



DHL EXPRESS

# SERVICE & RATE GUIDE 2024

## CHINA

### GET STARTED

Connecting Your World

Dear Customer

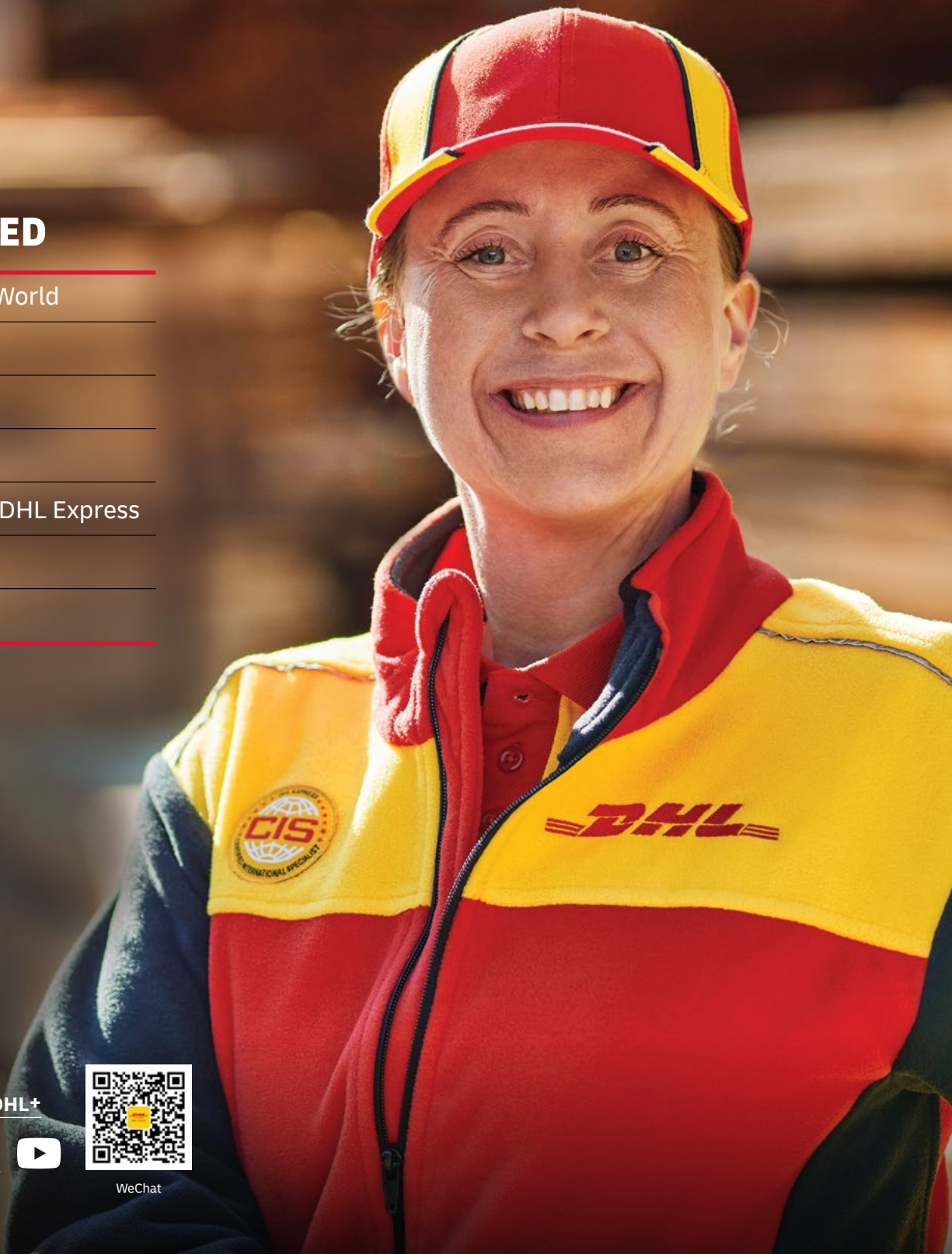
Sustainability

Service Offering

How to Ship with DHL Express

Digitalization

Zones and Rates



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



WeChat

# CONNECTING YOUR WORLD

**220**  
countries and  
territories served



**500+**  
airports served  
worldwide



**3,500**  
facilities

**300+**  
aircraft

**2,400+**  
flights per day



**34,500**  
vehicles



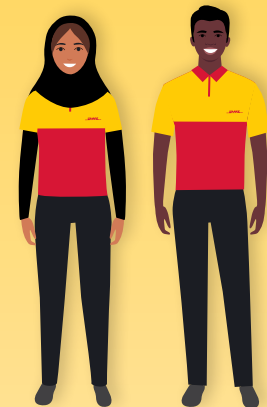
**148,000**  
Service Points

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

MISSION 2050  
**ZERO EMISSIONS**  
GOGREEN

**296**  
million

Time Definite shipments  
per year



**120,000**  
employees



**415**  
TAPA\* certifications



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

# DEAR CUSTOMER

Welcome to the DHL Express Service and Rate Guide for 2024. If you are reading this, it means you have a personal or business need to move something, from somewhere, to somewhere and you want it done quickly, securely and reliably. We are here to help you!

As the global market leader in Time Definite International (TDI) shipping and courier delivery, and the most international company in the world, this is what we do! We move over 1 million shipments every working day, from point A to point B in 220 countries and territories, as quickly, securely and reliably as possible and with as much transparency as possible. Over 2.5 million customers around the world put their trust in us, and our team of 120,000+ Certified International Specialists strive to exceed their expectations on every single shipment.

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

As an example, in China in 2023, we invested almost 350 million RMB. This covered improvements including automating our equipment to further improve operational capability and efficiency, building new Service Points to expand direct service coverage, and upgrading and reconstructing our facilities across multiple gateways and hubs, as well as large service centers nationwide, which significantly strengthens and enhances our ground network and service infrastructure. Investments like these allow us to grow the DHL network and improve service quality for you – our customer.

**Sustainability** continues to grow in focus in all logistics conversations and I invite you to learn how our [GoGreen Plus](#) service, introduced in 2023, and our leveraging of Sustainable Aviation Fuel (SAF) can directly help make your products more environmentally friendly – a growing criterion in the purchase decision process of both individual consumers and businesses.

**Digitalization** retains its laser focus at DHL and we have brought to market a slew of tools to support our customers, in particular small businesses. For example, the new [My Global Trade Services tool](#) aims to reduce customs complexity and improve getting clearance 'first time right!'. The [DHL Express Commerce tool](#) can help small businesses fast-forward taking their online sales channels international. Small business owners, let us help support your growth. [Connect with us now!](#)

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

Sincerely,

Dongming Wu  
CEO  
DHL Express China



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# SUSTAINABILITY

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

## OUR TARGETS FOR 2030

**<29 million**

Reduction in our greenhouse gas emissions to under 29 million tonnes

**€7 billion**

Investment of €7 billion in green technologies

**SBTi**


Commitment to SBTi (Science-Based Targets initiatives)

**30%**

SAF blending of 30% for all air transport

## CLEAN OPERATIONS FOR CLIMATE PROTECTION


### Leader in sustainable aviation


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




- With the GoGreen Plus **basic contract**, 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

## 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 3,000kg.

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

### DHL Express 12:00

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

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

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

### Our international services at a glance

|                                               | DHL Express Worldwide                                 | DHL Express 12:00                                         | DHL Express 9:00 (10:30 to the USA)                                       |
|-----------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------|
| <b>Service description</b>                    | Delivery by the end of the next possible business day | Delivery before 12 noon on the next possible business day | Delivery before 9:00 (10:30 to the USA) on the next possible business day |
| <b>Money-back guarantee</b>                   | No                                                    | Yes*                                                      | Yes*                                                                      |
| <b>Countries and territories covered</b>      | More than 220                                         | 98                                                        | 28                                                                        |
| <b>Delivery attempts</b>                      | 2                                                     | 2                                                         | 2                                                                         |
| <b>Maximum piece weight (not on pallet)</b>   | 70kg                                                  | 70kg                                                      | 30kg                                                                      |
| <b>Maximum pieces per shipment</b>            | –                                                     | 10                                                        | 10                                                                        |
| <b>Maximum piece dimensions (L x W x H)**</b> | 120 x 80 x 80cm                                       | 120 x 80 x 80cm                                           | 120 x 80 x 80cm                                                           |
| <b>Maximum pallet weight</b>                  | 1,000kg                                               | Pallets not accepted                                      | Pallets not accepted                                                      |
| <b>Maximum shipment weight</b>                | 3,000kg                                               | 300kg                                                     | 300kg                                                                     |
| <b>Maximum pallet dimensions (L x W x H)</b>  | 300 x 200 x 160cm                                     | Pallets not accepted                                      | Pallets not accepted                                                      |

\*Additional terms and conditions apply – see [mydhl.express.dhl](https://mydhl.express.dhl) for details.

\*\*A shipment is deemed unacceptable if its packaging is absent or inadequate, or if transporting the shipment would present risks of damaging equipment, other packages or injuring personnel. DHL reserves the right to either not accept or return the shipment to the shipper. These network restrictions are subject to change with 30 days' notice.

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## IMPORT SERVICES

With the DHL Express Worldwide Import product, you can import shipments from over 220 countries and territories in the world. This is more than any other express delivery company can offer. What's more, customers in, say, the USA can order an import from China not just to the USA, but to any other destinations as well – we call this a Third Country shipment.

There is no need for local brokers or forwarders to get involved in any part of the process. You are in full control, and able to manage all aspects of your imports in a very simple way.

If you need a faster delivery, our DHL Express 12:00 service is available for import as well. You can order an import from another country or territory, to be delivered to your country, territory or any other destination, by using our dedicated electronic shipping solution for imports. You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you will pay.

## DOMESTIC SERVICES

If you want to ship goods within your own country or territory, we can offer our Time Definite Domestic products with a delivery time guarantee of by the end of the next possible business day.



