



DHL CUSTOMS SERVICES

TAKING CUSTOMS BROKERAGE TO THE NEXT LEVEL

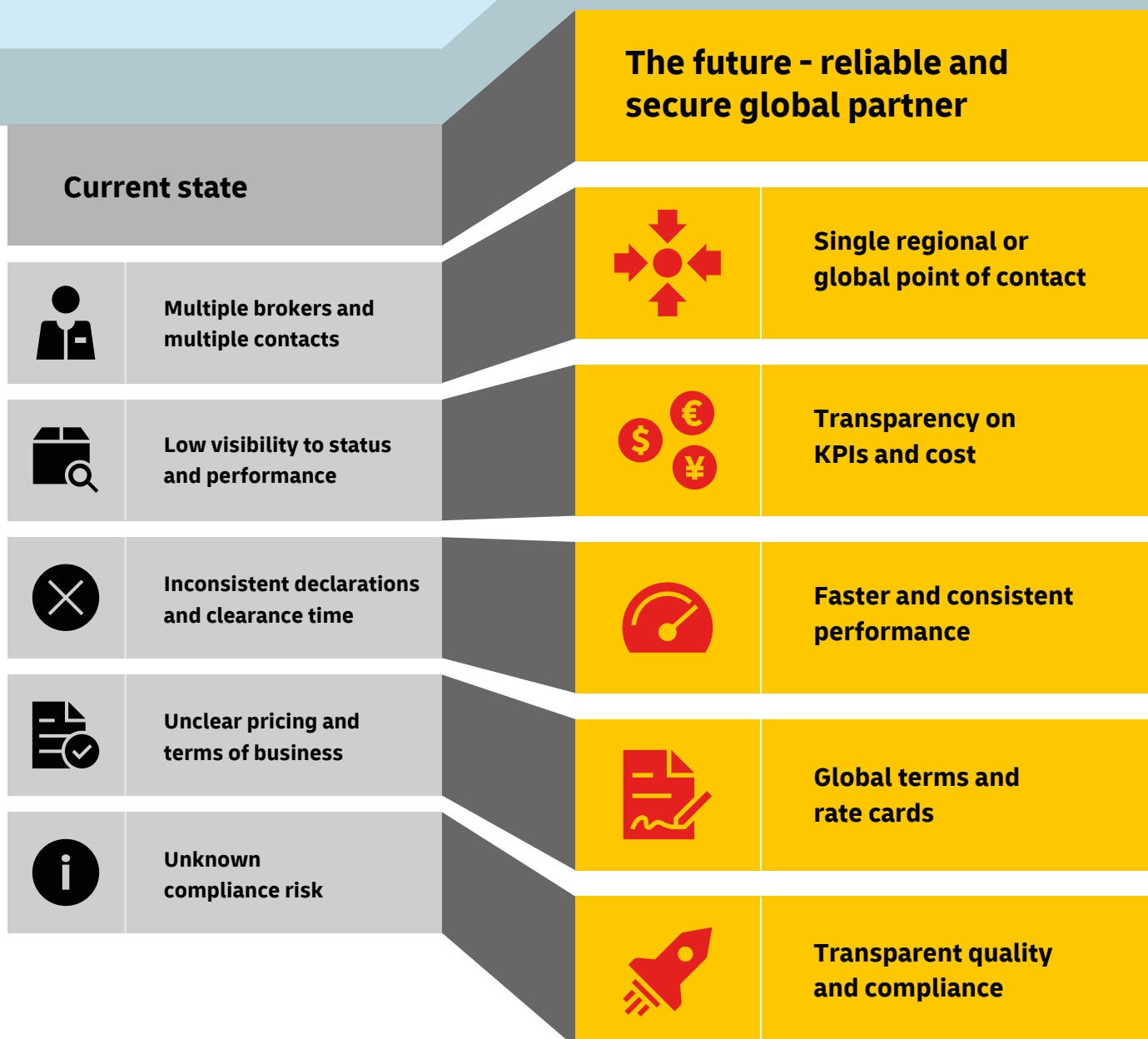


IMPROVE YOUR CUSTOMS BROKERAGE STRATEGY

Choosing the right Customs Broker can reduce clearance times, protect compliance, allow for a more flexible and resilient supply chain, and ultimately reduce both direct and indirect costs.

