

SERVICE GUIDE 2025

BELGIUM

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CONNECTING YOUR WORLD



220+
countries and
territories served



500+
airports served
worldwide

295+
aircraft

2,300+
flights per day



115,000
Service Points



116,000
employees



3,800
facilities

34,600
vehicles

288 million
Time Definite shipments
per year

451
TAPA* certifications

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

GOGREEN



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

*Transported Asset Protection Association

DEAR CUSTOMER

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

As the global market leader in Time Definite International (TDI) shipping and courier delivery, and the most international company in the world, this is what we do! We move over 1 million shipments every working day, from point A to point B in 220 countries and territories, as quickly, securely and reliably as possible and with as much transparency as possible. Over 3 million customers of all sizes around the world – from small businesses to big multinationals – put their trust in us, and our team of 116,000 Certified International Specialists strive to exceed their expectations on every single shipment.

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

Sustainability and **Digitalization** continue to be long-term focus areas for building the next generation of logistics capabilities and are integral to our corporate strategy. This year DHL Express took further steps in the journey to achieving

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

I invite you to use this guide and the resources it points to, to discover exciting opportunities, to gain knowledge for making a more informed decision on your logistics needs and to learn how DHL Express products, services and tools can meet them. **Thank you** again for partnering and trusting us to be your Logistics Partner of Choice. How can we support your growth? Reach out to us on MyDHL+ or by calling Customer Service on +32 2/715 50 50 or you can reach me directly on Danny.Van.Himste@dhl.com

Sincerely,

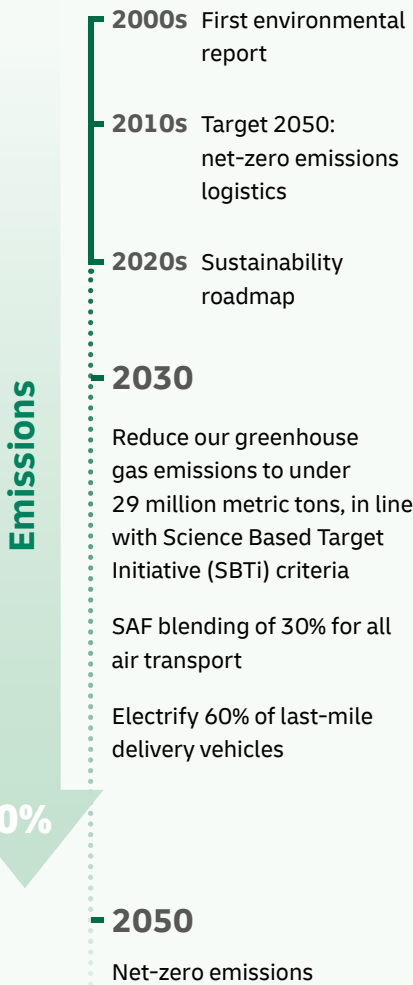
Danny Van Himste
Country Manager
DHL Express Belgium



SUSTAINABILITY



OUR SUSTAINABILITY JOURNEY



CLEAN OPERATIONS FOR CLIMATE PROTECTION



Leader in sustainable aviation



DHL Express GoGreen Plus is a dedicated solution to help businesses reduce the carbon emissions associated with their shipments through the use of Sustainable Aviation Fuel (SAF). GoGreen Plus uses SAF to enable customers to reduce the CO₂e emissions associated with their shipments, and is currently supported by three of the industry's largest collaborations with BP, Neste and World Energy.

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

- With the **GoGreen Plus Basic model**, a fixed CO₂e reduction (insetting) will be achieved on all your air express shipments.
- In **MyDHL+**, you can opt for GoGreen Plus and choose which shipments to invest in with SAF.
- Alternatively, choose a **Customized Offer** for a bespoke insetting plan.



Green last-mile and line-haul

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



Carbon neutral buildings

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



Green product portfolio

Our GoGreen Plus service allows customers shipping TDI to inset their CO₂ air emissions by up to **90%**.



GREAT COMPANY TO WORK FOR ALL

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

HIGHLY TRUSTED COMPANY

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



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

EXPORT SERVICES

DHL Express Worldwide

Our most popular product, DHL Express Worldwide, offers an end of business day delivery service around the world for pieces up to 70kg and shipments up to 3,000kg.

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

DHL Express 12:00

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

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

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

DHL Economy Select

DHL Economy Select is the ideal choice for less urgent shipments, with door-to-door delivery throughout Europe within a defined number of business days.

