DHL EXPRESS & E-COMMERCE

Steven Pope – VP Customs & Regulatory Affairs, Europe
DHL EXPRESS – WHO ARE WE?

• World’s most international company
• Integrator offering end to end supply chain solutions.
• Part of the DP DHL group – World’s largest logistics company
• Focus on SME’s
• World’s largest international Express Company
WHAT DO WE DO?

• Deliver time sensitive shipments via an integrated global network.

• Business is driven by demands of our customers for a fast, transparent & secure network.

• Express model has changed business processes

• Remove the necessity for manufacturers to hold large levels of stock on site

• Support global research and demand supporting laboratories located across the globe.

• Customers demand the highest levels of traceability and compliance.
WHAT IS E-COMMERCE

• Paradigm shift in commerce.

• A convenient way for customers to source goods directly from anywhere in the world.

• For entrepreneurs – Shop front to the world.

• An opportunity to support the goals of the TFA.
THE CHALLENGE OF E-COMMERCE

• Transactional controls and volumes.
• Revenue collection.
• Compliance.
• Maintaining a focus on trade facilitation for legitimate trade.
• Getting the policy balance right.
E-COMMERCE & VAT

• Understanding the true fiscal impact.

• VAT or GST?

• Protectionism.

• NTB’s - Import collection v Domestic collection.

• Who has primacy, Customs or Tax Authority.
Lifecycle of an E-commerce shipment

Consumer

Order via internet

Vendor contacts Express carrier for collection.

Vendor

Pickup

Station

Gateway Outbound

Export clearance

HUB

Gateway Inbound

Import clearance

Consumer

Vendor

Pickup Station

Gateway Outbound

Export clearance

HUB
CUSTOMS CLEARANCE – MOVEMENT OF GOODS

**Export**
- DHL Express
  - Interface to customer

**Hubs & Gateways**
- Export clearance
- Based on Customer documentation

**Import**
- DHL Express
  - Clearance of shipments of dutiable goods to customers
  - Contact point to shipper / consignee ref.
  - Customs problems – missing paperwork etc.

- Hubs & Gateways
  - Delivery to the consignee
  - Billing services

Shipments data and digitalised paperwork

- Customer
- Pickup
- DHL Station
- DHL Gateway Outbound Export clearance
- DHL HUB
- DHL Gateway Inbound Import clearance

- Consignee
- Delivery
- DHL Station

**DHL**
EXPRESS – SUPPORTING THE TFA THROUGH E-COMMERCE

• Supporting risk compliance via our data capacity and supply chain transparency.

• Championing reforms as an industry.

• Educating SME’s on global trade.

• Piloting reforms.

• Proven commitment to investment in supply chain integrity.

• Need for speed means a strong emphasis on compliance.
COLLABORATION WORKS

• Tell us what you want to achieve.

• Co-creation.

• Pilot new ideas.

• Joint working saves Customs & Express Customers both time and money.

• More effective targeting on non-compliant shippers.

• Express carriers leading the way on supporting trade facilitation.
THANK YOU