



## U.S. Export Service Charges and Surcharges

### Address Correction

In cases of incorrect or incomplete consignee address, including missing postal codes, DHL will research, redirect and, when possible, deliver the shipment for an additional \$11.00 per shipment.

### Change of Billing Instruction

Customers may request reassignment of transportation charges to a different billing account number. This surcharge also applies when the billing account number is omitted from the waybill or an incorrect account number is provided. This charge also applies to the conversion of Transport Collect rates to IMPORT EXPRESS WORLDWIDE rates; when the account holder requests a restated invoice for one or more shipments, e.g. from "cash" to account payment terms; when the account holder requests a change to an account number different than the one stated on the waybill; or when the account holder requests a change to a new billing entity. The change of billing instruction surcharge is \$10.00 per waybill and will be included with the transportation charges on the invoice to the revised payer. If DHL was at fault, the surcharge will not be assessed.

### Dangerous Goods

Under some circumstances DHL can carry acceptable quantities of dangerous goods or hazardous materials. Packages containing dangerous goods or hazardous materials will be assessed a \$65.00 service charge per package. Additional charges may apply. To find out more call the DHL International Dangerous Goods Hotline at 1-866-817-3794.

### Dimensional Weight Divisor

The following formula will apply when shipping low density, bulky express packages. Billed weight will be the greater of actual weight or dimensional weight calculated using the following formula. Further details on the calculation are available on [www.dhl-usa.com/tools/dimweight/](http://www.dhl-usa.com/tools/dimweight/).

\*DHL reserves the right to modify this formula.

English Measurement Pounds & Inches

L x W x H (inches)

166\*

### Document Preparation Services

DHL will prepare shipment forms and documents as follows:

<p><b>Carnet</b> (prior to export DHL presents the carnet to Customs, then forwards the carnet to destination) An international customs document that simplifies customs procedures for the temporary importation of various types of goods. Upon request, or when the documentation is missing, DHL will fill out the form on the customer's behalf for a service charge.</p>	<p>\$65.00 per shipment</p>
<p><b>Certificate of Origin</b> (Completed for U.S.-made goods only) Some destinations require this for certain commodities. The purpose of the certificate of origin is to authenticate the country of origin of the merchandise/goods being shipped. Upon request, or when the documentation is missing, DHL will fill out the documentation on behalf of the customer for a service charge.</p>	<p>\$10.00 per shipment</p>
<p><b>Commercial Invoice (Pro Forma)</b> Used when non-document goods are shipped internationally and is required by Customs. Upon request, or when the documentation is missing, DHL will fill out the documentation on behalf of the customer for a service charge.</p>	<p>\$20.00 per shipment</p>
<p><b>Customs Registration Form CF4455</b> The form will be presented to Customs prior to export and the validated form will be returned. Upon request, or when the documentation is missing, DHL will fill out the documentation on behalf of the customer for a service charge.</p>	<p>\$25.00 per document</p>

<b>Export Validation for Department of State (DOS) Shipments</b> All DOS shippers must be pre-approved. Prior to export DOS license is lodged and the Shipper's Export Declaration (SED) is validated with Customs. A service charge per shipment will apply.	\$65.00 per shipment
<b>Shipper's Export Information Declaration Electronic Filing (Export Decl. Electronic Filing (SED))</b> (valid for packages over a certain value or going to specific destinations) A service charge per shipment will apply. Shippers filing through <a href="http://www.AESdirect.gov">www.AESdirect.gov</a> eliminate the charge.	\$15.00 per shipment
<b>Shipment Preparation</b> This service charge will be applied for preparation of the physical shipment and of any non-customs related transportation documentation, on behalf of the shipper or account holder (e.g. waybill preparation) services provided by DHL on behalf of the customer. DHL will apply a service charge per waybill prepared.	\$10.00 per shipment

### Duties and Taxes Paid (DTP)

This is an administrative charge for invoicing duties and taxes to the shipper, or an entity in a country other than the destination. Billing of destination duties and taxes to a third party in destination or a third country requires prior arrangement and a DHL payer account number. To aid in the identification of DTP shipments, the shipper should note Duties and Taxes Paid in the "Description of Contents" box on the waybill and also on the Commercial Invoice. A service charge of \$15.00 per shipment will apply.

