



DHL EXPRESS

# SERVICE & RATE GUIDE 2024

## UKRAINE

### GET STARTED

[Connecting Your World](#)

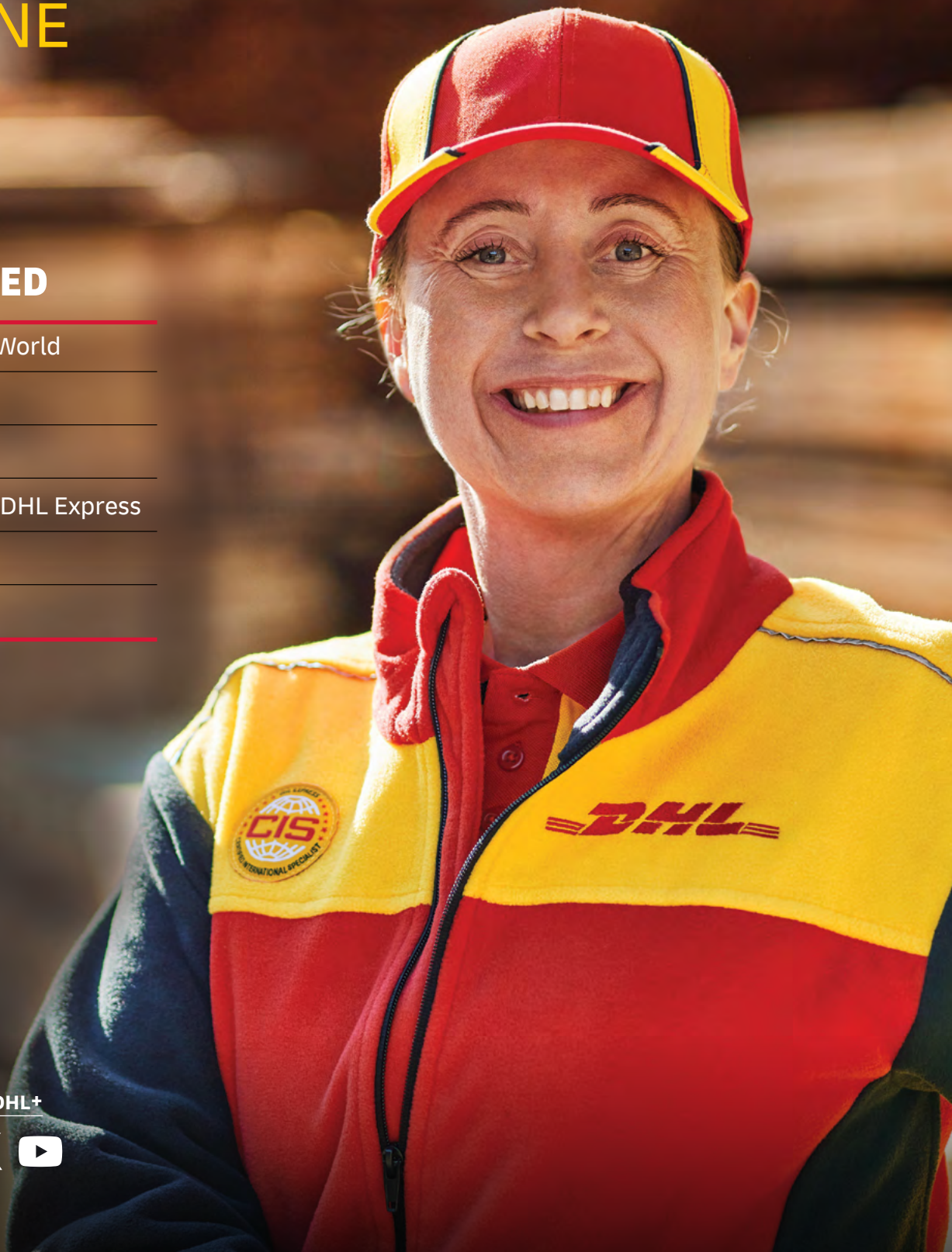
[Sustainability](#)

[Service Offering](#)

[How to Ship with DHL Express](#)

[Digitalization](#)

[Zones and Rates](#)



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



# CONNECTING YOUR WORLD

**220**  
countries and  
territories served



**500+**  
airports served  
worldwide



**3500**  
facilities

**300+**  
aircraft

**2400+**  
flights per day



**34500**  
vehicles



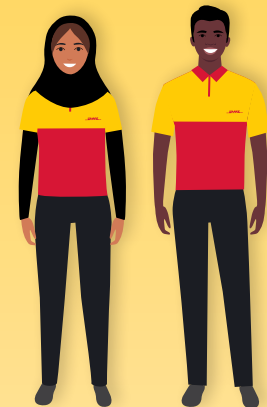
**148000**  
Service Points

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



**120000**  
employees



**415**  
TAPA\* certifications



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



Connecting Your World
► Sustainability
Service Offering
How to Ship with DHL Express
Digitalization
Zones and Rates

# 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

[Connecting Your World](#)
[Sustainability](#)
[▶ Service Offering](#)
[How to Ship with DHL Express](#)
[Digitalization](#)
[Zones and Rates](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)
[Enabling Your Growth](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)

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 3000kg.