Traditionally, global companies often partnered with different customs brokers in each port or country. This approach is no longer suited to deliver the transparency and data consistency required to optimize global supply chains.

At DHL, we combine our deep local customs experience in over 100 countries with a truly global approach to quality and transparency.



DHL CUSTOMS SERVICES – OUR CAPABILITIES

Local expertise, global transparency

DHL provides import and export declaration services in over 100 countries around the world. We combine our deep local country knowledge and flexible service approach with a suite of global tools designed to provide transparent and consistent services anywhere.



Core customs services

Customs declaration preparation and submission

- Documentation receipt, identification, and review
- Flexible customer interfaces for electronic (e.g. EDI) receipt and transmission
- HTS classification
- Other general consulting/guidance
- Payment of duties and taxes
- Customs status notification
- Transmission of local customs data

Post entry service

- Exception management
- Post entry amendment
- Exam coordination
- Petition filing (e.g. drawback, protest, assistance)

Centralized implementation

- Local, regional and global teams to ensure operational consistency and compliant trade activities



Value added services and special expertise:

Customs control towers tailor made to customer needs

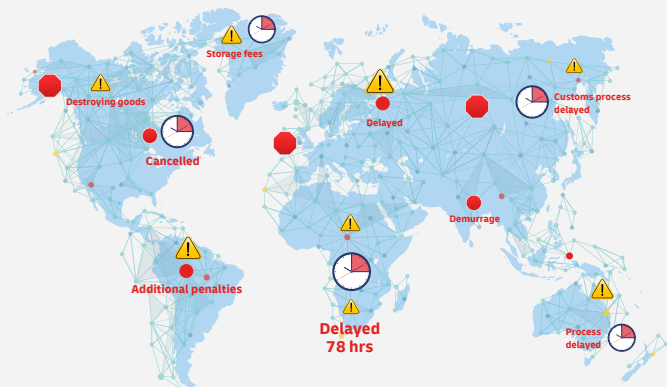
- Proactive communication of regulatory changes
- Import license management
- Pre-alert process
- Green light document review
- HTS classification assistance
- Submission of declaration and data to customs and other agencies

Reporting and archiving

- KPI reporting
- Non-conformance notification
- Customized local reporting
- Standard Global Customs Declaration Report
- Global document archiving
- Duty and spend global reports

