DHL EXPRESS GLOBAL CERTIFICATION

SOLUTION PROVIDER COMPANION GUIDE

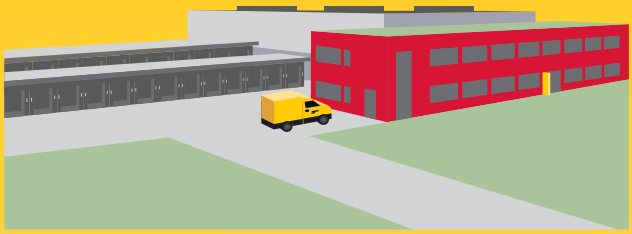
DHL Express

- Intro to DHL Express
- Certification Overview
- Our API
- Customer Experience
- Paperless Trade
- Brand Guidelines
- Submission and Review

CONNECTING YOUR WORLD

220
countries and territories served

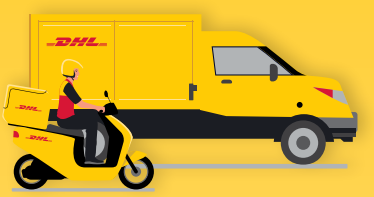
500+
airports served worldwide



300+
aircraft

2,400+
flights per day

3,500
facilities



34,500
vehicles

148,000
Service Points

296 million
Time Definite shipments per year

120,000
employees

By the year 2050, DHL Group aims to achieve net zero emissions logistics

MISSION 2050
ZERO EMISSIONS
GOGREEN

415
TAPA* certifications

Figures are global and are approximate as of the end of 2022
*TAPA = Transported Asset Protection Association

SUSTAINABILITY

Everything we do is to serve one purpose: **Connecting people, improving lives**. To fulfill this purpose, we need to make every dimension of our business sustainable. Our Sustainability Roadmap sets out our ambitions in three focus areas: Environment, Social and Governance (ESG). Find case studies and more details here.

OUR TARGETS FOR 2030

<29 million
Reduction in our greenhouse gas emissions to under 29 million tonnes

€7 billion
Investment of €7 billion in green technologies

SBTi
Commitment to SBTi (Science-Based Targets initiatives)

30%
SAF blending of 30% for all air transport

CLEAN OPERATIONS FOR CLIMATE PROTECTION

Leader in sustainable aviation

Our GoGreen Plus service allows you to embrace green logistics by insetting, or reducing, the CO2 within your own supply chain. We do this by using Sustainable Aviation Fuel (SAF). And that is not only good for the environment, it can benefit you by helping you to report your CO2 emissions. Here is how to get on board:

- With the GoGreen Plus **basic contract**, 30% CO2 reduction (insetting) is applied to all your express shipments via air.
- In **MyDHL+**, you can opt for GoGreen Plus and choose which shipments to invest in with SAF.
- Alternatively, choose a **customized offer** for even more CO2 reduction.

Our GoGreen Plus service is made possible following DHL's landmark collaborations with bp and Neste to supply DHL Express with SAF, which is expected to save some **two million tons** of carbon dioxide emissions over the aviation fuel cycle.

Green last-mile and line-haul
Electrify **60%** of last-mile delivery vehicles and increase share of sustainable fuels in line haul to more than **30%** by 2030.

Carbon neutral buildings
Design **100%** of all new buildings to be carbon neutral.

Green product portfolio
Our GoGreen Plus service allows customers shipping TDI to inset their CO2 air emissions by up to **100%**.

Through collaboration, we can make our supply chains more sustainable. Read more about the Era of Sustainable Logistics.

GREAT COMPANY TO WORK FOR ALL

- Attract and retain the best talent
- Strong 'Safety First' culture
- Diverse and inclusive workplace

HIGHLY TRUSTED COMPANY

- Compliance as an integral part of daily business
- Effective governance set-up across our organization
- Like-minded and compliant suppliers and partners

WELCOME SOLUTION PROVIDERS

We're glad to welcome you into the DHL Express community of global solution providers. We've prepared this guide to help your company do what it does best- create solutions for our mutual customers.
This guide is to help you effectively and efficiently implement DHL Express as a carrier into your solution by explaining our products, services, requirements of mutual customers, and the ever changing regulatory landscape. Additionally, we'll cover the process we follow globally that will be coordinated with your DHL Express IT representative.
Thanks to solution providers like you, together we can connect people and improve lives through global trade.

- DHL Express
- Certification Overview
- Our API
- Customer Experience
- Paperless Trade
- Brand Guidelines
- Submission and Review

DHL EXPRESS

DHL Group

DIVISIONS

EXPRESS

Transport of urgent documents and goods, primarily as time-definite international shipments

GLOBAL FORWARDING, FREIGHT

International forwarding services for air, ocean and overland freight

SUPPLY CHAIN

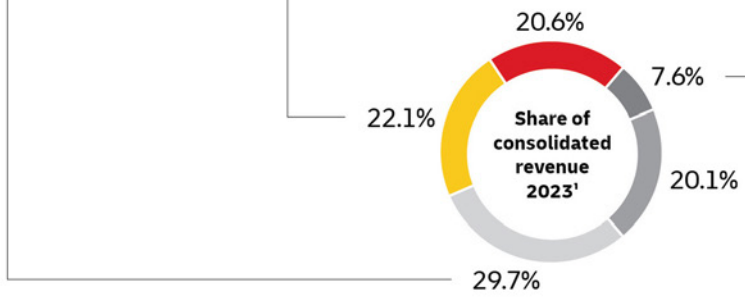
Tailor-made logistics services and supply chain solutions based on globally standardized modules such as warehousing, transport and value-added services

ECOMMERCE

Domestic parcel transport in selected countries in Europe, the USA and Asia. Deferred cross-border services to, from and within Europe, as well as to and from the United States

POST & PARCEL GERMANY

Transporting, sorting and delivering documents and goods in Germany and export to the rest of the world



GROUP FUNCTIONS

CORPORATE CENTER	GLOBAL BUSINESS SERVICES	CUSTOMER SOLUTIONS & INNOVATION

CEO	FINANCE	HUMAN RESOURCES

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

DHL EXPRESS

DHL EXPRESS PRODUCTS

For international door-to-door delivery by a specific time, or by the end of the next possible business day, choose our time definite products. With international reach and local teams, we ensure seriously fast delivery with customs clearance for dutiable goods and end-to-end tracking visibility.

For consolidation requirements, customers use Break Bulk Express and for Cold Chain logistics they use Medical Express. Economy Select offers deferred service levels where available.

Carrier Features

- Door-to-door international delivery to most markets in 2-3 business days
- On Demand Delivery®– shipment visibility and delivery management
- Simple multi-piece/single shipment creation and label printing
- Duties and Taxes Paid by shipper options available (dependent)
- Customs Clearance Facilitation
- Digital Customs document generation with DHL Paperless Trade®
- Sustainable shipping solutions

Standard Products

- Express Worldwide
- Express Domestic
- Express Envelope
- Express 09:00, Express 10:30, Express 12:00

Customer Agreement Products

- Economy Select
- Medical Express
- Break Bulk Express

DHL EXPRESS

- DHL Express
- Certification Overview
- Our API
- Customer Experience
- Paperless Trade
- Brand Guidelines
- Submission and Review

DHL EXPRESS SERVICES AND CAPABILITIES

DHL Express as an international parcel network has extensive capabilities to service an array of customer requirements. This section introduces the capabilities most often requested by our customers.