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	78	27
<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>	1000kg	Pallets not accepted	Pallets not accepted
<b>Maximum shipment weight</b>	3000kg	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.



# SERVICE OFFERING

---

 Connecting Your World
 

---

 Sustainability
 

---

 ► Service Offering
 

---

 How to Ship with DHL Express
 

---

 Digitalization
 

---

 Zones and Rates
 

---

 Export  
Services

 Import  
Services

 Domestic  
Services

 Enabling Your  
Growth

 Optional  
Services

Surcharges

 Customs  
Services

## 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 and DHL Express 9:00 services are 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, 10:30, 9:00 or the end of the next possible business day.

## DHL EXPRESS ENVELOPE

Our DHL Express Envelope service provides door-to-door international delivery of lightweight document shipments by the end of the next possible business day. It also offers you carbon neutral shipping at no extra charge.

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



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

# SERVICE OFFERING

**Export Services**

**Import Services**

**Domestic Services**

**Enabling Your Growth**

**Optional Services**

**Surcharges**

**Customs Services**

## 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.



# SERVICE OFFERING

---

[Connecting Your World](#)


---

[Sustainability](#)


---

[▶ Service Offering](#)


---

[How to Ship with DHL Express](#)


---

[Digitalization](#)


---

[Zones and Rates](#)


---

[Export Services](#)
[Import Services](#)
[Domestic Services](#)
[Enabling Your Growth](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)

## OPTIONAL SERVICES

[View charges](#)

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 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.

### 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.

## DUTY BILLING SERVICES

### Duty Tax Paid

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

### Duty Tax Processing: Account Customers

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

### Duty Tax Processing: Non-Account Customers

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



# SERVICE OFFERING

Export  
Services

Import  
Services

Domestic  
Services

Enabling Your  
Growth

Optional  
Services

Surcharges

Customs  
Services

## ➔ OPTIONAL SERVICES

[View charges](#)

### 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.

### Verbal Notification

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

### Hold for Collection

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

### Residential Address

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

### Direct Signature

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

### No Signature Required

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

### Change of Billing

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



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



# SERVICE OFFERING

---

 Connecting Your World
 

---

 Sustainability
 

---

 ▶ Service Offering
 

---

 How to Ship with DHL Express
 

---

 Digitalization
 

---

 Zones and Rates
 

---

 Export  
Services

 Import  
Services

 Domestic  
Services

 Enabling Your  
Growth

 Optional  
Services

**Surcharges**

 Customs  
Services

## SURCHARGES

[View charges](#)

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 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](https://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.

# SERVICE OFFERING

[Connecting Your World](#)
[Sustainability](#)
[▶ Service Offering](#)
[How to Ship with DHL Express](#)
[Digitalization](#)
[Zones and Rates](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)
[Enabling Your Growth](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)

## ➔ SURCHARGES

[View charges](#)

### 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).

# SERVICE OFFERING

Export  
Services

Import  
Services

Domestic  
Services

Enabling Your  
Growth

Optional  
Services

Surcharges

Customs  
Services

## CUSTOMS SERVICES

[View charges](#)

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 working 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.

### Other Government Agency

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

### 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.



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



# 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 5000 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).



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

# HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

## PREPARING YOUR SHIPMENT INVOICE

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

COMMERCIAL INVOICE								
<b>SENDER</b>				<b>GENERAL INFORMATION</b>				
Company Name: Contact Name: Building Name: Street Name & Number: Postcode: City/Country: Business/Private: Phone: Email: Tax ID/VAT Number: EORI Number:				Date: Waybill Number: Invoice Number: Shipment Reference Number: Receiver Reference Number:				
<b>RECEIVER</b>				<b>BILLED TO/IMPORTER OF RECORD (IOR) (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

---

 Connecting Your World
 

---

 Sustainability
 

---

 Service Offering
 

---

 ► How to Ship with DHL Express
 

---

 Digitalization
 

---

 Zones and Rates
 

---

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
- Bottle boxes

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)