Account management

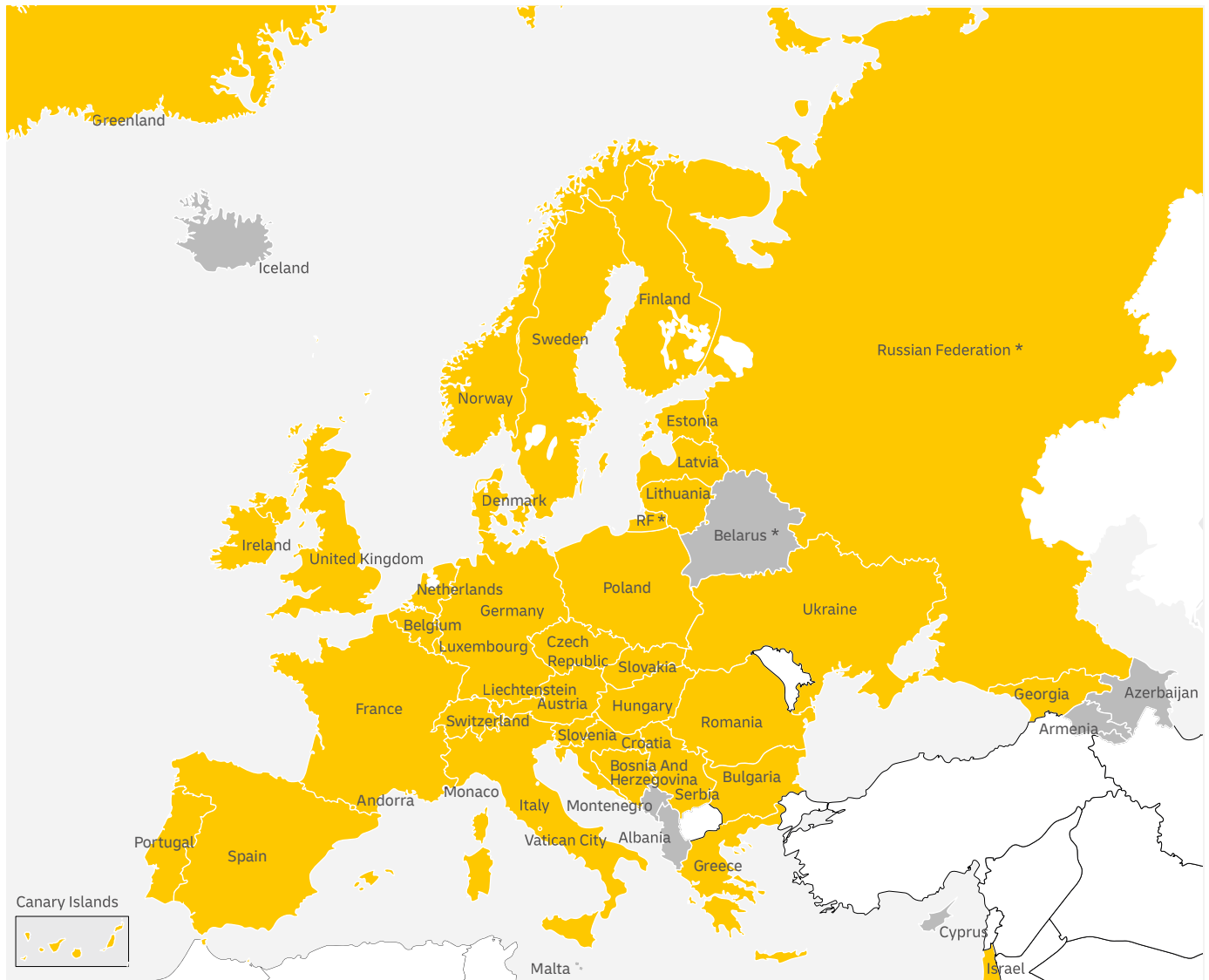
- Single point of contact
- KPI review
- Post-entry audit
- Continuous quality improvement initiatives
- Monthly and quarterly business review
- Global meetings



GEOGRAPHIC FOOTPRINT | EUROPE

Introduction

DHL Global Forwarding's **"Europe"** region is a wonderfully diverse mixture of 57 countries and territories, including (but not limited to) the United Kingdom, 27 EU Member States, 4 EFTA Member States, Russia and the Commonwealth of Independent States. We provide customs brokerage services with a combination of deep local expertise together with global tools and processes.



● DHL own office









● Agent office

○ n/a

* Currently suspended services

GEOGRAPHIC FOOTPRINT | EUROPE

Key Facts

	Over 2.5 million declarations processed by our Europe Customs team annually		Consistent control via quality and performance metrics as well as best practices and audits
	850+ employees dedicated to customs brokerage across Europe		Expertise working with global companies
	Holds compliance accreditations including 35 AEO certifications and considerable ISO approvals		Customer education Seminars, webinars, and client training
	Full tracking visibility in customers clearance steps		Value Added Services: Customs Control Tower Solutions, EDI brokerage capabilities, Implant solutions, regional Customs Customer Management, Green light document review process etc.