Services at DHL Express are value-added services that are requested specifically by special service code, while features are more capabilities of our network and tools. Both can be requested on most transportation products. Some services are chargeable and the charges will be itemized in the rate response. Other services are free of charge or may have the fee waived based on customer agreement, all of which will be clearly itemized in the rate response.

If there is no special service code associated with the service there will be no charge; this will be covered in more detail within the specific use cases.

Carrier Capability	Description
Paperless Trade/Automated Digital Imaging	Paperless trade shipments don't need a physical copy of the commercial invoice to accompany the shipment. Automated Digital Imaging uploads digitally provided images, thus alleviating the need to print an extra copy for the courier.
Go Green Plus	Go Green Plus can be offered via special service code in the request or pre-configured at an account level.
Insurance	Carrier provided insurance can be requested on the shipments, also called 'shipment value protection' in certain markets.
Duty/Taxes Paid Shipping	DHL Express will invoice the shipper or third party for the import duties and taxes.
Reference Numbers	Reference numbers provided with the shipment can be used to track by reference and the first reference is included on the invoice.
Dangerous Goods - Battery and Consumer Commodities	Comprising Lithium batteries and consumer goods under ID8000 regulation, e.g Perfume, these 2 requirements address the needs of a majority of eCommerce SMB shippers selling online.
Customs Clearance for Shippers with Destination Country Tax Registrations	Some merchants selling to Australia, New Zealand, Norway, Great Britain, Singapore, and the European Union are registered for collecting and remitting taxes, such as IOSS, VOEC, etc.
Shipment Notification	This feature will email or text a standard notification when the shipment is manifested.
Multipiece	DHL Express allows up to 999 packages on a single shipment.
Label Printing Options	DHL Express supports various size and format options, as well as splitting the labels into individual files.
Transport Billing	By default the shipper typically pays for the transportation charges, however other entities can be invoiced for the freight.
Drop Shipping	DHL Express supports multiple role types to identify parties to the transaction. For drop shipping typically the consignee is not the importer or responsible for duties and taxes.
Full Dangerous Goods	Full DG constitutes the complete capabilities of the DHL Express network.

DHL EXPRESS

- DHL Express
- Certification Overview
- Our API
- Customer Experience
- Paperless Trade
- Brand Guidelines
- Submission and Review

SOLUTIONS TAILORED TO CUSTOMER SEGMENT

DHL Express focuses primarily on two distinct customer segments:

- eCommerce Small to Medium Business (SMB) customers, and
- B2B Enterprise Customers (includes large B2C eCommerce customers with legal entities in multiple countries)

As a result, the required products and services vary depending on the target customer profile. Note any API or integration solutions are considered as B2B/Enterprise platforms. The below sections list the required products and services by customer segment.

PRODUCTS AND SERVICES REQUIRED FOR ECOMMERCE SMB

Here is the list of mandatory products for the eCommerce SMB solutions along with useful information about their use.

Product Name	Dutiable/Non-dutiable	Product Code	Product Content Code	International/Domestic
EXPRESS WORLDWIDE	Non-dutiable	D	DOX	International
EXPRESS WORLDWIDE	Dutiable	P	WPX	International
EXPRESS WORLDWIDE	Non-dutiable	U	ECX	International inside EU
EXPRESS DOMESTIC	Non-dutiable	N	DOM	Domestic
EXPRESS ENVELOPE	Non-dutiable	X	XPD	International
EXPRESS 12:00	Non-dutiable	T	TDT	International
EXPRESS 12:00	Dutiable	Y	TDY	International
EXPRESS 12:00	Non-Dutiable	1	DOT	Domestic

Here is the list of mandatory capabilities to incorporate for the eCommerce SMB solutions along with useful information about their use.

Carrier Capability	Service Code (if applicable) or Feature explanation
Paperless Trade/Automated Digital Imaging	Service Code=WY
Go Green Plus	Service Code= FT
Insurance	Service Code=II
Duty/Taxes Paid Shipping	Duty account number provided in the request.
Reference Numbers	Reference numbers provided with the shipment can be used to track by reference. No service code.
Dangerous Goods - Battery and Consumer Commodities	■ Service Code= HD, ContentID=966 (Lithium Ion Batteries, Section II PI966) ■ Service Code= HV, ContentID=967 (Lithium Ion Batteries, Section II PI967) ■ Service Code= HM, ContentID=969 (Lithium Metal Batteries, Section II PI969)) ■ Service Code= HW, ContentID=970 (Lithium Metal Batteries, Section II PI970) ■ Service Code= HK, ContentID=700 (Consumer Commodities ID8000)
Customs Clearance for Shippers with Multiple Country Registrations	In addition to origin country registrations like VAT, EORI, and EIN, some merchants selling to Australia, New Zealand, Norway, Great Britain, Singapore, and the European Union are registered for collecting and remitting taxes, such as IOSS, VOEC, etc.
Customer Logo	Many customers require their logo to be included on the transport label and commercial invoice so need to upload their logo to their carrier profile

DHL EXPRESS

- DHL Express
- Certification Overview
- Our API
- Customer Experience
- Paperless Trade
- Brand Guidelines
- Submission and Review

PRODUCTS AND SERVICES REQUIRED FOR B2B/ENTERPRISE

In addition to the eCommerce SMB products, here is the list of mandatory products for the B2B Enterprise solutions along with useful information about their use.

Product Name	Dutiable/Non-dutiable	Product Code	Product Content Code	International/ Domestic
EXPRESS WORLDWIDE	Non-dutiable	D	DOX	International
EXPRESS WORLDWIDE	Dutiable	P	WPX	International
EXPRESS WORLDWIDE	Non-dutiable	U	ECX	International inside EU
EXPRESS DOMESTIC	Non-dutiable	N	DOM	Domestic
EXPRESS ENVELOPE	Non-dutiable	X	XPD	International
EXPRESS 12:00	Non-dutiable	T	TDT	International
EXPRESS 12:00	Dutiable	Y	TDY	International
EXPRESS 12:00	Non-Dutiable	1	DOT	Domestic
EXPRESS 09:00	Non-dutiable	K	TDK	International
EXPRESS 09:00	Dutiable	E	TDE	International
EXPRESS 09:00	Non-dutiable	I	DOK	Domestic
EXPRESS 10:30	Non-dutiable	L	TDL	International
EXPRESS 10:30	Dutiable	M	TDM	International
EXPRESS 12:00	Non-dutiable	T	TDT	International
EXPRESS 12:00	Dutiable	Y	TDY	International
EXPRESS 12:00	Non-Dutiable	1	DOT	Domestic
ECONOMY SELECT	Non-dutiable	W	ESU	International intra-EU
ECONOMY SELECT	Dutiable	H	ESI	International
MEDICAL EXPRESS	Dutiable	Q	WMX	International
MEDICAL EXPRESS	Non-dutiable	C	CMX	Domestic/intra- EU
BREAK BULK EXPRESS	Non-dutiable	B	BBX	International
BREAK BULK ECONOMY	Non-dutiable	A	BBE	International

DHL EXPRESS

- DHL Express
- Certification Overview
- Our API
- Customer Experience
- Paperless Trade
- Brand Guidelines
- Submission and Review

PRODUCTS AND SERVICES REQUIRED FOR B2B/ENTERPRISE

Here is the list of mandatory capabilities to incorporate for the B2B Enterprise solutions along with useful information about their use.

