



DHL eCOMMERCE SOLUTIONS HOLIDAY SCHEDULE

2020 Pick Up and Processing Schedule

THANKSGIVING

Wednesday	25 – Nov	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.
Thursday	26 – Nov	Pickups in the U.S. will be canceled.* U.S. Operations, Customer Service Center and Corporate Offices closed; Transportation Operations Center open (limited staffing); Canadian Operations open.
Friday	27 – Nov	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.

CHRISTMAS

Wednesday	23 - Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.
Thursday	24 - Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.
Friday	25 - Dec	Pickups in the U.S. and Canada will be canceled.* U.S. and Canadian Operations, Customer Service Center and Corporate Offices closed; Transportation Operations Center open (limited staffing).
Saturday	26 - Dec	U.S. Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.

CANADA - BOXING DAY

Saturday	26 - Dec	Canadian Operations closed; pickups in Canada will be canceled.*
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NEW YEAR'S 2020-2021

Wednesday	30 - Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.
Thursday	31 - Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.
Friday	1 - Jan	Pickups in the U.S. and Canada will be canceled.* U.S. and Canadian Operations, Customer Service Center and Corporate Offices closed; Transportation Operations Center open (limited staffing).
Saturday	2 - Jan	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup schedule; a determination will be made whether changes are possible.

*All pick-ups in the U.S. on November 26, December 25 and January 1 will be canceled. The USPS will not make final-mile deliveries for DHL eCommerce Solutions on November 26, December 25, and January 1.

*All pick-ups in Canada on December 25, December 26 and January 1 will be canceled. Canada Post will not make final-mile deliveries for DHL eCommerce Solutions on December 25 & 26 and January 1. There will be normal operations on all other days not listed.

Transportation Operations Center: 1-800-426-7478 or ecs.am.ops.logistics@dhl.com

Customer Service: 1-800-805-9306 or gmsu-askcustomerservice@dhl.com

For delivery prior to December 25, please keep in mind the following:

DHL eCommerce Solutions Domestic

For shipments via:	Ship on or before:
SmartMail Expedited Max	Thursday, December 17
SmartMail Expedited	Tuesday, December 15
SmartMail Ground	Friday, December 11

DHL eCommerce Solutions International

For International Shipments, please see the following page for service level and country specific deadlines.

Country specific deadlines for delivery prior to December 25

DHL Parcel International Direct (PLT)

Australia	2-Dec
Austria	7-Dec
Canada	8-Dec
France	9-Dec
Germany	9-Dec
Hong Kong	5-Dec
Ireland	8-Dec
Israel	9-Dec
Italy	9-Dec
Japan	12-Dec
Mexico	15-Dec
Netherlands	9-Dec
New Zealand	4-Dec
Rest of EU*	2-Dec
Singapore	2-Dec
South Korea	9-Dec
Spain	9-Dec
United Kingdom	14-Dec

*Rest of EU: Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Greece, Hungary, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Sweden

DHL Parcel International Standard (PLY)

African Countries	19-Nov
Australia	25-Nov
Brazil	2-Nov
Canada	1-Dec
China	27-Nov
Eastern Europe	30-Nov
France	7-Dec
Germany	9-Dec
Hong Kong	27-Nov
India	27-Nov
Israel	25-Nov
Japan	8-Dec
Mexico	12-Nov
New Zealand	30-Nov
Rest of Asia	30-Nov
Rest of Latin America	13-Nov
Russia	19-Nov
Thailand	27-Nov
United Kingdom	10-Dec
Western Europe	4-Dec

DHL Packet International (PKY)

African Countries	16-Nov
Australia	25-Nov
Brazil	6-Nov
Canada	1-Dec
China	3-Dec
Eastern Europe	30-Nov
France	3-Dec
Germany	9-Dec
Hong Kong	2-Dec
India	20-Nov
Israel	1-Dec
Japan	7-Dec
Mexico	19-Nov
New Zealand	19-Nov
Rest of Asia	27-Nov
Rest of Latin America	18-Nov
Russia	20-Nov
Thailand	30-Nov
United Kingdom	10-Dec
Western Europe	3-Dec

DHL Packet Plus International (PKT) (Legacy Product)

African Countries	16-Nov
Australia	25-Nov
Brazil	6-Nov
Canada	1-Dec
China	3-Dec
Eastern Europe	30-Nov
France	3-Dec
Germany	9-Dec
Hong Kong	2-Dec
India	20-Nov
Israel	1-Dec
Japan	7-Dec
Mexico	19-Nov
New Zealand	19-Nov
Rest of Asia	27-Nov
Rest of Latin America	18-Nov
Russia	20-Nov
Thailand	30-Nov
United Kingdom	10-Dec
Western Europe	3-Dec

Helpful Hints

We encourage you to submit your volume increase requests and forecast for the upcoming peak season as soon as possible, but no later than October 2, 2020. Please do not ramp-up your volume until DHL eCommerce Solutions has provided you with written approval.

Contact our Transportation Operations Center (TOC) or your Client Relationship Manager (CRM) if you require additional transport (sweeps) due to increased volume during peak; a determination will be made whether additional sweeps are possible.

Ensure an e-file is submitted for each pickup.

Please provide your Sales Manager or CRM with evening and weekend contacts, for fast resolution regarding pickups and/or processing questions.

We recommend maintaining a minimum supply level of at least 7 days. Depending on the type of supply, it may take several days to obtain.