

DHL GLOBALMAIL

A CONVENIENT AND COST-EFFECTIVE
INTERNATIONAL MAIL SERVICE

European Union | 2024

DHL
Express



Key features
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Key features

DHL Globalmail is an international mail service exclusively available to DHL Express customers. Convenient, reliable and cost-effective, it's ideal for sending items up to 2kg.

Easy to use

You don't need to sort your mail. Just place it in the packaging provided and we'll do that for you.

Free collections

Your international mail will be collected by your DHL Express courier, so there's no need to arrange a separate collection or take your mail to the post office.

Choice of services

With three services available, you can choose the service that best matches your requirements. Priority is an untracked service while the Tracked and Plus services offer additional visibility during transit through a number of scan events.

Reliable delivery

DHL Globalmail is a 'Priority' international mail service and offers the fastest possible delivery via the international mail network. Delivery in the destination country is carried out by the national postal service provider.

Free return of undeliverable mail

Items that cannot be delivered in the destination country will be returned to you, free of charge, via the international mail network.

One account, one invoice

You can send DHL Globalmail shipments using the same account number that you use to send your DHL Express shipments, and everything is billed on the same invoice.

Climate-friendly shipping

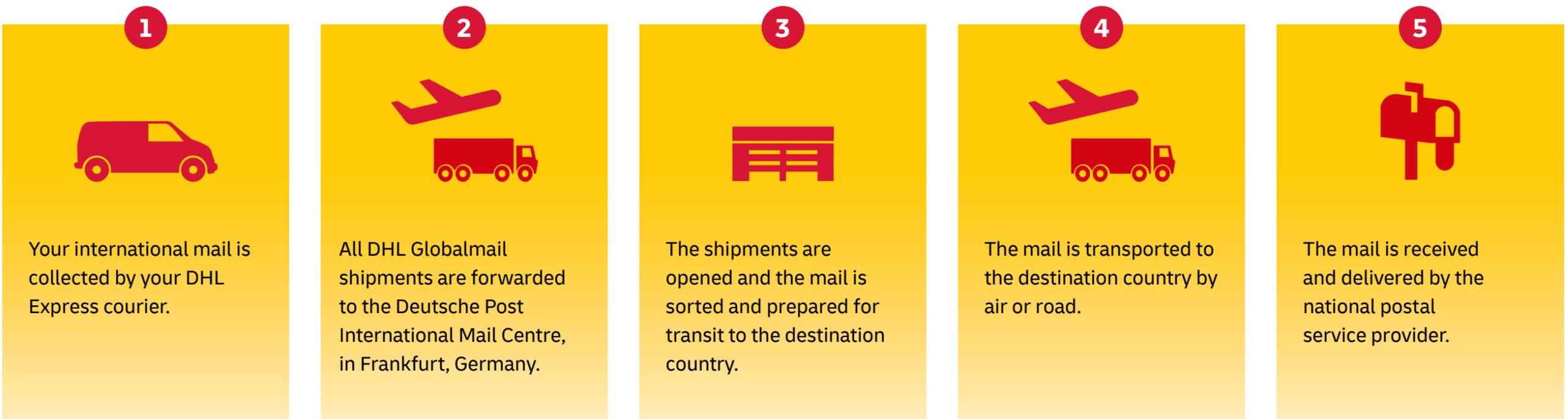
All mail items sent on the DHL Globalmail service are transported in a CO2e compensated manner at no additional charge.

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How it works

DHL Globalmail combines the strengths of DHL Express, Deutsche Post and the international mail network.



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Services

There are three services available, allowing you to choose the service that best matches your requirements.

	Priority	Tracked	Plus
Suitable for items up to 2kg	Yes	Yes	Yes
Number of destination countries available	220+	46	220+
Tracking information available	No	Yes	Yes
Signature required from recipient on delivery	No	No	Yes
Compensation in case of loss or damage	No	Yes	Yes
Free return of undeliverable items	Yes	Yes	Yes

The Priority service is ideal for items that do not require tracking and where the availability of compensation is not essential.

If you are sending items which need greater visibility, the Tracked service provides status updates at a number of points during the delivery process, including final delivery.

The Plus service also provides tracking but items can only be delivered upon receipt of a signature from the recipient.

In addition, the Tracked and Plus services both offer compensation if an item is lost or damaged.

