

DHL GUIDE TO EXPORTING



We built our business on international shipping.
Now we're building yours.

**ON-TIME DELIVERY. REAL-TIME TRACKING.
GROUND-BREAKING LOGISTICS.**

DHL covers everything you need to simplify your international shipping experience. And we do it all with customer service like you've never seen — and aren't likely to forget. So if you're looking for a global partner that will take you around the world step-by-step, DHL is your new best friend.

BENEFITS:

- Simplified process
- International customer service specialists available 24/7
- Global presence, local expertise





TABLE OF CONTENTS

This guide to exporting helps you prepare and process your international shipments with confidence. It also provides you with an overview of additional DHL tools to help you make good business decisions when exporting.

[DHL AND GLOBAL TRADE](#)

[GETTING READY TO SHIP](#)

[DETERMINE WHETHER YOUR SHIPMENT IS DUTIABLE OR NON-DUTIABLE](#)

[SIMPLE INSTRUCTIONS FOR COMPLETING CUSTOMS DOCUMENTS](#)

- [Commercial Invoices and Proforma Invoices](#)
- [Shipper's Export Declaration \(SED\)](#)
- [Certificate of Origin \(COO\)](#)
- [NAFTA Certificate of Origin](#)

[CHOOSE THE RIGHT DHL SERVICE](#)

[PACK AND PROCESS YOUR SHIPMENT](#)

- [Types of Packaging](#)
- [Size and Weight Considerations](#)
- [Additional Information About Your Shipment](#)
 - [International Transit Times](#)
 - [Online Tracking](#)

[ONLINE RESOURCES FOR INTERNATIONAL SHIPPING](#)

- [DHL Online Resources](#)
 - [DHL International Trade Center](#)
 - [DHL Trade Automation Service](#)
 - [DHL Electronic Export Filer](#)
- [Other Public Online Resources](#)
 - [U.S. Census Bureau](#)
 - [U.S. Customs and Border Protection](#)
 - [U.S. International Trade Commission](#)
 - [International Trade Administration](#)

If you've got questions, we're ready with answers.

This guide is meant to simplify a complicated process — but sometimes that's better done in person than on paper. If you're unsure about anything at any time, give us a call at 1-800-CALL DHL.



DHL AND GLOBAL TRADE

Global trade offers great benefits to businesses in today's world. International shipping is a necessary component to doing business across borders, and DHL's aim is to give you the resources to be a confident and knowledgeable international shipper.

Each government has specific documentation requirements to monitor the entry of goods into its country. With our excellent relationship with government and customs agencies around the world, DHL's experience is second to none.

Providing accurate and complete documentation is paramount to DHL's ability to expedite your shipments around the world. We're here 24/7 to assist you with your international shipments, from start to finish.

At DHL, we are passionate about international shipping. We're the world leader in express delivery and logistics. Over the past 35 years, we have worked hard to simplify your international shipping experience. We provide you with an unparalleled network, specialized shipping tools, and expert resources to assist you in growing your international business.

Right now, DHL delivers to more than 225 countries and territories. And we ship over 1 billion packages a year. But enough about us. Let's talk about you, your package, and how to get it where it's going.



GETTING READY TO SHIP

Start with accurate information.

The first step in international shipping is having correct information about your shipment. So before you prepare the documentation and pack your shipment, make sure you have the following complete information:

1. Shipper's DHL account number (if the recipients are paying for transport and have instructed you to bill them, you should request their DHL Import Express account numbers).
2. Sender's contact information — contact name, company name, full address, phone number, and fax number or email.
3. Recipient's contact information — contact name, company name, full address, phone number, postal code*, and fax number or email.
4. An accurate description of every item in your shipment. This description is used by Customs at the destination country to levy correct duties and taxes as well as determine which documentation is necessary for entry. The Harmonized Tariff System (HTS) is recognized as the global standard in this area. Schedule B codes are used for U.S. exports.

**Postal codes are required for all countries where postal codes are used.*

Shipment descriptions are incredibly important when it comes to clearing Customs and getting your package delivered on time. Be as specific as possible, answering as many of these questions as you can.