# 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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 Digitalization
 

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 Zones and Rates
 

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## Preparing Your Shipment

## Packaging Your Shipment

## Paying for 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.

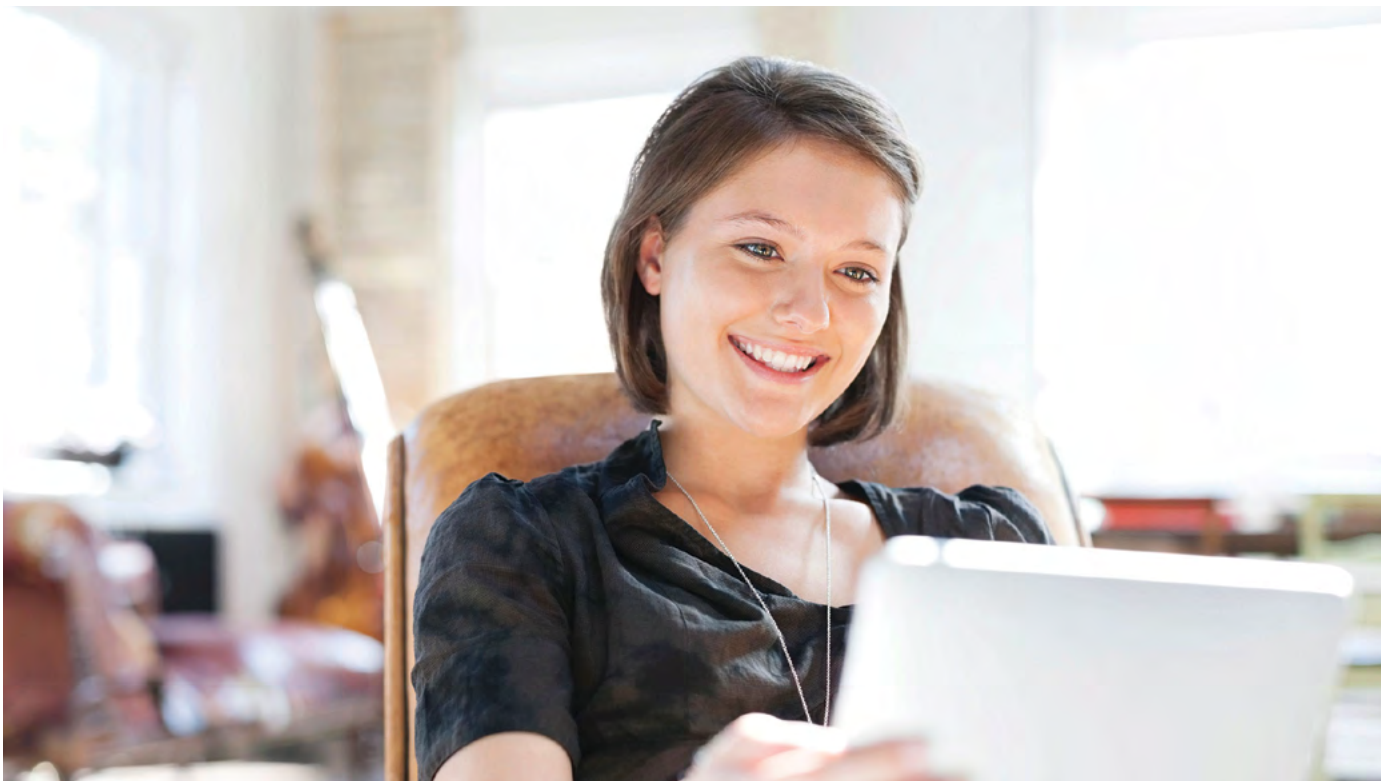
- Air guns, tasers, imitation or replica firearms, firearm parts and replica ammunition (includes rifle butts, trigger mechanisms, screws/bolts etc which are manufactured for the sole purpose of creating a functional firearm)
- Antiques and works of art with a shipment value in excess of €500000
- Banderols/Tax stickers with a shipment value in excess of €500000
- Cigarettes, cigars, tobacco products and electronic cigarettes with a shipment value in excess of €500000
- Commemorative coins and medals with an individual value or total shipment value of €2000 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 €500000
- Furs
- Jewelry and watches and with individual values in excess of €5000. The shipment must not exceed €100000

## 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

- Connecting your World
- Sustainability
- Service Offering
- How to Ship with DHL Express
- Digitalization
- Zones and Rates

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.