Our international services at a glance

	DHL Express Worldwide	DHL Express 12:00	DHL Express 9:00 (10:30 to the USA)	DHL Economy Select
Service description	Delivery by the end of the next possible business day	Delivery before 12 noon on the next possible business day	Delivery before 9:00 (10:30 to the USA) on the next possible business day	Delivery within a defined number of business days
Money-back guarantee	No	Yes*	Yes*	No
Countries and territories covered	More than 220	151	81	30
Delivery attempts	2	2	2	2
Maximum piece weight (not on pallet)	70kg	70kg	30kg	70kg
Maximum pieces per shipment	–	10	10	–
Maximum piece dimensions (L x W x H)**	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm	120 x 80 x 80cm
Maximum shipment weight	3,000kg	300kg	300kg	1,000kg
Maximum pallet weight	1,000kg	Pallets not accepted	Pallets not accepted	1,000kg
Maximum pallet dimensions (L x W x H)	300 x 200 x 160cm	Pallets not accepted	Pallets not accepted	300 x 200 x 180cm

*Additional terms and conditions apply – see 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 and DHL Express 9:00 services are available for import as well as our DHL Economy Select Import service for less urgent shipments throughout Europe. You can order an import from another country, to be delivered to your country or any other destination, by using our dedicated electronic shipping solution for imports. You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you will pay.

DOMESTIC SERVICES

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

DHL EXPRESS ENVELOPE

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

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



SPECIAL SERVICES

With DHL Special Services, we offer customized solutions for high value or critical international shipments to over 220 countries and territories. We pick up a shipment of almost any size or weight and deliver it to its destination within hours.



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ENABLING YOUR GROWTH

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

ARE YOU CONNECTED?

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

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



Globalization continues

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



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

LOGISTICS INSIGHTS: SHAPING YOUR TOMORROW

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

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

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

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

LOGISTICS
TREND RADAR 7.0
Insights. Shaping Tomorrow.

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OPTIONAL SERVICES

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

GoGreen Plus

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

Dedicated Pickup

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

Dedicated Delivery

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

Saturday Pickup

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

Saturday Delivery

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

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.

Shipment Preparation

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

Packaging Supplies

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

DUTY BILLING SERVICES

Duty Tax Paid

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

Duty Tax Processing:

Account Customers

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

Duty Tax Processing:

Non-Account Customers

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

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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.

No Signature Required

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

Printed Invoice

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

Change of Billing

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



Neutral Delivery

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

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SURCHARGES

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

Fuel Surcharge

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

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

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

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

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

Remote Area

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

Non-Stackable Pallet

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

Overweight Piece

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

Oversize Piece

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

Non-Conveyable Piece

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

Demand Surcharge

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

Emergency Situation

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

Excepted Quantities

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

Dry Ice (UN1845)

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

Biological Substance (UN3373)

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

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➔ SURCHARGES

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Lithium Batteries Section II

Shipping Lithium Batteries *with* equipment

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

Shipping Lithium Batteries *in* equipment

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

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



For a full list of surcharges, please visit mydhl.express.dhl.

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.

ADR Load Exemptions

A charge applies when the total quantity of dangerous goods carried in packages by a road-based 'transport unit' e.g. a van, lorry, or trailer exceed the limits set by ADR and defined for transport under Limited Quantity regulations.

Limited Quantities

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

Address Correction

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

Data Entry

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

Security Charges

Additional surcharges may apply when shipping to or importing from a destination country 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**).

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

Non-Routine Entry

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



Clearance Processing

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

Permits and Licenses

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

Bonded Storage

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

For a full list of customs charges, please visit mydhl.express.dhl.

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.

Bonded Transit

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

Temporary Import/Export

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

Preferential Origin

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

Export Declaration

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

Post Clearance Modification

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

HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

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

1 Shipment weight

- Please weigh and measure your shipment.
- If you are sending a large but lightweight shipment, where its volumetric (dimensional) weight exceeds its actual weight, the cost of the shipment is calculated on the space your consignment takes up on the aircraft. This is a standard IATA method. To calculate the volumetric weight of your shipment, simply multiply the length by height by width in centimeters, then divide the total sum by 5,000 for each piece in the shipment.
- Any piece in the shipment may be re-weighed and/or re-measured by DHL to confirm this calculation.

2 Documentation required: waybill

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

3 Documentation required: invoice

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



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

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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 for more guidance.

