



# MSMEs' B2C GUIDE TO SELLING GLOBALLY

Unlock worldwide sales potential with DHL Express's digital tools and expert logistics solutions.



## 1 PLANNING

Utilize My Global Trade Services (myGTS) pre-shipment planning for cross-border shipments.

- **Pre-shipment planner**  
All-in-one tool for compliance with import/export regulations and calculating landed costs.
- **Trade lane comparison**  
Identify beneficial free trade agreements.
- **Find tariff codes**  
Classify products efficiently, aiding efficient customs clearance, and accurate pricing strategies.

## 2 SETUP

Ensure smooth deliveries with trusted logistics providers.

- **Importance of reliable providers**  
70% of shoppers prefer well-known logistics providers, and 43% are likely to abandon a purchase if the logistics provider is not recognized.
- **MSMEs support with QuickShip program**  
Create a DHL Express business account without credit history requirements and enjoy enhanced discounts and broader shipping options.

## 3 FULFILLMENT

Integrating DHL Express Commerce (DEC) with your e-commerce platform.

- **Platform integration**  
Manage shipping and logistics options directly on platforms like Shopify.
- **Customization**  
Adjust costs based on market-specific taxes for transparent pricing.

## 4 AFTER-SALES

Flexible delivery options with DHL On Demand Delivery (ODD).

- **Convenience**  
Take control of your shipments. Collect shipments from DHL Service Points, parcel lockers, or authorize contactless delivery.
- **Travel flexibility**  
Postpone deliveries up to 30 days without extra charge.

## 5 RETURNS

Streamlined returns with Label-Free shipping.

- **Efficiency**  
No need for physical labels; DHL handles labelling electronically.
- **Real-Time tracking**  
Access delivery updates instantly and reduce processing time.