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## GLOBAL TRADE AND YOU

A series of crises has put international trade at the center of the debate about economic growth and resilience. What are the current prospects for globalization and trade? Is there cause for concern? Is trade still an attractive source of growth? We deep dived into the data and conducted a thorough, fact-based analysis – and the results might just surprise you. In partnership with NYU Stern's Center for the Future of Management and its DHL Initiative on Globalization, the 'DHL Trade Growth Atlas' examines global trade growth trends and the trade patterns of 173 countries or territories 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 and territories

**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://www.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

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## 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 Delivery

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

### Shipment Insurance

We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss. The service is subject to specific limitations and exclusions as described in our [Terms and Conditions](#).

### Extended Liability

If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend coverage and compensation beyond the DHL standard liability described in our [Terms and Conditions](#). In the event of full or partial loss to a document shipment, a fixed compensation will be paid regardless of the replacement cost of the document.

### Shipment Preparation

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

### Packaging Supplies

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

## DUTY BILLING SERVICES

### Duty Tax Paid

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

### 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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## ➔ OPTIONAL SERVICES

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### Residential Address

Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL will proactively notify the receiver via email or SMS about the shipment's progress.

Receivers can then select the most suitable delivery option via [On Demand Delivery](#).

### Direct Signature

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

### Adult Signature

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

### Change of Billing

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

### Neutral Delivery

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



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## SURCHARGES

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

### Fuel Surcharge

The fuel surcharge for International Time Definite services will be based on the daily average spot prices for US Gulf Coast (USGC) kerosene-type jet fuel, as reported by the U.S. Department of Energy between 3rd week release of prior month to 3rd week release of actual month. For example, the daily average price for fuel from 18th April to 15th May is used to determine the applicable surcharge in June.

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

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

### Remote Area

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

### Overweight Piece

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

### Oversize Piece

This fixed surcharge applies to every piece, including a pallet, with a single dimension in excess of 120cm. Does not apply to pieces already subject to Overweight Piece surcharge.

### Non-Stackable Pallet

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

### Demand Surcharge

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

### Emergency Situation

A temporary surcharge, which allows us to cover operating cost increases due to an emergency situation out of DHL's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments.



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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.

#### Address Correction

A fixed surcharge is applied per shipment when the destination address provided by the Shipper is incomplete, outdated or

incorrect and DHL is subsequently unable to deliver the shipment. DHL searches and determines the correct address to complete the delivery.

#### Data Entry

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

#### Security Charges

Additional surcharges may apply when shipping to or importing from a destination country where DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism (**Elevated Risk**), or when shipping to or importing from a destination country that is subject to trade restrictions imposed by the UN Security Council or by national legislation such as the European Union or the US Office of Foreign Assets Control (OFAC) (**Restricted Destination**).



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

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## CUSTOMS SERVICES

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

### 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.

### Release to Broker

On importer request, DHL will transfer the shipment and related customs documentation to the customer's nominated broker for clearance and last mile delivery.

### Broker Notification

On importer request, DHL will provide the necessary paperwork to the customer's designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed. DHL is subsequently not responsible for the timeliness of the submission to customs or for the release of the shipment.

### Bonded Transit

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

### Export Declaration

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



# HOW TO SHIP WITH DHL EXPRESS

Preparing Your Shipment

Packaging Your Shipment

Paying for Your Shipment

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

### 1 Shipment weight

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

### 2 Documentation required: waybill

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

### 3 Documentation required: invoice

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



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# HOW TO SHIP WITH DHL EXPRESS

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## PREPARING YOUR SHIPMENT INVOICE

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

| COMMERCIAL INVOICE                                                                                                                                                                     |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------|------------------|--------------------|
| SENDER                                                                                                                                                                                 |                           |                                                                  |                                                                                                                                                                                                                                                                             | GENERAL INFORMATION                                                                                                                                                                    |                          |                                 |                  |                    |
| Company Name:<br>Contact Name:<br>Building Name:<br>Street Name & Number:<br>Postcode:<br>City/Country:<br>Business/Private:<br>Phone:<br>Email:<br>Tax ID/VAT Number:<br>EORI Number: |                           |                                                                  |                                                                                                                                                                                                                                                                             | Date:<br>Waybill Number:<br>Invoice Number:<br>Shipment Reference Number:<br>Receiver Reference Number:                                                                                |                          |                                 |                  |                    |
| RECEIVER                                                                                                                                                                               |                           |                                                                  |                                                                                                                                                                                                                                                                             | BILLED TO/IMPORTER OF RECORD (IOR) <i>(if different from Receiver)</i>                                                                                                                 |                          |                                 |                  |                    |
| Company Name:<br>Contact Name:<br>Building Name:<br>Street Name & Number:<br>Postcode:<br>City/Country:<br>Business/Private:<br>Phone:<br>Email:<br>Tax ID/VAT Number:<br>EORI Number: |                           |                                                                  |                                                                                                                                                                                                                                                                             | Company Name:<br>Contact Name:<br>Building Name:<br>Street Name & Number:<br>Postcode:<br>City/Country:<br>Business/Private:<br>Phone:<br>Email:<br>Tax ID/VAT Number:<br>EORI Number: |                          |                                 |                  |                    |
| OTHER REMARKS                                                                                                                                                                          |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
| Please add any additional critical information or specific country clearance requirements that might be relevant e.g. bank details, special formalities etc.                           |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
| Line Number                                                                                                                                                                            | Full Description of Goods | Commodity Code<br><small>(Full Import HS Code Preferred)</small> | Country of Origin                                                                                                                                                                                                                                                           | Qty                                                                                                                                                                                    | Unit Value<br>& Currency | Sub-Total Value<br>& Currency   | Net Weight       | Gross Weight       |
| 1                                                                                                                                                                                      |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
| 2                                                                                                                                                                                      |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
| 3                                                                                                                                                                                      |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
|                                                                                                                                                                                        |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          | Total Goods Value<br>& Currency | Total Net Weight | Total Gross Weight |
|                                                                                                                                                                                        |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
| Number of Invoice Line Items: _____<br>Total Units: _____<br>Number of Pieces: _____                                                                                                   |                           |                                                                  | Insurance Cost: _____<br>Freight Cost: _____<br>Other Costs: _____<br>VALUE (for Customs Purposes): _____<br>Import Customs Duties – <i>pre calculated</i> _____<br>Import Taxes (VAT/GST) – <i>pre calculated</i> _____<br>TOTAL (with Import Customs Duties/Taxes): _____ |                                                                                                                                                                                        |                          |                                 |                  |                    |
| Reason for Export: _____<br>Type of Export: _____<br>INCOTERM: _____<br>INCOTERM Place: _____                                                                                          |                           |                                                                  | Terms of Payment: _____<br>Payer of GST/VAT: _____<br>Duty/Tax Billing Svc: _____                                                                                                                                                                                           |                                                                                                                                                                                        |                          |                                 |                  |                    |
| Carrier: _____<br>Ultimate Consignee: _____                                                                                                                                            |                           |                                                                  |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                        |                          |                                 |                  |                    |
| Export License Number: _____<br>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

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## Preparing Your Shipment

## Packaging Your Shipment

## Paying for Your Shipment

## PACKAGING YOUR SHIPMENT

To ensure that your shipments travel safely and securely through the DHL Express global network, it is important that they are packaged and labeled correctly.

### Packaging guidelines

- If you are re-using envelopes or boxes, please ensure that old labels and markings are removed
- Securely fix a waybill to each piece in your shipment. The waybill can be thought of as the shipment's airline ticket and it will delay delivery if it becomes separated from your shipment
- The barcodes on the waybill are scanned at numerous points during your shipment's journey. Please ensure the barcode is flat and not covered by tape, shrinkwrap or strapping
- Place a waybill on the top or side of each piece in your shipment and please ensure it does not overlap the corners or edges of boxes
- Use adequate protective wrapping for fragile or delicate items and ensure they are packed as far away as possible from the corners of boxes
- To prevent injury to our employees, please pay special attention to the packaging of sharp items. There should not be any possibility of the contents piercing the packaging
- Any individual pieces over 70kg should be placed on a pallet. If you are sending a multi-piece shipment, it is not necessary to place the individual pieces on a pallet unless they exceed 70kg. For example, a shipment comprising four 25kg pieces does not have to be placed on a pallet

### DHL packaging

We offer a range of high-quality DHL-branded packaging items, suitable for shipping items of all shapes and sizes.

The items available include:

- Flyer bags
- Cardboard document envelopes
- Boxes in a range of sizes

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 or territory of destination. DHL may at its sole discretion refuse to carry other items not listed below.

- Bullion (of any precious metal) (usually, but not limited to gold or silver in mass e.g. gold bars or ingots)
- Cash (current legal tender – bank notes, currency notes or coins)
- Complete firearms, ammunition, explosives, explosive devices, including inert explosives or test pieces, air guns, replica or imitation firearms or ammunition
- Counterfeit goods in breach of intellectual property rights (IPR)
- Dangerous/hazardous goods including but not limited to perfumes, aftershaves, aerosols, flammable substances, dry ice, biological substances, UN number 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
- Human remains or ashes in any form. This includes but not limited to human embryos, placenta or ashes formed as gemstones
- Hunting (Animal) trophies, animal parts such as ivory or sharks' fin, animal remains, or Animal-by-Products or derived products not intended for human consumption, prohibited for movement by the CITES Convention or local law
- Illegal goods, such as illicit drugs, included but not limited to narcotics, stimulants, depressants, or hallucinogens. Cannabis or its derivatives. This can include items that are country-specific (e.g. the importation of alcohol and pornography) and commodities considered to be illegal internationally, such as contraband, narcotics (e.g. Heroin, Cocaine, Fentanyl, and chemicals that may be precursors to narcotic manufacture)
- Live animals (including but not limited to mammals, reptiles, fish, invertebrates, amphibian's, insects, or birds)
- Lithium ion batteries of IATA PI965 or lithium metal batteries of IATA PI968
- Loose precious and semi-precious stones (cut or un-cut, polished or un-polished)