Carrier Capability	Service Code (if applicable) or Feature explanation
Paperless Trade/Automated Digital Imaging	Service Code=WY
Go Green Plus	Service Code= FT
Insurance	Service Code=II
Duty/Taxes Paid Shipping	Duty account number provided in the request.
Reference Numbers	Reference numbers provided with the shipment can be used to track by reference. No service code.
Dangerous Goods - Battery and Consumer Commodities	■ Service Code= HD, ContentID=966 (Lithium Ion Batteries, Section II PI966) ■ Service Code= HV, ContentID=967 (Lithium Ion Batteries, Section II PI967) ■ Service Code= HM, ContentID=969 (Lithium Metal Batteries, Section II PI969)) ■ Service Code= HW, ContentID=970 (Lithium Metal Batteries, Section II PI970) ■ Service Code= HK, ContentID=700 (Consumer Commodities ID8000)
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Customer Logo	Many customers require their logo to be included on the transport label and commercial invoice so need to upload their logo to their carrier profile
Shipment Notification	This feature will email or text a standard notification when the shipment is manifested.
Multipiece	DHL Express allows up to 999 packages on a single shipment.
Label Printing Options	DHL Express supports various size and format options, as well as splitting the labels into individual files.
Transport Billing	By default the shipper typically pays for the transportation charges, however other entities can be invoiced for the freight.
Drop Shipping	DHL Express supports multiple role types to identify parties to the transaction. For drop shipping typically the consignee is not the importer or responsible for duties and taxes.
Full Dangerous Goods	Full DG constitutes the complete capabilities of the DHL Express network. Multiple service codes.
Test environment access	Enterprise customers must be able to access our sandpit environment before go live for data quality validation by our onboarding teams.

CERTIFICATION OVERVIEW

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

OVERVIEW

Certification is not a one size fits all at DHL Express. The business processes in scope align with the core offering of your solution. The products, services, features, and functions available to DHL Express customers are guided by the target audience of your software.

Below overview shows the complete logical steps needed for your certification journey.

STEP 1
Kick-Off

- Align on scope
- Align on timezone support
- Review of certification spreadsheet
- Review of Postman collection
- Establish bi-weekly cadence

STEP 2
Development

- Register on developer.dhl.com
- Request access to DHL Express> MyDHL API
- Development Q&A

STEP 3
Review/Demo

- Submit test cases for DHL Review
- DHL signs off on test cases
- Solution demo/ screen shots
- Review of tutorial/ setup guides

STEP 4
Approval

- Certification approved
- Solution added to internal DHL Third Party Matrix

STEP 5
Customer Use

- Solution available to DHL Express account holders
- DHL Express country teams assist with onboarding and data quality sign-off

TOOLS

The primary tools DHL Express provides to assist developers in building out their solution are a Postman Collection of sample files and a certification checklist of the products, services, and scenarios to support. The checklist reflects the target customer segment and business processes in scope.

The certification spreadsheet can be filtered by these two customer segment categories in order to confirm the test cases required. Filter the certification checklist by Mandatory (Y/N) by customer segment, either eCommerce SMB or B2B/Enterprise.

Postman Collection
Our Postman Collection is available to import and intended to be ready to use with your own API credentials. The two main variables for you to setup are your API credentials and Dates.

Certification Spreadsheet
The certification spreadsheet comprises a few tabs dedicated to either gathering or providing information.

Instructions: Here are the instructions to follow for collaborating with your DHL Express representative.

Company Details: Fill in the information that you would like shared on our internal technology partner page.

Solution Design: Fill in the information specific to your software and how your software supports the various business processes.

Certification Checklist: This includes the business scenarios to support which can be filtered by customer segment and includes a reference to the Postman Collection sample file.

Configuration Screenshots: Include screenshots of setting up DHL Express as a carrier in your solution.

Shipment Execution Screenshots: Include screenshots of generating a shipment starting from a multi-carrier list view into the details of requesting a label.

Capture any questions on the Certification Checklist tab in the ‘Partner Feedback’ column for the corresponding test case. Your DHL Express representative will respond to your queries.

OUR API

DHL Express
Certification Overview
▶ Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

INTRODUCING MYDHL API

Supported in over 220 countries and territories, MyDHL API is the one stop shop API for DHL Express globally. It consists of the following core operations:

- Rating
- Shipment
- Tracking
- Pickup
- Commercial Invoice upload
- Service Point locator

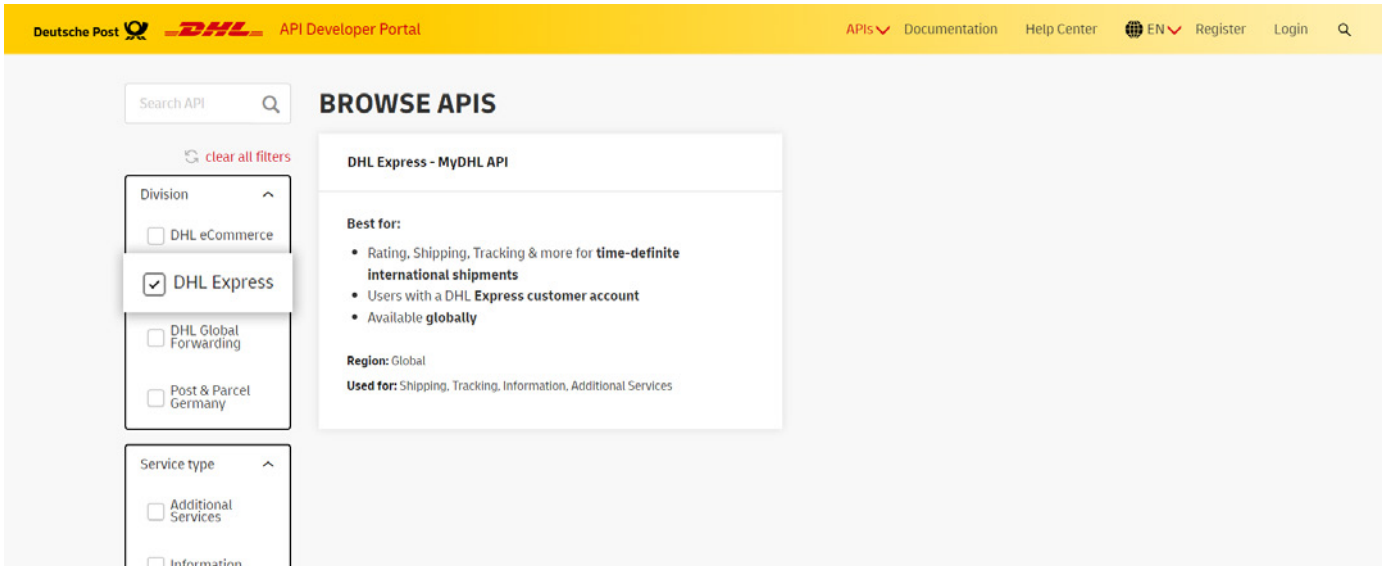
DHL GROUP DEVELOPER PORTAL

The DHL Group API Developer Portal supports API documentation for all divisions of DHL Group. A single developer portal registration will authorize you to request access to any of the divisional API's.

Navigating the DHL Group Developer Portal requires orienting on the Division. For general navigation related to DHL Express it is best practice to select 'DHL Express' as the Division.

