



2020 Update - UNITED STATES OF AMERICA

OPTIONAL SERVICES

DHL Express offers a wide range of optional services – from non-standard deliveries and billing options to climate neutral shipping. You have the flexibility to choose the best service for your needs with our express delivery services worldwide.

Name	Description	How we charge	Additional Charge
Duties and Taxes Paid	DHL Express 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 the shipper requests that duties, taxes or other regulatory fees be paid outside of the destination country.	Per shipment	\$15.00
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, labelling and packaging, then sends the shipments to the designated domestic or international business addresses.	Per shipment	\$20.00
Saturday Delivery/Pickup	We offer Saturday delivery and pickup services to and from key cities. This service is not available in all locations, including the U.S. To check availability, please contact our Customer Service team.	Per shipment	\$46.00
Shipment Value Protection	Upon the shipper's request, as indicated on the waybill, DHL will provide value protection coverage. Charges will vary based on origin of shipment and total of coverage requested (minimum charges apply). Shipper requests for Shipment Value Protection over \$50,000 per shipment must be pre-approved by DHL. DHL is willing to consider these requests, but is under no obligation to approve them.	By shipment value	International: \$1.05 per \$100.00 of coverage, with a \$3.15 minimum for \$500.00 coverage
Monthly Pickup Service	For customers requiring regular DHL Express pickup service, a service charge will apply.	Per month	\$60.00
Non-Standard Pickup	A charge will apply for customers who call their pickup requests in to Customer Service or request them via the web or shipping system. This charge will not apply if the shipment is dropped off at a DHL Express ServicePoint or dropbox location.	Per pickup stop	\$4.40
Extended Liability	If you are sending valuable documents such as passports, visa applications or regulatory certificates you can extend the DHL standard liability with this service. It provides coverage and compensation in the case of loss or damage.	Per shipment	\$4.00 for \$400.00 fixed coverage
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.	Per shipment	\$5.25
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 Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the most suitable delivery option on the On Demand Delivery website.	Per shipment	\$4.65
GoGreen Climate Neutral	This service is for customers who need a reliable method to calculate their annual carbon emissions at a shipment level and subsequently offset these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the United Nations. DHL can also provide reports for either a high level estimate or a detailed carbon footprint.	By shipment weight	Export: \$0.06 per lb. with a \$0.12 minimum Import: \$0.06 per half kg. with a \$0.12 minimum
Importer of Record (IOR)	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). The customs invoice must indicate the importer's billing details in addition to the receiver's shipping address.	Per shipment	\$15.00
Printed Invoice	This service is for customers who require a paper invoice where e-billing is the agreed standard. This service provides flexibility for a different invoicing method than what is already agreed.	Per paper invoice	\$3.00
Change of Billing	This applies when a customer requests a change of defined billing information on an already issued invoice, and which will result in a reissuing of the invoice and, in case if an account change, crediting of the old account and debiting of the new.	Per invoice	\$17.00
Neutral Delivery	This service allows for the delivery of non-document shipments, without any value of the product being shared or exposed to the receiver, since the commercial invoice is removed prior to delivery.	Per shipment	\$20.00

SURCHARGES

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.

