

WELCOME TO DHL EXPRESS

Where international shipping is fast, accurate and always reliable.



Learn about all the many benefits of shipping with DHL Express.

EXCELLENCE. SIMPLY DELIVERED. **DHL**
EXPRESS



1 INTERNATIONAL SHIPPING

Discover the many services and solutions DHL Express can offer your business.

At DHL, we're committed to using our international expertise and world-class service to help ensure your success. Our versatile and reliable delivery options provide you with express services more than 220 countries and territories served around the world. These include everything from emergency same day service, to time-critical next day delivery.

Time Definite Services

DHL provides time definite services that allow you to export and import goods to virtually anywhere in the world by a specific time or by the end of the next possible business day. Working with the world's largest global network ensures fast delivery with end-to-end tracking and customs clearance. Our time definite services include:

- DHL EXPRESS 9:00
- DHL EXPRESS 10:30
- DHL EXPRESS 12:00
- DHL EXPRESS WORLDWIDE

Same Day Services

Make our fastest possible pickup and delivery service your first choice for shipping mission-critical materials. Our dedicated delivery network can be counted on for immediate pickup and a door-to-door delivery to limited destinations within the very same business day.

For more information on all DHL Express services, please visit:

▶ <http://www.dhl.com.hk/en/express.html>

- ▶ 1 INTERNATIONAL SHIPPING
- 2 OPTIONAL SERVICES
- 3 SERVICE POINTS
- 4 E-SHIPPING SOLUTIONS
- 5 SHIPMENT PREPARATION
- 6 E-BILLING
- 7 CONTACT INFORMATION



2 OPTIONAL SERVICES

Our optional services are designed to help meet your specific needs.

A range of payable services that provide the flexibility to address your specific shipping needs have been designed to complement the international shipping offered by DHL Express.

Examples include:

- Insurance
- Packaging
- Shipment Preparation
- Non-Standard Pickups & Deliveries
- Proactive Delivery Notification
- Remote Area Service
- GOGREEN Carbon Neutral
- Payment & Billing Options

To learn more about each of these Optional Services, please visit:

▶ http://www.dhl.com.hk/en/express/optional_services.html



- 1 INTERNATIONAL SHIPPING
- ▶ 2 OPTIONAL SERVICES
- 3 SERVICE POINTS
- 4 E-SHIPPING SOLUTIONS
- 5 SHIPMENT PREPARATION
- 6 E-BILLING
- 7 CONTACT INFORMATION



3 SERVICE POINTS

Enjoy convenient walk-in service offered at Service Points around the world.

Our easy-to-use retail service, is offered at multiple Service Points in Hong Kong. Stop by during extended business hours and one of our International Specialists will be happy to help you prepare and send your shipment. You don't even need to have an account number.

> DHL Hong Kong | > Express | > Shipping | **Find DHL Locations**

Find a DHL Service Point Location

Locate the nearest DHL Express drop box or SERVICE POINT to view opening hours and drop-off deadlines. Then simply drop-off or collect your shipment.

- + Hong Kong
- + Kowloon
- + New Territories



- 1 INTERNATIONAL SHIPPING
- 2 OPTIONAL SERVICES
- ▶ 3 **SERVICE POINTS**
- 4 E-SHIPPING SOLUTIONS
- 5 SHIPMENT PREPARATION
- 6 E-BILLING
- 7 CONTACT INFORMATION

To find the nearest Service Point and its hours of operation, please visit:

▶ http://www.dhl.com.hk/en/express/shipping/find_dhl_locations.html



4 E-SHIPPING SOLUTIONS

We'll give you the E-Shipping solutions you need to make shipping easier than ever.

DHL Express makes shipping simple and efficient for our account holders. We offer everything from online solutions to easy-to-use desktop software:

- **MyDHL**

MyDHL is your central access point to ship, track and manage your express shipments.

- (i) **DHL Web Shipping**

DHL Web Shipping is an online express shipping tool that helps you manage express shipments and streamline your shipment process.

- (ii) **DHL Import Express Online**

Our web-based service to simplify the importing process for both you and the shipper who sends to you.

- (iii) **DHL ProView**

Our web-based tracking service for DHL Express account holders that provides automatic notifications to you and anyone you specify when shipments are picked up and delivered.

