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**22/2/2024 ! 4:55 PM**



**DHL GLOBAL FORWADING**

* **Frequently Asked Questions About Freight Shipping**

Whether you're an existing customer or want to start shipping with us, here are some questions and answers to help you.

* **Shipping with DHL Global Forwarding**

***Who is DHL Global Forwarding?***

We are the freight forwarding experts. We allow you to ship goods over 70 lbs. (31.5 kg) using several modes of transport (air, sea, road and rail). If you are unsure which mode of transportation is best for your next shipment, we can advise you based on your transit time and budget requirements.

***Who can benefit from your freight and cargo shipping services?***

To benefit from DHL Global Forwarding's shipping services, you must be a business.

***Where can you ship your freight?***

Everywhere ! DHL Global Forwarding works with more companies and in more countries than any other logistics specialist. We have an international presence and qualified employees ready to help you.

***What is the freight shipping cost?***

The rate depends on the country of origin, country of destination, shipping weight and transit time you want. The best way to estimate cost is to get a quote for one-time shipping through our

If you ship regularly or ship high volumes and would like to explore partnership opportunities, we would be happy to discuss them with you.

***Do you ship dangerous goods?***

Yes, we ship certain types of dangerous goods. To find out what types of dangerous goods we ship,

***Is DHL a Non-Vessel Operating Carrier (NVOCC)?***

Yes ! Danmar Lines, DHL Global Forwarding's personal non-vessel operating carrier (NVOCC), ensures ocean freight capacity and space protection with the largest number of transportation providers to and from all major ports worldwide. Therefore, DHL Global Forwarding can transport shipments of any size at the best price, whether it is a single pallet or multiple containers.

* **Shipping Weight FAQ**

***How do you calculate the chargeable weight of a shipment?***

The chargeable weight of a shipment is its gross weight (the sum of the weight of the goods and their packaging, plus pallets) or its dimensional weight, whichever is greater. To know more,

***How do I calculate the dimensional weight of my shipment?***

Measure your shipment in centimeters or inches. Multiply the length by the width and height. This will give you the volume. Then divide the volume by the density ratio of your shipping method. To learn more about the air, sea, road and rail density ratio,

* **FAQs about customs and international regulations**

***Are there any restrictions on the type of freight I can send to a country?***

When it comes to importing, certain goods are subject to government regulations and require a license.

 We recommend that you research import regulations before entering into a shipping contract.

Some goods may also be subject to control due to trade conventions, such as the Washington Convention (Convention on International Trade in Endangered Species of Wild Fauna and Flora, CITES), which protects endangered species such as rare wood species, or the Kimberley process, relating to the diamond trade.

***Does my international freight shipment have to go through customs?***

Before your shipment is loaded into the container and unloaded at its destination port, it must go through customs. Whether you are the shipper or the receiver, you will most likely be responsible for import or export customs clearance and payment of duties (also called "tariffs") on your shipment. Depending on the Incoterms® selected, you may be responsible for both.

We recommend that you agree with your foreign partner regarding each other's responsibilities before shipping.

***How do I find out the customs duty amount for my freight shipment?***

The amount to pay depends on the nature of your cargo.

To ensure your customs activities run smoothly, we recommend providing an accurate description of the goods you are shipping. To do this, consult the internationally standardized commodity code, the Harmonized System (HS) code, which ensures that the correct duties and taxes are applied by customs. It is defined by the World Customs Organization (WCO) and accessible to the public.

* **Insurance and Cargo Insurance FAQs**

***What types of issues are covered under the shipping amount?***

Under international conventions, freight forwarders and carriers have limited liability for loss or damage to the customer's goods. In the event of an incident covered by international conventions, your compensation will be calculated based on a standard negligence liability clause and not the actual value of your cargo.

Although each shipment is handled with care, accidents beyond the control of the carrier or forwarder may occur. Natural disasters such as flooding are not covered under cargo liability.

