



DHL EXPRESS

# OPTIONAL SERVICES AND SURCHARGES 2022



Service	Description	Rates	DHL EXPRESS 9:00	DHL EXPRESS 12:00	DHL EXPRESS WORLDWIDE	DHL DOMESTIC EXPRESS 9:00	DHL DOMESTIC EXPRESS 12:00	DHL DOMESTIC EXPRESS	DHL EXPRESS ENVELOPE	DHL ECONOMY SELECT
Prepare and package	- <b>Shipment Preparation.</b> Get extra hands to help with shipment volume fluctuations. 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, labelling and packaging, then sends the shipments to the designated domestic or international addresses. Please contact Customer Service or your Sales Representative for details.	€ 20.00 per shipment	•	•	•	•	•	•	•	•
	- <b>Packaging Item.</b> DHL Express sector-specific and specialized packaging.	Starting from € 3.00 per piece	•	•	•	•	•	•	•	•
	DHL Express provides free of charge packaging material e.g. envelopes, small boxes and flyers.	Free of charge via <a href="https://www.dhlexpress.nl">dhlexpress.nl</a>	•	•	•	•	•	•	•	•
Insurance	- <b>Shipment Insurance.</b> An agreed premium for providing compensation of the customer covering the amount necessary to repair or replace a shipment in the event of physical loss or damage.	1% of value with minimum charge of € 10.00	•	•	•	•	•	•	•	•
	- <b>Extended Liability.</b> Extended liability will provide you with additional peace of mind and financial protection of €400 (including transport charges) for your document shipment in case of loss or damage.	€ 4.00 per shipment	•	•	•	•	•	•	•	•
Pickup Options	- <b>Dedicated Pickup.</b> If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside normal business hours, we can arrange this.	€ 0.45 per kg, with a minimum charge of € 20.00	•	•	•	•	•	•	•	•
	- <b>Saturday Pick-up.</b> Pickup of your shipment on a Saturday.	€ 20.00 per shipment	•	•	•	•	•	•	•	•
Duty Billing Services	- <b>Duty Tax Paid.</b> By default, DHL charges duties and taxes to the receiver. This service enables the shipper to pay these and the shipper will be billed on the account as specified on the waybill.	2% of the calculated VAT and duties, with a minimum charge of € 18.00	•	•	•					•
	- <b>Duty Tax Receiver.</b> The use of DHL's credit or cash to fund the clearance, duty and tax charges related to a shipment/piece, instead of the receiver using his own bond or credit line.	2% of the calculated VAT and duties, with a minimum charge of € 14.50	•	•	•					•
	- <b>Duty Tax Importer.</b> This service allows the shipper to send a dutiable shipment to the receiver, with the duties and taxes invoiced to a third party at destination acting as the nominated Importer of Record (IOR).	2% of the calculated VAT and duties, with a minimum charge of € 14.50	•	•	•					•

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Delivery Options	- <b>Neutral Delivery.</b> This service allows for delivery of non-document shipments without any value of the product, such as gifts, being shared or exposed to the receiver.	€ 5.00 per shipment	•	•	•					•
	- <b>Saturday Delivery.</b> DHL Express offers Saturday delivery services to key cities in more than 70 Countries. To check availability, please contact our Customer Service team.	€ 30.00 per shipment			•			•	•	
	- <b>Residential Address.</b> Get alerts and scheduling options for home deliveries. Customers shipping to a home or private residence can activate specific delivery options by designating the delivery address as residential. For such shipments, DHL Express will proactively notify the receiver via SMS and/or email about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	€ 3.00 per shipment	•	•	•	•	•	•	•	•
	- <b>Direct Signature.</b> 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.	€ 5.00 per shipment	•	•	•	•	•	•	•	•
	- <b>Dedicated Delivery.</b> If your business needs a dedicated vehicle to deliver unusual shipments, or a delivery outside normal business hours, we can arrange this.	€ 0.45 per kg, with a minimum charge of € 40.00	•	•	•	•	•	•	•	•
	- <b>Proof of Delivery (POD).</b> The proof of delivery for your shipment can be requested via <a href="http://www.dhlexpress.nl">www.dhlexpress.nl</a> or via the DHL ProView track and trace application.	Free of charge	•	•	•	•	•	•	•	•
Additional Optional Services	- <b>GOGREEN Climate Neutral.</b> Climate neutral shipping option where DHL will offset transport related CO2-emissions via "Gold standard" traceable carbon credits.	International € 0.10/kg Domestic € 0.02/kg Minimum charge of € 0.10 per shipment	•	•	•	•	•	•		•
	- <b>DHL Express 'GOGREEN'-carbon reporting service.</b> Providing you various Carbon Footprint Reporting services. These reports are compliant with the GHG Protocol for Products Standard and EN 16258 and include other greenhouse gas emissions and so called upstream emissions from the production and transport of energy and fuels needed for our logistics services.	Rates available upon request. Please ask your DHL Express commercial contact.	•	•	•	•	•	•	•	•
	- <b>Change of Billing.</b> At shipper's request, a change in billing by crediting one invoice and the re-invoicing of the same amount to a different account number than the one marked on the waybill.	€ 30.00 per invoice	•	•	•	•	•	•	•	•
	- <b>Printed Invoice.</b> If the shipper requests a hard copy invoice instead of electronic invoicing (DHL MyBill).	€ 5.00 per invoice	•	•	•	•	•	•	•	•

