

## DHL Express Taiwan Service Hours for 2021 Chinese New Year

DHL Express Taiwan will adjust service hours for 2021 Chinese New Year holiday as follows:

Services	2/8 (Mon)	2/9 (Tue)
Pick-up and Delivery Services *	Friday Service Hours	
Service Center Drop-off & Pick-up Services *		
Express 9:00 / 10:30 / 12:00 *	Weekday Service Hours (Mon to Thu)	
Gateway Drop-off & Pick-up Services	24 Hours (All Customers)	
Customer Service Hotline	24 Hours	
Self Pick-Up at FamilyMart /Hi-Life/iBox	Arrangement can be made via On Demand Delivery (ODD) online and Customer Service Hotline. Order cut off on 9th of February 12:00 ***	
7-Eleven	Same as Pick-up and Delivery Services	
Chunghwa Post	Click here for post office cut-offs***** <a href="https://www.post.gov.tw/post/FileCenter/post_ww2/post_docdata_att/att_content/A746A14F-70DE-4EDC-8520-342DEA4EF6A3/D6537719-520E-4FCA-81F0-7E833C6AE69C.pdf">https://www.post.gov.tw/post/FileCenter/post_ww2/post_docdata_att/att_content/A746A14F-70DE-4EDC-8520-342DEA4EF6A3/D6537719-520E-4FCA-81F0-7E833C6AE69C.pdf</a>	
Certificate of Origin / Destination Import License Service **	Regular Service	14:00
Certificate of Embassy **	2/3 (Fri)	15:30
General Cargo Mode / Consolidate Shipment	Same as Service Center Drop-off Cut-off Times	

Services	2/10 (Wed)	2/11 (Thu) ~ 2/15 (Mon)	2/16 (Tue)
Pick-up and Delivery Services *	No Service		
Service Center Drop-off & Pick-up Services *			
Express 9:00 / 10:30 / 12:00 *			
Gateway Drop-off & Pick-up Services	08:30-12:30 **** (Contract Customers Only)	No Service	10:00-17:00 **** (Contract Customers Only)
Customer Service Hotline	No Service		08:30 - 17:30

<b>Self Pick-Up at FamilyMart /Hi-Life/iBox</b>	Arrangement can be made via On Demand Delivery (ODD) online or Customer Service Hotline. Shipments will arrive FamilyMart on 17th of February at the earliest.
<b>7-Eleven</b>	No Service
<b>Chunghwa Post</b>	
<b>Certificate of Origin / Destination Import License Service **</b>	
<b>Certificate of Embassy **</b>	
<b>General Cargo Mode / Consolidate Shipment *</b>	

\* Cut-off times vary from location to location as some areas has earlier cut-offs. For more details, please contact DHL Contact Center ([https://mydhl.express.dhl/tw/en/help-and-support.html#/contact\\_us](https://mydhl.express.dhl/tw/en/help-and-support.html#/contact_us)). For information of Chunghwa Post drop-off services, please click here (<https://www.post.gov.tw/post/internet/Postal/index.jsp?ID=1384158648201>). For DHL Service Point information, please click here (<https://mydhl.express.dhl/tw/en/locator.html#/find-locations>).

\*\* Longer process time may require for some certificates or licenses (e.g. Certificate of Origin for ECFA or Embassy). For more details, please contact DHL export clearance team.

\*\*\* Shipments arranged after 12:00 PM on 9<sup>th</sup> of February will arrive FamilyMart /Hi-Life/iBox on 17<sup>th</sup> of February at the earliest.

\*\*\*\* DHL Gateway drop-off service is available for contract customers only on 10<sup>th</sup> and 16<sup>th</sup> of February. Sorry for any inconvenience this may have caused. To catch same-day flights, please drop off shipments and email clearance documents to [brad.liu@dhl.com](mailto:brad.liu@dhl.com) and [honda.wu@dhl.com](mailto:honda.wu@dhl.com) before 12PM of the day. Please write email subject as follows : 000 Company's Clearance Paperwork · AWB#XXXXXXXXXX.

\*\*\*\*\*If the cut-offs is not on the same day (D+1), the cut-offs will be on 8<sup>th</sup> of February.