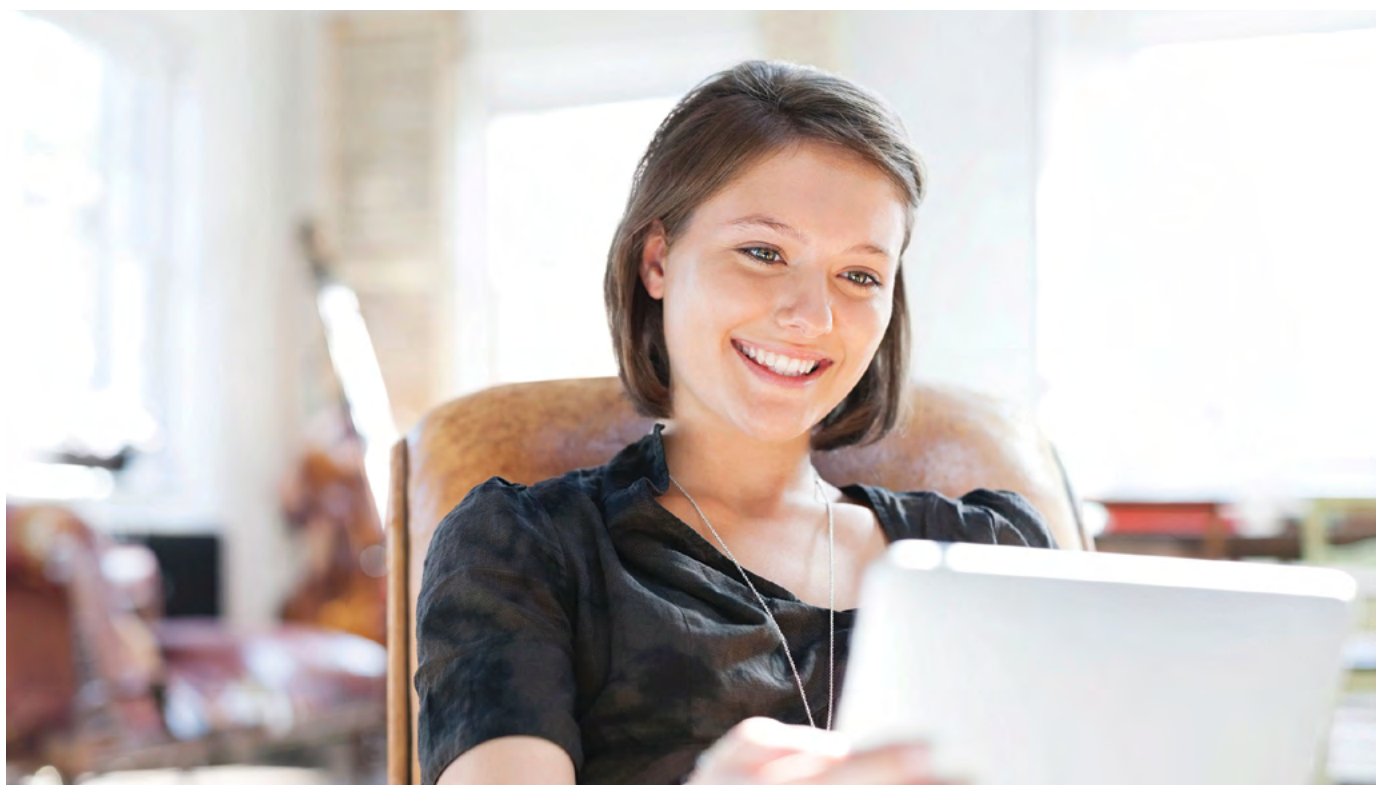
- Air guns, tasers, imitation or replica firearms, firearm parts and replica ammunition (includes rifle butts, trigger mechanisms, screws/bolts etc which are manufactured for the sole purpose of creating a functional firearm)
- Antiques and works of art with a shipment value in excess of €500,000
- Banderols/Tax 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

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





# 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)

## 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.

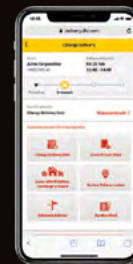
And the benefits for you? You can support clearing customs more quickly and more accurately, help avoid delays and unexpected customs or tax costs, and pre-plan your shipment journeys so that you understand potential prohibitions and restrictions.