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## Preparing Your Shipment

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### Restricted Items

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

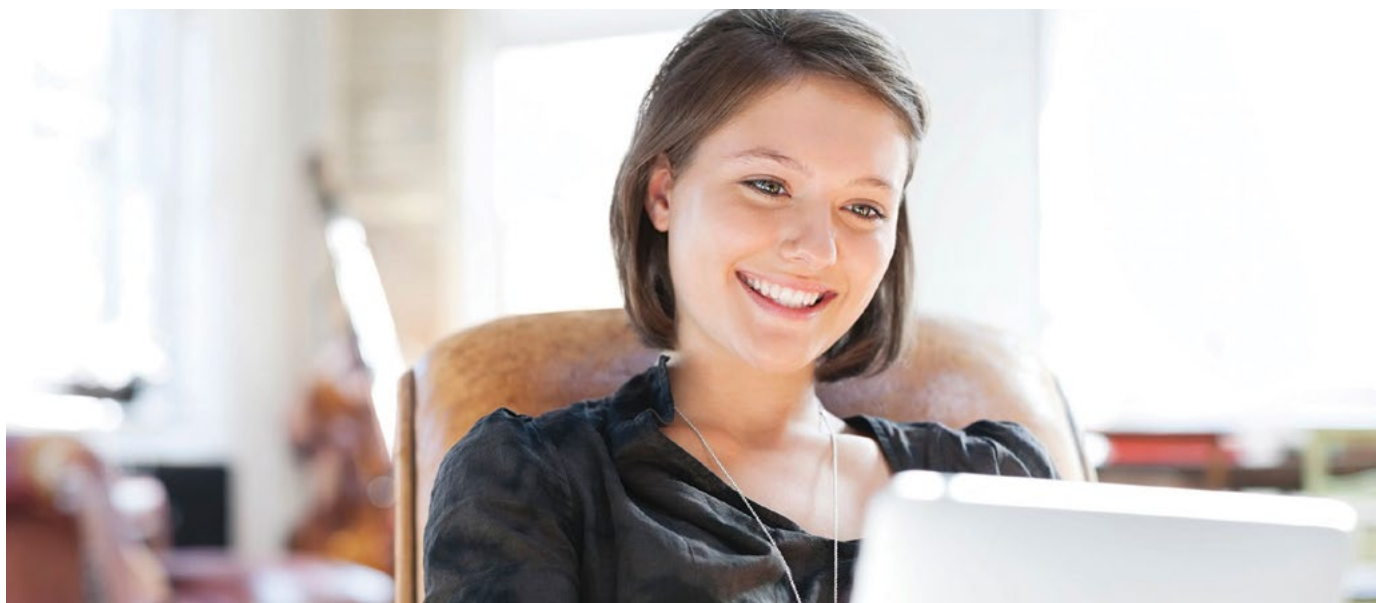
- Toy guns, firearm parts, firearm attachments\*, ammunition parts, tasers or controlled military items (\*firearm attachments such as mountings, sights, night vision, gunstocks, silencers, torches, magazines, flash suppressors and signature reduction devices). These shipments will only be accepted from account customers with appropriate accreditation, legal licenses for transportation, export, transit and import for the applicable countries or territories
- Antiques and works of art. Applicable to all shipments, insured or uninsured, valued more than €500,000 (five hundred thousand EURO)
- Banderols/TAX stickers. Applicable to all shipments, insured or uninsured, valued more than €500,000 (five hundred thousand EURO)
- Cigarettes, Cigars, Tobacco products or electronic cigarettes or accessories. Applicable to all shipments, insured or uninsured, valued more than €500,000 (five hundred thousand EURO)
- Commemorative Coins or Medals, High Valuable Collectables, included but not limited to Comics or Books (First Editions), Trading Cards, Stamps, Memorabilia.
  - Business-to-Business (B2B): Shipments with a total or individual maximum value of €10,000 (ten thousand EURO) are allowed for carriage.
  - Business-to-Consumer (B2C)/Consumer-to-Business

(C2B)/Consumer-to-Consumer (C2C): Shipments with a total or individual maximum value of €2,000 (two thousand EURO) are allowed for carriage.

- Financial and monetary commodities. Applicable to all shipments, insured or uninsured, valued more than €500,000 (five hundred thousand EURO). Examples including but not limited to activated SIM cards for mobile telephones, gift cards, event tickets, lottery tickets, money or postal orders, pre-paid phone cards, tickets (blank stock), vouchers/tokens, unused stamps etc.
- Hunting (Animal) trophies and animal's skins not intended for human consumption
- Jewellery and watches.
  - Business-to-Business (B2B): Shipments with a total or individual maximum value of €100,000 (one hundred thousand EURO) are allowed for carriage.
  - Business-to-Consumer (B2C)/Consumer-to-Business (C2B)/Consumer-to-Consumer (C2C): Shipments with a total or individual maximum value of €10,000 (ten thousand EURO) are allowed for carriage.

## PAYING FOR YOUR SHIPMENT

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





# DIGITALIZATION

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Digitalization is one of the most important trends impacting logistics, and it is one of the key pillars of DHL Group’s **Strategy 2025**. Through digitalization we bring benefits for our customers, our operations and our own people.

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

## MYDHL+



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

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

## MY GLOBAL TRADE SERVICES



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

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

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



## ON DEMAND DELIVERY

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



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

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



Scheduled delivery



Signature release/leave your signature



Alternative address



Collect from Service Point



Vacation hold



Leave with neighbor

## DHL EXPRESS COMMERCE

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

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## DHL EXPRESS MOBILE APP

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



## DIGITAL ASSISTANT

Our Digital Assistant is a live chat helpdesk that offers a 24/7 service across multiple online channels and platforms, and in 41 languages, including Chinese. It tracks your shipments, answers queries and directs you to FAQs.



[Chat with us now!](#)



## ROBOTICS

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

Robots are adopting more roles at DHL Express, assisting workers with the most repetitive and labor-intensive tasks and freeing them up to do higher-order, customer-facing activities. Examples include the use of articulated robotic arms for sorting inbound packages to last-mile delivery routes. We have four such robots in use globally, with this number set to double soon.

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

## DIGITAL TRUST

Logistics requires transferring data and content around the world and we embrace a responsibility to do this securely. Our standards led by our Binding Corporate Rules and by our [Data Privacy Policy](#) apply throughout the DHL Group and are approved by the Supervisory Authorities. We maintain a comprehensive [Information Security and Data Protection](#) approach based on ISO/IEC 27001:2013 and GDPR, to ensure a high standard when managing customer information assets and personal data. We aim to provide a rapid response to any security incident via our 24x7 Cyber Defence Centre (CDC) with global coverage and our global DPO community.

DHL Group acts as controller in respect of any personal data it receives from customers and holds to effectively provide transportation services and in regard to the delivery of any shipments or documents that it processes to perform its contractual obligations. DHL Group will act as a data controller when an individual is executing their rights under privacy legislations.

# ZONES AND RATES

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## CALCULATE THE PRICE OF YOUR SHIPMENT



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, imports and domestic services.



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 CNY 1.3 per kg                                                                                                         |
| Dedicated Pickup                           | Per shipment        | CNY 3.5 per kg with a minimum charge of CNY 300                                                                                |
| Dedicated Delivery                         | Per shipment        | CNY 3.5 per kg with a minimum charge of CNY 300                                                                                |
| Saturday Delivery                          | Per shipment        | CNY 255                                                                                                                        |
| Shipment Insurance                         | By shipment value   | International: CNY 100 or 1% of stated shipment value if higher<br>Domestic: CNY 50 or 0.5% of stated shipment value if higher |
| Extended Liability                         | Per shipment        | CNY 40                                                                                                                         |
| Shipment Preparation                       | Per shipment        | CNY 32                                                                                                                         |
| <b>Packaging Supplies</b>                  |                     |                                                                                                                                |
| Plastic Flyer Stack                        | Per stack           | CNY 140 per stack (100 flyers)                                                                                                 |
| Bulk Packaging                             | Per stack           | Variable by packaging type and quantity                                                                                        |
| <b>Duty Billing Services</b>               |                     |                                                                                                                                |
| Duty Tax Paid                              | % of fiscal charges | 2% of fiscal charges with minimum of CNY 150                                                                                   |
| Duty Tax Processing: Account Customers     | % of fiscal charges | 2% of fiscal charges with minimum of CNY 42                                                                                    |
| Duty Tax Processing: Non-Account Customers | % of fiscal charges | 2% of fiscal charges with minimum of CNY 42                                                                                    |
| Residential Address                        | Per shipment        | CNY 40                                                                                                                         |
| Direct Signature                           | Per shipment        | CNY 40                                                                                                                         |
| Adult Signature                            | Per shipment        | CNY 35                                                                                                                         |
| Change of Billing                          | Per invoice         | CNY 240                                                                                                                        |
| Neutral Delivery                           | Per shipment        | CNY 200                                                                                                                        |

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

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## SURCHARGES

[View explanation](#)

| Surcharges                              | Charging method             | Charge                                                                                          |
|-----------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------------|
| Fuel Surcharge                          | Per shipment                | Percentage of transportation and additional charges, as per index; details <a href="#">here</a> |
| Remote Area Delivery                    | Per shipment                | CNY 4 per kg with a minimum CNY 168 per shipment                                                |
| Remote Area Pickup                      | Per shipment                | CNY 4 per kg with a minimum CNY 168 per shipment                                                |
| <b>Additional Handling</b>              |                             |                                                                                                 |
| Overweight Piece                        | Per piece                   | International: CNY 750<br>Domestic: CNY 400                                                     |
| Oversize Piece                          | Per piece                   | International: CNY 350<br>Domestic: CNY 175                                                     |
| Non-Stackable Pallet                    | Per piece                   | International: CNY 2,170<br>Domestic: CNY 1,070                                                 |
| 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>                  |                             |                                                                                                 |
| Lithium Batteries <b>with</b> equipment |                             |                                                                                                 |
| Lithium Ion PI966, Section II           | Per shipment                | CNY 40                                                                                          |
| Lithium Metal PI969, Section II         | Per shipment                | CNY 40                                                                                          |
| Lithium Batteries <b>in</b> equipment   | No charge                   | No charge                                                                                       |
| Address Correction                      | Per shipment                | International: CNY 87<br>Domestic: CNY 87                                                       |
| Data Entry                              | Per shipment                | CNY 79                                                                                          |
| <b>Security Charges</b>                 |                             |                                                                                                 |
| Elevated Risk                           | Per shipment                | CNY 230                                                                                         |
| Restricted Destination                  | Per shipment                | CNY 230                                                                                         |

Please visit our website for a full list of [surcharges](#).