	Examples		
What exactly is the item?	Women's shirts	Bicycle tires	Corporate contract
How many items are in your shipment?	2	8	75 pages
What is the item made of?	100% cotton	rubber	paper
What is the item's Schedule B Code? Customs uses this to determine taxes, duties, and clearance requirements for all of the items in your shipment. Use the DHL Interactive Classifier	610610	401150	-
What will the item be used for?	Gift	Resale	-
Are there parts or serial numbers?	A5K87	-	-
What is the item's fair market value per unit and in total?	\$25USD/shirt	\$200USD/shipment	-



DETERMINE WHETHER YOUR SHIPMENT IS DUTIABLE OR NON-DUTIABLE

The shipment description will allow you to determine whether your shipment is classified as dutiable or non-dutiable. Each country's Customs organization has specific guidelines that outline when shipments are classified as dutiable or non-dutiable:

Non-dutiable: These are shipments with no monetary value and are known as documents or general correspondence.

- This classification can include items such as: personal correspondence, business documents, business contracts, invoices, pamphlets, annual reports, price lists, and passports. Each country has a specific list of items classified as non-dutiable. If you have any questions, please contact your sales executive or DHL customer service for assistance.
- DHL only requires the **DHL International Air Waybill** to be completed for this type of shipment.

Dutiable: All other shipments classified as dutiable shipments by Customs will be levied customs duties and taxes for entrance into the destination country. Dutiable shipments require additional documentation as described in the next section.

If you've got questions, we're ready with answers.

This guide is meant to simplify a complicated process — but sometimes that's better done in person than on paper. If you're unsure about anything at any time, give us a call at 1-800-CALL DHL.



SIMPLE INSTRUCTIONS FOR COMPLETING CUSTOMS DOCUMENTS

With so many countries, governments, rules, and regulations, it can be difficult to determine which documents you need and why. But it's really based on a few simple things — shipment contents, shipment value, and shipment destination.

For every shipment.

Complete a DHL International Air Waybill for every shipment whether it's going to Canada or China and whether it is dutiable or not. The air waybill needs to be filled out completely to ensure accurate and timely delivery of your package. Using [DHL online or desktop shipping tools](#) makes filling out the air waybill even easier.

For dutiable shipments only.

In addition to your air waybill, these shipments will

require the Commercial Invoice or Proforma Invoice. If the shipment's value is more than \$2,500USD per line item, you'll need the Shipper's Export Declaration. In certain situations, you'll need a Certificate of Origin as well. These documents are all detailed on the next few pages.

For some dutiable shipments.

The documentation listed above will cover the majority of U.S. exports. However, some countries require additional documentation depending on the type of goods being shipped. DHL can assist you in understanding these unique documentation requirements.

For a list of documentation requirements by country, visit DHL's [Online Trade Document Library](#) or call us at 1-800-CALL DHL.

DUTIABLE SHIPMENT EXAMPLES
Machine or aircraft parts
Computer equipment
Clothing

NON-DUTIABLE SHIPMENT EXAMPLES
Personal or business correspondence
Business contracts
Invoices



INTERNATIONAL DOCUMENTS: COMMERCIAL AND PROFORMA INVOICES

Customs in the destination country uses the Commercial Invoice or the Proforma Invoice to clear your shipment and assess any duties and taxes. Selecting a Commercial Invoice or Proforma Invoice is based on the contents and purpose of your shipment:

- If you're making a shipment for business purposes, you'll need to fill out a Commercial Invoice.
- If you're making a shipment for non-business purposes, such as a gift or personal shipment, you'll need to fill out a Proforma Invoice.

The vast majority of non-document (or dutiable) shipments require a Commercial Invoice, and it is considered the most important Customs document. The Commercial Invoice provides Customs with all necessary shipment details to correctly assess Customs duties and taxes as well as record merchandise flowing into the country. It also acts as a record or evidence of a transaction between the exporter (shipper) and the importer (buyer), similar to a sales invoice. The information necessary for a Commercial Invoice is also applicable for the Proforma Invoice.

How to complete the form — In order to complete either a Commercial Invoice or a Proforma Invoice, you'll need the following information:

1. Sender's contact information
2. Recipient's contact information
3. Detailed description of merchandise being shipped

4. Quantity, unit price, and total value for each item
5. Detailed declaration information for the items in your shipment. These questions will help you provide complete information for Customs:
 - a. What exactly is the item?
 - b. How many items are in your shipment?
 - c. What is the item made of?
 - d. What is the item's Schedule B Code?
Use [DHL's Interactive Classifier](#) to quickly find the code for your shipment.
 - e. What will the item be used for?
 - f. Are there parts or serial numbers?
 - g. What is the item's fair market value per unit and in total?
6. Country of original manufacture
7. Signature and date

DHL simplifies filling out this form for you with our step-by-step online tools. Click the links below for more info.

