



DHL eCOMMERCE SOLUTIONS

DHL PACKET INTERNATIONAL

DHL Packet International is designed to simplify your international shipping experience. It is ideal for merchants with lightweight packages looking for a cost effective delivery service to all markets of the world.

DHL PACKET INTERNATIONAL VALUE PROPOSITION IN A NUTSHELL:

- **Affordability:** Highly economical solution up to 4.4 lbs., ideal for lower value items
- **Visibility:** Milestone tracking on major movements in the U.S., and for the transportation abroad visibility ends once the item arrives in the destination country
- **Simplicity:** One time easy integration with minimal data and customs complexities
- **Breadth of Coverage:** Shipping to more than 220 countries and territories of the world, set it and forget it
- **Diversification:** We leverage several postal networks to minimize the risk of disruption in service or cost

ADDITIONAL VALUE ADDED SERVICES

- **RETURNS MANAGEMENT** - Solution for unintended returns (UAA)
- **CUSTOMER WEB PORTAL** - Tracking, reporting, invoices, online shipping tool, service delay notifications and more

KEY PRODUCT FEATURES



TRANSIT TIME

4 - 8 Business Days (arrival in destination country)



COUNTRY COVERAGE

Access to **220+ countries** and territories



WEIGHT/SIZE LIMITS

Weight: Up to 4.4 lbs.

Dimensions: L + W + H ≤ 35.4"
Length ≤ 23.6"



CUSTOMS CLEARANCE

DDU: Delivered Duty Unpaid (now DAP, Delivered At Place)



SHIPMENT VALUE PROTECTION

Up to USD 100/per Bill-of-Landing (BOL)

CASE STUDY

E-Commerce Category: Smart Phone Accessories

“DHL Packet International allowed us to reach international customers worldwide at an affordable price.”

⊗ CHALLENGE

With a low average order value, an expensive international shipping service was not an option. This merchant was looking for a solution to reach international customers in a cost effective way.

💡 SOLUTION

DHL Packet International is a perfect solution for this customer due to their lightweight packages and lower order value.

👍 BENEFITS

DHL eCommerce Solutions enabled this client to reach their international customers no matter what part of the world they are in, all at an affordable price and without worrying about customs complexities.

TRACKING VISIBILITY FOR DHL PACKET INTERNATIONAL

With **DHL Packet International** an “Arrival in Destination Country” scan event to over 70 key countries is provided – giving you and your customers peace of mind that their packages have arrived safely and will be delivered by their local postal carrier shortly.

Our best-in-class Customer Web Portal allows you to easily monitor the progress of your packages, while your shoppers can track their orders online as well 24/7 via DHL eCommerce Solutions Web Track.

Tracking About DHL eCommerce

GM27511943900007658

Arrival in Destination Country

ARRIVAL AT DESTINATION COUNTRY - END OF TRACKING, DELIVERY SHORTLY
Thu, April 30, 2020 at 5:45 PM

From: SPANISH FORK, UT 84660
UNITED STATES

To: ITOMAN-SHI, OKINAWA 9010305
JAPAN

Activity

Apr 30, 2020

5:45 PM PT **ARRIVAL AT DESTINATION COUNTRY - END OF TRACKING, DELIVERY SHORTLY**

Apr 29, 2020

7:23 AM PT Carson, CA, US DEPARTED FROM EXPORT FACILITY

5:35 AM PT Carson, CA, US ARRIVED AT EXPORT FACILITY

Apr 28, 2020

3:06 PM PT Compton, CA, US PROCESSING COMPLETED AT ORIGIN

3:06 PM PT Compton, CA, US MANIFESTED FOR OUTBOUND TRANSPORTATION

Apr 27, 2020

12:25 PM PT Compton, CA, US PROCESSED

5:56 AM PT Compton, CA, US PACKAGE RECEIVED AT DHL ECOMMERCE DISTRIBUTION CENTER

Apr 24, 2020

1:39 PM MDT UNITED STATES EN ROUTE TO DHL ECOMMERCE DISTRIBUTION CENTER

1:38 PM MDT UNITED STATES ELECTRONIC NOTIFICATION RECEIVED: YOUR ORDER HAS BEEN PROCESSED AND TRACKING WILL BE UPDATED SOON

Deutsche Post DHL Group