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



## 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 Arabic. 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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[Surcharges](#)
[Customs Services](#)
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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 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 OMR 0.10 per kg
Dedicated Pickup	Per shipment	OMR 0.20 per kg with minimum of OMR 20.00
Dedicated Delivery	Per shipment	OMR 0.20 per kg with minimum of OMR 20.00
Saturday Delivery	Per shipment	OMR 17.00
Receiver Paid	No charge	No charge, IMP standard rates apply
Shipment Insurance	By shipment value	OMR 5.00 or 2.2% of stated shipment value if higher
Extended Liability	Per shipment	OMR 2.10
<b>Packaging Supplies</b>		
Plastic Flyer Stack	Per stack	OMR 7.50 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 OMR 8.00
Hold for Collection	No charge	No charge
Residential Address	Per shipment	OMR 2.10
Direct Signature	Per shipment	OMR 2.20
Adult Signature	Per shipment	OMR 2.10
Change of Billing	Per invoice	OMR 5.00
Neutral Delivery	Per shipment	OMR 2.20

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	OMR 0.21 per kg OMR 11.00 minimum per shipment
Remote Area Pickup	Per shipment	OMR 0.21 per kg OMR 11.00 minimum per shipment
<b>Additional Handling</b>		
Overweight Piece	Per piece	OMR 40.00
Oversize Piece	Per piece	OMR 21.00
Non-Stackable Pallet	Per piece	OMR 115.00
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	OMR 4.20
Dry Ice (UN1845)	Per shipment	OMR 5.00
Lithium Batteries <b>with</b> equipment		
Lithium Ion PI966, Section II	Per shipment	OMR 2.5
Lithium Metal PI969, Section II	Per shipment	No charge
Lithium Batteries <b>in</b> equipment	No charge	No charge
Full Dangerous Goods	Per shipment	OMR 42.00
Consumer Goods ID8000	Per shipment	OMR 10.50
Address Correction	Per shipment	No charge
Data Entry	Per shipment	OMR 5.00
<b>Security Charges</b>		
Elevated Risk	Per shipment	OMR 13.00
Restricted Destination	Per shipment	OMR 13.00

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

# ZONES AND RATES

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Services

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and Rating Zones

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Import  
Services

## CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	OMR 19.00
Permits and Licenses	Per shipment	OMR 50.00 plus cost of certificate
Bonded Storage	Per shipment, per day after three calendar days	OMR 10.00 per shipment and OMR 0.10 per kg (both per day after three calendar days)
Multiline Entry	Rate per line, after five lines	OMR 2.00
Release to Broker	Per shipment	OMR 5.00
Broker Notification	Per shipment	OMR 5.00
Temporary Import Export	Per shipment	OMR 19.00
Export Declaration	Per shipment	OMR 4.50 for shipment values exceeding OMR 420.00 declared value