COMMERCIAL INVOICE								
SENDER				GENERAL INFORMATION				
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:				
RECEIVER				BILLED TO/IMPORTER OF RECORD (IOR) <i>(if different from Receiver)</i>				
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:				
OTHER REMARKS								
<i>Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.</i>								
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								
						Total Goods Value & Currency	Total Net Weight	Total Gross Weight
Number of Invoice Line Items: Total Units: Number of Pieces:		Insurance Cost: Freight Cost: Other Costs: VALUE (for Customs Purposes): Import Customs Duties – <i>pre calculated</i> Import Taxes (VAT/GST) – <i>pre calculated</i> TOTAL (with Import Customs Duties/Taxes):						
Reason for Export: Type of Export: INCOTERM: INCOTERM Place:		Terms of Payment: Payer of GST/VAT: Duty/Tax Billing Svc:						
Carrier: Ultimate Consignee:								
Export License Number: Import License Number:								
I/we certify the information on this invoice is true and correct and that the contents of this shipment are as stated above.								
Name: _____			Title: _____			Email: _____		
Date: _____			Signature: _____					

HOW TO SHIP WITH DHL EXPRESS

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.

Prohibited and Restricted Commodities

Before you ship with DHL Express, visit mydhl.express.dhl to check whether any of your items are prohibited or restricted.

PAYING FOR YOUR SHIPMENT

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



DIGITALIZATION

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

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

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

MYDHL+



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

mydhl.express.dhl

DHL EXPRESS COMMERCE

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

MY GLOBAL TRADE SERVICES



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

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

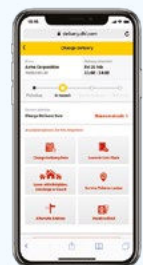
dhl.com/express/mygts



ON DEMAND DELIVERY

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

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



ondemand.dhl.com



Change delivery date



Leave in safe place



Deliver to alternative address



Collect from Service Point or locker



Vacation hold



Leave with neighbor, concierge or guard

DIGITALIZATION

 Connecting Your World

 Sustainability

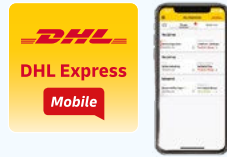
 Service Offering

 How to Ship with DHL Express

 ▶ Digitalization

 Rates

DHL EXPRESS MOBILE APP



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



ROBOTICS

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

Robots are adopting more roles at DHL Express, assisting workers with the most repetitive and labor-intensive tasks and freeing them up to do higher-order, customer-facing activities. Examples include the use of articulated robotic arms for inducting flyers and small parcels at 99.99% accuracy, ensuring faster processing and fewer mis-sorts. We have four such robots in use globally, with plans for more in the future.

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



DIGITAL ASSISTANT

Chat with us
now!

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 Dutch and French. It tracks your shipments, answers queries and directs you to FAQs.

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.

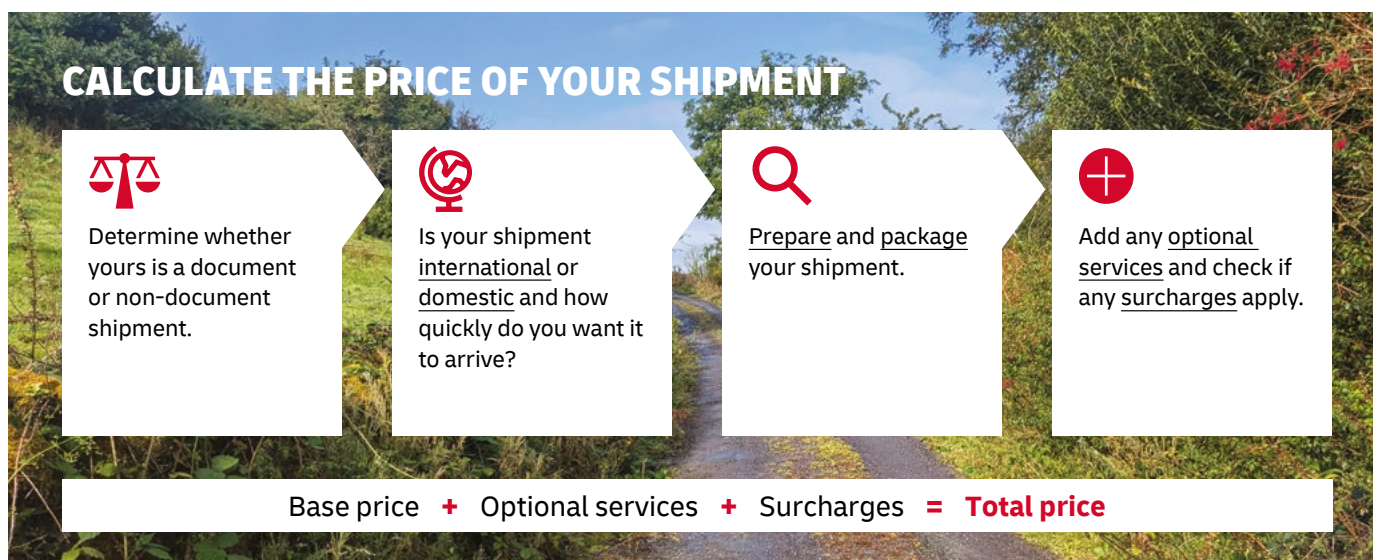
RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services