### Emergency Situations

DHL reserves the right to assess temporary surcharges to recover costs associated with emergency situations. Temporary emergency surcharges will be assessed on DHL's general customer base, listed separately and in addition to negotiated rates. DHL will provide 15 days notice via its website, [www.dhl-usa.com](http://www.dhl-usa.com), of any pending emergency situations requiring a temporary surcharge.

### Fuel Surcharge

A variable percentage is applied to the transportation charge of each shipment to offset the volatility of the cost of fuel used in the transportation process. The fuel surcharge is indexed to the USGC kerosene-type jet fuel index. For more information consult the [Current Indexed Fuel Surcharge](#) at [www.dhl-usa.com](http://www.dhl-usa.com).

### Monthly Service Charge

For customers requiring regular DHL service a monthly service charge of \$36.00 will apply.

### Neutral Delivery

This service allows for the delivery of non-document shipments to receivers, without any value information being shared, while the importer of record at the destination (not being the receiver) is billed for the duties and taxes. All documents showing the declared value will go to the importer of record and not to the consignee. The importer of record and the final consignee must reside in the same country and that country must be approved for inbound Neutral Delivery. A service charge of \$20.00 per shipment will be assessed for Neutral Delivery.

### Non-Standard Delivery

A surcharge of \$2.30 per shipment will apply for any non-scheduled delivery requests, outside of the normal delivery cycle, and to all shipments to residential areas.

### Non-Standard Pickup

A surcharge will be applied for any non-scheduled shipment collection request that is outside the standard pickup cycle. A \$4.00 surcharge per waybill will apply for customers who call their pickup requests into Customer Service or request them via the web. This surcharge will not apply if the shipment is dropped off at a DHL Express service center or drop box location.

### **Non-Standard Shipment (Excess Limit Weight)**

This surcharge applies to shipments that exceed weight and size limitations or those that require exceptional handling due to their shape. DHL will apply a surcharge of \$50.00 for any single piece in a shipment that is at or above the non-conveyable weight of 70 kg or 150 lbs (actual or dimensional weight per package).

### **Remote Area Service**

Any package destined to select on-forwarding or remote postal codes in DHL's international delivery area will be subject to a charge of \$0.24 per lb. with a minimum of \$24.00.

### **Restricted Access Country**

U.S. trade restrictions apply to shipments between the U.S. and Cuba, Iran, Korea D.P.R (North Korea), Burma (Myanmar), Sudan and Syria for documents and non-documents based on service directory restrictions. Such shipments are not acceptable for transit, except for pre-approved customers possessing the required export licenses or exemptions. The pre-approval for these shipments by the DHL International Trade Affairs and Compliance (ITAC) team for licensed or exempted shipments must take place before the shipment is picked up by or tendered to DHL. A Restricted Access Country service charge of \$100.00 per shipment will apply, in addition to the standard shipping charges. Please contact our ITAC team at 1-859-817-8010 or by email at [TradeCompliance.USA@dhl.com](mailto:TradeCompliance.USA@dhl.com) for further information and to ascertain your eligibility for such services.

### **Saturday Delivery**

The delivery of a shipment at an international destination on a Saturday to selected postal code areas in countries where Saturdays are not normal business days. The service charge is \$50.00 per shipment, in addition to normal transportation charges. This service is not available in all locations e.g. US. Please call DHL Customer Service at 1-800-CALL DHL for more information on service availability.

### **Security Services**

This surcharge is for shipments to Iraq and Afghanistan (other than those tendered by a government agency) which will incur a security surcharge of 10% of the transportation charge.