- **DHL eMailShip**

Save time and get rid of paperwork by preparing your shipment documents and booking online. Just complete our PDF form on your PC and send it to us via email.

- **DHL Online Tracking**

Access our web site at www.dhl.com.hk to track your shipments. Enter up to ten waybill numbers at a time to receive real-time status updates of your shipments.

- **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.

For more details on E-Shipping solutions, please visit:

▶ http://www.dhl.com.hk/en/express/resource_center/advanced_shipping.html#connect



- 1 INTERNATIONAL SHIPPING
- 2 OPTIONAL SERVICES
- 3 SERVICE POINTS
- ▶ 4 E-SHIPPING SOLUTIONS
- 5 SHIPMENT PREPARATION
- 6 E-BILLING
- 7 CONTACT INFORMATION



5 SHIPMENT PREPARATION

Let us show you the best way to prepare a shipment.

Before making a shipment, it's the shipper's responsibility to ensure that the items in the shipment are properly packed. Follow these steps to help ensure your shipment arrives at its destination in optimal condition:

Packing Your Contents

- Choose the size of the box according to its content.
- To help prevent the contents of your container from shifting during shipment, make sure to use plenty of packaging material on all sides.
- Put fragile goods in the center of the box and ensure you use packing material to cushion the goods on all sides. In addition, clearly mark the package "FRAGILE" on the outside of the box.

Sealing Your Package

- If reusing an old container, check to see that it's in good shape and remove or conceal old addresses, shipping labels and markings.
- Avoid over-sealing your package — customs staff can open any shipment.
- Don't use masking tape, duct tape, wrapping paper, string, rope or cellophane tape on the outside of your packages.
- "FRAGILE" and "HANDLE WITH CARE" labels are not a substitute for careful packaging.

Ordering Shipping Supplies

Whenever possible, we strongly advise you to use DHL Express packing materials and labels. Our materials are designed for withstanding the normal wear and tear of international shipping and are designed to work seamlessly with our processing centers.

Dangerous Goods

DHL is an established carrier of Dangerous Goods and we adhere to international regulations and agreements governing the shipment of these goods. For more information about any regulations that may apply to your shipment of Dangerous Goods, please contact one of our International Specialists.

For more details on Shipment Preparation and Packaging, please visit:

► http://www.dhl.com.hk/en/express/shipping/shipping_advice.html



- 1 INTERNATIONAL SHIPPING
- 2 OPTIONAL SERVICES
- 3 SERVICE POINTS
- 4 E-SHIPPING TOOLS
- 5 SHIPMENT PREPARATION
- 6 E-BILLING
- 7 CONTACT INFORMATION



6 E-BILLING

With Ezybill you enjoy fast, accurate and efficient accounts payable.

Discover how easy it is to use our electronic billing service. Managing your shipping invoices has never been faster or simpler. This service is designed to give you an accurate and efficient flow of invoicing documents by providing you with online capabilities to:

- View any invoice
- Download documents in a variety of formats, including CSV, PDF and XML
- Retrieve Waybills electronically
- Review your entire online billing history



- 1 INTERNATIONAL SHIPPING
- 2 OPTIONAL SERVICES
- 3 SERVICE POINTS
- 4 E-SHIPPING TOOLS
- 5 SHIPMENT PREPARATION
- ▶ 6 E-BILLING
- 7 CONTACT INFORMATION



7 CONTACT INFORMATION

We're here to help you whenever you need assistance.

Please don't hesitate to get in touch with one of our International Specialists whenever you have a question or need our help. Our specialist knowledge across all business sectors allows us to provide industry-specific solutions to customers around the world. Get in touch with us for everything from logistical support to scheduling a pick up—no issue is ever too small for us to lend you a hand. So contact us right away so we can help you meet all your international shipping needs.



- 1 INTERNATIONAL SHIPPING
- 2 OPTIONAL SERVICES
- 3 SERVICE POINTS
- 4 E-SHIPPING TOOLS
- 5 SHIPMENT PREPARATION
- 6 E-BILLING
- ▶ 7 CONTACT INFORMATION

For further enquiry, please contact 24-hour Customer Service Hotline at (852) 2400-3388.

▶ http://www.dhl.com.hk/en/contact_center.html