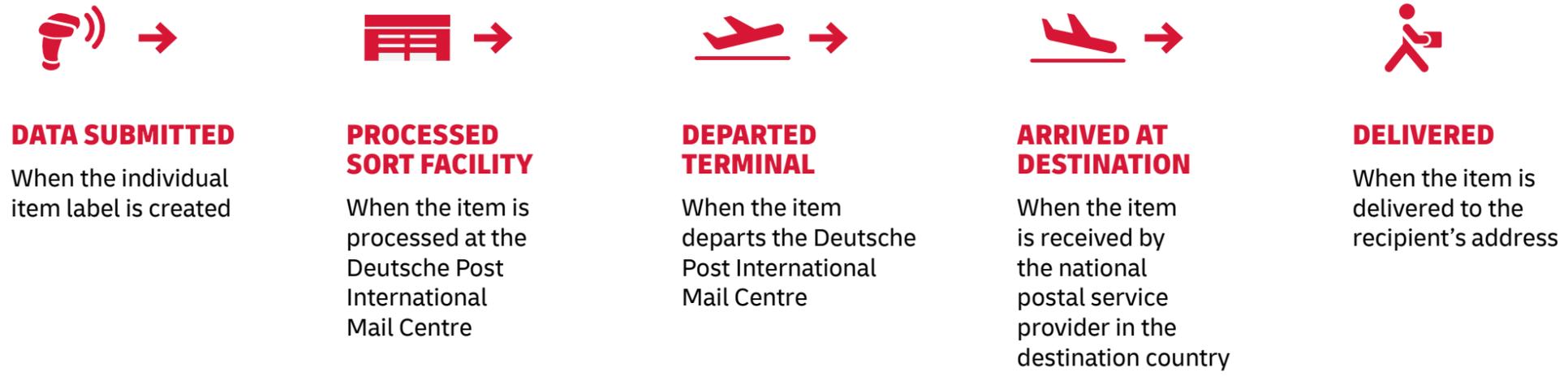
[To check service availability to a destination country, click here to open the DHL Globalmail Service Coverage Guide.](#)

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Tracking information

All DHL Globalmail items can be tracked to the point of arrival at the Deutsche Post International Mail Centre using the DHL Express Waybill number. From that point on, only items sent on the Tracked and Plus services will receive further status updates as they travel through the international mail network. The status updates are as follows:



Items sent on the Tracked service do not require a signature, they are simply scanned on delivery. Depending on local postal standards, items will be posted in the mailbox or can be collected from a local post office.

For items sent on the Plus service, a signature must be provided by the recipient on delivery. If the recipient is not at home, the item cannot be left and a second delivery attempt will be made or a card will be left notifying the recipient to collect the items from a local post office.

Please note that the 'Delivered' status update is not provided in all destination countries on the Plus service. For an up-to-date list of countries where the 'Delivered' status is provided, please refer to the DHL Globalmail Service Coverage Guide (see link on page 4).

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Delivery aims

Although DHL Globalmail does not offer the same speed of delivery as other DHL Express services, it is a ‘Priority’ international mail service and offers the fastest delivery possible via the international mail network.

	Delivery Aim
Germany	2 – 4 days
Europe	3 – 6 days
Rest of World	6 – 15 days

The delivery aims are in working days and exclude the day of collection.

Please note that delivery is not guaranteed within the number of days shown and delays can occur due to a range of factors (for example, customs, industrial action, extreme weather).



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What you can send

DHL Globalmail is suitable for sending a wide range of international mail items. It's perfect for businesses sending paper-based mail, like invoices, statements, direct mail and catalogues, but it's also ideal for e-commerce retailers needing a reliable and cost-effective solution for the delivery of low-value goods.

	LETTER	LARGE LETTER	PACKET (including Rolls/Tubes)	
Maximum Weight	100g	500g	2kg	
Maximum Dimensions	245 x 165 x 5mm	381 x 305 x 30mm	Length + Width + Height must not exceed 900mm. No single dimension to exceed 600mm.	Length + (2 x diameter) must not exceed 1040mm. Length must not exceed 900mm.
Minimum Dimensions	140 x 90mm	140 x 90mm	140 x 90mm	

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What you cannot send

The international mail network is suitable for most mail items but there are some restrictions to be aware of.

1



OVERSIZED OR OVERWEIGHT ITEMS

Items which exceed the maximum dimensions or the 2kg weight limit cannot be forwarded via the international mail network. To avoid unnecessary delays and costs, please ensure that all items sent are within the maximum size and weight limits.

2



PROHIBITED AND RESTRICTED ITEMS

You are responsible for checking that the items you send are permitted for carriage in the international mail network. The list of prohibited and restricted items can vary from the list that applies to other DHL Express services. If you are in any doubt or require further clarification, please ask your DHL Express Account Manager.

3



A-B-A REMAIL

A-B-A Remail is where an item originates in Country A, is posted in Country B for delivery in Country A. This is forbidden under international mail regulations and, therefore, it is not possible to send domestic mail items using the DHL Globalmail service.

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Label creation

Each individual mail item must be labelled in accordance with the product specifications. The requirements differ for each service but the information contained on the label will include the following:

- 1 The address of the recipient.
- 2 The Deutsche Post PPI (Postage Paid Impression), which includes a PO Box number for the return of undeliverable items.
- 3 A barcode for all items sent on the Tracked and Plus services and all items containing goods sent on the Priority service. The barcode is used for tracking purposes but also as a reference number for the submission of electronic pre-advice data used for customs clearance.
- 4 A CN22 customs declaration for all items containing goods being sent to a country where customs clearance is required. This can be used for items with a commercial value up to a maximum of €370. It is recommended that items exceeding this value are sent using a DHL Express time-definite service.