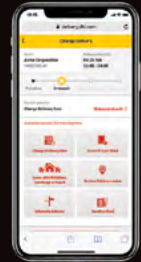
And the benefits for you? You can support clearing customs more quickly and more accurately, help avoid delays and unexpected customs or tax costs, and pre-plan your shipment journeys so that you understand potential prohibitions and restrictions.

[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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 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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 ► Digitalization
 

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 Zones and Rates
 

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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.



## 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.



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



[Chat with us now!](#)



# ZONES AND RATES

[Calculate the Price of Your Shipment](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)
[Service Capability and Rating Zones](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)

## 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 7.30 UAH per kg
Dedicated Pickup	Per shipment	18 UAH per kg with minimum of 1205 UAH
Dedicated Delivery	Per shipment	18 UAH per kg with minimum of 1605 UAH
Saturday Pickup	Per shipment	540 UAH
Saturday Delivery	Per shipment	1605 UAH
Receiver Paid	No charge	No charge, IMP standard rates apply
Shipment Insurance	By shipment value	440 UAH or 1% of stated shipment value if higher
Extended Liability	Per shipment	200 UAH
Shipment Preparation	Per shipment	1005 UAH
<b>Packaging Supplies</b>		
Plastic Flyer Stack	Per stack	805 UAH 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 640 UAH
Duty Tax Processing: Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 480 UAH
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2% of fiscal charges with minimum of 480 UAH
Verbal Notification	Per shipment	185 UAH
Hold for Collection	No charge	No charge
Residential Address	Per shipment	200 UAH
Direct Signature	Per shipment	185 UAH
No Signature Required	No charge	No charge
Change of Billing	Per invoice	480 UAH

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

# ZONES AND RATES

[Calculate the Price of Your Shipment](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)
[Service Capability and Rating Zones](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)

## 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	International: 20 UAH per kg 840 UAH Domestic: 10 UAH per kg 400 UAH
Remote Area Pickup	Per shipment	International: 20 UAH per kg 840 UAH
<b>Additional Handling</b>		
Overweight Piece	Per piece	International: 3810 UAH Domestic: 2005 UAH
Oversize Piece	Per piece	International: 1800 UAH Domestic: 900 UAH
Non-Stackable Pallet	Per piece	International: 11000 UAH Domestic: 5415 UAH
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	400 UAH
Dry Ice (UN1845)	Per shipment	480 UAH
Lithium Batteries <b>with</b> equipment		
Lithium Ion PI966, Section II	Per shipment	185 UAH
Lithium Metal PI969, Section II	Per shipment	185 UAH
Lithium Batteries <b>in</b> equipment	No charge	No charge
Full Dangerous Goods	Per shipment	4010 UAH
Consumer Goods ID8000	Per shipment	1005 UAH
Address Correction	Per shipment	440 UAH
Data Entry	Per shipment	400 UAH
<b>Security Charges</b>		
Elevated Risk	Per shipment	1205 UAH
Restricted Destination	Per shipment	1205 UAH

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

# ZONES AND RATES

[Calculate the Price of Your Shipment](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)
[Service Capability and Rating Zones](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)

## CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	1800 UAH
Clearance Processing	Per shipment	480 UAH
Permits and Licenses	Per shipment	900 UAH plus cost of certificate
Bonded Storage	Per shipment, per day after three working days	200 UAH per shipment and 4,40 UAH per kg (both per day after three working days)
Multiline Entry	Rate per line, after five lines	40 UAH
Other Government Agency	Per shipment	900 UAH plus cost of certificate
Export Declaration	Per shipment	1500 UAH for shipment values exceeding 150 EUR declared value (legal entities), 10000 EUR declared value (individuals)

