

RATE AND SERVICE GUIDE 2015



EXCELLENCE. SIMPLY DELIVERED.

Valid from 1st January 2015

DHL
EXPRESS

RELIABILITY. ANY TIME. ANYWHERE. AT ANY SPEED.

EXPORT SERVICES.....PAGE 6

DHL EXPRESS 9:00

Our premium delivery service by 9:00 hrs on the next possible business day is offered to the majority of business centers in Europe, Middle East, Africa, Asia and the Americas. It features proactive notification of delivery and a full money-back guarantee* for even more peace of mind.

DHL EXPRESS 10:30

With DHL EXPRESS 10:30, you can rely on prioritized handling to ensure your shipments are delivered on the next possible business day by 10:30, supported by a full money-back guarantee*. And with the same convenient collection and standard cut-off times as all of our services, you have more time to prepare your shipments, especially those to the USA.

DHL EXPRESS 12:00

When it really has to be there by noon the next possible business day, our DHL EXPRESS 12:00 delivery service is available to all major business centers in Europe, USA, Middle East, Eastern Europe and Asia Pacific, with a full money-back guarantee* in the case of delay.

DHL EXPRESS WORLDWIDE

Our popular pre 18:00 hrs delivery service is available when you're sending document or non-document items anywhere around the world. Reliably fast to more global destinations across a single integrated network than any other express delivery company.

DHL EXPRESS ECONOMY SELECT

For door-to-door delivery in the USA within a certain number of days for less urgent and heavier shipments, choose DHL's cost-effective Day Definite services. Get the reliability of an express delivery on a certain day with end-to-end tracking and customs clearance for dutiable goods.

IMPORT SERVICES.....PAGE 13

DHL IMPORT EXPRESS 9:00

For central business districts, we offer a priority import service before the working day begins. We pickup the shipment as soon as it's ready at origin and deliver to your instructions. Supported by a full money-back guarantee*.

DHL IMPORT EXPRESS 10:30

As soon as the missing component or contract is ready for pickup at origin, we provide priority handling until it reaches your production plant or office by mid morning on the next possible business day. Supported by a full money-back guarantee*.

DHL IMPORT EXPRESS 12:00

Importing goods can also be arranged to ensure a time critical spare part reaches you before noon. As soon as the shipment is ready for pickup at origin, we provide priority handling until it reaches your address and extend a full money-back guarantee* in the event of delay.

DHL IMPORT EXPRESS WORLDWIDE

If you regularly import spare parts, samples, finished goods or other items, DHL IMPORT EXPRESS WORLDWIDE is the solution for you. Our Import Express service involves the collection of your inbound documents and parcels from virtually anywhere in the world. We then send your shipment through the DHL Express network and deliver it to your premises.

* DHL Express Terms and Conditions apply.

LEARN MORE

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* The rates for DHL EXPRESS 9:00, DHL EXPRESS 10:30 and DHL EXPRESS 12:00 are calculated by adding a fixed premium to the DHL EXPRESS WORLDWIDE rate. This premium is given on page 9. The rates for DHL IMPORT EXPRESS 9:00, DHL IMPORT EXPRESS 10:30 and DHL IMPORT EXPRESS 12:00 are calculated by adding a fixed premium to the DHL IMPORT EXPRESS WORLDWIDE rate. This premium is given on page 14.

OPTIONAL SERVICES

Shipment Value Protection

We recommend our comprehensive protection for your valuable or personal shipments, in the unlikely event of physical damage or loss. A shipment value protection premium based on the value of the contents provides even greater peace of mind.

\$3.00 CAD minimum or 3% of Shipment value if higher.

Non-Standard Pickup

If your business needs a dedicated vehicle to collect unusual shipments, or a pickup outside of normal business hours, we can arrange this for you.

\$20.00 CAD per shipment

Weekend Delivery

We offer a Saturday delivery service from and to key cities. Please provide the destination postcode to our Customer Service Advisor and we'll take care of the rest.

\$20.00 CAD per shipment

GOGREEN Climate Neutral

For customers that need a reliable method to calculate their annual carbon emissions at shipment level and subsequently off-set these emissions through approved environmental programs. The whole process is verified annually by an independent body accredited by the United Nations.

\$0.20 CAD per shipment or \$0.125 CAD per kg if higher.

Duties & Taxes Paid

To make exporting your shipment even easier, 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 are to be paid outside of the destination country. NAFTA destinations are exempt. The administrative charge does not apply to document shipments.

\$15.00 CAD per shipment

Change of Billing

Whenever you need to re-invoice an item to a different account number than the one marked on the waybill, or receive an invoice in a format or on a date different from the billing process defined in your contract, our Customer Accounting team can provide this on request.

\$11.00 CAD per shipment

SURCHARGES

Fuel Surcharge

A variable surcharge is applied to the weight charge of each shipment. This is derived from publically available fuel oil indices that are accessible on the DHL Express website at www.dhl.ca. The charge is calibrated every month to the oil price that was current two months prior to the billing month.

Remote Areas

A surcharge is applied when a shipment is sent to or imported from a remote location such as highlands and islands. The Remote Area surcharge is applied as a minimum or per lb/kilo charge, whichever is greater.

Remote Area Delivery (USA exempt): \$0.30 CAD/lb,

Minimum \$30.00 CAD charge

Remote Area Pick-up: \$0.30 CAD/0.5kg, Minimum \$30.00 CAD charge

Over Weight Piece

A fixed surcharge is applied to any piece that exceeds the scale weight of 154lb (70kg).

International shipments: \$50.00 CAD/piece

Over Sized Piece

A fixed surcharge is applied to any non-palletized piece with a single dimension in excess of 48"(120cm), or any pallet with a base dimension in excess of 48"(120cm) or a height in excess of 63"(160cm).

International shipments: \$50.00 CAD/piece

Over Handled Piece

A fixed surcharge is applied to any pallet within a shipment that because of its shape, packaging or content is not stackable.

International shipments: \$50.00 CAD/piece

Dangerous Goods

A surcharge is applied to any shipment that contains substances or commodities that are classified as hazardous.

Dangerous Goods in Accepted Quantities:

\$65.00 CAD/shipment

Dry Ice UN1845: \$5.00 CAD/shipment

Address Correction

A fixed surcharge is applied to any shipment that has an incorrect delivery address at the time of pickup and the delivery cannot be fulfilled after making efforts at the destination to determine the correct address.

International shipments: \$11.00 CAD/shipment

eSOLUTIONS FOR BOOKING AND TRACKING

DHL eSolutions

DHL Express offers a choice of electronic solutions to suit even the most demanding requirements. We invest continually in our market-leading technologies to make it easier for you to send your shipments around the world. And leaving you with more time to focus on your business.

DHL Online Shipping

This is an online and on demand shipping tool that helps you prepare documents, arrange pickups, store contact details and track deliveries. Ideal for busy office managers, business travelers or receptionists. No special software installation or training is required.

MyDHL

Access all our feature rich online tools from one location. MyDHL provides a single sign-on access to a range of online tools for shipping, importing, tracking and billing. Go to www.dhl.com/mydhl to register in a few easy steps.

DHL EasyShip

DHL EasyShip is the Windows-based shipment management tool designed for DHL Express account customers with high daily shipping volumes. It provides quick and powerful control of your daily shipment process.

DHL Integrated Solutions

Using EDI, XML or Web Services gives you the capability to incorporate DHL's online shipping capabilities into your own web site, warehouse or Customer Service application. That means faster and easier access to transit times, rates and courier bookings, with global shipment tracking available at your fingertips.

DHL Import Express Online

Our web-based service to simplify the importing process for both you and the shipper who sends to you. This free service is available 365 days a year to Import Express account holders.

DHL Web Site

Our web site at www.dhl.ca is your comprehensive guide to DHL Express' shipping services. You can access information on transport news, service updates or contacts. To make doing business with us even easier, the site features interactive tools such as online booking, tracking, and a volumetric weight calculator, among others.

