



DHL eCOMMERCE SOLUTIONS

## DHL PARCEL INTERNATIONAL DIRECT - CANADA

DHL eCommerce Solutions is focused on providing a best-in-class consumer experience to the Canadian market through **DHL Parcel International Direct**, our flagship product providing the perfect balance of speed, visibility, and affordability.

**Canada is the largest international market for U.S.-based e-tailers** due to its strong economy and close proximity to the United States. Buying habits of Canadian consumers closely resemble those of U.S. consumers, making Canada a strong international market for e-tailers that tap into its potential. Canada offers an easy cross-border opportunity for e-tailers looking to expand outside of the U.S.

### COUNTRY FACTS:



37,700,000



English and French



3.8 million square miles



\$52,600 average annual income

### E-COMMERCE FACTS:



About **50%** of Canada's e-commerce sales come from **cross-border**



Canada's e-commerce sales are expected to reach **79.8 billion CAD by the end of 2024**



Canada has an **internet penetration rate of 90%**



**23.7 million** Canadians will be **shopping online by 2021**



**32%** of Canadian online shoppers say they plan to **buy more online** in the coming year



**55%** of e-merchants are selling through **social media**

Sources: International Trade Administration, Jobillico, eMarketer

**DHL eCommerce Solutions – Excellence. Simply delivered.**

## JOURNEY OF A PARCEL



Pick Up



Processed in  
U.S.



Line Haul to  
Canada



Out for  
Delivery



Delivery

Tracking  
events

1

2

3

4

5

6

## END-TO-END TRACKING

Location	Tracking Event
1 United States	Arrival at DHL eCommerce Solutions
2 United States	Processed
3 United States	Processing Completed
4 Canada	Arrival at Destination Country
5 Canada	Out for Delivery
6 Consignee's Address	<b>Delivered</b>

End-to-end piece level visibility with delivery confirmation available for your customers via the DHL eCommerce Solutions online tracking site. Along with online tracking, the DHL eCommerce Solutions Customer Web Portal provides you with comprehensive reporting as well as easy account management.

If you are interested in our services, contact us at 800-805-9306 or online at [dhl.com/ecommerce-us](https://www.dhl.com/ecommerce-us)

## KEY PRODUCT FEATURES



### TRANSIT TIMES

3-9 Business Days - 80% delivered within 6 business days



### WEIGHT/SIZE LIMITS

**Weight:** Up to 66 lbs. (30 kg.)

**Dimensions:** (L+G) <118" and Length <79"



### DUTIES & TAXES

**De Minimis Value:** 40 CAD for Taxes, 150 CAD for Duty

#### Customs Clearance Options:

**DDP** (Delivered Duty Paid) and Taxes paid in advance

**DDU** (Delivered Duty Unpaid), now **DAP** (Delivered at Place), and Taxes paid upon delivery

## ADDITIONAL VALUE-ADDED SERVICES

- **DHL Duty & Tax Calculator:** To support with itemized costs at the time of checkout, and improve cart conversion
- **Hazardous Materials:** Lithium batteries and limited quantity dangerous goods are allowed
- **Customs Documentation:** All necessary documentation is prepared and applied by DHL eCommerce Solutions
- **Returns Management:** Solutions for Intended and Unintended returns
- **Shipment Value Protection:** Up to 100 USD per parcel
- **DHL Verify:** Address verification included

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## PARCEL INTERNATIONAL DIRECT - CANADA TRANSIT TIME

Origin	Average Transit Days
Overall	3 to 9
EWR	3 to 8
LAX	5 to 9
ORD	3 to 8


Province/ Metropolitan Area	Province Abbr.	Average Transit Days from Origin		
		EWR	ORD	LAX
<b>Ontario</b>		3 to 6	3 to 6	5 to 9
Metropolitan Area - Toronto	ON	2 to 5	2 to 5	5 to 8
<b>Quebec</b>		3 to 9	3 to 9	6 to 13
Metropolitan Area - Montreal	QC	3 to 5	3 to 5	6 to 9
<b>British Columbia</b>		5 to 9	5 to 9	3 to 8
Metropolitan Area - Vancouver	BC	5 to 8	5 to 8	3 to 8
<b>Alberta</b>		5 to 9	5 to 9	5 to 10
Metropolitan Area - Calgary	AB	5 to 9	5 to 9	5 to 9
<b>Manitoba</b>	MB	3 to 8	3 to 7	7 to 10
<b>Saskatchewan</b>	SK	7 to 10	6 to 10	5 to 9
<b>Nova Scotia</b>	NS	4 to 7	4 to 7	8 to 10
<b>New Brunswick</b>	NB	4 to 9	4 to 9	8 to 10
<b>Newfoundland and Labrador</b>	NL	7 to 13	7 to 13	11 to 15
<b>Prince Edward Island</b>	PE	4 to 10	4 to 10	7 to 10
<b>Northwest Territories/Nunavut</b>	NT/NU	6 to 15	6 to 15	7 to 15
<b>Yukon</b>	YT	6 to 10	6 to 11	7 to 12

\*\* Average transit time ranges based on DHL 2020 data, and incoterms DDP (Delivered Duty Paid) and Taxes paid in advance

\*\* Outlined Metropolitan Areas are excluded from Province performance.

\*\* All time ranges are indications of transit time, and may differ from actual.

\*\* All times in business days (5 days/week)

 Represents >85% of Canada's population