[Step-by-step guide to completing a Commercial Invoice](#)
[Step-by-step guide to completing a Proforma Invoice](#)

Our automated systems let you complete your air waybill and Commercial Invoice at the same time. When you have finished preparing your Commercial Invoice, make sure it is consistent with the information on the DHL air waybill and any other documentation.



INTERNATIONAL DOCUMENTS: SHIPPER'S EXPORT DECLARATION (SED)

The SED is used by the U.S. Census Bureau for developing export statistics and export control. An SED is required to be filed for a shipment when:

1. An individual Schedule B line item value exceeds \$2,500USD.
2. A shipment is traveling under an export license, e.g. DOS, DOC, etc. (regardless of value).
3. A shipment is destined to Libya, North Korea, Iraq, Serbia, and Montenegro (regardless of value).
4. A shipment of rough diamonds (under Schedule B codes 7102.10, 7102.21, and 7102.31), regardless of value.

SED requirement guidelines are subject to change based on U.S. Customs and Border Protection regulations. If you have questions call 1-800-CALL DHL.

Filing Your SED

There are two different ways you can file your SED.

1) Direct filing with U.S. Census Bureau

The U.S. government has created an Automated Export System (AES) web site at www.aesdirect.gov. AES Direct is a free service sponsored by the U.S. Census Bureau. All shippers who electronically file SED data directly with the Census Bureau using AES Direct must cite the AES transaction number on the DHL air waybill and Commercial Invoice.

2) Seamlessly file with DHL shipping applications

At DHL, we can electronically file your SED. Our handy [Electronic Export Filer](#) integrates the AES filing process into your current online shipping application. This new service will help you comply with upcoming SED regulations from the U.S. government.

To view the Electronic Export Filer Demo, [click here](#).

DHL will be happy to file the SED on your behalf. Call your DHL sales executive or customer service. Be sure to provide complete shipment information. A nominal fee will apply.

Just remember: Whichever way you decide to file the SED, make sure to include the AES transaction number on your DHL air waybill.



INTERNATIONAL DOCUMENTS: CERTIFICATE OF ORIGIN (COO)

Depending on the commodity you are shipping and its destination, you may need to fill out a Certificate of Origin. The COO is a document containing an affidavit indicating that the shipped goods (or a major percentage of them) originated and were produced in the exporter's country. Put more simply, this document certifies the country where your items were manufactured.

A COO is used for customs purposes, foreign exchange purposes, or both. COOs are commonly certified by an official organization in the country of origin, such as a consular office or a chamber of commerce. Information regarding Commodity Guidelines is available via [DHL Trade Automation Service](#) or by calling 1-800-CALL DHL.

To complete a COO, follow the steps below:

1. Provide shipper's contact information.
2. Provide recipient's contact information.
3. Record your DHL tracking number.
4. Include the country of manufacture.
5. Describe the items in your shipment as accurately as possible by answering the following questions:
 - a. What exactly is the item?
 - b. How many items are in your shipment?
 - c. What is the item made of?
 - d. What is the item's Schedule B Code?
Use [DHL's Interactive Classifier](#) to quickly find the code for your shipment.
 - e. What will the item be used for?
 - f. Are there parts or serial numbers?
 - g. What is the item's fair market value per unit and in total?
6. Place your tracking number in the top right corner of your Commercial Invoice.
7. Sign and date your COO.
8. Visit your local Chamber of Commerce to have it signed, sealed, and notarized.

EXAMPLE SITUATIONS WHERE COOs ARE NEEDED

Israel	All goods with commercial value over \$50USD.
Saudi Arabia	All goods with commercial value over \$13,300USD, except Jeddah or Riyadh, where value limit is \$2,666USD.
Germany	Fabric, textile articles valued over €250EURO. (Samples exempt)



INTERNATIONAL DOCUMENTS: NAFTA CERTIFICATE OF ORIGIN

A North American Free Trade Agreement (NAFTA) Certificate of Origin is required if you are shipping commercial goods within the U.S., Canada, and Mexico and if the shipment exceeds \$1,000USD in value.

