

# EXPRESS 12:00

## IMPORT



[www.dhl.com.my](http://www.dhl.com.my)

An international express door-to-door import service for document and non-document shipments with delivery before noon on the next possible business day to all major business centers within Europe, the Middle East and Asia Pacific.

### WHEN IMPORTING IS IMPORTANT

When importing time-critical packages, our commitment is to serve you with a complete range of services that match your level of urgency. So, when your shipment needs to be with you before noon on the next possible business day, you can count on DHL IMPORT EXPRESS 12:00. A guaranteed delivery\* by 12:00 noon allows you to plan your time and resources more efficiently.

Business today moves faster than yesterday. If you are needing to import goods from a supplier in another country and receiving them before noon tomorrow makes the difference in keeping a customer, then DHL IMPORT EXPRESS 12:00 is what you need. Our unique Import Express service is available from or between 214 different countries, with no need for local brokers or forwarders to get involved at any step along the way. A single phone call is all it takes.

Choose DHL IMPORT EXPRESS 12:00 for your urgent shipping needs. You will see how simple and efficient trading with the world can be.

- Ideal for time-critical deliveries
- One company is responsible door-to-door
- Unparalleled customs expertise
- No hidden costs
- Online, real-time tracking
- One account number for all your imports
- A single invoice in your local currency
- Full money-back guarantee included\*

\* DHL Terms and Conditions apply

**DHL**  
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### Gain greater control over your business.

With DHL IMPORT EXPRESS 12:00 you can rely on prioritized handling to ensure your imports are delivered to you on the next possible business day before 12:00 noon. And with standard collection cut-off times at origin, your supplier has enough time to prepare to your shipments for sending.

- Rely on the best coverage in the industry – DHL Express reaches more destinations in Europe, the Middle East and Asia by 12:00 noon than any other express company.
- DHL IMPORT EXPRESS 12:00 is also available from selected distant destinations, with a delivery to you on the second business day.
- If your shipment requires customs clearance, you can relax knowing that DHL Express has more in-house customs experience than any other company – we'll take care of every detail.

### Take advantage of these optional services.

Because every business is different, and every day brings something new, DHL Express offers a variety of optional services and handling options to suit your needs.

- **Insurance:** Additional financial protection based on the value of the shipment.
- **Packaging:** From free-of-charge standard flyers and envelopes to premium quality boxes of different shapes and sizes.
- **Proof of delivery:** In the case of arranging imports to a third party, a copy of the signature collected at the time of delivery.
- **Billing Services:** Flexible options for billing transport charges, duties and taxes amongst different parties.
- **Proactive Tracking Services:** We track your shipment for you from the moment the courier collects it to the time the shipment is delivered, which means peace of mind when importing goods to third parties.

### Your shipments are never out of sight.

DHL Shipping Tools extend from simple online booking to sophisticated systems that integrate shipping with other business processes, offering you the ultimate in efficiency and convenience.

With DHL Import Express Online, you can prepare everything in just a few clicks, from finishing customs paperwork to arranging a courier collection.

DHL Tracking Tools use advanced shipment event management technologies to ensure that you know where your shipment is at all times. These tracking options are available to you free of charge:

- **Website:** Log on to [www.dhl.com.my](http://www.dhl.com.my). Just select tracking and enter the waybill number of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct waybill numbers to [track@dhl.com](mailto:track@dhl.com).
- **SMS tracking:** You can track the progress of single waybill numbers via the text messaging service on your mobile phone. Just send a text message to (+44) 7720 334455 at the cost of a local SMS.

### Shipping Tips:

- Authorize your suppliers to use your Import Express account by simply sending a standard Routing Order which you can download from [www.dhl.com](http://www.dhl.com).
- Even heavier shipments qualify for pre-noon delivery – DHL IMPORT EXPRESS 12:00 is available for shipments up to 300 kg and pieces up to 70 kg.
- Use DHL's online Trade Automation Service at [www.dhl.com/TAS](http://www.dhl.com/TAS) for any questions on customs regulations or paperwork.
- An experienced Customer Service Agent is available 24 hours a day, 7 days a week at CS hotline 1800-888-388.

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