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





# ZONES AND RATES

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

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

## SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Afghanistan	7	✓			✓
Albania	3	✓			✓
Algeria	7	✓	doc		✓
American Samoa	7	✓			✓
Andorra	3	✓			✓
Angola	7	✓	✓		✓
Anguilla	7	✓			✓
Antigua	7	✓			✓
Argentina	7	✓	✓		✓
Armenia	3	✓			✓
Aruba	7	✓			✓
Australia	7	✓	✓		✓
Austria	2	✓	✓	✓	✓
Azerbaijan	3	✓			✓
Bahamas	7	✓			✓
Bahrain	6	✓			✓
Bangladesh	6	✓			✓
Barbados	7	✓			✓
Belarus	1	✓			✓
Belgium	2	✓	✓	✓	✓
Belize	7	✓			✓
Benin	7	✓			✓
Bermuda	7	✓			✓
Bhutan	6	✓			✓
Bolivia	7	✓			✓
Bonaire	7	✓			✓
Bosnia & Herzegovina	3	✓			✓
Botswana	7	✓			✓
Brazil	7	✓	✓		✓
Brunei	6	✓			✓
Bulgaria	2	✓	✓		✓
Burkina Faso	7	✓	✓		✓
Burundi	7	✓			✓
Cambodia	6	✓	doc		✓
Cameroon	7	✓	✓		✓
Canada	4	✓	✓		✓
Canary Islands, The	3	✓			✓
Cape Verde	7	✓			✓
Cayman Islands	7	✓			✓
Central African Republic	7	✓			✓
Chad	7	✓			✓
Chile	7	✓			✓
China, People's Republic	5	✓			✓
Colombia	7	✓	✓		✓
Comoros	7	✓			✓
Congo	7	✓	✓		✓
Congo, Democratic Rep. of	7	✓			✓
Cook Islands	7	✓			✓
Costa Rica	7	✓			✓
Cote d'Ivoire	7	✓			✓
Croatia	3	✓	doc		✓
Cuba	7	✓			✓
Curacao	7	✓			✓
Cyprus	3	✓	doc		✓
Czech Republic, The	2	✓	✓	✓	✓
Denmark	3	✓	✓	✓	✓
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	7	✓			✓
El Salvador	7	✓			✓
Eritrea	7	✓			✓
Estonia	2	✓	✓		✓
Eswatini	7	✓			✓
Ethiopia	7	✓			✓
Falkland Islands	7	✓			✓
Faroe Islands	3	✓			✓
Fiji	7	✓			✓
Finland	3	✓	✓		✓
France	2	✓	✓	✓	✓
French Guyana	7	✓			✓
Gabon	7	✓	doc		✓
Gambia	7	✓			✓
Georgia	3	✓			✓
Germany	2	✓	✓	✓	✓
Ghana	7	✓			✓
Gibraltar	3	✓	✓		✓
Greece	3	✓	✓		✓
Greenland	7	✓			✓
Grenada	7	✓			✓
Guadeloupe	7	✓			✓
Guam	7	✓			✓
Guatemala	7	✓			✓
Guernsey	2	✓	✓	doc	✓
Guinea Republic	7	✓			✓
Guinea-Bissau	7	✓			✓
Guinea-Equatorial	7	✓			✓
Guyana (British)	7	✓			✓
Haiti	7	✓			✓
Honduras	7	✓			✓
Hong Kong SAR China	5	✓			✓
Hungary	2	✓	✓		✓
Iceland	3	✓	✓		✓
India	5	✓	doc		✓
Indonesia	6	✓			✓
Iran, Islamic Rep. of	7	✓			✓
Iraq	7	✓			✓
Ireland, Rep. of	3	✓			✓
Israel	3	✓			✓
Italy	2	✓	✓	✓	✓
Jamaica	7	✓			✓
Japan	5	✓	✓		✓
Jersey	2	✓	✓	doc	✓
Jordan	6	✓			✓
Kazakhstan	3	✓	✓		✓
Kenya	7	✓	✓		✓
Kiribati	7	✓			✓
Korea, D.P.R. of (North)	6	✓			✓
Korea, Rep. of (South)	5	✓			✓
Kosovo	3	✓			✓
Kuwait	6	✓			✓
Kyrgyzstan	7	✓			✓
Lao P.D.R.	6	✓			✓
Latvia	2	✓			✓
Lebanon	6	✓	✓		✓
Lesotho	7	✓			✓
Liberia	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