DHL ProView

For account customers that send high volumes, DHL ProView provides automatic notifications to anyone you specify, via email or text message, whenever shipments are picked up or delivered. This allows you to monitor shipments online by account number, shipment status and much more. With DHL ProView, you're always in the know and always in control.

DHL Online Tracking

Log on to our web site at www.dhl.ca to track your shipments. Enter the waybill number(s) to receive status updates throughout the shipping process. Up to ten waybill numbers can be tracked at any one time.

DHL eTrack

Send an e-mail containing up to one hundred waybill numbers to "track@dhl.com" and the status on each shipment will be returned in seconds. Simple, free, and easy to use.

DHL eMailShip

DHL has created a set of reusable forms to make the shipping process as quick, easy and convenient as sending an email.

EXPORT RATING ZONES

Destination and Service Options											
Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE	Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE
Afghanistan	9	x	x	x	✓	Dominican Republic	13	x	x	x	✓
Albania	5	x	x	✓	✓	East Timor	10	x	x	x	✓
Algeria	14	x	x	✓	✓	Ecuador	12	x	x	✓	✓
American Samoa	11	x	x	x	✓	Egypt	14	doc	✓	✓	✓
Andorra	5	x	x	x	✓	El Salvador	12	✓	x	✓	✓
Angola	14	x	x	✓	✓	Guinea-Equatorial	14	x	x	x	✓
Anguilla	13	x	x	x	✓	Eritrea	14	x	x	x	✓
Antigua	13	x	x	x	✓	Estonia	4	x	x	✓	✓
Argentina	12	x	x	✓	✓	Ethiopia	14	x	x	x	✓
Armenia	9	x	x	x	✓	Falkland Islands	12	x	x	x	✓
Aruba	13	x	x	x	✓	Faroe Islands	5	x	x	x	✓
Australia	11	✓	x	✓	✓	Fiji	11	x	x	x	✓
Austria	3	✓	✓	✓	✓	Finland	4	x	x	✓	✓
Azerbaijan	9	x	x	x	✓	France	3	✓	x	✓	✓
Bahamas	13	x	x	x	✓	French Guyana	12	x	x	doc	✓
Bahrain	9	✓	x	x	✓	Gabon	14	x	x	doc	✓
Bangladesh	10	x	x	doc	✓	Gambia	14	x	x	✓	✓
Barbados	13	x	x	x	✓	Georgia	9	x	x	x	✓
Belarus	4	x	x	x	✓	Germany	3	✓	x	✓	✓
Belgium	3	✓	x	✓	✓	Ghana	14	x	x	✓	✓
Belize	12	x	x	x	✓	Gibraltar	5	x	x	x	✓
Benin	14	x	x	✓	✓	Greece	5	x	x	✓	✓
Bermuda	13	x	x	x	✓	Greenland	4	x	x	x	✓
Bhutan	7	x	x	x	✓	Grenada	13	x	x	x	✓
Bolivia	12	x	x	x	✓	Guadeloupe	13	x	x	x	✓
Bonaire	13	x	x	x	✓	Guam	11	x	x	x	✓
Bosnia and Herzegovina	5	x	x	x	✓	Guatemala	12	x	x	✓	✓
Botswana	14	doc	x	doc	✓	Guernsey	5	✓	x	x	✓
Brazil	12	✓	✓	✓	✓	Guinea Republic	14	x	x	doc	✓
Brunei	10	x	x	x	✓	Guinea-Bissau	14	x	x	x	✓
Bulgaria	5	x	x	✓	✓	Guyana (British)	12	x	x	x	✓
Burkina Faso	14	x	x	✓	✓	Haiti	13	x	x	x	✓
Burundi	14	x	x	x	✓	Honduras	12	x	x	✓	✓
Cambodia	10	x	x	✓	✓	Hong Kong	8	✓	x	✓	✓
Cameroon	14	x	x	✓	✓	Hungary	3	x	✓	✓	✓
Canada	0	✓	x	✓	✓	Iceland	4	x	x	✓	✓
Canary Islands, The	14	x	x	x	✓	India	7	x	x	doc	✓
Cape Verde	14	x	x	x	✓	Indonesia	10	x	x	✓	✓
Cayman Islands	13	x	x	x	✓	Iran (Islamic Republic Of)	9	x	x	✓	✓
Central African Republic	14	x	x	x	✓	Iraq	9	x	x	x	✓
Chad	14	x	x	x	✓	Ireland, Republic Of	3	✓	x	✓	✓
Chile	12	✓	x	✓	✓	Israel	9	x	x	x	✓
China, Peoples Republic	6	x	x	doc	✓	Italy	3	✓	x	✓	✓
Colombia	12	✓	✓	✓	✓	Jamaica	13	x	x	x	✓
Comoros	14	x	x	✓	✓	Japan	8	x	x	✓	✓
Congo	14	x	x	✓	✓	Jersey	5	✓	x	x	✓
Congo, The Democratic Republic Of	14	x	x	doc	✓	Jordan	9	✓	x	✓	✓
Cook Islands	11	x	x	x	✓	Kazakhstan	9	✓	x	✓	✓
Costa Rica	12	x	x	✓	✓	Kenya	14	✓	x	✓	✓
Cote D'Ivoire	14	x	x	✓	✓	Kiribati	11	x	x	x	✓
Croatia	5	x	x	✓	✓	Korea, The D.P.R Of (North K.)	8	x	x	x	✓
Cuba	13	x	x	x	✓	Korea, Republic Of (South K.)	8	x	x	✓	✓
Curacao	13	x	x	x	✓	Kosovo	5	x	x	x	✓
Cyprus	5	x	x	doc	✓	Kuwait	9	✓	x	✓	✓
Czech Republic, The	3	✓	x	✓	✓	Kyrgyzstan	9	x	x	x	✓
Denmark	4	✓	x	✓	✓	Lao Peoples Democratic Republic	10	x	x	✓	✓
Djibouti	14	x	x	x	✓	Latvia	4	x	x	doc	✓
Dominica	13	x	x	x	✓	Lebanon	9	✓	x	✓	✓

