



DHL PACKET INTERNATIONAL & DHL PACKET PLUS INTERNATIONAL FROM MALAYSIA TO THE WORLD

In 2017, the size of the e-commerce industry in Malaysia was worth RM 24.6 Billion, with cross border transactions accounting to 40% of all transactions .¹ No matter where your e-commerce customers are, DHL Packet International and DHL Packet Plus International enable you to send products to your customers worldwide in a reliable and cost effective manner.



E-commerce Made Easy By DHL

We know what it takes to grow and sustain your e-commerce business around the world – we are the e-commerce specialist and offer you solutions to drive your e-business into the growing international market

Superior Service Worldwide

DHL Packet International is your ideal delivery solution for merchandise such as apparel, accessories and costume jewelry. It is an economical options for e-tailers, promising reliable delivery by local delivery service partners in the destination country

DHL Packet Plus International offers additional benefits and high-value features for your shipments. With online milestone tracking, standard compensation of up to €40 – DHL Packet Plus International is our economical and comprehensive solution for lightweight international B2C shipments

CONNECT WITH YOUR CUSTOMERS WORLDWIDE

With e-commerce growing in leaps and bounds, consumers are shopping online with increasing frequency. Customers can come from anywhere around the world and to reach them in the most effective and efficient manner you will need DHL Packet International and Packet Plus International. We will ensure your parcel is delivered promptly and reliably through our world class logistics services and operations in 220 countries and territories.

SERVICE LEVELS

- Standard
- Priority Manifest²



Notes:

1. EC Insider, Payvision
2. Priority Manifest is only available for shipments into Germany.

DHL eCommerce – Excellence. Simply delivered.

TRANSIT TIMES FROM MALAYSIA*

| Destination | Transit Time |
|---------------------------------|--------------|
| Europe | |
| Austria | 9 – 11 |
| Belgium | 8 – 11 |
| Czech Republic | 8 – 11 |
| Denmark | 8 – 14 |
| Finland | 10 – 13 |
| France | 6 – 9 |
| Germany | 5 – 7 |
| Hungary | 9 – 12 |
| Ireland | 8 – 12 |
| Italy | 14 – 16 |
| Netherlands | 6 – 11 |
| Poland | 8 – 12 |
| Portugal | 11 – 16 |
| Spain | 8 – 13 |
| Sweden | 7 – 11 |
| Switzerland | 8 – 13 |
| Turkey | 10 – 14 |
| United Kingdom | 5 – 7 |
| Rest of Europe | 9 – 15 |
| Asia Pacific | |
| Australia | 7 – 11 |
| Hong Kong | 6 – 9 |
| Japan | 8 – 10 |
| South Korea | 6 – 9 |
| New Zealand | 7 – 12 |
| Taiwan | 6 – 8 |
| Thailand | 7 – 11 |
| Rest of Asia Pacific | 7 – 19 |
| Americas | |
| Canada | 9 – 12 |
| United States of America | 8 – 10 |
| Rest of South America | 9 – 19 |
| Middle East & Africa | |
| Whole of Middle East & Africa | 9 – 19 |

DHL PACKET INTERNATIONAL ADVANTAGES

- Affordable shipping option for low value parcels weighing up to 2kg
- Extensive reach through the DHL global network
- Pick-up¹
- Easy-to-use online Portal for your shipment preparation
- Origin dispatch confirmation status via our online Portal²

DHL PACKET PLUS INTERNATIONAL ADDITIONAL ADVANTAGES

- Including all DHL Packet International advantages
- End-to-end milestone tracking³
- Customer Service contact to handle enquiries

DIMENSIONS & REQUIREMENTS WEIGHT/SIZE LIMITS

| | |
|--------|---|
| Length | Maximum 60 cm |
| Weight | Maximum 2 Kg |
| Size | (Length + Girth ⁴) shall not exceed 90 cm |

Notes:

1. Pick-up is a standard feature
 2. Subject to shipment data availability
 3. Final delivery scan is available in selected destinations for specific products
 4. Girth is 2W + 2H
- * Transit times quoted are estimated in business days and exclude local public holidays. Transit times quoted are estimated upon shipments receipt at DHL facility. Transit times quoted are subject to delays due to customs inspection and/or force majeure event as well as changes without prior notice

CONTACT DETAILS

For more information on DHL Packet International & DHL Packet Plus International, please contact your account manager or email us at: cs-ecom.my@dhl.com