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## CUSTOMS SERVICES

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| Customs services     | Charging method                                | Charge                                                                         |
|----------------------|------------------------------------------------|--------------------------------------------------------------------------------|
| Clearance Processing | Per shipment                                   | CNY 80                                                                         |
| Permits and Licenses | Per shipment                                   | CNY 210 plus cost of certificate                                               |
| Bonded Storage       | Per shipment, per day after three working days | CNY 50 per shipment and CNY 0.8 per kg (both per day after three working days) |
| Multiline Entry      | Rate per line, after five lines                | CNY 40                                                                         |
| Release to Broker    | Per shipment                                   | CNY 320                                                                        |
| Broker Notification  | Per shipment                                   | CNY 80                                                                         |
| Bonded Transit       | Per shipment                                   | CNY 350                                                                        |
| Export Declaration   | Per shipment                                   | CNY 120                                                                        |

Please visit our website for a full list of [customs services](#).



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## SERVICE CAPABILITY AND RATING ZONES

| Country/Territory         | Zone | DHL Express Worldwide | DHL Express 12:00 | DHL Express 9:00 | Imports |
|---------------------------|------|-----------------------|-------------------|------------------|---------|
| Afghanistan               | 9    |                       |                   |                  |         |
| Albania                   | 9    | ✓                     |                   |                  | ✓       |
| Algeria                   | 9    | ✓                     |                   |                  | ✓       |
| American Samoa            | 9    | ✓                     |                   |                  | ✓       |
| Andorra                   | 7    | ✓                     |                   |                  | ✓       |
| Angola                    | 9    | ✓                     | ✓                 |                  | ✓       |
| Anguilla                  | 9    | ✓                     |                   |                  | ✓       |
| Antigua                   | 9    | ✓                     |                   |                  | ✓       |
| Argentina                 | 9    | ✓                     | ✓                 |                  | ✓       |
| Armenia                   | 9    | ✓                     |                   |                  | ✓       |
| Aruba                     | 9    | ✓                     |                   |                  | ✓       |
| Australia                 | 5    | ✓                     | ✓                 | ✓                | ✓       |
| Austria                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Azerbaijan                | 9    | ✓                     |                   |                  | ✓       |
| Bahamas                   | 9    | ✓                     |                   |                  | ✓       |
| Bahrain                   | 8    | ✓                     | ✓                 |                  | ✓       |
| Bangladesh                | 9    | ✓                     | ✓                 |                  | ✓       |
| Barbados                  | 9    | ✓                     |                   |                  | ✓       |
| Belarus                   | 9    | ✓                     |                   |                  | ✓       |
| Belgium                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Belize                    | 9    | ✓                     |                   |                  | ✓       |
| Benin                     | 9    | ✓                     |                   |                  | ✓       |
| Bermuda                   | 9    | ✓                     |                   |                  | ✓       |
| Bhutan                    | 9    | ✓                     |                   |                  | ✓       |
| Bolivia                   | 9    | ✓                     |                   |                  | ✓       |
| Bonaire                   | 9    | ✓                     |                   |                  | ✓       |
| Bosnia and Herzegovina    | 9    | ✓                     |                   |                  | ✓       |
| Botswana                  | 9    | ✓                     |                   |                  | ✓       |
| Brazil                    | 9    | ✓                     | ✓                 |                  | ✓       |
| Brunei                    | 4    | ✓                     |                   |                  | ✓       |
| Bulgaria                  | 7    | ✓                     | ✓                 |                  | ✓       |
| Burkina Faso              | 9    | ✓                     | ✓                 |                  | ✓       |
| Burundi                   | 9    | ✓                     |                   |                  | ✓       |
| Cambodia                  | 4    | ✓                     | doc               |                  | ✓       |
| Cameroon                  | 9    | ✓                     | ✓                 |                  | ✓       |
| Canada                    | 6    | ✓                     | ✓                 |                  | ✓       |
| Canary Islands, The       | 7    | ✓                     |                   |                  | ✓       |
| Cape Verde                | 9    | ✓                     |                   |                  | ✓       |
| Cayman Islands            | 9    | ✓                     |                   |                  | ✓       |
| Central African Republic  | 9    | ✓                     |                   |                  | ✓       |
| Chad                      | 9    | ✓                     |                   |                  | ✓       |
| Chile                     | 9    | ✓                     | ✓                 |                  | ✓       |
| Colombia                  | 9    | ✓                     | ✓                 | ✓                | ✓       |
| Comoros                   | 9    | ✓                     |                   |                  | ✓       |
| Congo                     | 9    | ✓                     | ✓                 |                  | ✓       |
| Congo, Democratic Rep. of | 9    | ✓                     | doc               |                  | ✓       |
| Cook Islands              | 9    | ✓                     |                   |                  | ✓       |
| Costa Rica                | 9    | ✓                     | doc               |                  | ✓       |
| Cote d'Ivoire             | 9    | ✓                     | doc               |                  | ✓       |
| Croatia                   | 7    | ✓                     |                   |                  | ✓       |
| Cuba                      | 9    | ✓                     |                   |                  | ✓       |
| Curacao                   | 9    | ✓                     |                   |                  | ✓       |
| Cyprus                    | 7    | ✓                     | doc               |                  | ✓       |
| Czech Republic, The       | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Denmark                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Djibouti                  | 9    | ✓                     |                   |                  | ✓       |
| Dominica                  | 9    | ✓                     |                   |                  | ✓       |
| Dominican Republic        | 9    | ✓                     |                   |                  | ✓       |
| Ecuador                   | 9    | ✓                     | doc               |                  | ✓       |

| Country/Territory        | Zone | DHL Express Worldwide | DHL Express 12:00 | DHL Express 9:00 | Imports |
|--------------------------|------|-----------------------|-------------------|------------------|---------|
| Egypt                    | 8    | ✓                     | doc               |                  | ✓       |
| El Salvador              | 9    | ✓                     |                   |                  | ✓       |
| Eritrea                  | 9    | ✓                     |                   |                  | ✓       |
| Estonia                  | 7    | ✓                     | ✓                 |                  | ✓       |
| Eswatini                 | 9    | ✓                     |                   |                  | ✓       |
| Ethiopia                 | 9    | ✓                     |                   |                  | ✓       |
| Falkland Islands         | 9    | ✓                     |                   |                  | ✓       |
| Faroe Islands            | 9    | ✓                     |                   |                  | ✓       |
| Fiji                     | 9    | ✓                     |                   |                  | ✓       |
| Finland                  | 7    | ✓                     | ✓                 |                  | ✓       |
| France                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| French Guiana            | 9    | ✓                     |                   |                  | ✓       |
| Gabon                    | 9    | ✓                     | doc               |                  | ✓       |
| Gambia                   | 9    | ✓                     |                   |                  | ✓       |
| Georgia                  | 9    | ✓                     |                   |                  | ✓       |
| Germany                  | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Ghana                    | 9    | ✓                     | doc               |                  | ✓       |
| Gibraltar                | 7    | ✓                     | ✓                 |                  | ✓       |
| Greece                   | 7    | ✓                     | ✓                 |                  | ✓       |
| Greenland                | 7    | ✓                     |                   |                  | ✓       |
| Grenada                  | 9    | ✓                     |                   |                  | ✓       |
| Guadeloupe               | 9    | ✓                     |                   |                  | ✓       |
| Guam                     | 9    | ✓                     |                   |                  | ✓       |
| Guatemala                | 9    | ✓                     | ✓                 |                  | ✓       |
| Guernsey                 | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Guinea Republic          | 9    | ✓                     | doc               |                  | ✓       |
| Guinea-Bissau            | 9    | ✓                     |                   |                  | ✓       |
| Guinea-Equatorial        | 9    | ✓                     |                   |                  | ✓       |
| Guyana (British)         | 9    | ✓                     |                   |                  | ✓       |
| Haiti                    | 9    | ✓                     |                   |                  | ✓       |
| Honduras                 | 9    | ✓                     |                   |                  | ✓       |
| Hong Kong SAR China      | 1    | ✓                     | ✓                 | ✓                | ✓       |
| Hungary                  | 7    | ✓                     | ✓                 |                  | ✓       |
| Iceland                  | 7    | ✓                     | ✓                 |                  | ✓       |
| India                    | 7    | ✓                     | ✓                 |                  | ✓       |
| Indonesia                | 4    | ✓                     | ✓                 |                  | ✓       |
| Iran, Islamic Rep. of    | 9    | ✓                     |                   |                  | ✓       |
| Iraq                     | 9    | ✓                     |                   |                  | ✓       |
| Ireland, Rep. of         | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Israel                   | 8    | ✓                     |                   |                  | ✓       |
| Italy                    | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Jamaica                  | 9    | ✓                     |                   |                  | ✓       |
| Japan                    | 3    | ✓                     | ✓                 |                  | ✓       |
| Jersey                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Jordan                   | 9    | ✓                     | doc               |                  | ✓       |
| Kazakhstan               | 9    | ✓                     | ✓                 |                  | ✓       |
| Kenya                    | 9    | ✓                     | ✓                 |                  | ✓       |
| Kiribati                 | 9    | ✓                     |                   |                  | ✓       |
| Korea, D.P.R. of (North) | 9    | ✓                     |                   |                  | ✓       |
| Korea, Rep. of (South)   | 2    | ✓                     | ✓                 |                  | ✓       |
| Kosovo                   | 9    | ✓                     |                   |                  | ✓       |
| Kuwait                   | 8    | ✓                     | ✓                 |                  | ✓       |
| Kyrgyzstan               | 9    | ✓                     |                   |                  | ✓       |
| Lao P.D.R.               | 4    | ✓                     |                   |                  | ✓       |
| Latvia                   | 7    | ✓                     |                   |                  | ✓       |
| Lebanon                  | 9    | ✓                     | ✓                 |                  | ✓       |
| Lesotho                  | 9    | ✓                     |                   |                  | ✓       |
| Liberia                  | 9    | ✓                     |                   |                  | ✓       |
| Libya                    | 9    | ✓                     |                   |                  | ✓       |