### **Shipment Value Protection**

DHL will, upon the shipper's request as indicated on the waybill, provide value protection coverage at a cost of \$0.75 per \$100.00 of coverage, with a minimum charge of \$2.75. Shipper requests for Shipment Value Protection over \$50,000.00 per shipment must be pre-approved by DHL. DHL is willing to consider these requests, but is under no obligation to approve them.

### **Signature Service**

Upon the shipper's request, DHL will obtain a signature from the named receiver at the delivery address and then transfer this signature to the sender as proof of delivery, for an additional charge of \$2.75 per shipment. A signed Attempted Delivery Notice and Signature on File are not valid for this service.

### **Undeliverable or Refused Shipments**

When a shipment is undeliverable or refused at destination, the shipper will be contacted to authorize disposition (redirect, return or abandon). When the shipment is returned or redirected, additional transportation charges will be applied. DHL IMPORT EXPRESS WORLDWIDE rates may be applied to shipments that are returned or redirected to another country if the import account number is provided at the time of authorization. NOTE: Overseas destination duties and taxes will also apply regardless of whether goods are returned, redirected or abandoned.

*DHL's Export/Import Service Charges and Surcharges list is available at [www.dhl-usa.com](http://www.dhl-usa.com) and will be updated or supplemented from time to time. Service Charges and Surcharges will be billed in accordance with DHL's list of Export/Import Service Charges and Surcharges in effect at the time the shipment is tendered. DHL Service Charges and Surcharges are in addition to applicable transportation charges.*

# **U.S. Import Service Charges and Surcharges**

## **Additional Duties Assessed**

Variable duties may be applied by U.S. Customs after the initial customs entry when estimated duties were paid or when an entry is audited causing a change in the duty owed. These charges will appear on the DHL duty invoice.

## **Broker Turnover**

DHL's Broker Turnover or Document Transfer service is used to transfer the clearance documents to another broker to handle customs clearance on the customer's behalf. DHL will assess a service charge of \$50.00 per waybill to complete the transfer or turnover. DHL is not responsible for the timeliness of the submission of the entry to U.S. Customs and Border Protection (CBP) or for the release of the shipment. DHL will deliver the shipment once a release is received from the CBP and/or Office of the Attorney General.

## **Change of Address**

A \$11.00 service charge will be assessed by DHL when the consignee or shipper requests a change of address for shipment delivery.

## **Continuous Bonds**

A bond is required for all separate entries. When DHL is not the importer of record, the importer has the option of a continuous bond or a single transaction bond. Continuous bonds are recommended for importers that have consistent shipping volume or tend to have higher annual shipping volume. Bonds require renewal each year. The minimum continuous bond allowed by Customs is valued at \$50,000.00. The minimum DHL charge for a \$50,000.00 bond is \$500.00.

## **Copies of Import Documentation**

DHL will provide copies of import documentation for records previously supplied to the importer/ultimate consignee at an additional cost of \$25.00 per entry packet. Additional copies of import documentation will be supplied by the importing gateway when requested by the consignee. Copies of files for express manifested clearances are not available.

## **Customs Duty**

Duty is applied by U.S. Customs at the time of initial entry and varies depending on contents and origin of shipment. These charges will appear on the DHL duty invoice.

## **Customs General Order Entry Preparation**

DHL will apply a service charge of \$50.00 for the preparation, entry and submission of a General Order entry upon the importer's request. Otherwise this service charge is incurred when a shipment has met any of the following conditions:

- The shipment has been in the DHL warehouse for longer than 20 calendar days
- Repeated calls have been made to the importer for information necessary to complete clearance of the shipment
- No action has been taken by the importer within the required time line, as defined in Customs Border Protection 19 CFR 127.4

## **Dimensional Weight Divisor**

The following formula will apply when shipping low density, bulky express packages. Billed weight will be the greater of actual weight or dimensional weight calculated using the following formula. Further details on the calculation are available on [www.dhl-usa.com/tools/dimweight/](http://www.dhl-usa.com/tools/dimweight/)

\*DHL reserves the right to modify this formula.

