

DHL IMPORT EXPRESS WORLDWIDE



DHL IMPORT EXPRESS WORLDWIDE offers you greater control with just one company, one all-inclusive price agreed upfront, and one invoice in your local currency. Our service involves the collection of your document and non-document shipments from virtually anywhere in the world and an inbound delivery to a designated address.

TAKE CONTROL WITH DHL IMPORT EXPRESS WORLDWIDE.

DHL IMPORT EXPRESS WORLDWIDE gives you the power and flexibility to effectively manage all your imports. One fixed price ... a single point of contact ... and one invoice for all your imports – that's the hassle-free solution you can expect from DHL Express.

Our Import Express service is available from or between more than 214 different countries, with no need for local brokers or forwarders to get involved. A single phone call is all it takes to arrange a collection in Hong Kong and delivery in Dusseldorf, with an upfront price invoiced in your local currency. It really is as simple as that.

DHL IMPORT EXPRESS WORLDWIDE lets you deliver direct to any third party or country, eliminating the need for storage and additional laps in your supply chain. This not only saves warehousing and inventory costs, but also reduces time in transit.

- Importing from more than 214 countries
- Simple, upfront pricing
- A single invoice in your home currency
- One account number
- One point of contact

DHL IMPORT EXPRESS WORLDWIDE

The simple solution to truly international shipping.

Whether you need to import a single shipment or manage a number of global suppliers, we know how to keep it simple.

- Choose the time of delivery and rely on the largest international express network.
- A single account number gives you global reach while simplifying budgeting and cost control.
- If your shipment requires customs clearance, you can relax knowing that DHL Express has more in-house customs experience than any other company – all available through a single point of contact.
- Upfront pricing for door-to-door delivery means no hidden costs or surprises.
- One invoice in your home currency helps avoid currency fluctuations and makes it easier to allocate costs to a customer or department.

Take advantage of these optional services.

Because every business is different, and every day brings something new, DHL Express offers a variety of value added services and handling options to suit your needs.

- **Insurance:** Additional financial protection based on the value of the shipment
- **Packaging:** From free-of-charge standard envelopes and boxes to premium quality cartons in different shapes and sizes
- **Proof of delivery:** A copy of the signature collected at the time of delivery at no additional charge
- **Billing Services:** Flexible options for billing transport charges, duties and taxes amongst different parties
- **Custom Services:** A range of non-standard import and export clearance and handling services
- **Non-standard Pickup & Delivery:** After hours service, Saturday and holiday deliveries or vehicles for heavy and bulky shipments
- **Remote Area Service:** If you need to send a document or non-document shipment to a remote location, DHL Express will deliver for you.

Your shipments are never out of sight.

Our extensive tracking infrastructure uses sophisticated wireless scanners and database tracking software so you always know the current location of your shipments. These tracking options are available to you free of charge:

- **Website:** Log on to www.dhl.com. Just select tracking and enter the air waybill number of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct air waybill numbers to track@dhl.com.
- **SMS tracking:** You can track the progress of single air waybill numbers via the text messaging service on your mobile phone. Just send a text message to (+44) 7720 334455 at the cost of a local SMS.
- **WAP tracking:** You can also check shipments via any WAP enabled GSM network including new generation mobile phones. Just log on to wap.dhl.com.

Shipping Tips:

- Open an Import Express account in an instant by contacting DHL Customer Service or your Sales Executive.
- Authorize your customers to use your Import Express account by simply sending a standard Routing Order which you can download from www.dhl.com
- DHL Customer Service in the country of origin can assist the sender with all shipping and packaging queries.
- Questions about customs regulations or paperwork? Call local DHL Customer Service or go to DHL's online Trade Automation Service at www.dhl.com/TAS for any questions on customs regulations or paperwork.
- An experienced Customer Service Advisor is available 24 hours a day, 7 days a week.