doc = document contents only

✓ = document and non-document contents

X = service not available

EXPORT RATING ZONES

Destination and Service Options											
Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE	Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE
Lesotho	14	doc	x	✓	✓	Samoa	11	x	x	x	✓
Liberia	14	x	x	x	✓	San Marino	5	x	x	x	✓
Libya	14	x	x	x	✓	Sao Tome and Principe	14	x	x	x	✓
Liechtenstein	5	x	x	x	✓	Saudi Arabia	9	✓	x	✓	✓
Lithuania	4	x	x	✓	✓	Senegal	14	x	x	✓	✓
Luxembourg	3	✓	x	✓	✓	Serbia, Republic Of	5	x	x	x	✓
Macau	9	x	x	✓	✓	Seychelles	14	x	x	x	✓
Macedonia, Republic Of	5	x	x	x	✓	Sierra Leone	14	x	x	✓	✓
Madagascar	14	x	x	✓	✓	Singapore	8	✓	x	✓	✓
Malawi	14	x	x	✓	✓	Slovakia	3	✓	x	✓	✓
Malaysia	10	✓	x	✓	✓	Slovenia	5	x	x	✓	✓
Maldives	10	x	x	✓	✓	Solomon Islands	11	x	x	x	✓
Mali	14	x	x	✓	✓	Somalia	14	x	x	x	✓
Malta	5	x	x	x	✓	Somaliland, Rep Of (North Somalia)	14	x	x	x	✓
Marshall Islands	11	x	x	x	✓	South Africa	8	✓	x	✓	✓
Martinique	13	x	x	x	✓	Spain	3	✓	x	✓	✓
Mauritania	14	x	x	✓	✓	Sri Lanka	10	x	x	✓	✓
Mauritius	14	✓	x	✓	✓	St. Barthelemy	13	x	x	x	✓
Mayotte	14	x	x	x	✓	St. Eustatius	13	x	x	x	✓
Mexico	2	✓	✓	✓	✓	St. Kitts	13	x	x	x	✓
Micronesia, Federated States Of	11	x	x	x	✓	St. Lucia	13	x	x	x	✓
Moldova, Republic Of	5	x	x	x	✓	St. Maarten	13	x	x	x	✓
Monaco	5	x	x	x	✓	St. Vincent	13	x	x	x	✓
Mongolia	9	x	x	x	✓	Sudan	14	x	x	✓	✓
Montenegro, Republic Of	5	x	x	✓	✓	Suriname	12	x	x	x	✓
Montserrat	13	x	x	x	✓	Swaziland	14	✓	x	✓	✓
Morocco	14	x	x	✓	✓	Sweden	4	✓	x	✓	✓
Mozambique	14	x	x	doc	✓	Switzerland	3	✓	x	✓	✓
Myanmar	10	x	x	x	✓	Syria	9	x	x	x	✓
Namibia	14	doc	x	doc	✓	Tahiti	11	x	x	x	✓
Nauru, Republic Of	11	x	x	x	✓	Taiwan	8	✓	x	✓	✓
Nepal	7	x	x	x	✓	Tajikistan	9	x	x	x	✓
Netherlands Antilles	13	x	x	x	✓	Tanzania	14	✓	x	✓	✓
Netherlands, The	3	✓	x	✓	✓	Thailand	10	✓	x	✓	✓
Nevis	13	x	x	x	✓	Togo	14	x	x	✓	✓
New Caledonia	11	x	x	x	✓	Tonga	11	x	x	x	✓
New Zealand	11	✓	x	✓	✓	Trinidad and Tobago	13	x	x	x	✓
Nicaragua	12	x	x	✓	✓	Tunisia	14	x	x	x	✓
Niger	14	x	x	✓	✓	Turkey	5	x	x	✓	✓
Nigeria	14	x	x	✓	✓	Turkmenistan	9	x	x	x	✓
Niue	11	x	x	x	✓	Turks and Caicos Islands	13	x	x	x	✓
Norway	4	x	x	✓	✓	Tuvalu	11	x	x	x	✓
Oman	9	x	x	x	✓	Uganda	14	✓	x	doc	✓
Pakistan	7	x	x	✓	✓	Ukraine	5	✓	✓	✓	✓
Palau	10	x	x	x	✓	United Arab Emirates	9	✓	x	✓	✓
Panama	12	x	x	✓	✓	United Kingdom	3	✓	x	✓	✓
Papua New Guinea	10	x	x	x	✓	Uruguay	12	x	x	✓	✓
Paraguay	12	x	x	✓	✓	USA - Rest of	1	x	✓	✓	✓
Peru	12	x	x	✓	✓	USA - Miami Area	1	x	✓	✓	✓
Philippines, The	8	✓	x	✓	✓	USA - New York Area	1	x	✓	✓	✓
Poland	3	✓	x	✓	✓	Uzbekistan	9	x	x	x	✓
Portugal	3	x	x	✓	✓	Vanuatu	11	x	x	x	✓
Puerto Rico	13	x	x	x	✓	Venezuela	12	x	x	✓	✓
Qatar	9	✓	x	x	✓	Vietnam	10	x	x	doc	✓
Reunion, Island of	14	x	x	✓	✓	Virgin Islands (British)	13	x	x	x	✓
Romania	5	x	x	x	✓	Virgin Islands (US)	13	x	x	x	✓
Russian Federation, The	5	doc	✓	✓	✓	Yemen, Republic Of	9	x	x	x	✓
Rwanda	14	✓	x	x	✓	Zambia	14	x	x	✓	✓
Saipan	10	x	x	x	✓	Zimbabwe	14	✓	x	✓	✓

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X = service not available

EXPORT SERVICES

HOW IT WORKS



1 Decide which service best suits your needs

Please refer to page 2 for international services.

2 Weigh your shipment

Volumetric measurement information is available on page 17.

3. Determine the rating zone of the destination on pages 6 & 7.

4. Calculate the rate for your shipment using the rating zone for the weight of your shipment.

Calculating the rate:

- Identify the zone number of the destination country in the table on page 6 & 7.
- On the rate table, look up the weight that applies to your shipment and match the identified zone to locate the appropriate rate.
- Note that the billable weight of a shipment is rounded up to next full pound. Thus a 6.3 lb shipment is priced at the 7 lb rate.

Example:

To send your 2 lb sample using DHL EXPRESS WORLDWIDE to Germany:

- Identify the zone number for Germany on page 6.
It is zone 3.
- The intersection of zone 3 and 2 lb weight in the rate table shows the rate.
- The rate for your shipment is \$105.92 CAD.

	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESSWORLDWIDE	ECONOMYSELECT	EXPRESSWORLDWIDE IMPORT
Weight Limit	Maximum per shipment: 250 kg (550 lbs) Maximum per piece: 25 kg (55 lbs)	Maximum per shipment: Unlimited Maximum per piece: 68 kg (150 lbs)	Maximum per shipment: Unlimited Maximum per piece: 25 kg (55 lbs)	Dependent on destination country, please refer to the Service Directory or contact Customer Service	Maximum per shipment: Up to 1,000 kg (2,205 lbs) Limit per piece: 10 kg (23 lbs) to 70 kg (154 lbs)	Maximum per piece: 68 kg (150lbs) Please refer to the Service Directory for destination weight restrictions.
Size Limit	Maximum length: Any one side - 1 meter More than one side 70 cm (27.6 ins)	Maximum per piece: 96 x 71 x 157 cm (38 x 28 x 62 ins)	Maximum length: Any one side - 1 meter More than one side 70 cm (27.6 ins)		Maximum length: Up to 120 cm x 80 cm x 80 cm per piece	Maximum per piece: 91 x 61 x 180 cm (36 x 24 x 72 ins)