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# 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 |
|----------------------------|------|-----------------------|-------------------|------------------|---------|
| Liechtenstein              | 7    | ✓                     |                   |                  | ✓       |
| Lithuania                  | 7    | ✓                     | ✓                 |                  | ✓       |
| Luxembourg                 | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Macau SAR China            | 1    | ✓                     | doc               |                  | ✓       |
| Madagascar                 | 9    | ✓                     | ✓                 |                  | ✓       |
| Malawi                     | 9    | ✓                     |                   |                  | ✓       |
| Malaysia                   | 4    | ✓                     | ✓                 |                  | ✓       |
| Maldives                   | 9    | ✓                     | doc               |                  | ✓       |
| Mali                       | 9    | ✓                     |                   |                  | ✓       |
| Malta                      | 7    | ✓                     |                   |                  | ✓       |
| Marshall Islands           | 9    | ✓                     |                   |                  | ✓       |
| Martinique                 | 9    | ✓                     |                   |                  | ✓       |
| Mauritania                 | 9    | ✓                     |                   |                  | ✓       |
| Mauritius                  | 9    | ✓                     |                   |                  | ✓       |
| Mayotte                    | 9    | ✓                     |                   |                  | ✓       |
| Mexico                     | 6    | ✓                     |                   |                  | ✓       |
| Micronesia, Fed. States of | 9    | ✓                     |                   |                  | ✓       |
| Moldova, Rep. of           | 9    | ✓                     |                   |                  | ✓       |
| Monaco                     | 7    | ✓                     |                   |                  | ✓       |
| Mongolia                   | 9    | ✓                     |                   |                  | ✓       |
| Montenegro, Rep. of        | 9    | ✓                     |                   |                  | ✓       |
| Montserrat                 | 9    | ✓                     |                   |                  | ✓       |
| Morocco                    | 9    | ✓                     |                   |                  | ✓       |
| Mozambique                 | 9    | ✓                     | doc               |                  | ✓       |
| Myanmar                    | 9    | ✓                     | doc               |                  | ✓       |
| Namibia                    | 9    | ✓                     | doc               |                  | ✓       |
| Nauru, Rep. of             | 9    | ✓                     |                   |                  | ✓       |
| Nepal                      | 9    | ✓                     | doc               |                  | ✓       |
| Netherlands, The           | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Nevis                      | 9    | ✓                     |                   |                  | ✓       |
| New Caledonia              | 9    | ✓                     |                   |                  | ✓       |
| New Zealand                | 5    | ✓                     | ✓                 |                  | ✓       |
| Nicaragua                  | 9    | ✓                     | doc               |                  | ✓       |
| Niger                      | 9    | ✓                     |                   |                  | ✓       |
| Nigeria                    | 9    | ✓                     | doc               |                  | ✓       |
| Niue                       | 9    | ✓                     |                   |                  | ✓       |
| North Macedonia            | 9    | ✓                     |                   |                  | ✓       |
| Northern Mariana Islands   | 9    | ✓                     |                   |                  | ✓       |
| Norway                     | 7    | ✓                     | ✓                 |                  | ✓       |
| Oman                       | 9    | ✓                     | ✓                 |                  | ✓       |
| Pakistan                   | 9    | ✓                     | ✓                 |                  | ✓       |
| Palau                      | 9    | ✓                     |                   |                  | ✓       |
| Panama                     | 9    | ✓                     |                   |                  | ✓       |
| Papua New Guinea           | 9    | ✓                     |                   |                  | ✓       |
| Paraguay                   | 9    | ✓                     | ✓                 |                  | ✓       |
| Peru                       | 9    | ✓                     | ✓                 |                  | ✓       |
| Philippines, The           | 4    | ✓                     | ✓                 | ✓                | ✓       |
| Poland                     | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Portugal                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Puerto Rico                | 9    | ✓                     |                   |                  | ✓       |
| Qatar                      | 9    | ✓                     | ✓                 |                  | ✓       |
| Reunion, Island of         | 9    | ✓                     |                   |                  | ✓       |
| Romania                    | 9    | ✓                     | ✓                 |                  | ✓       |
| Russian Federation, The    | 9    | ✓                     |                   |                  | ✓       |
| Rwanda                     | 9    | ✓                     |                   |                  | ✓       |
| Samoa                      | 9    | ✓                     |                   |                  | ✓       |
| San Marino                 | 7    | ✓                     |                   |                  | ✓       |
| Sao Tome & Principe        | 9    | ✓                     |                   |                  | ✓       |

| Country/Territory             | Zone | DHL Express Worldwide | DHL Express 12:00 | DHL Express 9:00 | Imports |
|-------------------------------|------|-----------------------|-------------------|------------------|---------|
| Saudi Arabia                  | 8    | ✓                     | ✓                 |                  | ✓       |
| Senegal                       | 9    | ✓                     | ✓                 |                  | ✓       |
| Serbia, Rep. of               | 9    | ✓                     |                   |                  | ✓       |
| Seychelles                    | 9    | ✓                     |                   |                  | ✓       |
| Sierra Leone                  | 9    | ✓                     |                   |                  | ✓       |
| Singapore                     | 4    | ✓                     | ✓                 | ✓                | ✓       |
| Slovakia                      | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Slovenia                      | 7    | ✓                     | ✓                 | doc              | ✓       |
| Solomon Islands               | 9    | ✓                     |                   |                  | ✓       |
| Somalia                       | 9    | ✓                     |                   |                  | ✓       |
| Somaliland, Rep. (N. Somalia) | 9    | ✓                     |                   |                  | ✓       |
| South Africa                  | 9    | ✓                     | ✓                 | ✓                | ✓       |
| South Sudan                   | 9    | ✓                     |                   |                  | ✓       |
| Spain                         | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Sri Lanka                     | 9    | ✓                     | ✓                 |                  | ✓       |
| St. Barthelemy                | 9    | ✓                     |                   |                  | ✓       |
| St. Eustatius                 | 9    | ✓                     |                   |                  | ✓       |
| St. Helena                    | 9    | ✓                     |                   |                  | ✓       |
| St. Kitts                     | 9    | ✓                     |                   |                  | ✓       |
| St. Lucia                     | 9    | ✓                     |                   |                  | ✓       |
| St. Maarten                   | 9    | ✓                     |                   |                  | ✓       |
| St. Vincent                   | 9    | ✓                     |                   |                  | ✓       |
| Sudan                         | 9    | ✓                     |                   |                  | ✓       |
| Suriname                      | 9    | ✓                     |                   |                  | ✓       |
| Sweden                        | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Switzerland                   | 7    | ✓                     | ✓                 | ✓                | ✓       |
| Syria                         | 9    | ✓                     |                   |                  | ✓       |
| Tahiti                        | 9    | ✓                     |                   |                  | ✓       |
| Taiwan, China                 | 2    | ✓                     | ✓                 | ✓                | ✓       |
| Tajikistan                    | 9    | ✓                     |                   |                  | ✓       |
| Tanzania                      | 9    | ✓                     | doc               |                  | ✓       |
| Thailand                      | 4    | ✓                     | ✓                 | ✓                | ✓       |
| Timor-Leste                   | 9    | ✓                     |                   |                  | ✓       |
| Togo                          | 9    | ✓                     |                   |                  | ✓       |
| Tonga                         | 9    | ✓                     |                   |                  | ✓       |
| Trinidad and Tobago           | 9    | ✓                     |                   |                  | ✓       |
| Tunisia                       | 9    | ✓                     |                   |                  | ✓       |
| Türkiye                       | 8    | ✓                     | ✓                 |                  | ✓       |
| Turkmenistan                  | 9    | ✓                     |                   |                  | ✓       |
| Turks and Caicos Islands      | 9    | ✓                     |                   |                  | ✓       |
| Tuvalu                        | 9    | ✓                     |                   |                  | ✓       |
| Uganda                        | 9    | ✓                     | doc               |                  | ✓       |
| Ukraine                       | 9    | ✓                     | doc               |                  | ✓       |
| United Arab Emirates          | 8    | ✓                     | ✓                 |                  | ✓       |
| United Kingdom                | 7    | ✓                     | ✓                 | ✓                | ✓       |
| United States of America      | 6    | ✓                     | ✓                 |                  | ✓       |
| Uruguay                       | 9    | ✓                     | ✓                 |                  | ✓       |
| Uzbekistan                    | 9    | ✓                     |                   |                  | ✓       |
| Vanuatu                       | 9    | ✓                     |                   |                  | ✓       |
| Vatican City                  | 7    | ✓                     |                   |                  | ✓       |
| Venezuela                     | 9    | ✓                     | ✓                 |                  | ✓       |
| Vietnam                       | 4    | ✓                     | doc               |                  | ✓       |
| Virgin Islands (British)      | 9    | ✓                     |                   |                  | ✓       |
| Virgin Islands (US)           | 9    | ✓                     |                   |                  | ✓       |
| Yemen, Rep. of                | 9    | ✓                     |                   |                  | ✓       |
| Zambia                        | 9    | ✓                     | ✓                 |                  | ✓       |
| Zimbabwe                      | 9    | ✓                     | doc               |                  | ✓       |

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# ZONES AND RATES

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## Export rates by zone and product