OPTIONAL SERVICES

[View explanation](#)

Optional services	Charging method	Charge
GoGreen Plus	Per shipment	Minimum € 0.18 per kg
Dedicated Pickup	Per shipment	€ 0.45 per kg with minimum of € 30
Dedicated Delivery	Per shipment	€ 0.45 per kg with minimum of € 40
Saturday Pickup	Per shipment	€ 30
Saturday Delivery	Per shipment	€ 40
Receiver Paid	No charge	No charge, IMP standard rates apply
Shipment Insurance	By shipment value	€ 11 or 1% of stated shipment value if higher
Extended Liability	Per shipment	€ 5
Shipment Preparation	Per shipment	€ 25
Packaging Supplies		
Plastic Flyer	Per stack	€ 20 per stack (100 flyers)
Bulk Packaging	Per stack	Variable
Duty Billing Services		
Duty Tax Paid	% of fiscal charges	2% of fiscal charges with minimum of € 16
Duty Tax Processing: Account Customers	% of fiscal charges	2.75% of fiscal charges with minimum of € 14.50
Duty Tax Processing: Non-Account Customers	% of fiscal charges	2.75% of fiscal charges with minimum of € 14.50
Hold for Collection	No charge	No charge
Residential Address	Per shipment	€ 5
Direct Signature	Per shipment	€ 5
Adult Signature	Per shipment	€ 5
No Signature Required	No charge	No charge
Printed Invoice	Per invoice	€ 5
Change of Billing	Per invoice	€ 30
Neutral Delivery	Per shipment	€ 5

For a full list of optional services, please visit mydhl.express.dhl.

RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

Customs
Services

SURCHARGES

[View explanation](#)

Surcharges	Charging method	Charge
Fuel Surcharge	Per shipment	Percentage of transportation and additional charges, as per index; details here
Remote Area Delivery	Per shipment	€ 0.50 per kg with minimum of € 22
Remote Area Pickup	Per shipment	€ 0.50 per kg with minimum of € 22
Additional Handling		
Non-Stackable Pallet	Per pallet	€ 300
Overweight Piece	Per piece	€ 95
Oversize Piece	Per piece	€ 20
Non-Conveyable Piece	Per piece	€ 20
Demand Surcharge	Variable by lane and weight	Variable by lane and weight
Emergency Situation	Variable by lane and weight	Variable by lane and weight
Dangerous Goods		
Excepted Quantities	Per shipment	€ 10
Dry Ice (UN1845)	Per shipment	€ 15
Lithium Batteries with equipment		
Lithium Ion PI966, Section II	Per shipment	€ 5
Lithium Metal PI969, Section II	Per shipment	€ 5
Lithium Batteries in equipment	No charge	No charge
Full Dangerous Goods	Per shipment	€ 100
Consumer Goods ID8000	Per shipment	€ 25
ADR Load Exemptions	Per shipment	€ 100
Limited Quantities	Per shipment	€ 25
Address Correction	Per shipment	€ 11
Data Entry	Per shipment	€ 10
Security Charges		
Elevated Risk	Per shipment	€ 30
Restricted Destination	Per shipment	€ 30

For a full list of surcharges, please visit mydhl.express.dhl.

RATES

Calculate the Price
of Your Shipment

Optional
Services

Surcharges

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CUSTOMS SERVICES

[View explanation](#)

Customs services	Charging method	Charge
Non-Routine Entry	Per shipment	€ 45
Clearance Processing	Per shipment	€ 10
Permits and Licenses	Per shipment	€ 45 plus cost of certificate
Bonded Storage	Per shipment, per day after three calendar days	€ 11 per shipment and € 0.22 per kg (both per day after three calendar days)
Multiline Entry	Rate per line, after five lines	€ 5
Other Government Agency	Per shipment	€ 45 plus cost of certificate
Bonded Transit	Per shipment	€ 48
Temporary Import/Export	Per shipment	€ 45
Preferential Origin	Per shipment	€ 10
Export Declaration	Per shipment	€ 10
Post Clearance Modification	Per shipment	€ 80

For a full list of customs services, please visit mydhl.express.dhl.





READY TO SHIP?



Get a quote



02/715 50 50



Chat



Find your nearest DHL Service Point

DHL Express
Hoofdkantoor België
Woluwelaan 151
1831 Diegem

Valid: 1st January 2025
For public use

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