Name	Description	How we charge	Additional Charge
Remote Area	This surcharge applies when a shipment is collected from, or delivered to a location that is distant or difficult to serve. The Remote Area surcharge applies to international and domestic shipments.	Per shipment weight	\$0.40 per lb. (or half kg.) with a \$40.00 minimum
Overweight Piece	A fixed surcharge is applied to every piece, including a pallet, that exceeds a scale or volumetric weight of 150 lbs. for shipments originating in the U.S. and U.S. Territories (70 kg. for shipments originating outside of the U.S. and U.S. Territories).	Per piece	\$89.00
Oversize Piece	A fixed surcharge is applied to every piece, including a pallet, with a single dimension in excess of 48 inches for shipments originating in the U.S. and U.S. Territories (120 cm. for shipments originating outside of the U.S. and U.S. Territories).	Per piece	\$89.00
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 applies to domestic and international shipments.	Per piece	\$215.00
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 service charge. Additional charges may also apply. To find out more, call the DHL International Dangerous Goods Hotline at 1-866-817-3794.	Per shipment	\$110.00
Consumer Goods ID8000	A surcharge applies to shipments containing consumer goods (such as perfumes, aftershaves, aerosols, nail varnishes and prescription medicines as covered by the IATA ID8000 section) that are packed in a form intended for retail sale and shipped to private individuals. To find out more, call the DHL International Dangerous Goods Hotline at 1-866-817-3794.	Per shipment	\$23.00
Dry Ice UN1845	A service charge will be applied for the handling and transportation of Dry Ice UN1845, which is used as a freezing agent for non-dangerous goods.	Per shipment	\$5.85
Lithium Ion Batteries Section II (PI965)	Under some circumstances, for approved shippers only, DHL can carry acceptable quantities of certain dangerous goods or hazardous materials. A service charge will be assessed on each shipment containing loose Lithium Ion batteries (PI-965, Section II). Such shipments must be compliant with the appropriate IATA Packing Instructions. To find out more, call the DHL International Dangerous Goods Hotline at 1-866-817-3794.	Per shipment	\$110.00
Address Correction	This fixed surcharge is applied to any shipment given to DHL with an incorrect destination address that prevents its successful delivery to the right location, despite attempts made by DHL to determine the correct address.	Per shipment	\$17.00
Data Entry	This fixed surcharge applies for each shipment consigned with non-electronic, paper based manual waybills. Electronic shipping documentation incurs no additional charges.	Per waybill	\$5.00
Restricted Destination	A charge will apply when shipping to a destination country that is subject to trade restrictions imposed by the UN Security Council. This charge will apply to all non-document shipments destined for the Central African Republic, the Democratic Republic of Congo, Eritrea, Iran, Iraq, Libya, North Korea, Somalia, Syria and Yemen. This charge may apply in addition to Elevated Risk.	Per shipment	\$30.00
Fuel Surcharge	Applicable to both domestic and international shipments, this variable surcharge is applied to the weight charge of each shipment and any transportation-related surcharges. It is derived from publicly available fuel indices, which are also displayed here: dhl.com/fuelsurcharge . Each month, the fuel surcharge is calibrated to the oil price that was current two months prior to the billing month.	Per shipment	Percentage of transportation and additional charges, as per index
Elevated Risk	A charge will apply when shipping to a destination country in which DHL is operating at elevated risk due to a continuous state of war, civil unrest or continuous threats from terrorism. This charge applies to all shipments destined for Afghanistan, Iraq, Libya, Mali, Niger, Syria and Yemen. This charge may apply in addition to either Restricted Destination or Exporter Validation.	Per shipment	\$20.00
Exporter Validation	A charge will apply when shipping to a destination country that is subject to trade restrictions imposed by federal regulatory agencies such as the Office of Foreign Assets Control (OFAC). This charge will apply to all non-document shipments destined for Afghanistan, Belarus, Lebanon, Myanmar and Zimbabwe. This charge may apply in addition to Elevated Risk.	Per shipment	\$30.00

CUSTOMS SERVICES

DHL Express is the international specialist in shipping, with extensive knowledge and experience of dealing with customs topics worldwide. For your peace of mind, we provide a wide range of customs support for standard as well as non-routine customs-clearance processes. By making sure that clearance is a smooth and efficient process, we ensure your shipments arrive as quickly as possible, and leave you free to focus on your core business. With our online tool (tas.dhl.com) we provide essential customs information to help you prepare your shipments.

Name	Description	How we charge	Additional Charge
Disbursement	A processing service charge is applied to any imported nondocument shipment for which DHL advances payment of U.S. Customs duties, charges and taxes, and then re-bills an accounting U.S. receiver. This service charge will be a percentage of the amount advanced, subject to a minimum, and will appear as a separate line item on the DHL duty invoice.	Per shipment	2% of duties, \$15.00 minimum
Advance Payment	The service covers any import of a non-document shipment for which DHL has paid or used its customs credit line advancing customs duties, taxes or regulatory charges on behalf of those importers with whom DHL has no contract. The charge is based on the credit advanced or guaranteed and is subject to a standard minimum.	Per shipment	2% of duties, \$15.00 minimum
Broker Notification	At the customer's 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.	Per shipment	\$50.00
Bonded Storage	Any shipment registered into bond and subsequently held for more than three calendar days after awaiting documentation from the Receiver or Importer - or after clearance has been assigned to a third-party broker - will be assessed a daily storage charge beginning on the fourth day.	Per shipment, per day after 3 calendar days	\$31.00
Bonded Transit	The in-bond entry (CF7512) 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. DHL charges for this service.	Per shipment	\$85.00
Clearance Data Modification	A surcharge applies in case the Customs declared value of a shipment requires modification either before or during the Customs clearance process.	Per shipment	\$56.00
Post Clearance Modification	If requested by Customs authorities or the importer/exporter, DHL may add or modify data declared to Customs authorities for clearance purposes. This includes data such as declared values, classification of the goods and importer details, based on documentary evidence gathered from or confirmed by the importer or exporter.	Per shipment	\$90.00
Multiline Entry	A service charge will be assessed for multiline item entries with more than five lines. An example would be - one shipment with multiple products or multiple invoices. All products require identification and must be classified under separate harmonized tariff numbers.	Per line after 5 lines	Import: \$5.00 per line after 5 lines
Export Declaration	U.S. Customs requires a declaration to be filed for shipments that are over a certain value or going to specific destinations. DHL may file on behalf of the shipper, for a service charge. Shippers filing directly through https://ace.cbp.dhs.gov will not incur the charge.	Per shipment	\$15.00
Temporary Import /Export	At a customer's request or when the document is missing from the shipment at origin, DHL will prepare an international Customs document, e.g. ATA Carnet, to simplify Customs procedures for the temporary import/export of various goods. Photographic proof, written details or original receipts are often required to identify the goods. An importer can also import certain classes of goods into the U.S. duty-free by posting a bond, according to 19 CFR Part 10. The importer must complete and sign the DHL Temporary Importation under Bond (TIB) contract and processing procedures prior to preparing a TIB entry. A service charge will be assessed for any Temporary Import/Export services.	Per shipment	\$90.00
Preferential Origin	Some destinations require certification for certain commodities, to authenticate the country of origin of the merchandise/goods being shipped. Upon request, or when this documentation is missing at origin, DHL will attach it on behalf of the customer for a service charge. When exporting from the U.S., this service is available only for goods made in the United States.	Per shipment	\$10.00
Import/Export Duties	Duty is applied by U.S. Customs at the time of initial entry and varies depending on contents and origin of shipment. Additional 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 Express duty invoice.	Variable charges	Government charges may vary
Import/Export Taxes	Taxes are applied by U.S. Customs, based on the value of the goods being imported.	Variable charges	Government charges may vary
General Order Warehouse Storage	Any shipment that has been in the DHL warehouse for 20 calendar days without entry must be reported to CBP as eligible for General Order. The General Order Warehouse operator may retrieve the shipment and retain until final disposition. Charges assessed by the warehouse operator for transportation and storage will be passed to the importer.	Variable charges	Government charges may vary