Register as a new user here:

Click here



OUR API

DHL Express
Certification Overview
▶ Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

MYDHL API SPECIFICATIONS

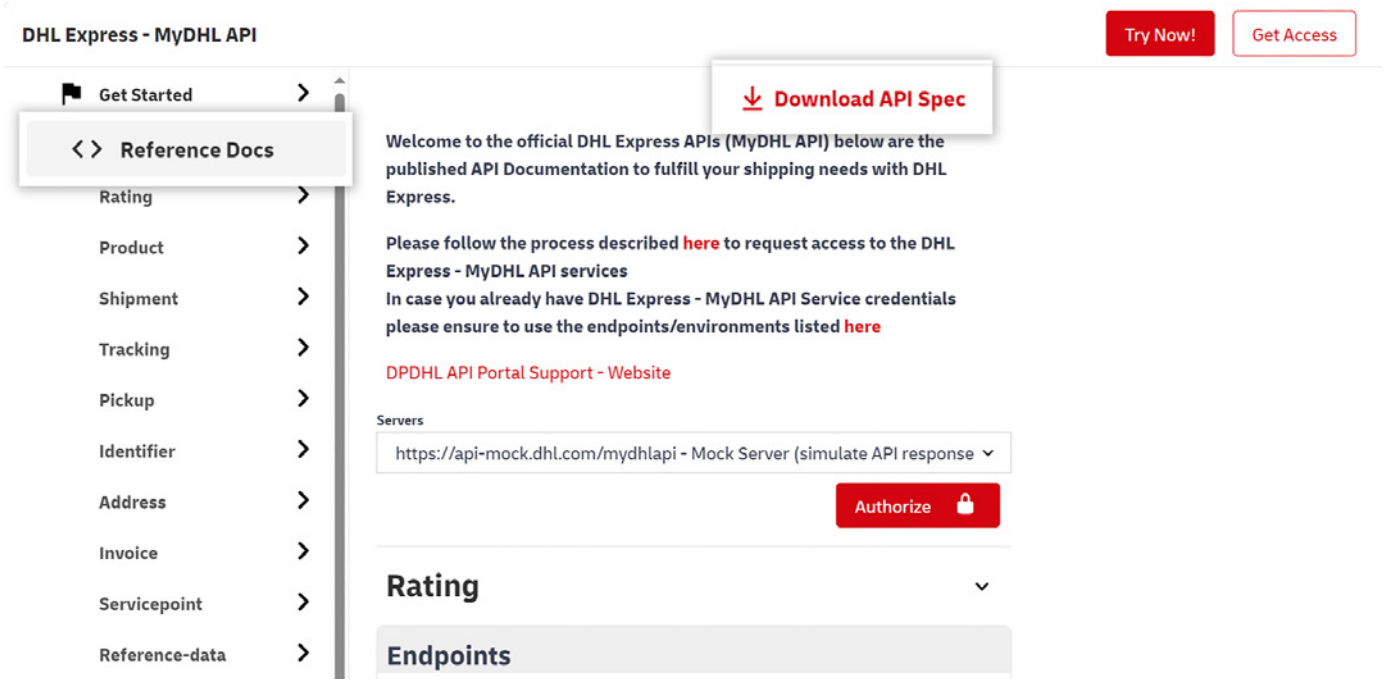
The API has been designed for use by developers. You will need basic knowledge of REST APIs, JSON, and HTTPS.

- A single API based on industry standards that developers know and understand
- Built with the fast-paced warehouse and time-sensitive e-commerce checkout in mind
- Dedicated API environment to test your solution
- Developer support from local DHL Express API experts

To go directly to MyDHL API you can get started here:

Click here

To get started, select Reference Docs and download the Yaml file.



GETTING ACCESS

As a developer you'll need to request API credentials. Generally speaking, developers only need to access our Sandpit environment for testing and certification, while production access is reserved for DHL Express account holders from a production environment. Since digital solution providers typically don't have a DHL Express account, one is provided below in order to register for Sandpit access.

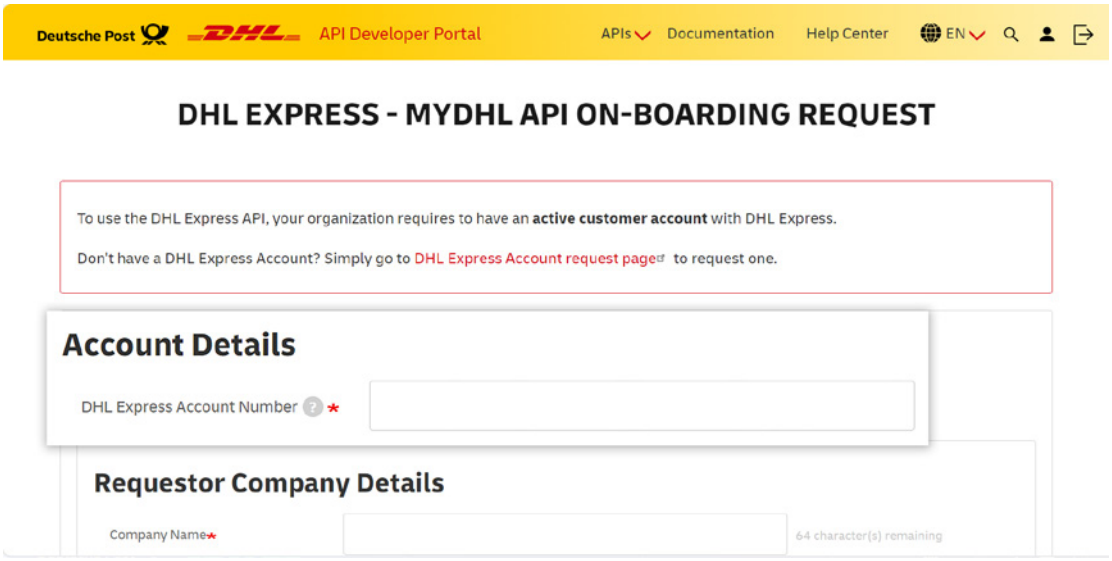
Get Access to Express API's:

Click here

OUR API

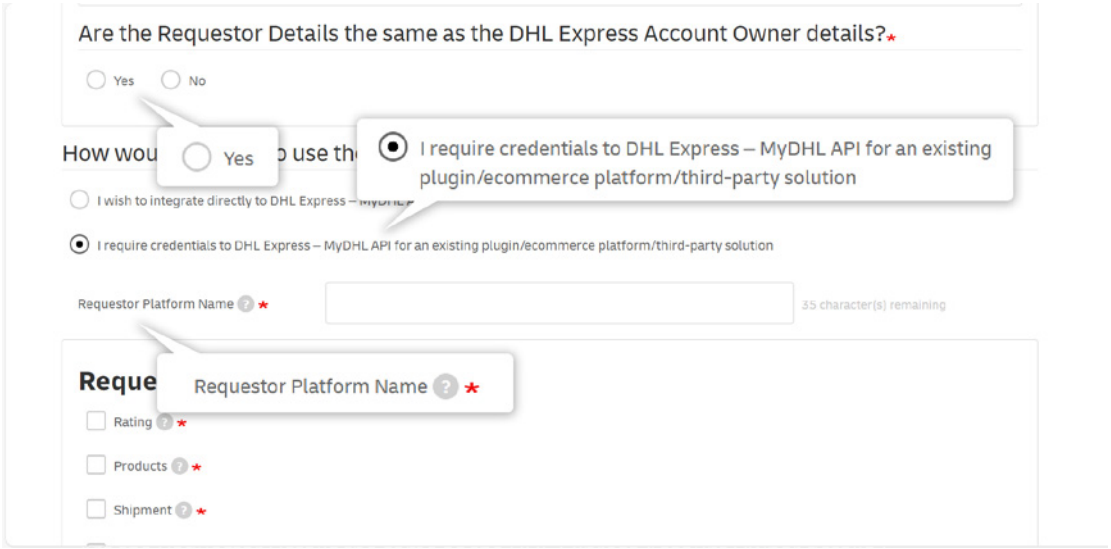
DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

GETTING ACCESS



You'll need to register with account # 965278629 which is assigned to the third party certification program. Note this account can't be used on production, only sandpit.