EXPRESS WORLDWIDE

DHL EXPRESS WORLDWIDE rates

Weight in lb	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	Weight in lb	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	
Documents only up to 4.0 lb																28	206.68	401.07	385.14	387.86	793.27	527.63	689.42	411.05	707.24	690.47	523.65	695.18	434.43	793.27
1	34.67	71.95	71.56	72.86	137.56	84.97	95.59	72.17	101.93	102.66	84.58	102.27	77.23	137.47	29	213.32	410.21	394.12	396.59	814.07	541.51	707.72	420.38	725.41	707.86	537.58	712.76	444.88	814.07	
2	43.18	82.53	75.27	77.09	143.67	106.11	106.80	75.80	110.65	109.40	94.41	109.44	82.29	144.67	30	219.96	419.35	403.10	405.32	834.87	555.39	726.02	429.71	743.58	725.25	551.51	730.34	455.33	834.87	
3	48.83	84.91	80.05	82.11	154.28	119.13	111.85	80.85	122.60	120.35	110.34	119.22	91.64	154.78	31	226.60	428.49	412.08	414.05	855.67	569.27	744.32	439.04	761.75	742.64	565.44	747.92	465.78	855.67	
4	54.48	87.29	84.83	87.13	164.89	132.15	116.90	85.90	134.55	131.30	126.27	129	100.99	164.89	32	233.24	437.63	421.06	422.78	876.47	583.15	762.62	448.37	779.92	760.03	579.37	765.50	476.23	876.47	
Non-Documents from 1 lb and Documents from 5 lb																33	239.88	446.77	430.04	431.51	897.27	597.03	780.92	457.70	798.09	777.42	593.30	783.08	486.68	897.27
1	53.31	90.71	84.82	87.13	164.89	129.37	129.37	85.90	134.55	131.31	126.29	129.02	100.98	164.89	34	246.52	455.91	439.02	440.24	918.07	610.91	799.22	467.03	816.26	794.81	607.23	800.66	497.13	918.07	
2	57.80	108.23	105.92	110.59	182.12	146.32	158.23	118.79	162.24	157.76	141.02	158.41	118.45	182.12	35	253.16	465.05	448.00	448.97	938.87	624.79	817.52	476.36	834.43	812.20	621.16	818.24	507.58	938.87	
3	63.62	123.19	120.51	124.80	206.99	161.12	184.64	135.05	188.85	184.94	158.60	185.81	133.16	206.99	36	259.80	474.19	456.98	457.70	959.67	638.67	835.82	485.69	852.60	829.59	635.09	835.82	518.03	959.67	
4	69.44	138.15	135.10	139.01	231.86	175.92	211.05	151.31	215.46	212.12	176.18	213.21	147.87	231.86	37	266.44	483.33	465.96	466.43	980.47	652.55	854.12	495.02	870.77	846.98	649.02	853.40	528.48	980.47	
5	77.21	151.80	148.70	153.57	256.42	193.14	235.67	164.91	243.93	236.55	193.76	239.69	163.58	256.42	38	273.08	492.47	474.94	475.16	1,001.27	666.43	872.42	504.35	888.94	864.37	662.95	870.98	538.93	1,001.27	
6	83.08	166.39	162.66	167.28	281.19	208.71	255.64	178.87	266.64	256.99	206.99	259.76	178.29	281.19	39	279.72	501.61	483.92	483.89	1,022.07	680.31	890.72	513.68	907.11	881.76	676.88	888.56	549.38	1,022.07	
7	88.95	180.98	176.62	180.99	305.96	224.28	275.61	192.83	289.35	277.43	220.22	279.83	193.00	305.96	40	286.36	510.75	492.90	492.62	1,042.87	694.19	909.02	523.01	925.28	899.15	690.81	906.14	559.83	1,042.87	
8	94.82	195.57	190.58	194.70	330.73	239.85	295.58	206.79	312.06	297.87	233.45	299.9	207.71	330.73	41	293.00	519.89	501.88	501.35	1,063.67	708.07	927.32	532.34	943.45	916.54	704.74	923.72	570.28	1,063.67	
9	100.69	210.16	204.54	208.41	355.50	255.42	315.55	220.75	334.77	318.31	246.68	319.97	222.42	355.50	42	299.64	529.03	510.86	510.08	1,084.47	721.95	945.62	541.67	961.62	933.93	718.67	941.30	580.73	1,084.47	
10	106.56	224.75	218.50	222.12	380.27	270.99	335.52	234.71	357.48	338.75	259.91	340.04	237.13	380.27	43	306.28	538.17	519.84	518.81	1,105.27	735.83	963.92	551.00	979.79	951.32	732.60	958.88	591.18	1,105.27	
11	111.26	235.07	227.98	231.71	404.93	285.55	356.27	244.88	377.92	360.01	275.14	361.49	248.50	404.93	44	312.92	547.31	528.82	527.54	1,126.07	749.71	982.22	560.33	997.96	968.71	746.53	976.46	601.63	1,126.07	
12	115.96	245.39	237.46	241.30	429.59	300.11	377.02	255.05	398.36	381.27	290.37	382.94	259.87	429.59	45	319.56	556.45	537.80	536.27	1,146.87	763.59	1,000.52	569.66	1,016.13	986.10	760.46	994.04	612.08	1,146.87	
13	120.66	255.71	246.94	250.89	454.25	314.67	397.77	265.22	418.80	402.53	305.60	404.39	271.24	454.25	46	326.20	565.59	546.78	545.00	1,167.67	777.47	1,018.82	578.99	1,034.30	1,003.49	774.39	1,011.62	622.53	1,167.67	
14	125.36	266.03	256.42	260.48	478.91	329.23	418.52	275.39	439.24	423.79	320.83	425.84	282.61	478.91	47	332.84	574.73	555.76	553.73	1,188.47	791.35	1,037.12	588.32	1,052.47	1,020.88	788.32	1,029.20	632.98	1,188.47	
15	130.06	276.35	265.90	270.07	503.57	343.79	439.27	285.56	459.68	445.05	336.06	447.29	293.98	503.57	48	339.48	583.87	564.74	562.46	1,209.27	805.23	1,055.42	597.65	1,070.64	1,038.27	802.25	1,046.78	643.43	1,209.27	
16	134.76	286.67	275.38	279.66	528.23	358.35	460.02	295.73	480.12	466.31	351.29	468.74	305.35	528.23	49	346.12	593.01	573.72	571.19	1,230.07	819.11	1,073.72	606.98	1,088.81	1,055.66	816.18	1,064.36	653.88	1,230.07	
17	139.46	296.99	284.86	289.25	552.89	372.91	480.77	305.90	500.56	487.57	366.52	490.19	316.72	552.89	50	352.76	602.15	582.70	579.92	1,250.87	832.99	1,092.02	616.31	1,106.98	1,073.05	830.11	1,081.94	664.33	1,250.87	
18	144.16	307.31	294.34	298.84	577.55	387.47	501.52	316.07	521.00	508.83	381.75	511.64	328.09	577.55																
19	148.86	317.63	303.82	308.43	602.21	402.03	522.27	326.24	541.44	530.09	396.98	533.09	339.46	602.21																
20	153.56	327.95	313.30	318.02	626.87	416.59	543.02	336.41	561.88	551.35	412.21	554.54	350.83	626.87																
21	160.20	337.09	322.28	326.75	647.67	430.47	561.32	345.74	580.05	568.74	426.14	572.12	361.28	647.67																
22	166.84	346.23	331.26	335.48	668.47	444.35	579.62	355.07	598.22	586.13	440.07	589.7	371.73	668.47																
23	173.48	355.37	340.24	344.21	689.27	458.23	597.92	364.40	616.39	603.52	454.00	607.28	382.18	689.27																
24	180.12	364.51	349.22	352.94	710.07	472.11	616.22	373.73	634.56	620.91	467.93	624.86	392.63	710.07																
25	186.76	373.65	358.20	361.67	730.87	485.99	634.52	383.06	652.73	638.30	481.86	642.44	403.08	730.87																
26	193.40	382.79	367.18	370.40	751.67	499.87	652.82	392.39	670.90	655.69	495.79	660.02	413.53	751.67																
27	200.04	391.93	376.16	379.13	772.47	513.75	671.12	401.72	689.07	673.08	509.72	677.6	423.98	772.47																

Check the available destination countries for all services in the Export Rating Zones. Services may change over time.

All rates are stated in CAD and are exclusive of sales tax and additional charges at origin, and any duties or taxes at destination.

All rates are subject to a variable Fuel surcharge.

Shipments will be subject to our Terms and Conditions of Carriage, details of which can be found on www.dhl.ca. Separate Terms and Conditions apply to the money-back guarantee, details of which can be found on www.dhl.ca.

DHL EXPRESS 9:00 rates

Add \$20.00 CAD to the DHL EXPRESS WORLDWIDE rate

DHL EXPRESS 10:30 rates

Add \$8.00 CAD to the DHL EXPRESS WORLDW



ECONOMY SELECT

Fast facts

- Up to 140 lb piece weight.
- Convenient door-to-door service.
- Delivery time of between 2–5 days.
- Perfect for less urgent and heavier shipments.
- One all-inclusive price and an invoice in one currency.
- DHL Express takes care of your shipment from pickup to delivery.
- Online, real-time tracking.

Calculating the rate:

When using DHL ECONOMY SELECT to USA, on the chart below, look up the weight and locate the appropriate rate.

Example:

1. To send your 25 lb sample using DHL ECONOMY SELECT to USA:
2. Look up the weight and locate the appropriate rate.
3. The rate for your shipment is \$168.41 CAD.

