

DOMESTIC PRODUCT MATRIX



Smartmail Flats®



Smartmail Bound Printed Matter® Parcel



Smartmail Catalog



Smartmail Parcel®



Smartmail Parcel Plus®



Smartmail Marketing Parcel®

OUR DOMESTIC PRODUCTS

WEIGHT	1–16 oz.		1–15 lbs.		1 oz.–15 lbs.		1–16 oz.		1–25 lbs.†		1–16 oz.	
SERVICE LEVELS	EXPEDITED 2-5 Average Transit Days	GROUND 3-8 Average Transit Days	EXPEDITED 2-5 Average Transit Days	GROUND 3-8 Average Transit Days	EXPEDITED 2-5 Average Transit Days	GROUND 3-8 Average Transit Days	EXPEDITED 2-5 Average Transit Days	GROUND 3-8 Average Transit Days	EXPEDITED 2-5 Average Transit Days	GROUND 3-8 Average Transit Days	EXPEDITED 2-5 Average Transit Days	GROUND 3-8 Average Transit Days
FEATURES												
Pick Up	●		●				●		●			●
Sorting	●		●		●		●		●			●
Encoding	●		●		●		●		●			●
Electronic Invoicing	●		●		●		●		●			●
Tracking / Visibility	●		●		●		●		●			●*
Estimated Delivery Date	●		●		●		●		●			●
Saturday Delivery	●		●		●		●		●			●
Insurance Coverage			●*				●*		●			
OPTIONAL SERVICES												
Content Assurance	●		●		●		●		●			●
Zip Code Verification	●		●		●		●		●			●
File Management	●		●		●		●		●			●
Fulfillment Services					●		●		●			
Service Disruption Alerts	●		●		●		●		●			●
Selective Routing and Delivery	●		●		●		●		●			●
E-Mail Status Update Alerts	●		●		●		●		●			●
Dangerous Goods Processing							● [◇]		● [◇]			
Signature Confirmation			●*						●*			
ONLINE SHIPPING TOOLS												
Customer Web Portal	●		●		●		●		●			●
Pick-up & Supplies Order Entry	●		●				●		●			●
eBOL	●		●		●		●		●			●
DHL eCommerce Web Services	●		●				●		●			●
QuickNet					●							

* Available for a fee [◇]Ground shipments only † Up to 25lbs. for Ground; up to 15 lbs. for Expedited

Please see www.dhl-usa.com/ecommerce for full details, including shipment specifications.



INTERNATIONAL PRODUCT MATRIX



Globalmail Business

Globalmail Packet

Globalmail Packet Plus

Globalmail Parcel

Globalmail Parcel Direct

Parcel Direct Inbound

OUR INTERNATIONAL PRODUCTS

WEIGHT	Maximum 4.4 lbs.	Maximum 4.4 lbs.	Maximum 4.4 lbs.	Maximum 44 / 66 lbs.*	Maximum 44 / 66 lbs.*	Maximum 15 lbs.										
SERVICE LEVELS	<table border="1"> <tr> <td>PRIORITY 4-8 Average Transit Days</td> <td>STANDARD 8-14 Average Transit Days</td> </tr> </table>	PRIORITY 4-8 Average Transit Days	STANDARD 8-14 Average Transit Days	<table border="1"> <tr> <td>PRIORITY 4-8 Average Transit Days</td> <td>STANDARD 8-14 Average Transit Days</td> </tr> </table>	PRIORITY 4-8 Average Transit Days	STANDARD 8-14 Average Transit Days	<table border="1"> <tr> <td>EUROPE 4-8 Average Transit Days</td> <td>REST OF WORLD 6-11 Average Transit Days</td> </tr> </table>	EUROPE 4-8 Average Transit Days	REST OF WORLD 6-11 Average Transit Days	<table border="1"> <tr> <td>PRIORITY 4-8 Average Transit Days</td> <td>STANDARD 8-14 Average Transit Days</td> </tr> </table>	PRIORITY 4-8 Average Transit Days	STANDARD 8-14 Average Transit Days	For GLOBALMAIL PARCEL DIRECT transit times, see product sheet for country-specific chart	<table border="1"> <tr> <td>PRIORITY 4-7 Average Transit Days</td> <td>STANDARD 6-10 Average Transit Days</td> </tr> </table>	PRIORITY 4-7 Average Transit Days	STANDARD 6-10 Average Transit Days
PRIORITY 4-8 Average Transit Days	STANDARD 8-14 Average Transit Days															
PRIORITY 4-8 Average Transit Days	STANDARD 8-14 Average Transit Days															
EUROPE 4-8 Average Transit Days	REST OF WORLD 6-11 Average Transit Days															
PRIORITY 4-8 Average Transit Days	STANDARD 8-14 Average Transit Days															
PRIORITY 4-7 Average Transit Days	STANDARD 6-10 Average Transit Days															

FEATURES

Pick Up	●	●	●	●	●	●
Sorting	●	●	●	●	●	●
Encoding with Indicia / Franking	●	●	●	●	●	●
Electronic Invoicing	●	●	●	●	●	●
Tracking / Visibility		● ^o	●	●	●	●
Address Hygiene					●	

OPTIONAL SERVICES

Address Hygiene	●	●	●	●	●	●
e-file Management		●	●	●	●	●
Fulfillment Services	●	●	●	●	●	●
Undeliverables Management	●	●	●	●	●	●
Service Disruption Alerts	●	●	●	●	●	●
ICart (Fully Landed Cost Calculator)					●	●

ONLINE SHIPPING TOOLS

Customer Web Portal	●	●	●	●	●	●
eBOL	●	●	●	●	●	

*Heavier maximum weights apply to Canada (66 lbs.)

^oPriority and IPA service only

Please see www.dhl-usa.com/ecommerce for full details, including shipment specifications.