### DHL EXPRESS WORLDWIDE

| Weight in kg                                      | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 | Zone 6 | Zone 7 | Zone 8 | Zone 9 |
|---------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Documents only up to 2kg                          |        |        |        |        |        |        |        |        |        |
| 0.5                                               | 176    | 250    | 235    | 259    | 369    | 401    | 423    | 525    | 742    |
| 1                                                 | 238    | 348    | 327    | 357    | 492    | 567    | 594    | 722    | 991    |
| 1.5                                               | 300    | 446    | 419    | 455    | 615    | 733    | 765    | 919    | 1,240  |
| 2                                                 | 362    | 544    | 511    | 553    | 738    | 899    | 936    | 1,116  | 1,489  |
| Documents from 2.5kg and non-documents from 0.5kg |        |        |        |        |        |        |        |        |        |
| 0.5                                               | 294    | 414    | 374    | 445    | 446    | 454    | 583    | 748    | 1,122  |
| 1                                                 | 358    | 507    | 473    | 543    | 586    | 604    | 735    | 944    | 1,372  |
| 1.5                                               | 422    | 600    | 572    | 640    | 726    | 754    | 887    | 1,140  | 1,622  |
| 2                                                 | 486    | 693    | 671    | 737    | 866    | 904    | 1,039  | 1,336  | 1,872  |
| 2.5                                               | 550    | 787    | 770    | 836    | 1,006  | 1,052  | 1,190  | 1,532  | 2,122  |
| 3                                                 | 612    | 881    | 860    | 930    | 1,140  | 1,197  | 1,351  | 1,728  | 2,371  |
| 3.5                                               | 674    | 975    | 950    | 1,024  | 1,274  | 1,342  | 1,512  | 1,924  | 2,620  |
| 4                                                 | 736    | 1,069  | 1,040  | 1,118  | 1,408  | 1,487  | 1,673  | 2,120  | 2,869  |
| 4.5                                               | 798    | 1,163  | 1,130  | 1,212  | 1,542  | 1,632  | 1,834  | 2,316  | 3,118  |
| 5                                                 | 860    | 1,257  | 1,220  | 1,306  | 1,676  | 1,777  | 1,995  | 2,512  | 3,367  |
| 5.5                                               | 918    | 1,346  | 1,308  | 1,400  | 1,797  | 1,922  | 2,141  | 2,688  | 3,591  |
| 6                                                 | 976    | 1,435  | 1,396  | 1,494  | 1,918  | 2,067  | 2,287  | 2,864  | 3,815  |
| 6.5                                               | 1,034  | 1,524  | 1,484  | 1,588  | 2,039  | 2,212  | 2,433  | 3,040  | 4,039  |
| 7                                                 | 1,092  | 1,613  | 1,572  | 1,682  | 2,160  | 2,357  | 2,579  | 3,216  | 4,263  |
| 7.5                                               | 1,150  | 1,702  | 1,660  | 1,776  | 2,281  | 2,502  | 2,725  | 3,392  | 4,487  |
| 8                                                 | 1,208  | 1,791  | 1,748  | 1,870  | 2,402  | 2,647  | 2,871  | 3,568  | 4,711  |
| 8.5                                               | 1,266  | 1,880  | 1,836  | 1,964  | 2,523  | 2,792  | 3,017  | 3,744  | 4,935  |
| 9                                                 | 1,324  | 1,969  | 1,924  | 2,058  | 2,644  | 2,937  | 3,163  | 3,920  | 5,159  |
| 9.5                                               | 1,382  | 2,058  | 2,012  | 2,152  | 2,765  | 3,082  | 3,309  | 4,096  | 5,383  |
| 10                                                | 1,440  | 2,147  | 2,100  | 2,246  | 2,886  | 3,227  | 3,455  | 4,272  | 5,607  |
| 11                                                | 1,534  | 2,291  | 2,268  | 2,430  | 3,112  | 3,499  | 3,711  | 4,580  | 6,019  |
| 12                                                | 1,628  | 2,435  | 2,436  | 2,614  | 3,338  | 3,771  | 3,967  | 4,888  | 6,431  |
| 13                                                | 1,722  | 2,579  | 2,604  | 2,798  | 3,564  | 4,043  | 4,223  | 5,196  | 6,843  |
| 14                                                | 1,816  | 2,723  | 2,772  | 2,982  | 3,790  | 4,315  | 4,479  | 5,504  | 7,255  |
| 15                                                | 1,910  | 2,867  | 2,940  | 3,166  | 4,016  | 4,587  | 4,735  | 5,812  | 7,667  |
| 16                                                | 2,004  | 3,011  | 3,108  | 3,350  | 4,242  | 4,859  | 4,991  | 6,120  | 8,079  |
| 17                                                | 2,098  | 3,155  | 3,276  | 3,534  | 4,468  | 5,131  | 5,247  | 6,428  | 8,491  |
| 18                                                | 2,192  | 3,299  | 3,444  | 3,718  | 4,694  | 5,403  | 5,503  | 6,736  | 8,903  |

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# ZONES AND RATES

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## Export rates by zone and product

### ➔ DHL EXPRESS WORLDWIDE

| Weight in kg                        | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 | Zone 6 | Zone 7 | Zone 8 | Zone 9 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 19                                  | 2,286  | 3,443  | 3,612  | 3,902  | 4,920  | 5,675  | 5,759  | 7,044  | 9,315  |
| 20                                  | 2,380  | 3,587  | 3,780  | 4,086  | 5,146  | 5,947  | 6,015  | 7,352  | 9,727  |
| 21                                  | 2,448  | 3,761  | 3,936  | 4,252  | 5,374  | 6,135  | 6,267  | 7,656  | 10,161 |
| 22                                  | 2,516  | 3,935  | 4,092  | 4,418  | 5,602  | 6,323  | 6,519  | 7,960  | 10,595 |
| 23                                  | 2,584  | 4,109  | 4,248  | 4,584  | 5,830  | 6,511  | 6,771  | 8,264  | 11,029 |
| 24                                  | 2,652  | 4,283  | 4,404  | 4,750  | 6,058  | 6,699  | 7,023  | 8,568  | 11,463 |
| 25                                  | 2,720  | 4,457  | 4,560  | 4,916  | 6,286  | 6,887  | 7,275  | 8,872  | 11,897 |
| 26                                  | 2,788  | 4,631  | 4,716  | 5,082  | 6,514  | 7,075  | 7,527  | 9,176  | 12,331 |
| 27                                  | 2,856  | 4,805  | 4,872  | 5,248  | 6,742  | 7,263  | 7,779  | 9,480  | 12,765 |
| 28                                  | 2,924  | 4,979  | 5,028  | 5,414  | 6,970  | 7,451  | 8,031  | 9,784  | 13,199 |
| 29                                  | 2,992  | 5,153  | 5,184  | 5,580  | 7,198  | 7,639  | 8,283  | 10,088 | 13,633 |
| 30                                  | 3,060  | 5,327  | 5,340  | 5,746  | 7,426  | 7,827  | 8,535  | 10,392 | 14,067 |
| 40                                  | 3,960  | 6,880  | 6,920  | 7,480  | 9,600  | 10,120 | 11,040 | 13,440 | 18,200 |
| 50                                  | 4,950  | 8,600  | 8,650  | 9,350  | 12,000 | 12,650 | 13,800 | 16,800 | 22,750 |
| 60                                  | 5,940  | 10,320 | 10,380 | 11,220 | 14,400 | 15,180 | 16,560 | 20,160 | 27,300 |
| 70                                  | 6,930  | 12,040 | 12,110 | 13,090 | 16,800 | 17,710 | 19,320 | 23,520 | 31,850 |
| Multiplier rate per 1kg from 30.1kg |        |        |        |        |        |        |        |        |        |
| 30.1 - 70.0                         | 99     | 172    | 173    | 187    | 240    | 253    | 276    | 336    | 455    |
| 70.1 - 300.0                        | 99     | 172    | 173    | 187    | 240    | 253    | 276    | 336    | 455    |
| 300.1 - 3,000*                      | 108    | 191    | 192    | 207    | 267    | 282    | 309    | 370    | 501    |

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day to over 98 countries or territories worldwide. Add CNY 69 to the DHL Express Worldwide prices.

**DHL Express 10:30** – Guaranteed delivery before 10:30 on the next possible working day to the USA. Add CNY 199 to the DHL Express Worldwide prices.

**DHL Express 9:00** – Guaranteed delivery before 9:00 on the next possible working day to over 28 countries or territories worldwide. Add CNY 269 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 CNY 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 3,000kg, or containing pieces exceeding 1,000kg 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.