DHL EXPRESS ECONOMY SELECT INTERNATIONAL rates

Weight in lb	Zone 1	Weight in lb	Zone 1
From 1 to 22	N/A	39	209.99
23	162.47	40	212.96
24	165.44	41	215.93
25	168.41	42	218.9
26	171.38	43	221.87
27	174.35	44	224.84
28	177.32	45	227.81
29	180.29	46	230.78
30	183.26	47	233.75
31	186.23	48	236.72
32	189.2	49	239.69
33	192.17	50	242.66
34	195.14	For each additional 1 lb above 50 lb	
35	198.11	From 50.1 lb to 75 lb	2.57
36	201.08	From 75.1 lb to 100 lb	3.12
37	204.05	From 100.1 lb to 200 lb	3.95
38	207.02	Over 200 lb	4.07

IMPORT RATING ZONES

Origin and Service Options											
Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE	Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE
Afghanistan	9	x	x	x	✓	Dominican Republic	13	✓	x	✓	✓
Albania	5	✓	x	✓	✓	East Timor	10	x	x	doc	✓
Algeria	14	✓	x	✓	✓	Ecuador	12	✓	x	✓	✓
American Samoa	11	✓	x	doc	✓	Egypt	14	✓	x	✓	✓
Andorra	5	✓	x	x	✓	El Salvador	12	✓	x	✓	✓
Angola	14	doc	x	✓	✓	Guinea-Equatorial	14	x	x	x	✓
Anguilla	13	x	x	doc	✓	Eritrea	14	x	x	x	✓
Antigua	13	x	x	doc	✓	Estonia	4	✓	x	✓	✓
Argentina	12	✓	x	✓	✓	Ethiopia	14	✓	x	✓	✓
Armenia	9	x	x	x	✓	Falkland Islands	12	x	x	x	✓
Aruba	13	doc	x	doc	✓	Faroe Islands	5	x	x	x	✓
Australia	11	✓	x	✓	✓	Fiji	11	x	x	x	✓
Austria	3	✓	x	✓	✓	Finland	4	✓	x	✓	✓
Azerbaijan	9	x	x	x	✓	France	3	✓	x	✓	✓
Bahamas	13	✓	x	doc	✓	French Guyana	12	x	x	doc	✓
Bahrain	9	✓	x	✓	✓	Gabon	14	✓	x	doc	✓
Bangladesh	10	x	x	doc	✓	Gambia	14	x	x	x	✓
Barbados	13	✓	x	doc	✓	Georgia	9	x	x	x	✓
Belarus	4	x	x	x	✓	Germany	3	✓	x	✓	✓
Belgium	3	✓	x	✓	✓	Ghana	14	✓	x	✓	✓
Belize	12	x	x	doc	✓	Gibraltar	5	✓	x	✓	✓
Benin	14	x	x	x	✓	Greece	5	x	x	✓	✓
Bermuda	13	doc	x	✓	✓	Greenland	4	x	x	x	✓
Bhutan	7	x	x	x	✓	Grenada	13	x	x	doc	✓
Bolivia	12	✓	x	✓	✓	Guadeloupe	13	x	x	doc	✓
Bonaire	13	x	x	doc	✓	Guam	11	x	x	✓	✓
Bosnia and Herzegovina	5	✓	x	✓	✓	Guatemala	12	✓	x	✓	✓
Botswana	14	doc	x	doc	✓	Guernsey	5	✓	x	✓	✓
Brazil	12	✓	x	✓	✓	Guinea Republic	14	✓	x	doc	✓
Brunei	10	x	x	✓	✓	Guinea-Bissau	14	x	x	x	✓
Bulgaria	5	x	x	✓	✓	Guyana (British)	12	x	x	doc	✓
Burkina Faso	14	x	x	x	✓	Haiti	13	✓	x	✓	✓
Burundi	14	x	x	x	✓	Honduras	12	doc	x	✓	✓
Cambodia	10	✓	x	✓	✓	Hong Kong	8	✓	x	✓	✓
Cameroon	14	✓	x	✓	✓	Hungary	3	x	x	✓	✓
Canada	0	✓	x	✓	✓	Iceland	4	x	x	✓	✓
Canary Islands, The	14	x	x	x	✓	India	7	✓	x	doc	✓
Cape Verde	14	x	x	x	✓	Indonesia	10	x	x	x	✓
Cayman Islands	13	✓	x	doc	✓	Iran (Islamic Republic Of)	9	✓	x	✓	✓
Central African Republic	14	x	x	✓	✓	Iraq	9	x	x	x	✓
Chad	14	x	x	x	✓	Ireland, Republic Of	3	✓	x	✓	✓
Chile	12	✓	x	✓	✓	Israel	9	x	x	x	✓
China, Peoples Republic	6	x	x	doc	✓	Italy	3	✓	x	✓	✓
Colombia	12	✓	x	✓	✓	Jamaica	13	✓	x	✓	✓
Comoros	14	x	x	x	✓	Japan	8	doc	x	✓	✓
Congo	14	x	x	✓	✓	Jersey	5	✓	x	✓	✓
Congo, The Democratic Republic Of	14	x	x	doc	✓	Jordan	9	✓	x	✓	✓
Cook Islands	11	x	x	x	✓	Kazakhstan	9	✓	x	✓	✓
Costa Rica	12	doc	x	✓	✓	Kenya	14	✓	x	✓	✓
Cote D'Ivoire	14	doc	x	✓	✓	Kiribati	11	x	x	x	✓
Croatia	5	✓	x	✓	✓	Korea, The D.P.R Of (North K.)	8	x	x	x	✓
Cuba	13	x	x	x	✓	Korea, Republic Of (South K.)	8	✓	x	✓	✓
Curacao	13	doc	x	✓	✓	Kosovo	5	✓	x	✓	✓
Cyprus	5	doc	x	doc	✓	Kuwait	9	✓	x	✓	✓
Czech Republic, The	3	✓	x	✓	✓	Kyrgyzstan	9	x	x	x	✓
Denmark	4	✓	x	✓	✓	Lao Peoples Democratic Republic	10	doc	x	✓	✓
Djibouti	14	x	x	x	✓	Latvia	4	doc	x	doc	✓
Dominica	13	x	x	doc	✓	Lebanon	9	✓	x	✓	✓

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✓ = document and non-document contents