Metric Measurement Kilos & Centimeters

(In ½ kg increments)

L x W x H (cm)

6000\*

### Duty Advancement

A processing service charge is applied to any inbound non-document shipment for which DHL advances Customs duties, charges, and taxes and then re-bills a U.S. consignee. This service charge will be equal to 2% of the amount advanced subject to a \$5.50 minimum. This processing charge will appear as a separate line item on DHL duty invoices.

### Emergency Situations

DHL reserves the right to assess temporary surcharges to recover costs associated with emergency situations. Temporary emergency surcharges will be assessed on DHL's general customer base, listed separately and in addition to negotiated rates. DHL will provide 15 days notice via its web site of any pending emergency situations requiring a temporary surcharge.

### Fish & Wildlife Service Charges

The U.S. Fish and Wildlife Service (F&WS) is a government agency that requires the filing of certain documents, Convention on International Trade in Endangered Species (CITES), permits, exams, and inspections on species and products that fall into its jurisdiction. DHL collects these charges as follows:

<b>Fish and Wildlife Service (F&amp;WS) Application License and Permit Charge</b> F&WS requires a license to import specific commodities. There is an application charge per permit. Permits must be renewed annually.	\$100.00 per permit
<b>Fish and Wildlife Service (F&amp;WS) Entry Preparation</b> F&WS requires USFWS form 3177 be submitted with each entry. Upon request, or when the documentation is missing, DHL will fill out the documentation on behalf of the customer for a service charge.	\$25.00 per form
<b>Fish and Wildlife Service (F&amp;WS) Inspection Charge</b> F&WS has additional regulatory requirements for certain commodities. A Fish & Wildlife inspection charge is applied to all commercial shipments based on commodity.	\$55.00 per shipment
<b>Fish and Wildlife Service (F&amp;WS) Overtime Charge</b> An overtime charge per shipment will be applied by the F&WS if the customer requests clearance outside of the F&WS normal working schedule.	\$60.00 per shipment

### Food and Drug Administration (FDA) Entry Preparation

DHL will apply a service charge of \$20.00 per entry to prepare documentation and product information for FDA entry forms and submissions. *Note: FDA Entry Prep does not include FDA Prior Notice.*

### Fuel Surcharge

A variable percentage is applied to the transportation charge of each shipment to offset the volatility of the cost of fuel used in the transportation process. The fuel surcharge is indexed to the USGC kerosene-type jet fuel index. For more information consult the [Current Indexed Fuel Surcharge](http://www.dhl-usa.com) at [www.dhl-usa.com](http://www.dhl-usa.com).

### General Order Warehouse Charge

If a shipment has been in the DHL warehouse longer than 20 calendar days and an attempt has been made to contact the importer for the information necessary to complete clearance of the shipment, a variable customs and storage charge will be applied by the General Order Warehouse.

### Import Shipment Value Protection

DHL will, upon the shipper's request as indicated on the waybill, provide value protection coverage at a cost of \$1.00 per \$100.00 of coverage, with a minimum charge of \$10.00. Shipper requests for Import Shipment Value Protection over \$50,000.00 per shipment must be pre-approved by DHL. DHL is willing to consider these requests, but is under no obligation to approve them.

### **In-bond Transportation Entry-CF7512**

The in-bond entry allows non-document foreign origin goods to travel bonded through the U.S. to final destination for clearance by the importer's broker or into a Foreign Trade Zone (FTZ). An in-bond entry may also be used to withdraw goods from an FTZ for export. The DHL service charge is \$80.00 per entry.

### **Internal Revenue Tax, Anti-Dumping Duties, and Countervail Duties**

A variable tax is applied by the U.S. government for such things as alcoholic beverages and tobacco products, as well as additional duties for Anti-Dumping and Countervail. These charges will appear on the DHL invoice.