# ZONES AND RATES

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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 | Zone 8 | Zone 9 |
|---------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Documents only up to 2kg                          |        |        |        |        |        |        |        |        |        |
| 0.5                                               | 194    | 275    | 259    | 285    | 406    | 441    | 465    | 578    | 816    |
| 1                                                 | 262    | 383    | 360    | 393    | 541    | 624    | 653    | 795    | 1,090  |
| 1.5                                               | 330    | 491    | 461    | 501    | 676    | 807    | 841    | 1,012  | 1,364  |
| 2                                                 | 398    | 599    | 562    | 609    | 811    | 990    | 1,029  | 1,229  | 1,638  |
| Documents from 2.5kg and non-documents from 0.5kg |        |        |        |        |        |        |        |        |        |
| 0.5                                               | 323    | 455    | 411    | 490    | 491    | 499    | 641    | 823    | 1,234  |
| 1                                                 | 393    | 557    | 520    | 598    | 645    | 664    | 808    | 1,039  | 1,509  |
| 1.5                                               | 463    | 659    | 629    | 705    | 799    | 829    | 975    | 1,255  | 1,784  |
| 2                                                 | 533    | 761    | 738    | 812    | 953    | 994    | 1,142  | 1,471  | 2,059  |
| 2.5                                               | 603    | 864    | 847    | 921    | 1,107  | 1,157  | 1,308  | 1,687  | 2,334  |
| 3                                                 | 671    | 967    | 946    | 1,024  | 1,254  | 1,317  | 1,485  | 1,903  | 2,608  |
| 3.5                                               | 739    | 1,070  | 1,045  | 1,127  | 1,401  | 1,477  | 1,662  | 2,119  | 2,882  |
| 4                                                 | 807    | 1,173  | 1,144  | 1,230  | 1,548  | 1,637  | 1,839  | 2,335  | 3,156  |
| 4.5                                               | 875    | 1,276  | 1,243  | 1,333  | 1,695  | 1,797  | 2,016  | 2,551  | 3,430  |
| 5                                                 | 943    | 1,379  | 1,342  | 1,436  | 1,842  | 1,957  | 2,193  | 2,767  | 3,704  |
| 5.5                                               | 1,007  | 1,477  | 1,439  | 1,539  | 1,975  | 2,117  | 2,354  | 2,961  | 3,950  |
| 6                                                 | 1,071  | 1,575  | 1,536  | 1,642  | 2,108  | 2,277  | 2,515  | 3,155  | 4,196  |
| 6.5                                               | 1,135  | 1,673  | 1,633  | 1,745  | 2,241  | 2,437  | 2,676  | 3,349  | 4,442  |
| 7                                                 | 1,199  | 1,771  | 1,730  | 1,848  | 2,374  | 2,597  | 2,837  | 3,543  | 4,688  |
| 7.5                                               | 1,263  | 1,869  | 1,827  | 1,951  | 2,507  | 2,757  | 2,998  | 3,737  | 4,934  |
| 8                                                 | 1,327  | 1,967  | 1,924  | 2,054  | 2,640  | 2,917  | 3,159  | 3,931  | 5,180  |
| 8.5                                               | 1,391  | 2,065  | 2,021  | 2,157  | 2,773  | 3,077  | 3,320  | 4,125  | 5,426  |
| 9                                                 | 1,455  | 2,163  | 2,118  | 2,260  | 2,906  | 3,237  | 3,481  | 4,319  | 5,672  |
| 9.5                                               | 1,519  | 2,261  | 2,215  | 2,363  | 3,039  | 3,397  | 3,642  | 4,513  | 5,918  |
| 10                                                | 1,583  | 2,359  | 2,312  | 2,466  | 3,172  | 3,557  | 3,803  | 4,707  | 6,164  |
| 11                                                | 1,685  | 2,515  | 2,494  | 2,666  | 3,418  | 3,853  | 4,081  | 5,043  | 6,616  |
| 12                                                | 1,787  | 2,671  | 2,676  | 2,866  | 3,664  | 4,149  | 4,359  | 5,379  | 7,068  |
| 13                                                | 1,889  | 2,827  | 2,858  | 3,066  | 3,910  | 4,445  | 4,637  | 5,715  | 7,520  |
| 14                                                | 1,991  | 2,983  | 3,040  | 3,266  | 4,156  | 4,741  | 4,915  | 6,051  | 7,972  |
| 15                                                | 2,093  | 3,139  | 3,222  | 3,466  | 4,402  | 5,037  | 5,193  | 6,387  | 8,424  |
| 16                                                | 2,195  | 3,295  | 3,404  | 3,666  | 4,648  | 5,333  | 5,471  | 6,723  | 8,876  |
| 17                                                | 2,297  | 3,451  | 3,586  | 3,866  | 4,894  | 5,629  | 5,749  | 7,059  | 9,328  |
| 18                                                | 2,399  | 3,607  | 3,768  | 4,066  | 5,140  | 5,925  | 6,027  | 7,395  | 9,780  |

Continues overleaf

# ZONES AND RATES

Calculate the Price  
of Your Shipment

Optional  
Services

Surcharges

Customs  
Services

Service Capability  
and Rating Zones

Export  
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Import  
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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 | Zone 8 | Zone 9 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 19                                  | 2,501  | 3,763  | 3,950  | 4,266  | 5,386  | 6,221  | 6,305  | 7,731  | 10,232 |
| 20                                  | 2,603  | 3,919  | 4,132  | 4,466  | 5,632  | 6,517  | 6,583  | 8,067  | 10,684 |
| 21                                  | 2,675  | 4,103  | 4,296  | 4,642  | 5,874  | 6,715  | 6,849  | 8,389  | 11,142 |
| 22                                  | 2,747  | 4,287  | 4,460  | 4,818  | 6,116  | 6,913  | 7,115  | 8,711  | 11,600 |
| 23                                  | 2,819  | 4,471  | 4,624  | 4,994  | 6,358  | 7,111  | 7,381  | 9,033  | 12,058 |
| 24                                  | 2,891  | 4,655  | 4,788  | 5,170  | 6,600  | 7,309  | 7,647  | 9,355  | 12,516 |
| 25                                  | 2,963  | 4,839  | 4,952  | 5,346  | 6,842  | 7,507  | 7,913  | 9,677  | 12,974 |
| 26                                  | 3,035  | 5,023  | 5,116  | 5,522  | 7,084  | 7,705  | 8,179  | 9,999  | 13,432 |
| 27                                  | 3,107  | 5,207  | 5,280  | 5,698  | 7,326  | 7,903  | 8,445  | 10,321 | 13,890 |
| 28                                  | 3,179  | 5,391  | 5,444  | 5,874  | 7,568  | 8,101  | 8,711  | 10,643 | 14,348 |
| 29                                  | 3,251  | 5,575  | 5,608  | 6,050  | 7,810  | 8,299  | 8,977  | 10,965 | 14,806 |
| 30                                  | 3,323  | 5,759  | 5,772  | 6,226  | 8,052  | 8,497  | 9,243  | 11,287 | 15,264 |
| 40                                  | 3,960  | 6,880  | 6,920  | 7,480  | 9,600  | 10,120 | 11,040 | 13,440 | 18,200 |
| 50                                  | 4,950  | 8,600  | 8,650  | 9,350  | 12,000 | 12,650 | 13,800 | 16,800 | 22,750 |
| 60                                  | 5,940  | 10,320 | 10,380 | 11,220 | 14,400 | 15,180 | 16,560 | 20,160 | 27,300 |
| 70                                  | 6,930  | 12,040 | 12,110 | 13,090 | 16,800 | 17,710 | 19,320 | 23,520 | 31,850 |
| Multiplier rate per 1kg from 30.1kg |        |        |        |        |        |        |        |        |        |
| 30.1 - 70.0                         | 99     | 172    | 173    | 187    | 240    | 253    | 276    | 336    | 455    |
| 70.1 - 300.0                        | 99     | 172    | 173    | 187    | 240    | 253    | 276    | 336    | 455    |
| 300.1 - 3,000*                      | 117    | 206    | 207    | 224    | 288    | 305    | 334    | 400    | 541    |

**DHL Express 12:00** – Guaranteed delivery before 12:00 on the next possible working day from over 165 countries or territories worldwide. Add CNY 69 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 CNY 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 3,000kg, or containing pieces exceeding 1,000kg 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.

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# ZONES AND RATES

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## DHL EXPRESS DOMESTIC

| Weight in kg              | Zone A | Zone B | Zone C | Zone D | Zone E |
|---------------------------|--------|--------|--------|--------|--------|
| Non-documents from 0.5 kg |        |        |        |        |        |
| 0.5                       | 109    | 121    | 114    | 140    | 133    |
| 1                         | 109    | 121    | 114    | 140    | 133    |
| 1.5                       | 109    | 121    | 114    | 140    | 133    |
| 2                         | 109    | 121    | 114    | 140    | 133    |
| 2.5                       | 124    | 139    | 130    | 163    | 155    |
| 3                         | 139    | 157    | 146    | 186    | 177    |
| 3.5                       | 154    | 175    | 162    | 209    | 199    |
| 4                         | 169    | 193    | 178    | 232    | 221    |
| 4.5                       | 184    | 211    | 194    | 255    | 243    |
| 5                         | 199    | 229    | 210    | 278    | 265    |
| 5.5                       | 214    | 248    | 226    | 301    | 287    |
| 6                         | 229    | 267    | 242    | 324    | 309    |
| 6.5                       | 244    | 286    | 258    | 347    | 331    |
| 7                         | 259    | 305    | 274    | 370    | 353    |
| 7.5                       | 274    | 324    | 290    | 393    | 375    |
| 8                         | 289    | 343    | 306    | 416    | 397    |
| 8.5                       | 304    | 362    | 322    | 439    | 419    |
| 9                         | 319    | 381    | 338    | 462    | 441    |
| 9.5                       | 334    | 400    | 354    | 485    | 463    |
| 10                        | 349    | 419    | 370    | 508    | 485    |
| 10.5                      | 363    | 436    | 385    | 530    | 506    |
| 11                        | 377    | 453    | 400    | 552    | 527    |
| 11.5                      | 391    | 470    | 415    | 574    | 548    |
| 12                        | 405    | 487    | 430    | 596    | 569    |
| 12.5                      | 419    | 504    | 445    | 618    | 590    |
| 13                        | 433    | 521    | 460    | 640    | 611    |
| 13.5                      | 447    | 538    | 475    | 662    | 632    |
| 14                        | 461    | 555    | 490    | 684    | 653    |
| 14.5                      | 475    | 572    | 505    | 706    | 674    |
| 15                        | 489    | 589    | 520    | 728    | 695    |
| 15.5                      | 503    | 606    | 535    | 750    | 716    |

| Weight in kg                     | Zone A | Zone B | Zone C | Zone D | Zone E |
|----------------------------------|--------|--------|--------|--------|--------|
| 16                               | 517    | 623    | 550    | 772    | 737    |
| 16.5                             | 531    | 640    | 565    | 794    | 758    |
| 17                               | 545    | 657    | 580    | 816    | 779    |
| 17.5                             | 559    | 674    | 595    | 838    | 800    |
| 18                               | 573    | 691    | 610    | 860    | 821    |
| 18.5                             | 587    | 708    | 625    | 882    | 842    |
| 19                               | 601    | 725    | 640    | 904    | 863    |
| 19.5                             | 615    | 742    | 655    | 926    | 884    |
| 20                               | 629    | 759    | 670    | 948    | 905    |
| 20.5                             | 643    | 776    | 685    | 970    | 926    |
| 21                               | 657    | 793    | 700    | 992    | 947    |
| 21.5                             | 671    | 810    | 715    | 1,014  | 968    |
| 22                               | 685    | 827    | 730    | 1,036  | 989    |
| 22.5                             | 699    | 844    | 745    | 1,058  | 1,010  |
| 23                               | 713    | 861    | 760    | 1,080  | 1,031  |
| 23.5                             | 727    | 878    | 775    | 1,102  | 1,052  |
| 24                               | 741    | 895    | 790    | 1,124  | 1,073  |
| 24.5                             | 755    | 912    | 805    | 1,146  | 1,094  |
| 25                               | 769    | 929    | 820    | 1,168  | 1,115  |
| 25.5                             | 783    | 947    | 836    | 1,189  | 1,135  |
| 26                               | 797    | 965    | 852    | 1,210  | 1,155  |
| 26.5                             | 811    | 983    | 868    | 1,231  | 1,175  |
| 27                               | 825    | 1,001  | 884    | 1,252  | 1,195  |
| 27.5                             | 839    | 1,019  | 900    | 1,273  | 1,215  |
| 28                               | 853    | 1,037  | 916    | 1,294  | 1,235  |
| 28.5                             | 867    | 1,055  | 932    | 1,315  | 1,255  |
| 29                               | 881    | 1,073  | 948    | 1,336  | 1,275  |
| 29.5                             | 895    | 1,091  | 964    | 1,357  | 1,295  |
| 30                               | 909    | 1,109  | 980    | 1,378  | 1,315  |
| Adder rate per 0.5kg from 30.1kg |        |        |        |        |        |
| 30.1 - 3,000*                    | 14     | 17     | 15     | 22     | 21     |