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	7	✓			✓
Albania	4	✓	✓	✓	✓
Algeria	7	✓	✓		✓
American Samoa	7	✓	✓	✓	✓
Andorra	4	✓	✓	✓	✓
Angola	7	✓	✓	✓	✓
Anguilla	7	✓	✓	✓	✓
Antigua	7	✓	✓	✓	✓
Argentina	7	✓	✓	✓	✓
Armenia	7	✓	✓		✓
Aruba	7	✓	✓	✓	✓
Australia	6	✓	✓	✓	✓
Austria	4	✓	✓	✓	✓
Azerbaijan	7	✓	✓		✓
Bahamas	7	✓	✓	✓	✓
Bahrain	2	✓	✓	✓	✓
Bangladesh	3	✓	✓	✓	✓
Barbados	7	✓	✓	✓	✓
Belarus	7	✓	✓	✓	✓
Belgium	4	✓	✓	✓	✓
Belize	7	✓	✓	✓	✓
Benin	7	✓	✓		✓
Bermuda	7	✓	✓		✓
Bhutan	7	✓			✓
Bolivia	7	✓	✓	✓	✓
Bonaire	7	✓	✓	✓	✓
Bosnia & Herzegovina	7	✓	✓		✓
Botswana	7	✓	✓	✓	✓
Brazil	7	✓	✓	✓	✓
Brunei	6	✓	✓	✓	✓
Bulgaria	4	✓	✓	✓	✓
Burkina Faso	7	✓	✓	✓	✓
Burundi	7	✓			✓
Cambodia	6	✓	✓		✓
Cameroon	7	✓	✓		✓
Canada	5	✓	✓	✓	✓
Canary Islands, The	7	✓	✓	✓	✓
Cape Verde	7	✓			✓
Cayman Islands	7	✓	✓	✓	✓
Central African Republic	7	✓	✓		✓
Chad	7	✓			✓
Chile	7	✓	✓	✓	✓
China, People's Republic	6	✓	✓		✓
Colombia	7	✓	✓	✓	✓
Comoros	7	✓			✓
Congo	7	✓			✓
Congo, DPR	7	✓			✓
Cook Islands	7	✓			✓
Costa Rica	7	✓	✓	✓	✓
Cote d'Ivoire	7	✓	✓	✓	✓
Croatia	4	✓	✓	✓	✓
Cuba	7	✓			✓
Curacao	7	✓	✓	✓	✓
Cyprus	4	✓	✓	✓	✓
Czech Republic, The	4	✓	✓	✓	✓
Denmark	4	✓	✓	✓	✓
Djibouti	7	✓			✓
Dominica	7	✓	✓	✓	✓
Dominican Republic	7	✓	✓		✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Ecuador	7	✓	✓	✓	✓
Egypt	2	✓	✓	✓	✓
El Salvador	7	✓	✓	✓	✓
Eritrea	7	✓			✓
Estonia	7	✓	✓	✓	✓
Eswatini	7	✓	✓	✓	✓
Ethiopia	7	✓			✓
Falkland Islands	7	✓			✓
Faroe Islands	7	✓			✓
Fiji	7	✓			✓
Finland	4	✓	✓	✓	✓
France	4	✓	✓	✓	✓
French Guyana	7	✓	✓	✓	✓
Gabon	7	✓	✓		✓
Gambia	7	✓			✓
Georgia	7	✓	✓		✓
Germany	4	✓	✓	✓	✓
Ghana	7	✓	✓	✓	✓
Gibraltar	4	✓	✓	✓	✓
Greece	4	✓	✓	✓	✓
Greenland	4	✓			✓
Grenada	7	✓	✓	✓	✓
Guadeloupe	7	✓	✓	✓	✓
Guam	7	✓	✓		✓
Guatemala	7	✓	✓	✓	✓
Guernsey	4	✓	✓	✓	✓
Guyana Rep.	7	✓	✓		✓
Guinea-Bissau	7	✓			✓
Guinea-Equatorial	7	✓			✓
Guyana (British)	7	✓	✓	✓	✓
Haiti	7	✓	✓		✓
Honduras	7	✓	✓	✓	✓
Hong Kong SAR China	6	✓	✓	✓	✓
Hungary	4	✓	✓	✓	✓
Iceland	4	✓	✓	✓	✓
India	3	✓	✓	✓	✓
Indonesia	6	✓	✓	✓	✓
Iran	2	✓	✓		✓
Iraq	2	✓			✓
Ireland, Rep. of	4	✓			✓
Italy	4	✓	✓	✓	✓
Jamaica	7	✓	✓		✓
Japan	6	✓	✓	✓	✓
Jersey	4	✓	✓	✓	✓
Jordan	2	✓	✓	✓	✓
Kazakhstan	7	✓	✓	✓	✓
Kenya	7	✓	✓	✓	✓
Kiribati	7	✓			✓
Korea, D.P.R of (North)	7	✓			✓
Korea, Rep. of (South)	6	✓	✓	✓	✓
Kosovo	4	✓	✓	✓	✓
Kuwait	2	✓	✓	✓	✓
Kyrgyzstan	6	✓	✓		✓
Laos	7	✓	✓		✓
Latvia	7	✓	✓	✓	✓
Lebanon	2	✓	✓	✓	✓
Lesotho	7	✓	✓	✓	✓
Liberia	7	✓			✓
Libya	7	✓			✓