### **Manipulate, Examine, Sample or Transfer Goods**

DHL will complete a CF3499 (U.S. Department of Homeland Security Manipulation, Exam, Sample or Transfer of Goods) and submit it to Customs & Border Protection for approval for an on-site manipulation, exam, sample or transfer of goods. DHL cannot open any packages that are still under bond without Customs supervision and a completed CF3499. After DHL receives permission from Customs to "manipulate, examine, sample or transfer" the packages, a service charge of \$60.00 per shipment will be assessed.

### **Merchandise Processing**

Merchandise Processing is a Customs-imposed service charge paid by all Brokers on formal entries. The rate is 0.21% of the net entered value with a minimum of \$25.00 and a maximum of \$485.00 per shipment.

### **Mitigation of Penalty / Protest Filing / Voluntary Tender**

If the importer has a dispute with U.S. Customs on an entry that was cleared with duties and taxes paid and freight released, DHL will file the appropriate claim with U.S. Customs and monitor the results for the importer. Most disputes concern overpayment of duties, appraised value of merchandise, fines or penalties or exclusion of merchandise from entry. DHL provides these services at a charge of \$100.00 per entry. Please note if the dispute is caused by a DHL error, there will be no charge.

### **Multi-Line Item Entry**

A service charge of \$3.00 per line item will be assessed for multi-line item entries with more than five lines, for example one shipment with multiple products or multiple invoices. All products require identification and must be classified under separate harmonized tariff numbers.

### **Prior Notice**

The Food Drug Administration (FDA) bio-terrorism regulations require that a Prior Notice (PN) for all shipments containing food or food products be filed electronically to the FDA prior to shipment arrival. DHL will prepare and submit PN for all imported food shipments for a service charge of \$10.00. Customers may file directly with FDA to avoid the PN service charge.

FDA's Prior Notice System Interface (PNSI) can be accessed at <http://www.cfsan.fda.gov/~pn/pnview.html>. Customers who wish to self process to avoid PN charges must provide a detailed description and the FDA PN confirmation number (10-digits) on the Commercial Invoice, and on the shipment waybill in the description section. A printed copy of the PN confirmation must also be included with the waybill and invoice.

*Note: Prior Notice does not include FDA Entry Preparation. For more information about the Bioterrorism Act, click here [http://www.cbp.gov/xp/cgov/trade/trade\\_programs/is\\_initiatives/bioterrorism/bioterrorism\\_act.xml](http://www.cbp.gov/xp/cgov/trade/trade_programs/is_initiatives/bioterrorism/bioterrorism_act.xml). For information about food safety requirements, click here <http://www.foodsafety.gov/~fsg/bioterr.html>.*

### **Single Informal Entry**

Under 19 CFR 128 Express Consignments, regulations, non-restricted merchandise based on value and commodity can be cleared on a consolidated manifest for more cost and time efficient processing. DHL will assess a service charge of \$35.00 per waybill when the importer requests a single informal entry if the shipment is qualified to be cleared informally off the manifest.

**Single Transaction Bond**

A single transaction bond is used in lieu of a continuous bond, in the event a customer is not bonded. A service charge of \$4.00 per \$1,000.00 of bond value (subject to a \$40.00 minimum) will be assessed.

**Special Processing**

Any requests for special processing, such as copies of import documentation on CDs, via emails, or any other electronic means or a correction of commercial invoices prior to clearance, will be assessed a processing service charge. The amount of the service charge will be based on the service requested.

**Storage Charges**

The storage charges will take effect for all Broker Turnovers on the third business day after the date of freight arrival or broker notification, whichever is later. A charge of \$31.00 per day will be assessed for storage.

**Temporary Importations under Bond (TIB) Entry**

An importer can import certain classes of goods in the U.S. duty-free by posting a bond according to 19 CFR Part 10. A service charge of \$200.00 per entry will be assessed for TIB. The importer must complete and sign the DHL TIB contract and processing procedures prior to preparing TIB entry.

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