X = service not available

IMPORT RATING ZONES

Origin and Service Options											
Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE	Country	Zone	EXPRESS 9:00	EXPRESS 10:30	EXPRESS 12:00	EXPRESS WORLDWIDE
Lesotho	14	doc	x	✓	✓	Samoa	11	x	x	x	✓
Liberia	14	x	x	x	✓	San Marino	5	✓	x	✓	✓
Libya	14	x	x	x	✓	Sao Tome and Principe	14	x	x	x	✓
Liechtenstein	5	✓	x	✓	✓	Saudi Arabia	9	✓	x	✓	✓
Lithuania	4	✓	x	✓	✓	Senegal	14	doc	x	✓	✓
Luxembourg	3	✓	x	✓	✓	Serbia, Republic Of	5	✓	x	✓	✓
Macau	9	doc	x	✓	✓	Seychelles	14	x	x	x	✓
Macedonia, Republic Of	5	x	x	x	✓	Sierra Leone	14	doc	x	✓	✓
Madagascar	14	x	x	✓	✓	Singapore	8	✓	x	✓	✓
Malawi	14	x	x	x	✓	Slovakia	3	✓	x	✓	✓
Malaysia	10	✓	x	✓	✓	Slovenia	5	doc	x	✓	✓
Maldives	10	x	x	x	✓	Solomon Islands	11	x	x	x	✓
Mali	14	doc	x	✓	✓	Somalia	14	x	x	x	✓
Malta	5	doc	x	doc	✓	Somaliland, Rep Of (North Somalia)	14	x	x	x	✓
Marshall Islands	11	x	x	✓	✓	South Africa	8	✓	x	✓	✓
Martinique	13	x	x	doc	✓	Spain	3	✓	x	✓	✓
Mauritania	14	x	x	✓	✓	Sri Lanka	10	✓	x	✓	✓
Mauritius	14	✓	x	✓	✓	St. Barthelemy	13	doc	x	doc	✓
Mayotte	14	x	x	x	✓	St. Eustatius	13	doc	x	doc	✓
Mexico	2	✓	x	✓	✓	St. Kitts	13	doc	x	doc	✓
Micronesia, Federated States Of	11	x	x	x	✓	St. Lucia	13	doc	x	doc	✓
Moldova, Republic Of	5	x	x	x	✓	St. Maarten	13	doc	x	doc	✓
Monaco	5	✓	x	✓	✓	St. Vincent	13	doc	x	doc	✓
Mongolia	9	x	x	x	✓	Sudan	14	doc	x	✓	✓
Montenegro, Republic Of	5	doc	x	x	✓	Suriname	12	doc	x	doc	✓
Montserrat	13	doc	x	doc	✓	Swaziland	14	✓	x	✓	✓
Morocco	14	✓	x	✓	✓	Sweden	4	✓	x	✓	✓
Mozambique	14	doc	x	doc	✓	Switzerland	3	✓	x	✓	✓
Myanmar	10	✓	x	✓	✓	Syria	9	x	x	✓	✓
Namibia	14	doc	x	doc	✓	Tahiti	11	x	x	x	✓
Nauru, Republic Of	11	x	x	x	✓	Taiwan	8	✓	x	✓	✓
Nepal	7	doc	x	doc	✓	Tajikistan	9	x	x	x	✓
Netherlands Antilles	13	doc	x	doc	✓	Tanzania	14	✓	x	✓	✓
Netherlands, The	3	✓	x	✓	✓	Thailand	10	✓	x	✓	✓
Nevis	13	doc	x	doc	✓	Togo	14	x	x	x	✓
New Caledonia	11	x	x	x	✓	Tonga	11	x	x	x	✓
New Zealand	11	✓	x	✓	✓	Trinidad and Tobago	13	✓	x	✓	✓
Nicaragua	12	✓	x	✓	✓	Tunisia	14	x	x	doc	✓
Niger	14	x	x	x	✓	Turkey	5	✓	x	✓	✓
Nigeria	14	x	x	✓	✓	Turkmenistan	9	x	x	x	x
Niue	11	x	x	x	✓	Turks and Caicos Islands	13	doc	x	doc	✓
Norway	4	✓	x	✓	✓	Tuvalu	11	x	x	x	✓
Oman	9	✓	x	✓	✓	Uganda	14	✓	x	doc	✓
Pakistan	7	doc	x	✓	✓	Ukraine	5	✓	x	✓	✓
Palau	10	x	x	x	✓	United Arab Emirates	9	✓	x	✓	✓
Panama	12	✓	x	✓	✓	United Kingdom	3	✓	x	✓	✓
Papua New Guinea	10	x	x	x	✓	Uruguay	12	✓	x	✓	✓
Paraguay	12	✓	x	✓	✓	USA - Rest of	1	x	✓	✓	✓
Peru	12	✓	x	✓	✓	USA - Miami Area	1	x	✓	✓	✓
Philippines, The	8	✓	x	✓	✓	USA - New York Area	1	x	✓	✓	✓
Poland	3	✓	x	✓	✓	Uzbekistan	9	x	x	x	✓
Portugal	3	✓	x	✓	✓	Vanuatu	11	x	x	x	✓
Puerto Rico	13	✓	x	✓	✓	Venezuela	12	✓	x	✓	✓
Qatar	9	✓	x	✓	✓	Vietnam	10	✓	x	✓	✓
Reunion, Island of	14	x	x	✓	✓	Virgin Islands (British)	13	doc	x	doc	✓
Romania	5	✓	x	x	✓	Virgin Islands (US)	13	x	x	x	✓
Russian Federation, The	5	doc	✓	x	✓	Yemen, Republic Of	9	✓	x	✓	✓
Rwanda	14	x	x	x	✓	Zambia	14	doc	x	✓	✓
Saipan	10	x	x	x	✓	Zimbabwe	14	✓	x	✓	✓

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X = service not available

IMPORT SERVICES

HOW IT WORKS



When you set up an Import Express account with DHL Express, you can receive shipments from more than 200 countries around the world and have complete control over the costs and process. Door to door.

An Import Express account offers:

One Account

Handle all your inbound shipments through a single account number, simplifying tracking and supplier control.

One Company

Trust the world's leading express company to take care of all your import shipments whenever your business needs them.

One Phone Call

Your suppliers phone our Customer Service Advisors in the usual way and we'll handle the rest, giving you more time to manage your business.

One Network

Your shipments travel through DHL Express' integrated delivery network, giving you the confidence in reliability that your business demands.

One Price

Whatever the origin country of your import shipments, you know the charges before anything is sent, avoiding any later surprises.

One Invoice

If you have one supplier or multiple suppliers from several countries, all your Import Express shipments will be shown on just one single invoice.

One Speed

The same DHL EXPRESS WORLDWIDE delivery standard is promised for your inbound shipments as with your out-bound shipments. Your supplier only needs to have the shipment and relevant paperwork ready for our courier to make a pickup. We also offer a DHL IMPORT EXPRESS 12:00 delivery to many destinations.

One More Option

If you need to send a parcel from Germany to South Africa, but arrange and pay for this delivery in Canada, DHL Express has a Third Country Billing option to do this. It adds more flexibility to your supply chain and more transparency on your costs when sending parcels from a foreign supplier to a branch office in another country.