Select 'Yes' for the Requestor Details being the same as the DHL Express Account Owner Details.



Please enter the name of your shipping software into the Requestor Platform Name as provided to you by your DHL Express IT representative. The Platform Name should align with the product name your software is sold as and would be recognized by a DHL Express account holder.

UPDATES AND MAINTENANCE

DHL Express follows a single schema API strategy and as such, future enhancements and changes are always backwards compatible. Generally, there are two to four API releases per year that bring enhancements requested by customers or required by regulatory authorities. Which enhancements are needed in your solution will depend and therefore need to be discussed with your DHL Express IT representative.

DHL Express
Certification Overview
Our API
▶ Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

CUSTOMER EXPERIENCE

New customers should be able to go live within days if not hours and should find it easy to configure the DHL Express products and services they want to use within your software.

Before getting into the details of your solution, know that DHL Express has sales and IT onboarding staff around the world that will help customers get ready to ship. They're involved in approving API credentials, validating data quality of the integration, and ensuring all scenarios respective to their business are being handled properly from within the shipping solution.

It's important to note that the larger or more complex the customer, the more validation is required by the onboarding team. Sandpit access is granted first to all requestors after our verification process, and for eCommerce shippers they're granted production access immediately while enterprise customers undergo a more thorough data quality validation process.

With customer experience in mind, the sections below provide details on how best to include DHL Express products and services into your solution for the various activities a shipper needs to perform, namely:

- Configure carriers
- Check for available carriers and service levels when shipping
- Select the carrier, transportation product, and any ancillary services
- Generate label and paperwork

CARRIER CONFIGURATION

Shippers will expect to setup DHL Express as a carrier and enter in their specific information. At minimum this will consist of:

- API credential
- Account number
- Products to use
- Label size and format

For advanced configuration there are a number of special services or rules a shipper may want to pre-define. A link for registering for credentials at the DHL site should be included as well as some guidance for entering the necessary information.

'Advanced Configuration' will include at minimum:

- Use DHL generated invoice (Yes/No or Tickbox)
- Always use paperless trade/automated digital imaging (Yes/No or Tickbox- only available if Use DHL generated invoice is Yes)
- Go Green Plus on all shipments (Yes/No or Tickbox)
- Duty and Tax account number for all shipments (Free text or option to select 'same as shipper account')
- Custom logo on labels and invoice (Upload image file)
- Request the DHL Waybill Doc on:
  - all shipments
  - only shipments that require a Waybill Doc to be printed (not applicable when always using paperless trade/automated digital imaging)

DHL Express
Certification Overview
Our API
▶ Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

CUSTOMER EXPERIENCE

Where the user interface provides the option for the user to select the various products and services, the below field label descriptions should be used to describe the service or capability offered.

Carrier Capability	Description
Paperless Trade/Automated Digital Imaging	Select this option to have all shipments defaulted to Paperless Trade (PLT)/Automated Digital Imaging (ADI). Only ADI shipments require the commercial invoice to be affixed to the package.
Go Green Plus	Reduce your shipment's carbon emission. When selected, DHL will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF).
Insurance	Select this option to have DHL Express provided insurance on all shipments, also called 'shipment value protection' in certain markets.
Duty/Taxes Paid Shipping	Select this option to request that the shipper account number be used to pay the duties and taxes, or to specify a different account number that will pay the duties and taxes.
Limited Dangerous Goods	Select the appropriate Dangerous Goods classification.
Customs Clearance for Shippers with Destination Country Tax Registrations	Please enter any tax registrations numbers, registration type, and the issuing country.
Shipment Notification	Select this option to have DHL Express email or text a standard notification when the shipment is manifested.
Label Printing Options	Select the default label size.
Drop Shipping	Enter a default importer of record when shipping to specific markets.
Full Dangerous Goods	Select the appropriate Dangerous Goods classification.

DHL Express
Certification Overview
Our API
▶ Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

CUSTOMER EXPERIENCE

CAPABILITY/QUOTE SUMMARY

Many solutions have multiple carrier shipping options side by side. It's important to account for the fact that DHL Express is a premium transportation provider with a value proposition that combines excellent service quality with a superior shipper and consignee experience, all for a reasonable price that equates to a compelling value for money.

As such, list views shouldn't simply sort based on price but also incorporate factors such as transit time, carrier provided buyer notifications, and paperless trade for expedited clearance. During the certification GUI review it will be important to demonstrate how the shipping platform accounts for these factors. Additionally the DHL Express product naming convention, the use of the pre-configured products, and the incorporation of optional services such as Go Green Plus is important.

- Note - it's important to include the product code and any special services in the quote request by using POST instead of GET; this will improve performance and API response time.
- Remember to include the isCustomsDeclarable flag in the quote request. DHL Express products are priced and offered according to their declarable status.

```
"productCode": "P",
"valueAddedServices": [
    {
        "serviceCode": "FT"
    }
],
"plannedShippingDateAndTime": "{{TOMORROW}}",
"unitOfMeasurement": "metric",
"isCustomsDeclarable": true,
```

The rating request API will return DHL Express available products, value added services, estimated delivery time, and the customer's contracted rates with DHL Express.

CARRIER/PRODUCT NAME DISPLAY

As DHL Express products returned in the API response are all uppercase, if your software supports renaming or labeling then sentence case is acceptable. Additionally, the carrier name needs to be either concatenated or the carrier name or logo listed next to the product.

Choosing any of the below six options of displaying DHL Express products is acceptable:

- Logo + Carrier + Product Name (modified)
- Logo + Carrier + Product Name (not modified)
- Logo + Product Name (modified)
- Logo + Product Name (not modified)
- Carrier + Product Name (modified)
- Carrier + Product Name (not modified)

CUSTOMER EXPERIENCE

CARRIER/PRODUCT NAME DISPLAY

	OPTION 1 (PREFFERED)		OPTION 2	
Product Name (returned from API)	**Logo + Carrier + Product Name (modified)**		**Logo + Carrier + Product Name (not modified)**	
EXPRESS WORLDWIDE	DHL Express	DHL Express Worldwide	DHL Express	DHL EXPRESS WORLDWIDE
EXPRESS DOMESTIC	DHL Express	DHL Express Domestic	DHL Express	DHL EXPRESS DOMESTIC
EXPRESS ENVELOPE	DHL Express	DHL Express Envelope	DHL Express	DHL EXPRESS ENVELOPE
EXPRESS 09:00	DHL Express	DHL Express 09:00	DHL Express	DHL EXPRESS 09:00
EXPRESS 10:30	DHL Express	DHL Express 10:30	DHL Express	DHL EXPRESS 10:30
EXPRESS 12:00	DHL Express	DHL Express 12:00	DHL Express	DHL EXPRESS 12:00
ECONOMY SELECT	DHL Express	DHL Economy Select	DHL Express	DHL ECONOMY SELECT
MEDICAL EXPRESS	DHL Express	DHL Medical Express	DHL Express	DHL MEDICAL EXPRESS
BREAK BULK EXPRESS	DHL Express	DHL Break Bulk Express	DHL Express	DHL BREAK BULK EXPRESS
BREAK BULK ECONOMY	DHL Express	DHL Break Bulk Economy	DHL Express	DHL BREAK BULK ECONOMY