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

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

## ➔ SERVICE CAPABILITY AND RATING ZONES

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Libya	7	✓			✓
Liechtenstein	2	✓			✓
Lithuania	2	✓	doc		✓
Luxembourg	2	✓	✓	✓	✓
Macau SAR China	6	✓			✓
Madagascar	7	✓			✓
Malawi	7	✓			✓
Malaysia	5	✓	✓		✓
Maldives	7	✓			✓
Mali	7	✓			✓
Malta	3	✓	doc		✓
Marshall Islands	7	✓			✓
Martinique	7	✓			✓
Mauritania	7	✓			✓
Mauritius	7	✓			✓
Mayotte	7	✓			✓
Mexico	7	✓			✓
Micronesia, Fed. States of	7	✓			✓
Moldova, Rep. of	1	✓			✓
Monaco	2	✓			✓
Mongolia	7	✓			✓
Montenegro, Rep. of	3	✓			✓
Montserrat	7	✓			✓
Morocco	7	✓	doc		✓
Mozambique	7	✓	doc		✓
Myanmar	6	✓			✓
Namibia	7	✓	doc		✓
Nauru, Rep. of	7	✓			✓
Nepal	6	✓			✓
Netherlands, The	2	✓	✓	✓	✓
Nevis	7	✓			✓
New Caledonia	7	✓			✓
New Zealand	7	✓			✓
Nicaragua	7	✓			✓
Niger	7	✓			✓
Nigeria	7	✓			✓
Niue	7	✓			✓
North Macedonia	3	✓			✓
Northern Mariana Islands	7	✓			✓
Norway	3	✓	✓		✓
Oman	6	✓			✓
Pakistan	7	✓			✓
Palau	7	✓			✓
Panama	7	✓	doc		✓
Papua New Guinea	7	✓			✓
Paraguay	7	✓	✓		✓
Peru	7	✓			✓
Philippines, The	6	✓	✓		✓
Poland	1	✓	✓	doc	✓
Portugal	3	✓	✓	doc	✓
Puerto Rico	7	✓			✓
Qatar	6	✓			✓
Reunion, Island of	7	✓			✓
Romania	1	✓	✓		✓
Russian Federation, The	1	✓	✓	doc	✓
Rwanda	7	✓			✓
Samoa	7	✓			✓
San Marino	2	✓	doc		✓

Country/Territory	Zone	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00	Imports
Sao Tome & Principe	7	✓			✓
Saudi Arabia	6	✓			✓
Senegal	7	✓	✓		✓
Serbia, Rep. of	3	✓			✓
Seychelles	7	✓			✓
Sierra Leone	7	✓			✓
Singapore	5	✓	doc	doc	✓
Slovakia	2	✓	✓	✓	✓
Slovenia	3	✓	✓	doc	✓
Solomon Islands	7	✓			✓
Somalia	7	✓			
Somaliland, Rep. (N. Somalia)	7	✓			
South Africa	7	✓	doc	doc	✓
South Sudan	7	✓			
Spain	3	✓	✓	doc	✓
Sri Lanka	6	✓			✓
St. Barthelemy	7	✓			✓
St. Eustatius	7	✓			✓
St. Helena	7	✓			✓
St. Kitts	7	✓			✓
St. Lucia	7	✓			✓
St. Maarten	7	✓			✓
St. Vincent	7	✓			✓
Sudan	7	✓			
Suriname	7	✓			✓
Sweden	3	✓	✓	✓	✓
Switzerland	2	✓	✓	✓	✓
Syria	6	✓			
Tahiti	7	✓			✓
Taiwan, China	5	✓	✓		✓
Tajikistan	7	✓			✓
Tanzania	7	✓	doc	doc	✓
Thailand	6	✓	✓		✓
Timor-Leste	7	✓			✓
Togo	7	✓			✓
Tonga	7	✓			✓
Trinidad and Tobago	7	✓			✓
Tunisia	7	✓			✓
Türkiye	2	✓	✓		✓
Turkmenistan	7	✓			✓
Turks and Caicos Islands	7	✓			✓
Tuvalu	7	✓			✓
Uganda	7	✓	doc	doc	✓
Ukraine	0	✓	doc		✓
United Arab Emirates	6	✓	✓		✓
United Kingdom	2	✓	✓	✓	✓
United States of America	4	✓	✓	(10:30)	✓
Uruguay	7	✓			✓
Uzbekistan	7	✓			✓
Vanuatu	7	✓			✓
Vatican City	2	✓			✓
Venezuela	7	✓			
Vietnam	6	✓			✓
Virgin Islands (British)	7	✓			✓
Virgin Islands (US)	7	✓			✓
Yemen, Rep. of	6	✓			
Zambia	7	✓	✓		✓
Zimbabwe	7	✓	doc		✓