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](http://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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## ➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Liechtenstein	4	✓	✓	✓	✓
Lithuania	4	✓	✓	✓	✓
Luxembourg	4	✓	✓	✓	✓
Macau SAR China	6	✓	✓	✓	✓
Madagascar	7	✓	✓	✓	✓
Malawi	7	✓	✓	✓	✓
Malaysia	6	✓	✓	✓	✓
Maldives	7	✓	✓	✓	✓
Mali	7	✓	✓	✓	✓
Malta	4	✓	✓	✓	✓
Mariana Islands	7	✓	✓	✓	✓
Marshall Islands	7	✓	✓	✓	✓
Martinique	7	✓	✓	✓	✓
Mauritania	7	✓	✓	✓	✓
Mauritius	7	✓	✓	✓	✓
Mayotte	7	✓	✓	✓	✓
Mexico	7	✓	✓	✓	✓
Micronesia	7	✓	✓	✓	✓
Moldova, Rep. of	7	✓	✓	✓	✓
Monaco	4	✓	✓	✓	✓
Mongolia	7	✓	✓	✓	✓
Montenegro, Rep. of	4	✓	✓	✓	✓
Montserrat	7	✓	✓	✓	✓
Morocco	7	✓	✓	✓	✓
Mozambique	7	✓	✓	✓	✓
Myanmar	6	✓	✓	✓	✓
Namibia	7	✓	✓	✓	✓
Nauru, Rep. of	7	✓	✓	✓	✓
Nepal	7	✓	✓	✓	✓
Netherlands, The	4	✓	✓	✓	✓
Nevis	7	✓	✓	✓	✓
New Caledonia	7	✓	✓	✓	✓
New Zealand	6	✓	✓	✓	✓
Nicaragua	7	✓	✓	✓	✓
Niger	7	✓	✓	✓	✓
Nigeria	7	✓	✓	✓	✓
Niue	7	✓	✓	✓	✓
North Macedonia	7	✓	✓	✓	✓
Norway	4	✓	✓	✓	✓
Pakistan	3	✓	✓	✓	✓
Palau	7	✓	✓	✓	✓
Panama	7	✓	✓	✓	✓
Papua New Guinea	7	✓	✓	✓	✓
Paraguay	7	✓	✓	✓	✓
Peru	7	✓	✓	✓	✓
Philippines, The	6	✓	✓	✓	✓
Poland	4	✓	✓	✓	✓
Portugal	4	✓	✓	✓	✓
Puerto Rico	7	✓	✓	✓	✓
Qatar	2	✓	✓	✓	✓
Reunion, Island of	7	✓	✓	✓	✓
Romania	4	✓	✓	✓	✓
Russian Federation	7	✓	✓	✓	✓
Rwanda	7	✓	✓	✓	✓