	OPTION 3	OPTION 4	OPTION 5
Product Name (returned from API)	**Carrier Logo+ Product Name (modified)**	**Carrier Logo + Product Name (not modified)**	**Carrier + Product Name (modified)**
EXPRESS WORLDWIDE	DHL Express Express Worldwide	DHL Express EXPRESS WORLDWIDE	DHL Express Worldwide
EXPRESS DOMESTIC	DHL Express Express Domestic	DHL Express EXPRESS DOMESTIC	DHL Express Domestic
EXPRESS ENVELOPE	DHL Express Express Envelope	DHL Express EXPRESS ENVELOPE	DHL Express Envelope
EXPRESS 09:00	DHL Express Express 09:00	DHL Express EXPRESS 09:00	DHL Express 09:00
EXPRESS 10:30	DHL Express Express 10:30	DHL Express EXPRESS 10:30	DHL Express 10:30
EXPRESS 12:00	DHL Express Express 12:00	DHL Express EXPRESS 12:00	DHL Express 12:00
ECONOMY SELECT	DHL Express Economy Select	DHL Express ECONOMY SELECT	DHL Economy Select
MEDICAL EXPRESS	DHL Express Medical Express	DHL Express MEDICAL EXPRESS	DHL Medical Express
BREAK BULK EXPRESS	DHL Express Break Bulk Express	DHL Express BREAK BULK EXPRESS	DHL Break Bulk Express
BREAK BULK ECONOMY	DHL Express Break Bulk Economy	DHL Express BREAK BULK ECONOMY	DHL Break Bulk Economy

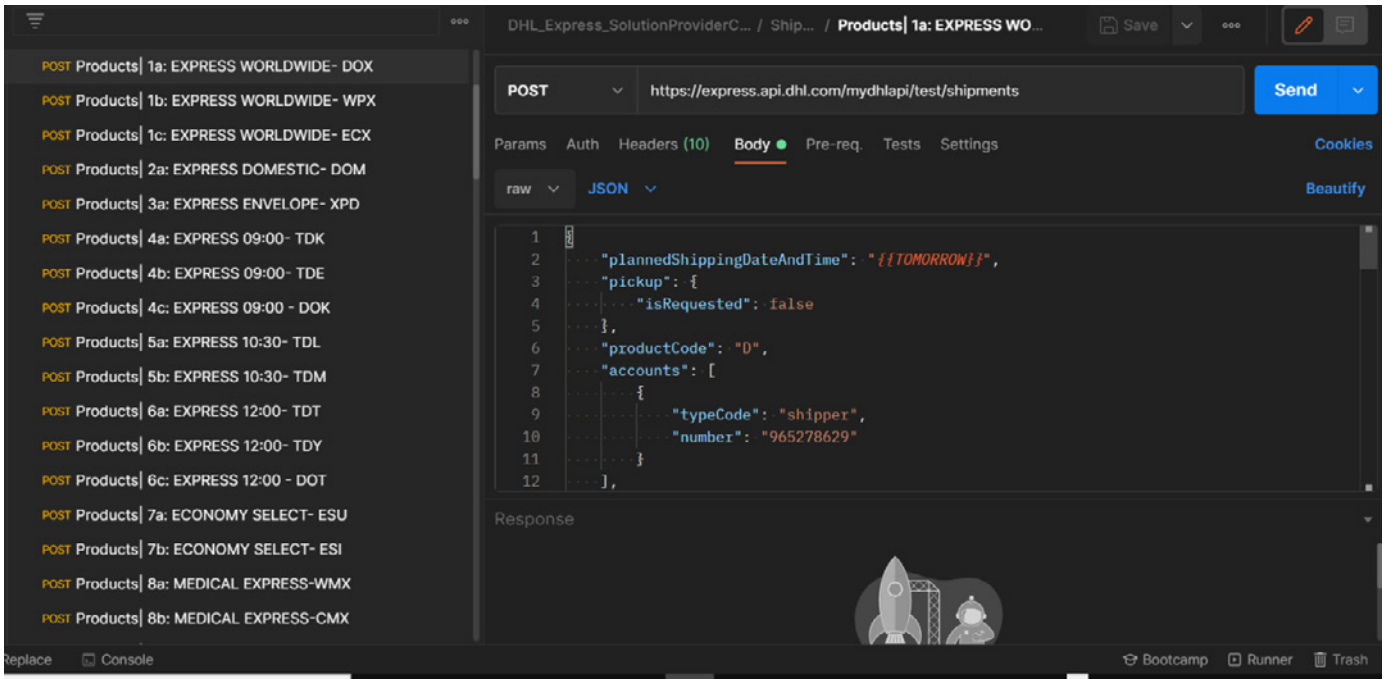
CUSTOMER EXPERIENCE

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

SHIPMENT CREATION

Once the desired product and (if applicable) services are selected, the solution should submit the request for a label. The API returns the transport label to be printed and the commercial invoice when using the DHL generated invoice. Shippers need only to print the transport label when paperless trade is used (more on paperless trade in the next section).

Refer to the Postman collection for numerous examples of creating shipments for the different products and scenarios.



PAPERLESS TRADE

DHL Express
Certification Overview
Our API
Customer Experience
▶ Paperless Trade
Brand Guidelines
Submission and Review

PAPERLESS TRADE/AUTOMATED DIGITAL IMAGING

Paperless trade and automated digital imaging services generate the most questions and therefore are explained in this guide. DHL Express is a pioneer in automating customs clearance, with the ability to support Paperless Trade in more than 170 countries.

Providing all customs clearance information electronically is mandatory. This includes accurate description, country of origin, and value of the goods (invoice line item level) including HS codes for export and import. Based on this information, DHL will submit the data to the clearance authorities for 'cleared in the air' which means the goods have cleared customs prior to landing in the destination.

What is paperless trade?
Paperless trade, also known as PLT, is the regulatory term used when a customs regime will accept either data or electronic images to perform the customs clearance. For PLT shipments, the shipper only needs to print the transport label- no customs paperwork needs to be printed and handed over to DHL.

Non PLT countries require a physical hardcopy of the paperwork to be provided by the shipper and affixed to the package to ensure it was in no way altered or manipulated during transit.

Wherever accepted, usage of the Paperless trade service is mandatory.

What is Automated Digital Imaging (ADI)?
Automated Digital Imaging, or ADI, is a benefit for Non PLT shipments to reduce physical paperwork printing. DHL automatically stores the commercial invoice and waybill doc images and makes them available to authorized DHL staff globally.

Therefore to be compliant for non PLT shipments, the shipper simply needs to print a copy of the commercial invoice and affix to the sleeve on the package. That's it.