EXPRESS WORLDWIDE IMPORT

DHL IMPORT EXPRESS WORLDWIDE rates

Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	Weight in kg	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12	Zone 13	Zone 14	
Documents only up to 2.0 kg																15.50	221.22	245.26	462.92	578.81	1,064.70	635.59	394.45	487.14	919.31	574.03	507.76	637.98	497.52	1,283.19
0.5	48.56	51.16	70.98	108.58	135.81	72.02	68.18	74.92	135.81	74.98	75.54	76.47	75.54	135.81	16.00	224.52	249.64	471.83	592.07	1,092.21	651.74	404.53	498.19	943.42	586.54	519.45	653.78	509.18	1,307.70	
1	58.30	60.32	77.69	113.98	145.62	82.05	79.39	83.57	142.00	80.75	97.22	89.61	102.75	234.91	16.50	227.82	254.02	480.74	605.33	1,119.72	667.89	414.61	509.24	967.53	599.05	531.14	669.58	520.84	1,332.21	
1.5	65.60	68.32	86.11	121.84	152.32	101.88	84.44	91.18	151.15	87.47	102.74	101.48	121.05	268.09	17.00	231.12	258.40	489.65	618.59	1,147.23	684.04	424.69	520.29	991.64	611.56	542.83	685.38	532.50	1,356.72	
2	72.90	76.32	94.53	129.70	159.02	121.71	89.49	98.79	160.30	94.19	108.26	113.35	139.35	301.27	17.50	234.42	262.78	498.56	631.85	1,174.74	700.19	434.77	531.34	1,015.75	624.07	554.52	701.18	544.16	1,381.23	
Documents from 2.5 kg and Non-Documents from 0.5 kg																18.00	237.72	267.16	507.47	645.11	1,202.25	716.34	444.85	542.39	1,039.86	636.58	566.21	716.98	555.82	1,405.74
0.5	68.15	55.47	94.55	108.58	135.81	74.81	79.13	121.02	177.15	109.77	73.17	95.25	77.42	135.81	18.50	241.02	271.54	516.38	658.37	1,229.76	732.49	454.93	553.44	1,063.97	649.09	577.90	732.78	567.48	1,430.25	
1	78.00	73.91	130.76	158.89	263.43	135.47	90.23	137.56	214.69	130.46	101.17	109.29	125.05	256.18	19.00	244.32	275.92	525.29	671.63	1,257.27	748.64	465.01	564.49	1,088.08	661.60	589.59	748.58	579.14	1,454.76	
1.5	85.58	82.16	142.67	171.12	275.76	152.00	102.14	149.47	242.52	147.35	118.64	131.18	140.15	298.28	19.50	247.62	280.30	534.20	684.89	1,284.78	764.79	475.09	575.54	1,112.19	674.11	601.28	764.38	590.80	1,479.27	
2	93.16	90.41	154.58	183.35	288.09	168.53	114.05	161.38	270.35	164.24	136.11	153.07	155.25	340.38	20.00	250.92	284.68	543.11	698.15	1,312.29	780.94	485.17	586.59	1,136.30	686.62	612.97	780.18	602.46	1,503.78	
2.5	99.57	102.23	168.71	200.35	334.14	186.24	126.17	176.19	297.70	181.42	154.22	177.48	167.56	386.43	20.50	254.26	288.90	552.97	709.93	1,339.27	794.98	495.72	599.45	1,160.04	698.65	624.74	794.31	614.79	1,530.76	
3	106.02	109.24	182.97	219.33	360.69	205.20	136.95	190.21	321.34	199.62	172.63	193.84	185.64	438.44	21.00	257.60	293.12	562.83	721.71	1,366.25	809.02	506.27	612.31	1,183.78	710.68	636.51	808.44	627.12	1,557.74	
3.5	112.47	116.25	197.23	238.31	387.24	224.16	147.73	204.23	344.98	217.82	191.04	210.2	203.72	490.45	21.50	260.94	297.34	572.69	733.49	1,393.23	823.06	516.82	625.17	1,207.52	722.71	648.28	822.57	639.45	1,584.72	
4	118.92	123.26	211.49	257.29	413.79	243.12	158.51	218.25	368.62	236.02	209.45	226.56	221.80	542.46	22.00	264.28	301.56	582.55	745.27	1,420.21	837.10	527.37	638.03	1,231.26	734.74	660.05	836.70	651.78	1,611.70	
4.5	125.37	130.27	225.75	276.27	440.34	262.08	169.29	232.27	392.26	254.22	227.86	242.92	239.88	594.47	22.50	267.62	305.78	592.41	757.05	1,447.19	851.14	537.92	650.89	1,255.00	746.77	671.82	850.83	664.11	1,638.68	
5	131.82	137.28	240.01	295.25	466.89	281.04	180.07	246.29	415.90	272.42	246.27	259.28	257.96	646.48	23.00	270.96	310.00	602.27	768.83	1,474.17	865.18	548.47	663.75	1,278.74	758.80	683.59	864.96	676.44	1,665.66	
5.5	137.13	143.26	252.50	309.02	496.41	298.73	190.42	258.22	439.72	288.82	259.56	279.77	269.09	683.19	23.50	274.30	314.22	612.13	780.61	1,501.15	879.22	559.02	676.61	1,302.48	770.83	695.36	879.09	688.77	1,692.64	
6	142.44	149.24	264.99	322.79	525.93	316.42	200.77	270.15	463.54	305.22	272.85	300.26	280.22	719.90	24.00	277.64	318.44	621.99	792.39	1,528.13	893.26	569.57	689.47	1,326.22	782.86	707.13	893.22	701.10	1,719.62	
6.5	147.75	155.22	277.48	336.56	555.45	334.11	211.12	282.08	487.36	321.62	286.14	320.75	291.35	756.61	24.50	280.98	322.66	631.85	804.17	1,555.11	907.30	580.12	702.33	1,349.96	794.89	718.90	907.35	713.43	1,746.60	
7	153.06	161.20	289.97	350.33	584.97	351.80	221.47	294.01	511.18	338.02	299.43	341.24	302.48	793.32	25.00	284.32	326.88	641.71	815.95	1,582.09	921.34	590.67	715.19	1,373.70	806.92	730.67	921.48	725.76	1,773.58	
7.5	158.37	167.18	302.46	364.10	614.49	369.49	231.82	305.94	535.00	354.42	312.72	361.73	313.61	830.03	25.50	287.66	331.10	651.57	827.73	1,609.07	935.38	601.22	728.05	1,397.44	818.95	742.44	935.61	738.09	1,800.56	
8	163.68	173.16	314.95	377.87	644.01	387.18	242.17	317.87	558.82	370.82	326.01	382.22	324.74	866.74	26.00	291.00	335.32	661.43	839.51	1,636.05	949.42	611.77	740.91	1,421.18	830.98	754.21	949.74	750.42	1,827.54	
8.5	168.99	179.14	327.44	391.64	673.53	404.87	252.52	329.80	582.64	387.22	339.30	402.71	335.87	903.45	26.50	294.34	339.54	671.29	851.29	1,663.03	963.46	622.32	753.77	1,444.92	843.01	765.98	963.87	762.75	1,854.52	
9	174.30	185.12	339.93	405.41	703.05	422.56	262.87	341.73	606.46	403.62	352.59	423.2	347.00	940.16	27.00	297.68	343.76	681.15	863.07	1,690.01	977.50	632.87	766.63	1,468.66	855.04	777.75	978.00	775.08	1,881.50	
9.5	179.61	191.10	352.42	419.18	732.57	440.25	273.22	353.66	630.28	420.02	365.88	443.69	358.13	976.87	27.50	301.02	347.98	691.01	874.85	1,716.99	991.54	643.42	779.49	1,492.40	867.07	789.52	992.13	787.41	1,908.48	
10	184.92	197.08	364.91	432.95	762.09	457.94	283.57	365.59	654.10	436.42	379.17	464.18	369.26	1,013.58	28.00	304.36	352.20	700.87	886.63	1,743.97	1,005.58	653.97	792.35	1,516.14	879.10	801.29	1,006.26	799.74	1,935.46	
10.5	188.22	201.46	373.82	446.21	789.60	474.09	293.65	376.64	678.21	448.93	390.86	479.98	380.92	1,038.09	28.50	307.70	356.42	710.73	898.41	1,770.95	1,019.62	664.52	805.21	1,539.88	891.13	813.06	1,020.39	812.07	1,962.44	
11	191.52	205.84	382.73	459.47	817.11	490.24	303.73	387.69	702.32	461.44	402.55	495.78	392.58	1,062.60	29.00	311.04	360.64	720.59	910.19	1,797.93	1,033.66	675.07	818.07	1,563.62	903.16	824.83	1,034.52	824.40	1,989.42	
11.5	194.82	210.22	391.64	472.73	844.62	506.39	313.81	398.74	726.43	473.95	414.24	511.58	404.24	1,087.11	29.50	314.38	364.86	730.45	921.97	1,824.91	1,047.70	685.62	830.93	1,587.36	915.19	836.60	1,048.65	836.73	2,016.40	
12	198.12	214.60	400.55	485.99	872.13	522.54	323.89	409.79	750.54	486.46	425.93	527.38	415.90	1,111.62	30.00	317.72	369.08	740.31	933.75	1,851.89	1,061.74	696.17	843.79	1,611.10	927.22	848.37	1,062.78	849.06	2,043.38	
12.5	201.42	218.98	409.46	499.25	899.64	538.69	333.97	420.84	774.65	498.97	437.62	543.18	427.56	1,136.13																

CUSTOMS SERVICES

Bio/Phyto/Veterinary Controls.

The arrangement by DHL, of any bio, health, phyto-sanitary, veterinary, quarantine, CITES or similar controls required by any regulatory agency, and the preparation of any related paperwork, to facilitate the clearance of a shipment. This includes, but is not limited to, licenses, permits, and inspections required by a Fish & Wildlife or other government agency, for certain imported commodities determined by the country concerned. The service charge is determined locally.

Bonded Storage.

Storage charges apply when the shipment cannot be released by Customs due to inaccurate or missing paperwork, or when the Shipper requests a Handover to Broker. Storage charges will take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge per day will be assessed locally.

Bonded Transit Documents.

The in-bond entry allows non-document foreign origin goods to travel under bond through a country or customs union to final destination for clearance by the importer's broker or into a Foreign Trade Zone (FTZ). The service charge is determined locally.

Certificate of Origin.

Some destinations require certification 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 at origin, DHL will attach the certificate on behalf of the customer for a service charge determined locally.

Clearance Authorization.

When the Importer of the shipment has specifically requested contact before the customs clearance process begins, DHL contacts the Importer for that authorization. This often helps the Importer to ensure that all clearance paperwork is first prepared. A service charge is determined locally and paid by the Importer.

Formal Clearance.