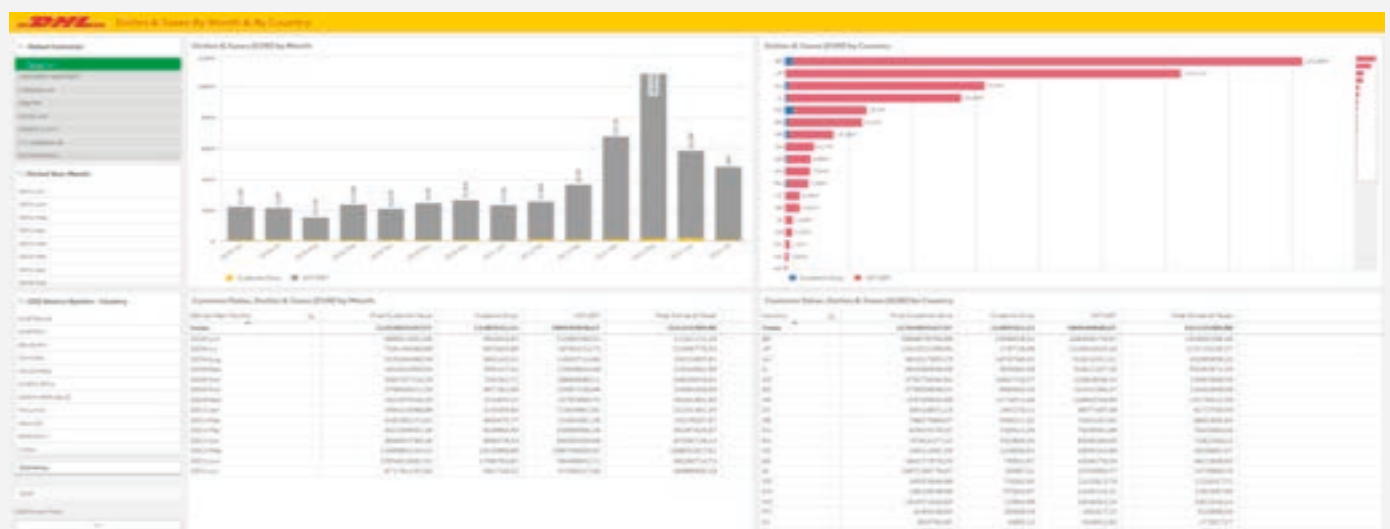
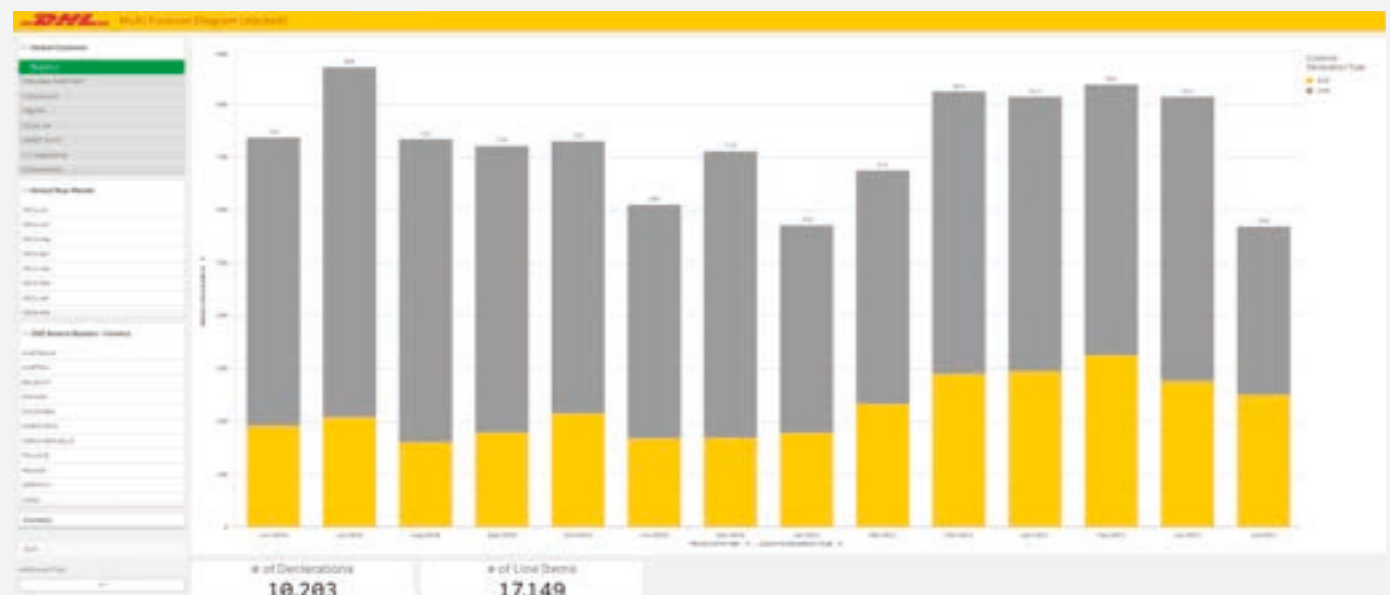
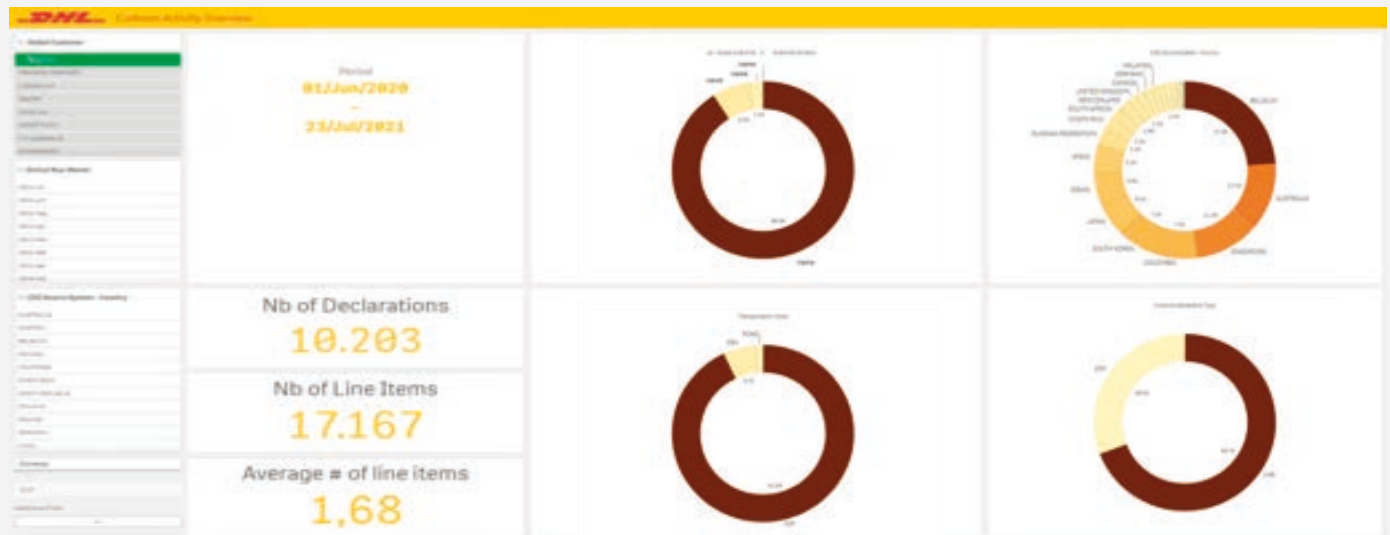
Brexit

DHL Global Forwarding continues to navigate our customers through the evolving Customs clearance landscape and are able to offer best in class Customs clearance solutions at both sides of the newly formed border. Including highly automated processes which allow us to handle huge volumes of declarations in the tight deadlines required by trade flowing between the UK and EU



GLOBAL REPORTING – PERFORMANCE VISIBILITY 24/7

Via our Global Customs Reporting System, DHL customers enjoy full transparency to the details of each declaration prepared and submitted on their behalf.



DHL CUSTOMS SERVICES – AT A GLANCE

Over **4,000** customs specialists
in **106** countries worldwide



25,000+

Import/Export
declarations per day



85%

Declarations processed in-house
by DHL customs specialists



Compliance at the core

Compliance is at the heart of everything we do.
We appreciate the risk and act accordingly.

50+

Authorized economic
operator certifications

400+

Certifications from the Customs
and Excise Studies Centre



Digital Excellence

The Customs Brokerage
environment is changing...

So are we.

Technologies enabling
Transparency
Efficiency
Compliance
Insight



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