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Customs Services	For all circumstances where more is required than the standard clearance procedure, DHL Express offers additional clearance services.									
	- <b>Bonded Transit.</b> Transit of a shipment under customs bond arise when delivering ship spares to a foreign ship at anchor, aircraft parts to an aircraft on ground, or from/to any Free Trade Zone/Bonded Warehouse or designated third party broker. Using 'Bonded Transit' in combination with 'Clearance Authorization' means that both fees will be charged.	€ 48.00 per shipment	•	•	•					•
	- <b>Multiline Entry.</b> The clearance of a shipment or piece with multiple commodities or multiple origins for the same commodity. Fees apply when a shipment has 6 or more lines for entry.	€ 7.50 per line	•	•	•					•
	- <b>Clearance Authorisation.</b> Contacting the designated Importers who have specifically requested contact prior to customs clearance of the shipment. Using 'Clearance Authorization' in combination with 'Bonded Transit' or any other applicable surcharges means that both fees will be charged.	€ 38.00 per shipment	•	•	•					•
	- <b>Preferential Origin.</b> At request, the preparation of a Certificate of Origin or other similar by DHL to certify the goods in a particular export shipment have been produced or manufactured in a particular country allowing preferential rates of duty to be claimed at destination. Examples are EUR1, ATR1.	€ 10.00 per shipment			•					•
	- <b>Bonded Storage.</b> Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.	€ 5 euro per day + € 0.10 per kg per day per shipment	•	•	•					•
	- <b>Clearance Data Modification.</b> DHL may add or modify data declared to customs authorities for clearance purposes such as declared values, classification of the goods, and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter and only upon request by customs authorities or at the request of the importer/exporter.	€ 50.00 per shipment	•	•	•					•
	- <b>Post Clearance Modification.</b> Upon request, shipment data (value, classification, etc.) can be modified after declaration when requested by Customs authorities or the Importer/Exporter.	€ 48.00 per shipment	•	•	•					•
	- <b>Permits and Licenses.</b> When requested by the Shipper or Receiver, or when required by Customs, DHL applies a charge for the preparation and submission of any entry necessary to clear Customs, or for the preparation of the necessary import paperwork to obtain a missing regulatory permit or license to authorize the import of certain goods.	€ 50.00 per shipment			•					•

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Continued Customs Services	- <b>Broker Notification.</b> At importers request, DHL will provide the paperwork to the customers designated broker to perform the import clearance and resume the delivery once the clearance is completed. Depending on the duration, 'Bonded Storage' fee can be charged as well.	€ 76.00 per shipment	•	•	•					•
	- <b>Other Government Agency.</b> At importers request, DHL may arrange and prepare related paperwork for any bio, health, phytosanitary, veterinary, quarantine, CITES or similar control procedures required by a regulatory authority, to facilitate the clearance of a shipment into a country or Customs Union. The agency charges will subsequently be invoiced to the importer.	€ 400.00 per shipment			•					•
Dangerous Goods	- <b>Dangerous Goods.</b> Handling and transport of substances classified as fully regulated in accordance with the IATA Dangerous Goods Regulations, either on DHL air express network.	€ 80.00 per shipment			•			•		
	- <b>Excepted Quantities.</b> Handling and transport of substances and commodities classified as Excepted Quantities in accordance with the IATA Dangerous Goods Regulations.	€ 5.00 per shipment			•			•		
	- <b>Dry-ice UN 1845.</b> The provision of special handling and expertise to handle a shipment in accordance with dry ice regulations.	€ 10.00 per shipment			•			•		
	- <b>Consumer Goods ID8000.</b> A surcharge for shipments containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and prescription medicines covered by the IATA ID8000 section and packed in a form intended for retail sale and private individuals.	€ 20.00 per shipment			•			•		
	- <b>ADR Load Exemptions.</b> Handling and transportation of fully regulated substances in accordance with the ADR agreement and restricted from air transport. Fully regulated ADR shipment can be up to 30 kg and requires a contract and approval from DHL.	€ 80.00 per shipment						•		•
	- <b>Limited Quantities.</b> The ground handling and transportation of substances and commodities classified as Limited Quantities to the limits of ADR that are restricted from air transportation.	€ 20.00 per shipment						•		•
	- <b>Lithium Ion / Lithium Metal.</b> Handling and transport of shipments containing Lithium Ion or Lithium Metal batteries Section II, compliant with the appropriate IATA Packing Instructions*. DHL does not accept recalled or defective Lithium batteries under any condition in the DHL air expressnetwork.									
	<b>*IATA Packing Instructions Section II</b> - PI967, PI970 - PI966, PI969	No charge € 5.00 per shipment	• •	• •	• •	• •	• •	• •		