Non-restricted merchandise based on value and commodity is usually cleared on a consolidated manifest for more cost and time efficient processing. DHL will assess a service charge when the importer however requests a single informal entry when the shipment is actually qualified to be cleared informally on the consolidated manifest.

Handover to Broker.

At the customer's request, the clearance paperwork is transferred to an independent broker to handle customs clearance. DHL will assess a service charge per waybill to complete the handover. DHL is subsequently not responsible for the timeliness of the submission to Customs or for the release of the shipment.

Import / Export Duties.

Duties are applied by Customs at the time of initial entry and these vary depending on contents, origin of shipment and import country. Additional duties may be applied by 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 duty invoice presented by DHL.

Import / Export Taxes.

Taxes are applied by Customs on the value of the goods being imported.

Import Paperwork.

DHL will provide copies of import documentation for records previously supplied to the importer or ultimate receiver at an additional charge per entry. 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. The service charge is determined locally.

Multiline Entry.

A service charge per line item will be assessed for multi-line item entries with more than five lines, for example when one shipment has multiple commodities, origins or invoices. All commodities require identification and must be classified under unique harmonized code tariff numbers.

Obtaining Permits & Licenses.

When requested by the customer or required by Customs, DHL applies a service 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 State or Customs permit or license to authorize the import of certain goods. The service charge is determined locally.

Payment Deferment.

A service charge is applied to any import of a non-document shipment for which DHL advances to Customs any duties, charges, or taxes and then re-bills the receiver. The service charge will be equal to 2.5% of the amount advanced subject to a standard minimum. This processing charge will appear as a separate line item on the duty invoice presented by DHL.

Collect on Delivery (COD).

Goods entering Canada are subject to customs duty and in many cases the Goods and Services Tax/Harmonization Sales Tax (GST/HST). Many times the customer will have paid for the goods, sometimes the freight, but not the duties and taxes. When a driver has a package with a COD Invoice to deliver, payment must be made towards that invoice in order for the package to be delivered. The customer may pay the duties and taxes online at mypayment.dhl.ca. Payment options include major credit cards, interact and PayPal. At this point, the customer may either pick up the package at the Service Centre, or request another delivery attempt. With an additional delivery attempt, the driver will be aware that payment has already been made online.

GETTING STARTED

HOW TO FILL OUT A WAYBILL

The form is a DHL Express Shipment Waybill. It includes the following sections:

- 1 Payer account number and insurance details:** Fields for Charge to (Shipper, Receiver, 3rd party), Payment method (Cash, Cheque, Credit Card), Payer Account No., Shipment Insurance (Yes/No), and Insured value.
- 2 From (Shipper):** Fields for Shipper's account number, Contact name, and Shipper's reference.
- 4 Shipment details:** Fields for Total number of packages, Total Weight (kg), Dimensions in cm (Length, Width, Height).
- 5 Full description of contents:** Fields for Give content and quantity.
- 6 Non-Document Shipments Only (Customs Requirement):** Fields for Shipper's VAT/GST number, Receiver's VAT/GST or Shipper's EIN/SSN, Declared Value for Customs (as on commercial/proforma invoice), Harmonised Commodity Code if applicable, TYPE OF EXPORT (Permanent, Repair/Return, Temporary), Destination duties/taxes (if left blank, receiver pays duties/taxes), and Receiver/Shipper/Other.
- 7 Shipper's agreement (Signature required):** Signature field and date.
- 16 Full description of the contents:** A large area for describing the contents of the shipment.
- 18 GREY SECTIONS FOR DHL USE ONLY:** Sections for ORIGIN and DESTINATION CODE, Products & Services (Domestic, International Document, Domestic Non-Doc, International Non-Doc), and EXPRESS options (9.00, 10.30, 12.00, Worldwide, Economy Select, Express Envelope, Other).
- 19 DHL Waybill number:** 22 3030 9874.
- 20 Signature:** Signature field.

- Payer account number and shipment value details.** Please choose the method of payment. For transport charges to be paid by the receiver or third party, specify the payer's account number. If this is not specified, the invoice will be sent automatically to the shipper. To get Shipment Value Protection coverage, please specify the value of your shipment.
- Shipper's account number.** If you have an account number, please enter it here. If you do not have an account number, please leave this field blank.
- Shipper's name.** Contact person.
- Shipper's reference.** Enter any reference number that might help you to identify the shipment in the future. Please note that the first TWELVE characters of the shipper's reference will appear on your invoice.
- Shipper's company name.**
- Shipper's address.**
- Shipper's postal code.**
- Shipper's telephone, fax number or e-mail address.**
- Receiver's company name.**
- Full delivery address.**
- Receiver's postal code.**
- Receiver's name.** Contact person.
- Receiver's telephone, fax number or e-mail address.**
- Shipper's authorization and signature.** The shipper must sign and date the waybill, thereby confirming that the stated details correspond to the contents of the shipment, and accepting DHL's terms and conditions as shown.
- Shipment details.** Enter the total number of pieces, the total weight rounded up to the nearest full pound and the dimensions of your shipment in inches (length, width & height).
- Full description of the contents.** Give a full description of the items being shipped. The information provided must be accurate. If there is insufficient space, the Proforma or Commercial Invoice must give full details. The description of the contents on the waybill should then state "Refer to Invoice".
- For non-document shipments only.** Enter the declared value of the shipment's contents.
- Services.** Indicate the required service by marking the appropriate boxes.
- Waybill number.**
- DHL Express will not deliver to post boxes.**

ADDITIONAL INFORMATION

PROHIBITED AND RESTRICTED COMMODITIES

Whenever possible DHL Express will provide its normal service to you. A variety of laws and regulations, as well as common-sense safety and security measures, however, prevent DHL Express from accepting certain commodities for transport.

Prohibited – are not acceptable

- Animals, fish, birds (live)
- Human remains or ashes
- Bullion (of any precious metal)
- Cash (current legal tender) (bank notes, currency notes and coins)
- Loose precious stones
- Complete firearms, ammunition, explosives / explosive devices
- Imitation or replica firearms, ammunition, explosives / explosive devices
- Illegal goods

Restricted – may be acceptable

- Antiques and works of art
- Banderols/tax stickers
- Cigarettes
- Dangerous goods
- Firearms parts
- Furs and ivory
- Jewellery, watches, precious metals (other than bullion)
- Negotiable instruments in bearer form (whether cash-like or not)
- Toy guns, air guns

HOW TO WEIGH AND PAY

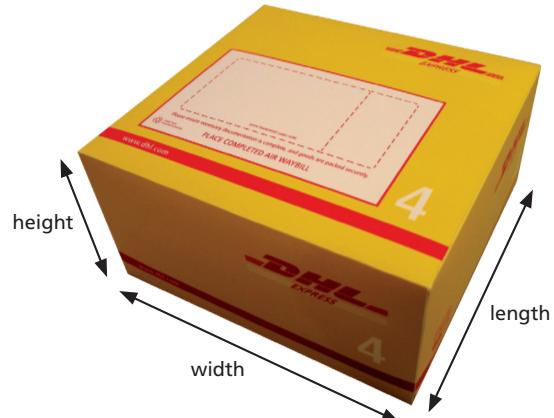
Volumetric weight

You may be sending a large, lightweight shipment where its volumetric weight exceeds its actual weight. If so, the cost of the shipment is calculated on the space your consignment takes up on the aircraft. This is a standard IATA method.

To calculate the volumetric weight of your shipment simply multiply the length (in) x height (in) x width (in) of the shipment package and divide the result by 139.

Payment for DHL Express services

You can pay for DHL Express services either in cash, credit card or via bank transfer. You can open an account with DHL Express to pay via bank transfer. All account customers receive invoices on a pre-determined basis. For more details please get in touch with a Customer Service Advisor at your local DHL Express office or go to www.dhl.ca.



COUNTRY OFFICE ADDRESS:

DHL Express (Canada), Ltd.

18 Parkshore Drive

Brampton, Ontario

Canada L6T 5M1

1-855-DHL-SHIP

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