Saint Helena	7	✓	✓	✓	✓
Samoa	7	✓	✓	✓	✓
San Marino	4	✓	✓	✓	✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Sao Tome and Principe	7	✓	✓	✓	✓
Saudi Arabia	2	✓	✓	✓	✓
Senegal	7	✓	✓	✓	✓
Serbia, Rep. of	4	✓	✓	✓	✓
Seychelles	7	✓	✓	✓	✓
Sierra Leone	7	✓	✓	✓	✓
Singapore	6	✓	✓	✓	✓
Slovakia	4	✓	✓	✓	✓
Slovenia	7	✓	✓	✓	✓
Solomon Islands	7	✓	✓	✓	✓
Somalia	7	✓	✓	✓	✓
Somaliland, Rep. of	7	✓	✓	✓	✓
South Africa	7	✓	✓	✓	✓
South Sudan	7	✓	✓	✓	✓
Spain	4	✓	✓	✓	✓
Sri Lanka	3	✓	✓	✓	✓
St. Barthelemy	7	✓	✓	✓	✓
St. Eustatius	7	✓	✓	✓	✓
St. Kitts	7	✓	✓	✓	✓
St. Lucia	7	✓	✓	✓	✓
St. Maarten	7	✓	✓	✓	✓
St. Vincent	7	✓	✓	✓	✓
Sudan	7	✓	✓	✓	✓
Suriname	7	✓	✓	✓	✓
Sweden	4	✓	✓	✓	✓
Switzerland	4	✓	✓	✓	✓
Syria	2	✓	✓	✓	✓
Tahiti	7	✓	✓	✓	✓
Taiwan, China	6	✓	✓	✓	✓
Tajikistan	7	✓	✓	✓	✓
Tanzania	7	✓	✓	✓	✓
Thailand	6	✓	✓	✓	✓
Timor-Leste	7	✓	✓	✓	✓
Togo	7	✓	✓	✓	✓
Tonga	7	✓	✓	✓	✓
Trinidad and Tobago	7	✓	✓	✓	✓
Tunisia	7	✓	✓	✓	✓
Türkiye	4	✓	✓	✓	✓
Turkmenistan	7	✓	✓	✓	✓
Turks and Caicos	7	✓	✓	✓	✓
Tuvalu	7	✓	✓	✓	✓
Uganda	7	✓	✓	✓	✓
Ukraine	4	✓	✓	✓	✓
United Arab Emirates	1	✓	✓	✓	✓
United Kingdom	3	✓	✓	✓	✓
United States of America	5	✓	✓	10:30	✓
Uruguay	7	✓	✓	✓	✓
Uzbekistan	6	✓	✓	✓	✓
Vanuatu	7	✓	✓	✓	✓
Vatican City	4	✓	✓	✓	✓
Venezuela	7	✓	✓	✓	✓
Vietnam	7	✓	✓	✓	✓
Virgin Islands (British)	7	✓	✓	✓	✓
Virgin Islands (US)	7	✓	✓	✓	✓
Yemen, Rep. of	2	✓	✓	✓	✓
Zambia	7	✓	✓	✓	✓
Zimbabwe	7	✓	✓	✓	✓