Customs Declaration May be opened officially CN22 Designated operator Deutsche Post				PRIORITAIRE Wenn unzustellbar, zurück an En cas de non remise prière de retourner à Postfach 2003 36243 Niederaula Germany		Deutsche Post Briefentgelt bezahlt Port payé 60544 Frankfurt Allemagne	
<input type="checkbox"/> Gift <input type="checkbox"/> Documents <input type="checkbox"/> Samples <input type="checkbox"/> Others <input checked="" type="checkbox"/> Sales of goods				Customer Reference: 1234			
Quantity and detailed description of contents	Weight (in kg)	Value (in GBP)	TO Paul Smith 1 High Street 10210 WASHINGTON DC UNITED STATES				
- 1x Bracelet	0.10	30.00					
HS tariff number and country of origin of goods	Total Weight	Total Value					
- 711620, GB	0.10	30.00					
I, the undersigned, whose name and address are given on the item, certify that particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or customs regulations. - Date and sender's signature: 05-Dec-23							
This document is computer generated and is valid without signature.			LY 498 518 393 DE				

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Label creation

Item labels can be easily prepared using the Deutsche Post Customer Portal, an online shipping solution, or a number of commonly used e-commerce and shipping platforms. Alternatively, it is possible to integrate label creation into your own systems via an Application Programming Interface (API).

All of these options will capture and enable the submission of Electronic Advance Data (EAD). This is required by customs authorities in order to process inbound postal items and is mandatory for all items containing goods.

If you are only sending documents on the Priority service, EAD is not required and you just need to include the Deutsche Post PPI on your mail items. Artwork will be provided so that the PPI can be pre-printed or we will provide PPI stickers for you to apply to each item. If neither of these options is possible, the PPI can be applied at the Deutsche Post International Mail Centre. However, as a generic PO Box number will be used in place of a customer-specific PO Box number, it will not be possible to return any undeliverable mail items.

When your mail items are labelled, they can be placed in a flyer bag, box or mail sack and a Waybill should be attached to the shipment, ready for collection by your DHL Express courier.



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Climate-friendly shipping

All DHL Globalmail shipments are delivered in a CO2e*-compensated manner at no extra charge. This applies to all shipments from posting at Deutsche Post’s International Mail Centres.

We calculate the CO2e footprint for all cross-border shipments from posting to delivery in the destination country. This is not done on a customer-specific basis, but at the overall process level. Deutsche Post subsequently compensates for the CO2e emissions generated during transport by investing in internationally recognized climate protection projects (e.g. by reforesting the rainforest). You can find more information about the projects by [clicking here](#).

Go Green label

If you create your item labels via the Deutsche Post Customer Portal or the API, a GoGreen logo is automatically displayed in the label. If your labels are not created via the portal or the API, a GoGreen logo can be applied to the left of the franking mark on the items.

* CO2e = CO2 equivalent: it gives the greenhouse gas effect normalized to CO2 for CO2 and eight other greenhouse gases (e.g. methane).



We ship climate-friendly with Deutsche Post

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Pricing

DHL Globalmail tariffs are calculated on a customer by customer basis and will depend on the profile (destination, format, item weight) of the mail you are sending.

Item and Kg Pricing

The DHL Globalmail service uses an item and kg pricing method. Please refer to the pricing example below for an explanation of how this works.

Price per item	Price per Kg	Price for a 200g item
€1.00	€5.00	€2.00

The price is calculated by adding together the price per item and the price per kg:

Price per item : 1 item x €1.00 per item = €1.00

Price per kg : 0.2 x €5.00 per kg = €1.00

Total price : = €2.00

Format – Letter, Large Letter or Packet

Items sent on the Priority service are billed according to their actual weight but the price per item also depends on the format of the item. An item can be Letter, Large Letter or Packet format, depending on the weight and dimensions of the item, as shown on page 7.

All items sent on the Tracked and Plus services are considered to be Packet format for pricing purposes.

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Undeliverable items

Items that cannot be delivered in the destination country will be returned to the sender via the international mail network.

All undeliverable mail items are sent to the Deutsche Post International Mail Centre in Niederaula, Germany. Here the items are sorted by customer, consolidated and returned on a weekly basis to the address specified.

In order to facilitate this process, a customer-specific PO Box number will be provided, free of charge. The PO Box number forms part of the PPI and can be easily added if you are using the Deutsche Post Customer Portal to prepare your labels.

If you are sending items containing goods, the use of a customer-specific PO Box is mandatory.



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Compensation

Up to €40 in compensation can be claimed if an item sent on the Tracked or Plus service is lost or damaged. Claims must be submitted on the official claim form, available from your DHL Express Account Manager.

- 

Complete Claim Form with details of lost or damaged items
- 

Deutsche Post will complete an investigation with the post office in the destination country
- 

The results of the investigation will be confirmed within six weeks
- 

If loss or damage is confirmed, compensation will be paid

Contact us

For further information,
please contact your DHL Express Account Manager.

[dhl.com](https://www.dhl.com)