How does DHL Express support paperless trade?
Easily. Most international parcel volume flows between countries that support PLT. The easiest way to do this is to provide the commercial invoice data and use the DHL generated commercial invoice along with the WY special service code. The WY special service code denotes the shipment as PLT, and the availability of the invoice data and DHL generated invoice meet the data and image validation criteria for PLT. No need to print anything other than the transport label for the package!

```
"valueAddedServices": [
    {
        "serviceCode": "WY"
    },
```

What is the bypassPLTError feature?
There are a few scenarios where the shipment won't be eligible for PLT, typically one of the following:
a) one of the countries in the origin/destination pair doesn't support PLT, or
b) the declared value exceeds the maximum value allowed for one of the countries

The default behavior of the API is to return an error if PLT is requested but not available. The bypassPLTError feature will process the shipment successfully, convert the shipment from PLT to ADI, and return a warning message to print the customs paperwork as opposed to returning an error.

PAPERLESS TRADE

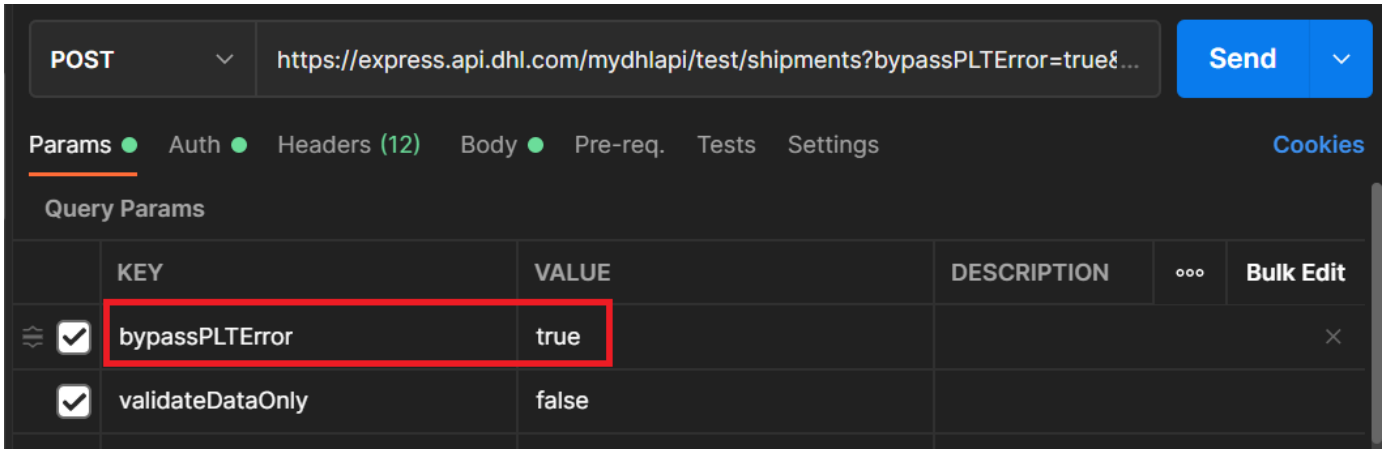
DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

PAPERLESS TRADE/AUTOMATED DIGITAL IMAGING

How do I set the bypassPLTError?
Easily. When the user has selected to 'Always Use DHL Paperless Trade/Automated Digital Imaging', then include the 'bypassPLTError' parameter in the http header and set the value to 'true'. Again to use this feature the shipment must meet the following primary criteria:

- ✓ Commercial invoice data is available with the shipment request
- ✓ The DHL generated invoice is used (rather than a shipper provide commercial invoice)

Setting the flag as True or False must be available via configuration in the shipping platform at an account holder or API user level.



No need to request the waybill doc, only the commercial invoice.

```
"outputImageProperties": {
    "encodingFormat": "pdf",
    "imageOptions": [{
        "typeCode": "invoice",
        "templateName": "COMMERCIAL_INVOICE_P_10",
        "isRequested": true,
        "invoiceType": "commercial"
    }]
```

To obtain this in the response, use 'getAdditionalInformation' with typeCode 'optionalShipmentData' in order to get the details in the response.

```
"getAdditionalInformation": [
    {
        "typeCode": "optionalShipmentData",
        "isRequested": true
    }
]
```

The API response contains the ADI serviceHandlingFeatureCode and a warning to ensure the paperwork is printed.

PAPERLESS TRADE

DHL Express
Certification Overview
Our API
Customer Experience
▶ Paperless Trade
Brand Guidelines
Submission and Review

PAPERLESS TRADE/AUTOMATED DIGITAL IMAGING

```
    "shipmentDetails": [
        {
            "serviceHandlingFeatureCodes": [
                "C",
                "ADI"
            ],
```

```
   "warnings": [
            "Please note on printing the hardcopy of all the shipment paperwork and affix it to
the package."
    ]
```

ADI replaces the need for the shipper to print a Waybill doc and Commercial Invoice and tender the hardcopies to the courier to be scanned at the origin station. Couriers and service points are instructed to look for the ADI indicator on the black bar of the transport label.

C-DTP-ADI

What if I'm not using the DHL Express generated invoice?
If for some reason all the commercial invoice data is being sent but the layout of DHL's commercial invoice doesn't meet the shipper expectations, a shipper generated commercial invoice image can be included in the shipment request. Simply use base64 encoding of the image file and include in the request message. Note that all the information on the shipper provided invoice must be included in the shipment request because in most markets the image is for exceptions and the data is used for the automated clearance. The shipment is still eligible for PLT, however don't use the bypassPLTError set to true. This will result in the need to print an extra copy of the commercial invoice as well as the DHL Waybill doc to hand over to the courier for non-PLT shipments.

What if the shipment doesn't meet the criteria for bypassPLTError, such as the commercial invoice data isn't available?
The shipment must to be processed without the WY special service code to work.

What is a Waybill Doc?
A Waybill Doc, previously known as the Archive Doc, is a summary of the shipment information and does not get labeled onto the package as it contains sensitive information such as declared value and the shipper account number.

Waybill Docs are required to print and handover to the courier along with the commercial invoice hardcopy for shipments that aren't processed as PLT or ADI.

It is up to the shipper if they want to have keep a record of the waybill doc and hence the option should be configurable for them to have the waybill doc included in the response message. The default behavior should be to not request the waybill doc. Simply omit this optional element in the imageOptions.

When a shipper does request the waybill doc simply as a reference, ideally through a default configuration option, request the transport label and waybill doc as 2 separate files to streamline printing. Simply include splitTransportAndWaybillDocLabels set to 'true'. Keep in mind the courier only requires the hardcopy of the waybill doc for non PLT/non ADI shipments.

PAPERLESS TRADE

DHL Express
Certification Overview
Our API
Customer Experience
▶ Paperless Trade
Brand Guidelines
Submission and Review

Paperless Trade/Automated Digital Imaging **Importance of Data Quality**

PAPERLESS TRADE/AUTOMATED DIGITAL IMAGING

```
"outputImageProperties": {
    "encodingFormat": "pdf",
    "imageOptions": [
        {
            "typeCode": "invoice",
            "templateName": "COMMERCIAL_INVOICE_P_10",
            "isRequested": true,
            "invoiceType": "commercial",
            "languageCode": "eng"
        },
        {
            "hideAccountNumber": false,
            "templateName": "ARCH_6X4",
            "isRequested": true,
            "typeCode": "waybillDoc"
        }
    ],
    "splitTransportAndWaybillDocLabels": true
},
```

IMPORTANCE OF DATA QUALITY

Data quality underpins the expedited customs clearance and compliance of regulatory authorities. Key information related to the products being shipped as well as the legal entities numbers involved in the transaction are critical to achieving excellent service quality.