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Remote Areas	- <b>Remote Areas.</b> Delivery or pickup in a remote area that are difficult to serve; or a suburb/town that is distant, inaccessible or infrequently served.	€ 0.45 per kg, with a minimum charge of € 20.00	•	•	•				•	•
	- <b>Remote Area Delivery Domestic.</b> A surcharge for a delivery in a remote area within a country (domestic).	€ 0.25 per kg, with a minimum charge of € 10.00				•	•	•	•	
Security Services	- <b>Elevated Risk.</b> Shipping to a DHL destination operating at elevated risk due to continuous state of war, civil unrest, or threats from terrorism. Check on <a href="http://www.dhl.nl">www.dhl.nl</a> for affected destination countries. If applicable, Exporter Validation can be charged in combination with Elevated Risk.	€ 20.00 per shipment	•	•	•				•	
	- <b>Restricted Destination.</b> Shipping to a destination country that is subject to trade restrictions imposed by the UN Security Council. Check <a href="http://dhlexpress.nl">dhlexpress.nl</a> for affected destination countries.	€ 30.00 per shipment	•	•	•				•	
	- <b>Exporter Validation.</b> Shipping to a destination country or entity that is subject to trade restrictions imposed by national legislation such as the European Union (EU-EEAS) or the USA (US-OFAC). The surcharge Exporter Validation will not be charged in case Restricted Destination is applicable. Check <a href="http://dhlexpress.nl">dhlexpress.nl</a> for affected destination countries.	€ 30.00 per shipment	•	•	•				•	
Data Correction	- <b>Address Correction.</b> Incorrect delivery address is given and the delivery cannot be fulfilled, DHL places the shipment temporarily on hold until the address problem has been resolved and delivery can take place.	€ 10.00 per shipment	•	•	•	•	•	•	•	•
	- <b>Data Entry.</b> With our GoGreen sustainability goals, we encourage our customers to provide shipping documentation digitally instead of on paper. A surcharge applies to shipments created with a paper waybill, or that have not been created through a DHL shipping application.	€ 10.00 per shipment	•	•	•	•	•	•	•	•

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Additional Handling	- <b>Oversize Piece (weight).</b> A fixed surcharge is applied to every piece, including a pallet that exceeds a scale or volumetric weight of 70kg.	€ 85.00 per (pallet) piece			•			•		•
	- <b>Oversize Piece (dimension).</b> A fixed surcharge to every item in excess of 120cm	€ 60.00 per (pallet) piece			•			•		•
	- <b>Non Stackable pallet.</b> A fixed surcharge is applied to every pallet in a shipment that cannot be stacked, either on request or by nature of the shape, content or packaging of the goods on the pallet. The Non-Stackable Pallet surcharge applies to domestic and international shipments.	€ 185.00 per pallet piece			•			•		•
Other Surcharges	- <b>Fuel Surcharge.</b> The fuel surcharge is based on monthly average spot prices for Kerosene/jet fuel (US gulf coast). Determined monthly and available at: <a href="http://dhlexpress.nl">dhlexpress.nl</a>	<b>% of transportation charge and the following value add services and surcharges:</b> Special Pickup/delivery charges (e.g. Saturday Delivery) - Elevated Risk - Remote Area surcharge - Express 9:00, 12:00, 10:30 premiums - Over Weight Piece - Over Sized Piece - Non Stackable Pallet - Emergency Situation surcharge	•	•	•	•	•	•	•	
	Based on the most suitable national measure of diesel prices. The surcharge is linked to the consumer price in local currency of diesel fuel inclusive of duties and taxes. Within Europe this is measured by the European Commission Directorate General for Energy and Transport and published in the Oil Bulletin. Determined monthly and available at: <a href="http://dhlexpress.nl">dhlexpress.nl</a>									•
	- <b>Emergency Situation.</b> The Emergency Situation Surcharge is a temporary charge, which allows us to cover part of the operating cost increases and the necessary air network adjustments. We will continue to evaluate and adjust the surcharge as market conditions evolve for the duration of the emergency situation.	For the latest information, please refer to <a href="http://dhlexpress.nl">dhlexpress.nl</a>	•	•	•				•	