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

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

# ZONES AND RATES

Calculate the Price  
of Your Shipment

Optional  
Services

Surcharges

Customs  
Services

Service Capability  
and Rating Zones

Export  
Services

Import  
Services

Domestic  
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
Envelopes up to 0.3kg							
0.3	1656	1988	2126	2266	2754	2876	3337
Documents only up to 2kg							
0.5	1765	2145	2269	2410	2944	3069	3514
1	2351	2756	2904	3153	3663	3795	4331
1.5	2749	3227	3451	3823	4356	4488	5091
2	3147	3698	3998	4493	5049	5181	5851
Documents from 2.5kg and non-documents from 0.5kg							
0.5	1997	2369	2490	2646	3232	3385	3861
1	2485	2925	3076	3255	3792	3965	4497
1.5	2917	3363	3644	3996	4509	4699	5300
2	3349	3801	4212	4737	5226	5433	6103
2.5	3731	4198	4609	5471	5810	6133	6861
3	4077	4579	5146	6057	6480	6826	7571
3.5	4423	4960	5683	6643	7150	7519	8281
4	4769	5341	6220	7229	7820	8212	8991
4.5	5115	5722	6757	7815	8490	8905	9701
5	5461	6103	7294	8401	9160	9598	10411
5.5	5726	6334	7569	8667	9524	9996	10934
6	5991	6565	7844	8933	9888	10394	11457
6.5	6256	6796	8119	9199	10252	10792	11980
7	6521	7027	8394	9465	10616	11190	12503
7.5	6786	7258	8669	9731	10980	11588	13026
8	7051	7489	8944	9997	11344	11986	13549
8.5	7316	7720	9219	10263	11708	12384	14072
9	7581	7951	9494	10529	12072	12782	14595
9.5	7846	8182	9769	10795	12436	13180	15118
10	8111	8413	10044	11061	12800	13578	15641
11	8491	8813	10572	11611	13414	14176	16519
12	8871	9213	11100	12161	14028	14774	17397
13	9251	9613	11628	12711	14642	15372	18275
14	9631	10013	12156	13261	15256	15970	19153
15	10011	10413	12684	13811	15870	16568	20031
16	10391	10813	13212	14361	16484	17166	20909
17	10771	11213	13740	14911	17098	17764	21787
18	11151	11613	14268	15461	17712	18362	22665

Continues overleaf



# ZONES AND RATES

Calculate the Price  
of Your Shipment

Optional  
Services

Surcharges

Customs  
Services

Service Capability  
and Rating Zones

Export  
Services

Import  
Services

Domestic  
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
19	11531	12013	14796	16011	18326	18960	23543
20	11911	12413	15324	16561	18940	19558	24421
21	12367	12849	15708	16963	19436	20054	25333
22	12823	13285	16092	17365	19932	20550	26245
23	13279	13721	16476	17767	20428	21046	27157
24	13735	14157	16860	18169	20924	21542	28069
25	14191	14593	17244	18571	21420	22038	28981
26	14647	15029	17628	18973	21916	22534	29893
27	15103	15465	18012	19375	22412	23030	30805
28	15559	15901	18396	19777	22908	23526	31717
29	16015	16337	18780	20179	23404	24022	32629
30	16471	16773	19164	20581	23900	24518	33541
40	20541	20923	23134	24681	29600	30378	42051
50	24611	25073	27104	28781	35300	36238	50561
60	28681	29223	31074	32881	41000	42098	59071
70	32751	33373	35044	36981	46700	47958	67581
For each additional 0.5kg							
Above 10	190	200	264	275	307	299	439
Above 20	228	218	192	201	248	248	456
For each additional 1kg							
30.1 - 70.0	407	415	397	410	570	586	851
70.1 - 300.0	409	423	436	493	583	595	915
300.1 - 3,000*	472	475	486	544	646	658	1013

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 78 countries worldwide.

Add 185 UAH to the DHL Express Worldwide prices.

**DHL Express 10:30** – Guaranteed delivery before 10:30 on the next possible working day.

Add 360 UAH to the DHL Express Worldwide prices

**DHL Express 9:00 (10:30 to the USA)** – Guaranteed delivery before 9:00 on the next possible working day to over 27 countries worldwide. Add 1400 UAH 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 UAH and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges.  
Terms and conditions apply – see [mydhl.express.dhl](https://mydhl.express.dhl) for details.

\*DHL Express does not accept shipments exceeding 3000kg, or containing pieces exceeding 1000kg or 300cm in length, and/or not meeting DHL standards for packing. Refer to our Packing Guide on [mydhl.express.dhl](https://mydhl.express.dhl). These network restrictions are subject to change with 30 days' notice.