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.

- Connecting Your World
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- Service Offering
- How to Ship with DHL Express
- Digitalization
- ▶ **Zones and Rates**

# ZONES AND RATES

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

## 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
Documents only up to 2kg							
0.5	14.496	15.949	17.532	19.285	27.110	29.804	39.767
1	15.565	17.147	18.857	20.739	28.692	31.557	41.691
1.5	16.848	18.643	20.567	22.706	30.958	34.165	44.684
2	18.131	20.139	22.277	24.673	33.224	36.773	47.677
Documents from 2.5kg and non-documents from 0.5kg							
0.5	18.087	19.883	21.893	24.074	27.195	29.932	43.401
1	19.156	21.081	23.219	25.528	28.777	31.685	45.582
1.5	20.439	22.492	24.758	27.238	30.744	33.866	48.319
2	21.722	23.903	26.297	28.948	32.711	36.047	51.056
2.5	23.860	26.255	30.573	34.080	39.168	43.145	59.950
3	25.998	28.607	34.849	39.211	45.625	50.243	68.844
3.5	28.136	30.959	39.125	44.342	52.082	57.341	77.738
4	30.274	33.311	43.401	49.473	58.539	64.439	86.632
4.5	32.412	35.663	47.677	54.604	64.996	71.537	95.526
5	34.550	38.015	51.953	59.735	71.453	78.635	104.420
5.5	37.543	41.307	56.229	64.866	77.952	85.776	113.357
6	40.536	44.599	60.505	69.997	84.451	92.917	122.294
6.5	43.529	47.891	64.781	75.128	90.950	100.058	131.231
7	46.522	51.183	69.057	80.259	97.449	107.199	140.168
7.5	49.515	54.475	73.333	85.390	103.948	114.340	149.105
8	52.508	57.767	77.609	90.521	110.447	121.481	158.042
8.5	55.501	61.059	81.885	95.652	116.946	128.622	166.979
9	58.494	64.351	86.161	100.783	123.445	135.763	175.916
9.5	61.487	67.643	90.437	105.914	129.944	142.904	184.853
10	64.480	70.935	94.713	111.045	136.443	150.045	193.790
11	70.466	77.521	103.265	121.307	149.443	164.327	211.664
12	76.452	84.107	111.817	131.569	162.443	178.609	229.538
13	82.438	90.693	120.369	141.831	175.443	192.891	247.412
14	88.424	97.279	128.921	152.093	188.443	207.173	265.286
15	94.410	103.865	137.473	162.355	201.443	221.455	283.160
16	100.396	110.451	146.025	172.617	214.443	235.737	301.034
17	106.382	117.037	154.577	182.879	227.443	250.019	318.908
18	112.368	123.623	163.129	193.141	240.443	264.301	336.782

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# 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	Zone 7
19	118.354	130.209	171.681	203.403	253.443	278.583	354.656
20	124.340	136.795	180.233	213.665	266.443	292.865	372.530
21	130.328	143.379	188.785	223.929	279.613	307.317	390.574
22	136.316	149.963	197.337	234.193	292.783	321.769	408.618
23	142.304	156.547	205.889	244.457	305.953	336.221	426.662
24	148.292	163.131	214.441	254.721	319.123	350.673	444.706
25	154.280	169.715	222.993	264.985	332.293	365.125	462.750
26	160.268	176.299	231.545	275.249	345.463	379.577	480.794
27	166.256	182.883	240.097	285.513	358.633	394.029	498.838
28	172.244	189.467	248.649	295.777	371.803	408.481	516.882
29	178.232	196.051	257.201	306.041	384.973	422.933	534.926
30	184.220	202.635	265.753	316.305	398.143	437.385	552.970
40	214.150	235.565	308.513	367.615	463.993	509.655	639.770
50	244.080	268.495	351.273	418.925	529.843	581.925	726.570
60	274.010	301.425	394.033	470.235	595.693	654.195	813.370
70	303.940	334.355	436.793	521.545	661.543	726.465	900.170
For each additional 0.5kg							
Above 10	2.993	3.293	4.276	5.131	6.500	7.141	8.937
Above 20	2.994	3.292	4.276	5.132	6.585	7.226	9.022
For each additional 1kg							
Above 30	2.993	3.293	4.276	5.131	6.585	7.227	8.680
Multiplier rate per 1kg from 70.1kg							
70.1 - 300.0	4.490	4.746	7.226	8.124	9.493	9.963	14.453
300.1 - 3,000*	4.575	4.832	7.312	8.210	9.578	10.049	14.538

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 173 countries worldwide.

