

Important Information

03/24/2020

Latest Network Updates

COVID-19 Customer Service Update Emergency Situation Surcharge

In the face of the challenges posed by the current global COVID-19 situation, DHL Express is working to maintain a reliable delivery service for you and your customers. We are currently mobilising our business continuity plans, monitoring and responding to rapidly changing local conditions.

In order to ensure operational continuity and to keep connecting the world with a high-quality service, **effective 1st April 2020** we will temporarily and until further notice levy an **Emergency Situation Surcharge** to all Time Definite International (TDI) shipments.

This Emergency Situation Surcharge will allow us to cover part of the operating cost increases and the necessary air network adjustments during the time of this emergency situation.

Please find below the mechanism of this surcharge:

	Billing Method	Chargeable Weight	Charge Amount
Emergency Situation Surcharge	Fixed Charge Per Shipment	Up to 2.5 kg	No charge
		2.51 - 30 kg	£2.25
		30.1 - 70 kg	£13.50
		70.1 - 300 kg	£45.00
		>300.1 kg	£180.00

In case you need further specific detail about the actual operational status in your country, please contact your account manager or customer service representative.

Why are we creating this surcharge?

DHL Express transports your shipments around the world using our own fleet of dedicated DHL cargo aircraft, supported by significant amounts of commercial air cargo purchased on passenger flights. This unique model provides the coverage, capacity and service levels that you, have come to expect, connecting all 220+ countries and territories worldwide.

You will all have seen in the news or experienced firsthand the dramatic impact the current COVID-19 crisis is having on the global aviation industry, resulting in significant reductions or

complete cancelation of passenger flights in most countries.

Our Global Network teams have been working around the clock to react and adjust our network, adapting it to reflect the changes in capacity and demand resulting from the global upheaval. The massive reduction in available commercial air cargo capacity and destinations has necessitated a switch to more indirect routings and the purchase of additional cargo aircraft lift, which is in high demand.

These factors, among others, increase our costs during this period to unsustainable levels.

This Emergency Situation Surcharge will allow us to cover part of the operating cost increases and the necessary air network adjustments during the time of this emergency situation.

How much will I be charged for my shipments?

Below you will find how this will work for 2 example shipments:

- 20 kg shipment from Wellington (New Zealand) to London (United Kingdom):
Surcharge amount: £2.25
- 190 kg shipment from Bogota (Colombia) to Athens (Greece):
Surcharge amount: £45.00

In what instances will the surcharge apply?

The Emergency Situation Surcharge will be applicable to all Time Definite International (TDI – Air Express) shipments.

You will all have seen in the news or experienced firsthand the dramatic impact the current COVID-19 crisis is having on the global aviation industry, resulting in significant reductions or complete cancelation of passenger flights in most countries.

We kindly ask you to ensure your invoice approval cycles & process have been updated accordingly to avoid any delays.