To complete a NAFTA COO, follow the steps below:

1. Provide shipper's contact information.
2. Provide recipient's contact information.
3. Record your DHL tracking number.
4. Include the country of manufacture.
5. Describe the items in your shipment as accurately as possible by answering the following questions:
 - a. What exactly is the item?
 - b. How many items are in your shipment?
 - c. What is the item made of?
 - d. What is the item's Schedule B Code?
Use [DHL's Interactive Classifier](#) to quickly find the code for your shipment.
 - e. What will the item be used for?
 - f. Are there parts or serial numbers?
 - g. What is the item's fair market value per unit and in total?
6. Sign and date your NAFTA COO.

NAFTA Certificate of Origin Example

A NAFTA COO must be completed by the shipper (manufacturer). It certifies that the goods are NAFTA-qualifying which ensures duty-free treatment when shipping commercial goods within the U.S., Canada, and Mexico. DHL will NOT complete a NAFTA COO on behalf of a shipper.



CHOOSE THE RIGHT DHL SERVICE

Whatever you're shipping and wherever it's going, we've got the service to get it there – on time, every time.

NEED	SERVICE	DESCRIPTION
You need it there fast.	DHL Same Day Service	Door-to-door delivery of time-critical materials 24 hours a day, seven days a week.
You're shipping documents.	International Document Service	Whether you're shipping one page or 1,000 – this service is for door-to-door delivery of non-dutiable shipments.
You're shipping just about anything other than documents.	Worldwide Priority Express	International express service for door-to-door delivery of customs-dutiable shipments. Your shipments clear customs while still in the air, saving you time and money.
You're doing a mass mailing worldwide.	DHL Global Mail	Fast, reliable, and cost-effective way to send mail worldwide. We will pick it up, sort it, add the right postage, and of course deliver it on time.

If you're not sure which service is right for you, call us at 1-800-CALL DHL and we'll help you out.



PACK AND PROCESS YOUR SHIPMENT

Unlike other carriers, DHL handles international shipments of all weights and sizes. Before you pack your shipment, check out the handy tips listed below. They can make your life a lot easier.

Tips on packing.

Do:

- Use sturdy, corrugated cardboard boxes or DHL packaging for your air express shipments (it's free).
- Wrap fragile materials individually so they do not touch each other.
- Place an extra address label inside the package in case the outside label falls off during the journey.
- Remove old address and shipping labels from your packages to avoid confusion.

Don't:

- Use damaged containers.
- Exceed the weight specification for the shipment container.
- Use wrapping paper, string, cellophane, or masking tape.
- Allow packages to get wet while awaiting pickup.
- Include any information indicating high value of contents on the outer package.

**Additional guidelines and information about what is covered under DHL's Service Guarantee can be found online at www.dhl-usa.com.*

Process your shipment.

At DHL, we make processing your shipments easy. We'll help you create, print, and purchase your shipping services quickly and accurately online, in just a few steps. Just make sure you have all the pertinent information available and log on to our web site. If you don't have a DHL account, register online.

[Open a DHL account now.](#)

[Use your account to begin preparing your shipment now.](#)

Find out how long it will take to have your shipment delivered. Check available [International Transit Times here](#). Once you've processed your shipment, you can [track it online 24/7](#).



DHL ONLINE TOOLS

[International Trade Center](#)

The International Trade Center provides information on how to export and import goods using DHL international services, DHL global coverage, DHL international trade tools, and additional information on international regulations. Whether you're ready to import or export goods, this is the place to begin your DHL International Shipping experience.

[DHL Trade Automation Service](#)

This extensive online DHL resource empowers you to understand and comply with customs trade requirements. Consequently, you can get your goods to market faster and more profitably. The suite of tools, available via DHL Trade Automation Service, includes harmonized tariff lookup, landed cost comparisons, country-specific trade document database, and denied party screening.

[DHL Electronic Export Filer](#)

Use this automated tool to file your SED electronically and learn about new government regulations.

[Track your shipments](#)

Track your packages 24/7.

[Transit Times](#)

Check available international transit times.

Other helpful online resources:

[U.S. Census Bureau](#)

Find Schedule B Export Codes for your SED.

[U.S. Customs and Border Protection](#)

Review Export Licensing Regulations and other export information, such as Denied Persons List, Denied Entity List, Debarred Parties List, and Specially Designated Nationals and Blocked Persons.

[U.S. International Trade Commission](#)

Learn about U.S. sanctions and embargoes that may affect your shipments. Find harmonized tariff schedules and read the Export Compliance Guide.

[International Trade Administration](#)

Find detailed tariff and tax information.

[Back to Table of Contents](#)

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