



INTERNATIONAL DHL eCOMMERCE SOLUTIONS **DUTY & TAX CALCULATOR**

The DHL Duty & Tax Calculator provides a fully scalable, easy-to-use solution to over 200 global e-commerce markets for your duties, taxes and fees at checkout. Ideal for retailers who are serious about their cross border strategy.

DUTY & TAX CALCULATOR

Simplify transactions with international customers.

If you're an e-commerce retailer who sells to consumers in other countries, you know international transactions can be complicated – for you and your customers. Now with the DHL Duty & Tax Calculator, you can provide the total cost of purchase in your customer's preferred currency with all duties, taxes and shipping costs included – and no surprises.

Benefits to your shoppers:

- Localized shopping experience for shopper's ease-of-mind
- 100 % visibility to fully landed cost with no surprises at delivery
- Easy and fully informed purchase decision of shoppers
- Fast delivery with no delays or fees during customs clearance

Benefits to merchants:

- Carrier agnostic solution
- Merchant maintains complete brand control
- Accurate calculations based on merchant data and collection strategy
- Easy-to-integrate Web Services API or plug in/extension

WHY DHL eCOMMERCE SOLUTIONS?

Global reach without the risk.

DHL eCommerce Solutions provides streamlined end-to-end solutions for cross-border shipping by pairing the powerful capabilities of the DHL Duty & Tax Calculator with our international logistics expertise and recommended partners. This unique combination allows you to reliably reach consumers worldwide without the challenges typically associated with international transactions, such as complex logistics and costly capital investments.

Trusted Brand.

DHL is recognized as a Global 100 brand that customers can easily identify with and can positively influence the in-cart purchasing decision based on known carrier options.

Trade Compliance Support.

Denied party screening, embargo and common commodity restriction screening to support your trade compliance using U.S., Germany and United Nations requirements.

Customer Web Portal.

Robust online shipping management tool with piece-level tracking, invoices and performance management reporting.

Easy integration and straightforward invoicing.

DHL eCommerce Solutions offers easy-to-use APIs that integrate simply and seamlessly with your existing e-commerce website and fulfillment operations.

DHL DUTY & TAX CALCULATOR



IMPORTANCE OF EASE OF CHECKOUT

70% of consumers want to know all delivery costs up front i.e. no surprises at time of delivery
Providing customers with a simplified checkout process is important when selling cross-border.

With 85% of the world's purchasing power being outside of the United States and an expected \$4.8 trillion of e-commerce sales by 2021, merchants must consider the positive impact of providing a simplified checkout process to drive conversions.

Research indicates that cross-border consumers prefer a domestic-like experience where shipping costs including any additional fees, duties or taxes are visible up front.

Some of the reasons why consumers abandon the checkout include:

27%

Shoppers prefer to pay in local currency: In Canada, 27% of shoppers have abandoned a shopping cart from an overseas seller due to this reason. In Italy, this number is closer to 42%. Consumers are savvy, if the product is available both internationally and domestically they will typically compare prices for the best deal. Providing visibility of any extra fees payable supports the consumer buying decision.

36%

Consumers want an easy online shopping experience: Checkout optimization can increase conversions by 36%. Providing a seamless shopping experience free of surprises at time of delivery will result in reduced returns and shipment refusal by consumers, as well as repeat business. Providing transparency of any fees supports the consumer buying decision.

60%

High extra costs (Shipping, Tax, Fees): 60% of consumers don't complete their purchase due to high cost shipping options. Cross-border consumers prefer multiple service levels and costs to meet their delivery needs.

The **DHL Duty & Tax Calculator** is an easy-to-use technology solution that supports your international growth strategy by presenting your customer with a clear and accurate amount of any duties, taxes and fees in the online checkout.

Ready to expand your international business? Contact DHL eCommerce Solutions at 800-805-9306 or online at logistics.dhl/e-commerce-us and find out how we can support increasing your international e-commerce sales.

Sources: eMarketer/Statista; Common Sense Advisory; Future Pay; IPC 2017; Penton Research and E4X