Regulatory Authorities across the globe are moving towards a fully data-driven environment to enable efficient and risk-based clearance processes.

Complete & accurate goods line item data is THE KEY ENABLER for our fast and compliant Clearance processes, avoiding delays and fines & penalties for our Customers and DHL.

We encourage all our Customers to embrace the opportunity of connecting systems and providing accurate data electronically to enable a fast and fullycompliant Clearance experience!

It is our joint priority to make it happen and we count on your support.

JOHN PEARSON
CEO DHL Express

PAPERLESS TRADE

DHL Express
Certification Overview
Our API
Customer Experience
▶ Paperless Trade
Brand Guidelines
Submission and Review

Overview of Key Data Element Catagories

	Data Element Category	Example	Why Is This Important?
1	Shipper & Exporter of Record (EOR)	**Shipper & Exporter of Record (EOR):** John Shipper | Road Name, No | Zip Code | Country	Legally required for security filing and as part of a compliant customs declaration
	Receiver & Importer of Record (IOR)	**Receiver:** Paul Receiver | Road Name, No | Zip Code| Country **Importer of Record (IOR):** Tom Importer | Road Name, No | Zip Code| Country	
2	Contact	John.Shipper@email.com | +12 3456789	To contact in case of missing paperwork/ information, avoiding clearance delays so we can clear customer shipment as quick as possible
		Paul.Receiver@email.com | +98 7654321	
		Tom.Importer@email.com | +45 6478391	
3	Registration Number	Number: 12345678910	Critical info for DHL to clear the shipment (i.e. tax & customs registration of the parties involved). If customer wants to use a shipper VAT collect model, DHL requires the shipper's VAT Registration (e.g. IOSS, LVG, OSR), otherwise VAT potentially is charged twice.
	Type	Type: EORI Number	
	Issuing country	Issuing Country: Belgium	
4	Type (Business/Private)	Type: Private or Commercial , B2C or B2B	For compliant customs clearance and to ensure the correct Deminimis threshold and duty exemptions are applied
	Reason for Export	Reason for Export: Repair and Return	
5	Line Item Goods Description	Sunglasses with lenses optically worked	Legally required for security filing and as part of a compliant customs declaration
	Line Item HS Code for Export/Import Line	9004.10.XXXX* (*last digits are country-specific)	
	Item Country of Origin	China	
	Line Item Quantity and Measure	3 units (sunglasses)	
6	Goods Line Item Value & Currency	Goods Line Item Value: US$150 (x 3 units)	Legally required for as part of a compliant customs declaration
	Total Other Monetary Amount	Insurance: US$ 25	
	Total Freight Value & Currency	Total Freight: US$ 50	
	Total Invoice Value & Currency	Total Invoice: US$ 525	
	Incoterm and Place	Incoterm: EXW Place: Shanghai/China	
7	Total Gross Weight & Unit	0.5 kilograms (KG)	Legally required for security filing
8	WB Number	WB Number: 123456789	Legally required for compliant customs declaration
	Customs Document Date Customs Document	Customs Document Date: July 22nd 2020	
	Type and ID	Type: Commercial Invoice | ID: 98765543	

BRAND GUIDELINES

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
▶ Brand Guidelines
Submission and Review

BRANDING DHL EXPRESS

Our red DHL logo on Postyellow is simple, strong, and widely recognized around the world. Accurate representation of our brand in all merchant touchpoints helps customers make a connection between our brand and the international shipping expertise we deliver.

Access our DHL Brand Hub for **logos and guides.**

Brand Name:
As a global brand with multiple business units, this guide is specific to DHL Express. The Business Unit should be referenced in all written instances.

BRAND GUIDELINES

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

APPROVED LOGOS

Logo without background
Logo for use on a Postyellow surface within our layouts.

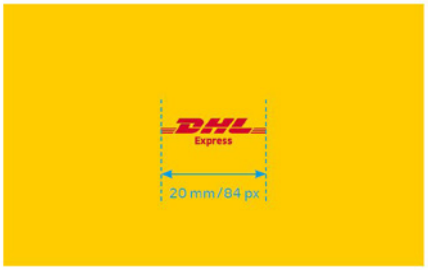
Logo on brand field
Logo for use on a white surface or in foreign media. Use it on stationery, letterhead, business cards, lockers, DHL ServicePoints, and partner media (sponsorships, co-branding).

Black logo
Logo for use where only black is available, such as fax sheets or monochrome packaging.

Usage

We recommend a logo width equal to seven base units.

Buffer zone
To ensure that our logo retains its legibility and integrity, always maintain a buffer zone of at least one base unit between the logo and all other design elements. (One base unit typically equals 1/7th of the logo width.) In DHL layouts, the buffer zone is at least two base units



Do not reduce the size below a width of 20 mm or 84 px.

Minimum size
Our logo is strong enough to be visible and legible even when it is small, but do not reduce the size below a width of 84 px or 20 mm.

DOWNLOAD

*By downloading any file, you accept our **Terms and Conditions.***

BRAND GUIDELINES

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
▶ Brand Guidelines
Submission and Review

APPROVED LOGOS

Logo Usage Don't

Special exception required to use this logo.

Don't rotate the logo.

Don't use logo.

Don't use logo.

Don't use logo.

NOTE:

- Co-branding, lock-up logos are not allowed without expressed consent and approval.
- The logo cannot be modified without the expressed consent of DHL.

Tip: *Our logo is strong enough to be visible and legible even when it is small, but do not reduce the size below a width of 84 px or 20 mm.*

BRAND GUIDELINES

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
Submission and Review

GOGREEN PLUS LOGOS

Plus logo identifies products that, with the help of clean processes, technologies, and fuels, have a substantially reduced carbon footprint. It is reserved exclusively for our products and in our media. For GoGreen Plus logo and usage guidelines, click **here.**
Learn more about DHL's commitment to sustainable practices **here**.

When selected, DHL Express will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). Reduce 30% of your shipment's carbon emission.

Dark Green **#007C39**

RGB: 0 | 124 | 57
CMYK: 100 | 0 | 100 | 10

DHL Express
Certification Overview
Our API
Customer Experience
Paperless Trade
Brand Guidelines
▶ Submission and Review

SUBMISSION AND REVIEW

What to Submit | How to Submit | Our Review Process | Terms and Conditions

WHAT TO SUBMIT

The key items to submit for review are:

- Samples requests/responses
- Screen shots of your solution
- Tutorials/Onboarding instructions

HOW TO SUBMIT

Provide the artifacts to your DHL Express representative either via email or via screen sharing. Additionally, if a test environment is available to access that is ideal.

OUR REVIEW PROCESS

DHL Express will review the alignment of the test cases to your software target scope and help with any language to be shared with our mutual customers

TERMS AND CONDITIONS

If your company is ready to embark on a journey with DHL Express and include DHL Express products and services into your software solution, please ensure that you are familiar with our terms and conditions:

- https://developer.dhl.com/terms-use
- https://developer.dhl.com/api-reference/dhl-express-mydhl-api#get-started-section/legal-terms
- https://group.dhl.com/content/dam/deutschepostdhl/en/media-center/responsibility/dhl-group-information-security-code-of-practice-iscop-072023.pdf
- https://group.dhl.com/en/about-us/code-of-conduct/supplier-code-of-conduct.html

DHL Express

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Valid: 1st January 2024

The information in this guide is correct as of 1stJanuary 2024. DHL Express reserves the right to amend or modify any of the information at any time.