Each piece weight is rounded up to the nearest 0.5kg

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## DOMESTIC ZONES

| Domestic Zones | Destination Zone |   |   |   |   |   |   |   |   |   |
|----------------|------------------|---|---|---|---|---|---|---|---|---|
|                | 1                | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |   |
| Origin Zone    | 1                | A | B | B | C | B | D | C | E | C |
|                | 2                | B | A | C | B | C | E | C | D | D |
|                | 3                | B | C | A | C | C | D | B | D | D |
|                | 4                | C | B | C | A | E | E | C | C | C |
|                | 5                | B | C | C | E | A | D | E | D | D |
|                | 6                | D | E | D | E | D | A | B | E | E |
|                | 7                | C | C | B | C | E | B | C | D | D |
|                | 8                | E | D | D | C | D | E | D | A | A |
|                | 9                | C | D | D | C | D | E | D | A | A |

| Province  | City       | IATA | Domestic Zone |
|-----------|------------|------|---------------|
| Shang Hai | Shang Hai  | SHA  | 1             |
| An Hui    | He Fei     | PVG  | 1             |
| An Hui    | Wu Hu      | PVG  | 1             |
| Jiang Su  | Chang Zhou | PVG  | 1             |
| Jiang Su  | Dan Yang   | PVG  | 1             |
| Jiang Su  | Hai An     | PVG  | 1             |
| Jiang Su  | Huai An    | PVG  | 1             |
| Jiang Su  | Jiang Yin  | PVG  | 1             |
| Jiang Su  | Nan Jing   | PVG  | 1             |
| Jiang Su  | Nan Tong   | PVG  | 1             |
| Jiang Su  | Tai Zhou   | PVG  | 1             |
| Jiang Su  | Wu Xi      | PVG  | 1             |
| Jiang Su  | Yan Cheng  | PVG  | 1             |
| Jiang Su  | Yang Zhou  | PVG  | 1             |
| Jiang Su  | Yi Xing    | PVG  | 1             |
| Jiang Su  | Zhen Jiang | PVG  | 1             |
| Jiang Su  | Kun Shan   | SZV  | 1             |
| Jiang Su  | Su Zhou    | SZV  | 1             |
| Zhe Jiang | Bei Lun    | HGH  | 1             |
| Zhe Jiang | Bin Jiang  | HGH  | 1             |
| Zhe Jiang | Fu Yang    | HGH  | 1             |
| Zhe Jiang | Hang Zhou  | HGH  | 1             |
| Zhe Jiang | Hu Zhou    | HGH  | 1             |
| Zhe Jiang | Jia Xing   | HGH  | 1             |
| Zhe Jiang | Jin Hua    | HGH  | 1             |
| Zhe Jiang | Ning Bo    | HGH  | 1             |
| Zhe Jiang | Shao Xing  | HGH  | 1             |

| Province       | City           | IATA | Domestic Zone |
|----------------|----------------|------|---------------|
| Zhe Jiang      | Tai Zhou       | HGH  | 1             |
| Zhe Jiang      | Wen Zhou       | HGH  | 1             |
| Zhe Jiang      | Xiao Shan      | HGH  | 1             |
| Zhe Jiang      | Yi Wu          | HGH  | 1             |
| Zhe Jiang      | Yu Yao         | HGH  | 1             |
| Jiang Su       | Wu Jiang       | SZV  | 1             |
| Jiang Su       | Xu Zhou        | PVG  | 1             |
| Shang Hai      | Nan hui        | SHA  | 1             |
| Bei Jing       | Bei Jing       | PEK  | 2             |
| He Bei         | Bao Ding       | PEK  | 2             |
| He Bei         | Lang Fang      | PEK  | 2             |
| He Bei         | Qin Huang Dao  | PEK  | 2             |
| He Bei         | Tang Shan      | PEK  | 2             |
| Tian Jin       | Tian Jin       | TSN  | 2             |
| Gan Su         | Lan Zhou       | BJS  | 3             |
| He Bei         | Shi Jia Zhuang | BJS  | 3             |
| Nei Meng Gu    | Bao Tou        | BJS  | 3             |
| Nei Meng Gu    | Huhhot         | BJS  | 3             |
| Shan Xi        | Tai Yuan       | BJS  | 3             |
| He Bei         | An Ping        | BJS  | 3             |
| Hu Bei         | Wu Han         | WUH  | 4             |
| Hei Long Jiang | Harbin         | DLC  | 5             |
| Ji Lin         | Chang Chun     | DLC  | 5             |
| Liao Ning      | Da Lian        | DLC  | 5             |
| Liao Ning      | Dan Dong       | DLC  | 5             |
| Liao Ning      | Shen Yang      | DLC  | 5             |
| Shan Dong      | Bin Zhou       | TAO  | 5             |
| Shan Dong      | Dong Ying      | TAO  | 5             |
| Shan Dong      | Wei Fang       | TAO  | 5             |
| Shan Dong      | Ji Nan         | TAO  | 5             |
| Shan Dong      | Ji Ning        | TAO  | 5             |
| Shan Dong      | Juan Cheng     | TAO  | 5             |
| Shan Dong      | Lin Yi         | TAO  | 5             |
| Shan Dong      | Qing Dao       | TAO  | 5             |
| Shan Dong      | Ri Zhao        | TAO  | 5             |
| Shan Dong      | Wei Hai        | TAO  | 5             |
| Shan Dong      | Yan Tai        | TAO  | 5             |
| Shan Dong      | Zi Bo          | TAO  | 5             |
| Shan Dong      | Tai An         | TAO  | 5             |

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## ➔ DOMESTIC ZONES

| Province   | City       | IATA | Domestic Zone |
|------------|------------|------|---------------|
| Chong Qing | Chong Qing | CTU  | 6             |
| Gui Zhou   | Gui Yang   | CTU  | 6             |
| Si Chuan   | Cheng Du   | CTU  | 6             |
| Yun Nan    | Kun Ming   | CTU  | 6             |
| Tibet      | Lhasa      | CTU  | 6             |
| Shan Xi    | Xi An      | XIY  | 7             |
| Guang Dong | Guang Zhou | CAN  | 8             |
| Guang Dong | Nan Hai    | CAN  | 8             |
| Guang Dong | Pan Yu     | CAN  | 8             |
| Guang Dong | Shun De    | CAN  | 8             |
| Guang Dong | Zhao Qing  | CAN  | 8             |
| Guang Dong | Dong Guan  | DGM  | 8             |
| Guang Dong | Chao Zhou  | SWA  | 8             |
| Guang Dong | Hui Zhou   | SWA  | 8             |
| Guang Dong | Jie Yang   | SWA  | 8             |
| Guang Dong | Shan Tou   | SWA  | 8             |
| Guang Dong | Shen Zhen  | SZX  | 8             |
| Guang Dong | Jiang Men  | ZUH  | 8             |
| Guang Dong | Zhong Shan | ZUH  | 8             |
| Guang Dong | Zhu Hai    | ZUH  | 8             |
| Xin Jiang  | Urumqi     | HAK  | 9             |
| Fu Jian    | Fu Qing    | FOC  | 9             |
| Fu Jian    | Fu Zhou    | FOC  | 9             |
| Fu Jian    | Pu Tian    | XMN  | 9             |
| Fu Jian    | Quan Zhou  | XMN  | 9             |
| Fu Jian    | Xia Men    | XMN  | 9             |
| Fu Jian    | Zhang Zhou | XMN  | 9             |
| Guang Dong | Zhan Jiang | HAK  | 9             |
| Guang Xi   | Nan Ning   | HAK  | 9             |
| Hai Nan    | Hai Kou    | HAK  | 9             |
| He Nan     | Luo Yang   | HAK  | 9             |
| He Nan     | Xu Chang   | HAK  | 9             |
| He Nan     | Zheng Zhou | HAK  | 9             |
| Hu Nan     | Chang Sha  | HAK  | 9             |
| Hu Nan     | Zhu Zhou   | HAK  | 9             |
| Jiang Xi   | Nan Chang  | HAK  | 9             |
| Jiang Xi   | Jiu Jiang  | HAK  | 9             |
| Ning Xia   | Yin Chuan  | HAK  | 9             |
| Fu jian    | Wan shan   | XMN  | 9             |
| Fu jian    | Ji mei     | XMN  | 9             |

| Domestic Zones | Service Area                                                           |
|----------------|------------------------------------------------------------------------|
| 1              | Suzhou, Shanghai (SHA), East China Area (PVG), Zhejiang Province (HGH) |
| 2              | Beijing, Tianjin (TSN)                                                 |
| 3              | North China Area (BJS)                                                 |
| 4              | Wuhan (WUH)                                                            |
| 5              | Dalian (DLC), Shandong Province (TAO)                                  |
| 6              | Southwest Area (CTU)                                                   |
| 7              | Northwest Area (XIY)                                                   |
| 8              | Rest of China (CN)                                                     |
| 9              | Fuzhou (FOC), South China Area (HAK), Fujian Province (XMN)            |





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