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

# ZONES AND RATES

Calculate the Price  
of Your Shipment

Optional  
Services

Surcharges

Customs  
Services

Service Capability  
and Rating Zones

Export  
Services

Import  
Services

Domestic  
Services

## 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	2023	2454	2609	2778	3396	3504	4045
1	2627	3121	3288	3525	4105	4274	4947
1.5	2993	3536	3775	4145	4717	4920	5623
2	3359	3951	4262	4765	5329	5566	6299
Documents from 2.5kg and non-documents from 0.5kg							
0.5	2488	2864	3059	3184	3851	3957	4540
1	2834	3339	3526	3711	4331	4521	5118
1.5	3320	3843	4199	4528	5159	5376	6064
2	3806	4347	4872	5345	5987	6231	7010
2.5	4406	5118	5574	6446	7026	7357	8218
3	4753	5489	6073	7060	7681	8082	8951
3.5	5100	5860	6572	7674	8336	8807	9684
4	5447	6231	7071	8288	8991	9532	10417
4.5	5794	6602	7570	8902	9646	10257	11150
5	6141	6973	8069	9516	10301	10982	11883
5.5	6422	7213	8410	9817	10706	11414	12469
6	6703	7453	8751	10118	11111	11846	13055
6.5	6984	7693	9092	10419	11516	12278	13641
7	7265	7933	9433	10720	11921	12710	14227
7.5	7546	8173	9774	11021	12326	13142	14813
8	7827	8413	10115	11322	12731	13574	15399
8.5	8108	8653	10456	11623	13136	14006	15985
9	8389	8893	10797	11924	13541	14438	16571
9.5	8670	9133	11138	12225	13946	14870	17157
10	8951	9373	11479	12526	14351	15302	17743
11	9409	9831	12029	13162	15079	16014	18755
12	9867	10289	12579	13798	15807	16726	19767
13	10325	10747	13129	14434	16535	17438	20779
14	10783	11205	13679	15070	17263	18150	21791
15	11241	11663	14229	15706	17991	18862	22803
16	11699	12121	14779	16342	18719	19574	23815
17	12157	12579	15329	16978	19447	20286	24827
18	12615	13037	15879	17614	20175	20998	25839

Continues overleaf

# ZONES AND RATES

[Calculate the Price of Your Shipment](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)
[Service Capability and Rating Zones](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)

## 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	13073	13495	16429	18250	20903	21710	26851
20	13531	13953	16979	18886	21631	22422	27863
21	13971	14393	17441	19338	22181	23006	28875
22	14411	14833	17903	19790	22731	23590	29887
23	14851	15273	18365	20242	23281	24174	30899
24	15291	15713	18827	20694	23831	24758	31911
25	15731	16153	19289	21146	24381	25342	32923
26	16171	16593	19751	21598	24931	25926	33935
27	16611	17033	20213	22050	25481	26510	34947
28	17051	17473	20675	22502	26031	27094	35959
29	17491	17913	21137	22954	26581	27678	36971
30	17931	18353	21599	23406	27131	28262	37983
40	22681	23123	26079	27996	33411	35362	47133
50	27431	27893	30559	32586	39691	42462	56283
60	32181	32663	35039	37176	45971	49562	65433
70	36931	37433	39519	41766	52251	56662	74583
For each additional 0.5kg							
Above 10	229	229	275	318	364	356	506
Above 20	220	220	231	226	275	292	506
For each additional 1kg							
30.1 - 70.0	475	477	448	459	628	710	915
70.1 - 300.0	462	485	510	571	654	710	1039
300.1 - 3,000*	524	534	564	619	724	787	1148

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day from over 78 countries worldwide.

Add 185 UAH to the DHL Express Worldwide Import 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 UAH and exclude customs duties, taxes, clearance-related charges, VAT and all surcharges.

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[Calculate the Price of Your Shipment](#)
[Optional Services](#)
[Surcharges](#)
[Customs Services](#)
[Service Capability and Rating Zones](#)
[Export Services](#)
[Import Services](#)
[Domestic Services](#)

## DHL DOMESTIC EXPRESS 18:00

Weight in kg	Tariff	Weight in kg	Tariff	Weight in kg	Tariff
0.3	362	8.5	860	23	1464
0.5	417	9	888	24	1504
1	453	9.5	916	25	1544
1.5	482	10	944	26	1584
2	511	11	984	27	1624
2.5	539	12	1024	28	1664
3	564	13	1064	29	1704
3.5	589	14	1104	30	1744
4	614	15	1144	40	2244
4.5	639	16	1184	50	2744
5	664	17	1224	60	3244
5.5	692	18	1264	70	3744
6	720	19	1304	For each additional 1kg	
6.5	748	20	1344	30.1 - 70.0	50
7	776	21	1384	70.1 - 300.0	44
7.5	804	22	1424	300.1 - 3000*	46
8	832				

**DHL Domestic Express 9:00 Ukraine rates** – Add 120 UAH to the DHL Domestic Express 18:00 rate.

**DHL Domestic Express 10:30 Ukraine rates** – Add 100 UAH to the DHL Domestic Express 18:00 rate.

**DHL Domestic Express 12:00 Ukraine rates** – Add 80 UAH to the DHL Domestic Express 18:00 rate.

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

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