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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
Documents only up to 2kg							
0.5	16.676	18.344	20.183	22.192	31.172	34.294	45.753
1	17.916	19.712	21.722	23.860	33.011	36.303	47.977
1.5	19.413	21.423	23.689	26.126	35.619	39.296	51.440
2	20.910	23.134	25.656	28.392	38.227	42.289	54.903
Documents from 2.5kg and non-documents from 0.5kg							
0.5	20.781	22.877	25.186	27.666	31.258	34.422	49.901
1	22.021	24.245	26.725	29.333	33.096	36.432	52.424
1.5	23.518	25.870	28.478	31.300	35.277	38.784	55.374
2	25.015	27.495	30.231	33.267	37.458	41.136	58.324
2.5	27.495	30.189	35.149	39.168	44.556	48.917	68.074
3	29.975	32.883	40.066	45.069	51.654	56.699	77.823
3.5	32.455	35.577	44.983	50.970	58.752	64.481	87.572
4	34.935	38.271	49.900	56.871	65.850	72.263	97.321
4.5	37.415	40.965	54.817	62.772	72.948	80.045	107.070
5	39.895	43.659	59.734	68.673	80.046	87.827	116.819
5.5	43.359	47.465	64.652	74.574	87.144	95.610	126.568
6	46.823	51.271	69.570	80.475	94.242	103.393	136.317
6.5	50.287	55.077	74.488	86.376	101.340	111.176	146.066
7	53.751	58.883	79.406	92.277	108.438	118.959	155.815
7.5	57.215	62.689	84.324	98.178	115.536	126.742	165.564
8	60.679	66.495	89.242	104.079	122.634	134.525	175.313
8.5	64.143	70.301	94.160	109.980	129.732	142.308	185.062
9	67.607	74.107	99.078	115.881	136.830	150.091	194.811
9.5	71.071	77.913	103.996	121.782	143.928	157.874	204.560
10	74.535	81.719	108.914	127.683	151.026	165.657	214.309
11	81.461	89.329	118.748	139.485	165.222	181.221	233.807
12	88.387	96.939	128.582	151.287	179.418	196.785	253.305
13	95.313	104.549	138.416	163.089	193.614	212.349	272.803
14	102.239	112.159	148.250	174.891	207.810	227.913	292.301
15	109.165	119.769	158.084	186.693	222.006	243.477	311.799
16	116.091	127.379	167.918	198.495	236.202	259.041	331.297
17	123.017	134.989	177.752	210.297	250.398	274.605	350.795
18	129.943	142.599	187.586	222.099	264.594	290.169	370.293

Continues overleaf

# 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
19	136.869	150.209	197.420	233.901	278.790	305.733	389.791
20	143.795	157.819	207.254	245.703	292.986	321.297	409.289
21	150.723	165.431	217.090	257.505	307.182	336.861	428.789
22	157.651	173.043	226.926	269.307	321.378	352.425	448.289
23	164.579	180.655	236.762	281.109	335.574	367.989	467.789
24	171.507	188.267	246.598	292.911	349.770	383.553	487.289
25	178.435	195.879	256.434	304.713	363.966	399.117	506.789
26	185.363	203.491	266.270	316.515	378.162	414.681	526.289
27	192.291	211.103	276.106	328.317	392.358	430.245	545.789
28	199.219	218.715	285.942	340.119	406.554	445.809	565.289
29	206.147	226.327	295.778	351.921	420.750	461.373	584.789
30	213.075	233.939	305.614	363.723	434.946	476.937	604.289
40	247.715	271.999	354.784	422.733	505.926	554.767	697.929
50	282.355	310.059	403.954	481.743	576.906	632.597	791.569
60	316.995	348.119	453.124	540.753	647.886	710.427	885.209
70	351.635	386.179	502.294	599.763	718.866	788.257	978.849
For each additional 0.5kg							
Above 10	3.463	3.805	4.917	5.901	7.098	7.782	9.749
Above 20	3.464	3.806	4.918	5.901	7.098	7.782	9.750
For each additional 1kg							
Above 30	3.464	3.806	4.917	5.901	7.098	7.783	9.364
Multiplier rate per 1kg from 70.1kg							
70.1 - 300.0	4.960	5.217	7.953	8.937	9.878	10.947	15.907
300.1 - 3,000*	5.046	5.302	8.039	9.022	9.963	11.075	15.992

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