Import Paperwork	DHL will provide copies of import documentation previously supplied to the importer/ultimate receiver, at an additional cost. When available, an electronic copy may be provided, for a service charge. Additional copies of import documentation will be supplied by the importing gateway when requested by the receiver. Copies of files for express manifested clearances are not available.	Per packet	\$25.00 per packet or \$1.00 for soft copy
Merchandise Processing	Merchandise Processing is a Customs-imposed service charge paid by all Brokers on formal entries. The rate is a percentage of the net entered value of the goods. Minimums and maximums apply.	Per shipment	Charges vary as follows: 0.3464% of the net entered value with a minimum of \$26.79 and a maximum of \$519.76
Prior Notice	Food and Drug Administration (FDA) bioterrorism regulations require that a Prior Notice (PN) for all shipments containing food or food products be filed electronically with the FDA prior to shipment arrival. DHL Express will prepare and submit a PN for all imported food shipments for a service charge. Customers may file directly with the FDA to avoid the PN service charge. Customers who wish to self-process to avoid PN charges must provide a detailed shipment description and the FDA PN confirmation number (10 digits) on the Commercial Invoice, and also on the shipment waybill in the description section. A printed copy of the PN confirmation should also be included with the waybill and invoice. Note: Prior Notice does not include Obtaining Permits & Licenses for FDA Entry Preparation.	Per shipment	\$10.00
Single Clearance	Under 19 CFR 128 Express Consignments regulations, nonrestricted 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 when the importer requests a single formal entry if the shipment is qualified to be cleared informally on the manifest.	Per shipment	\$35.00
Clearance Paperwork	A Commercial Invoice is also known as a Pro Forma Invoice and is required by Customs when non-document goods are shipped internationally. Upon request, or when it is missing, DHL will attach the documentation on behalf of the customer, for a service charge.	Per shipment	\$20.00
Controlled Export	All U.S. Department of State (DOS) shippers must be approved in advance by DHL. The ACE AES Electronic Export Information (EEI) must be filed in ACE at least 8 hours prior to export. Temporary export and import licenses require physical presentation to CBP at the port of export for declassification. A service charge applies to all DOS shipments for the special handling required by our Controlled Export Team.	Per shipment	\$65.00
Continuous Bond	Upon customer's request and receipt of customer's application, DHL will purchase a continuous bond on the customer's behalf. The continuous bond would remain in effect for a year and would cover all entries for the importer of record, through any port, provided the broker has a valid Power of Attorney from the importer or principal. The continuous bond renews annually until terminated by importer, principal, Customs Broker or Surety. For example, the minimum bond amount required by CBP is \$50,000 or 10% of the total duties, taxes and fees, plus all open increased duty bills and debit vouchers paid in the previous 12 months – whichever is greater. Higher bond values are also available at a tiered rate.	Per 12-month period	\$525.00 minimum
Under Bond/Guarantee	A single-transaction bond is used in lieu of a continuous bond, in the event a customer is not bonded. A service charge will be assessed (minimum applies).	Per shipment	\$4.00 per \$1,000 of bond with \$40.00 minimum
Other Government Agency (Border Controls)	Government charges apply when DHL Express arranges the clearance of any items subject to bio, health, phyto-sanitary, veterinary, quarantine, CITES or similar controls required by any regulatory agency. This includes the preparation of any related paperwork, to facilitate the clearance of a shipment. This also includes, but is not limited to: licenses, permits and inspections required by the U.S. Fish & Wildlife Service (F&WS) or other government agencies, for certain commodities imported into the U.S. This also includes any overtime charges from the F&WS for instances in which an importer requests clearance outside of the F&WS normal working schedule. Charges vary based on the government requirements.	Per shipment	Charges vary based on the government 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. The charge applies to the duty and taxes payer.	Per shipment	\$25.00

Valid: January 1, 2020

All services may not be available in all areas.

Services are subject to DHL Terms and Conditions, as published at logistics.dhl and/or as set forth on the waybill of the country of origin.