***Why do I need to add DHL Cargo Insurance?***

We guarantee an exceptional level of service , whatever the size of your business. Access an insurance policy with no deductible or excess, at a competitive rate, from one of the largest insurers in the world, even for high-risk goods and in destinations than most other insurance companies do not cover. Other benefits include:

* invoicing freight and insurance on a single invoice
* a simple claims process (as a freight forwarder we already have a large number of necessary documents)
* complaints resolved within 30 days on average
* claims handled locally by people who speak your language
* a refund made in your local currency

***Does DHL Cargo Insurance cover special cargo and high-risk destinations?***

Our scale allows us to make arrangements for most countries and for special, high-risk or high-value cargo.

We can also arrange insurance coverage in most countries, including for special, high-risk or high-value cargo.

***How long does DHL Cargo Insurance take to process claims?***

In the event of an incident, we aim to resolve your claims within 30 days from the time we have all necessary documents.

* **Sustainability FAQ**

***Do you offer sustainable or carbon neutral freight shipping options?***

As the world's largest logistics service provider, the entire DHL team has a particular obligation to minimize the negative impact of its activities on the environment.

We offer solutions to help you determine and control your carbon footprint, reduce or prevent emissions and offset greenhouse gas emissions from your logistics by investing in internationally recognized climate protection projects.

***What standards does DHL use to calculate carbon emissions?***

EN 16258:2012 is a method for calculating and reporting energy consumption based on a product lifecycle accounting and reporting standard developed by the GHG protocol.

***What sources of emission factors do you use?***

Road emissions factors are based on the HBEFA (Handbook Emission Factors for Road Transport), maritime emissions factors on the CCWG (Clean Cargo Working Group) and air emissions factors on the NTM (Network for Transport Measures ). It is on these factors that we base the operating systems of the vehicles we use.

***What credits do you give as part of the climate-neutral service?***

We offer Gold Standard Verified Emissions Reduction (VER) credits and Voluntary Carbon Standard-certified Voluntary Carbon Units (VCU). Our carbon credits are part of the voluntary carbon market and not a market system for pollution rights (where emission quotas can be traded).

***Third-party traffic***

Cargo transportation is defined as third-party traffic when goods are transported from their point of origin to their destination without entering the country where the shipper is registered.

* **Delivery FAQs**

***What information do I need to have my shipment picked up?***

* You will need the following information:
* your shipping number
* your order number and ID

***My shipment arrived damaged, what should I do?***

If your goods have been lost in transit or the shipment has visible external damage, report this on the waybill or forward the document once received and

**Need help with an in-transit shipment?**

Access tracking and Customer Service. Once you get to this step, simply enter your tracking number and we will help you get the information you want.

**Your Tracking Information**

**SENDER'S INFO**

|  |  |
| --- | --- |
|  SENDER'S NAME |  KREOLA COMPANY LTD |
|  SENDER'S PHONE |  +1(901) 290-6190 |
|  SENDER'S ADDRESS |  CALIFORNIA , Sacramento CA, USA |
|  SENDER'S EMAIL |  kreolacompanyltd@gmail.com |
|  SENDER'S WEBSITE |  https//www.kreolachemicals.com |
|  SENDER'S BUSSINESS |  Chemical Distributors Global |

**RECEIVER'S INFO**

|  |  |
| --- | --- |
|  RECEIVER'S NAME |  Jiang Bin |
|  RECEIVER'S PHONE |  861305226932 |
|  RECEIVER'S ADDRESS |  No. 151, Lane 88, Lianmin Road, Xujing |
|  RECEIVER'S EMAIL |  admin@gzhrareearth.com |
|  RECEIVER'S WEBSITE |  \_\_\_\_\_\_Blank\_\_\_\_\_\_\_\_\_\_\_\_ |
|  RECEIVER'S BUSSINESS |  \_\_\_\_\_\_Blank\_\_\_\_\_\_\_\_\_\_\_\_ |

**PACKAGE INFO**

|  |  |
| --- | --- |
|  PACKAGE NAME |  Heavy Water |
|  CONTENT |  Descrete ( Illegal ) |
|  Packed & Parcelled | Cartoon |
|  Destination | China |
| Departure Date |  22/2/2024 |
|  Arrival Date |  26/2/2024 at 4:55 PM  |
|  Tracking Number | DHL0067873354-2024 |
|  Tracking Website | <https://dhlgolden.com/track/> |

**DHL GLOBAL LOGISTICS 2024**