

The logo for viamove, featuring the word "viamove" in a white, lowercase, sans-serif font. A thin white horizontal line is positioned above the "i" and "a" characters.

viamove

# **RATES GUIDE 2023**

## CONTENT

<b>Our Group</b>	<b>3</b>
<b>How does it works?</b>	<b>4</b>
<b>Payment Method</b>	<b>5-8</b>
<b>On-Demand Delivery</b>	<b>9-12</b>
<b>Same Day Delivery ( 2 hours / 4 hours / 8 hours)</b>	<b>13-20</b>
<b>Next Day Delivery (Premium)</b>	<b>21-25</b>
<b>International Delivery</b>	<b>26-38</b>
<b>International (Export) Rates</b>	<b>30-31</b>
<b>International (Import) Rates</b>	<b>32-33</b>
<b>International (3rd Country) Rates</b>	<b>37-38</b>

## OUR GROUP



**ENTERPRISE  
SOLUTIONS**

**TRANSPORT  
MARKETPLACE**

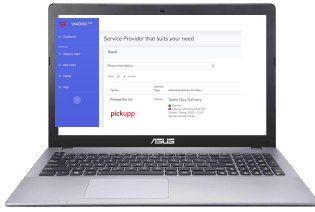


## What is Viamove?

**VIAMOVE** is a **Last-Mile** delivery service that helps companies with escalating operational costs, low utilization on delivery vehicles, small medium companies short of manpower to do deliveries etc.



## HOW DOES IT WORKS?



1

### Book your delivery

At the comfort of your desk, arrange for pickups and drop-offs effortlessly.



2

### Get a Viamove Agent

Our trusted partners will take it from here and ensure your parcels are delivered safely.



3

### Parcel delivered safely

Keep track of who receives your parcel with our electronic Proof of Delivery function.

## CHOOSE FROM 5 DELIVERY OPTIONS

### 1. On Demand

Essential for urgent delivery



**Pickup within 30 mins & delivered within 60 mins**

### 2. Same Day

Ideal for office hours



**Pickup & delivered within 2/4/8 HRS**

### 3. Next Day (Premium)

Economical for SME



**Pickup today & delivered tomorrow**

### 4. International

Deliver Global

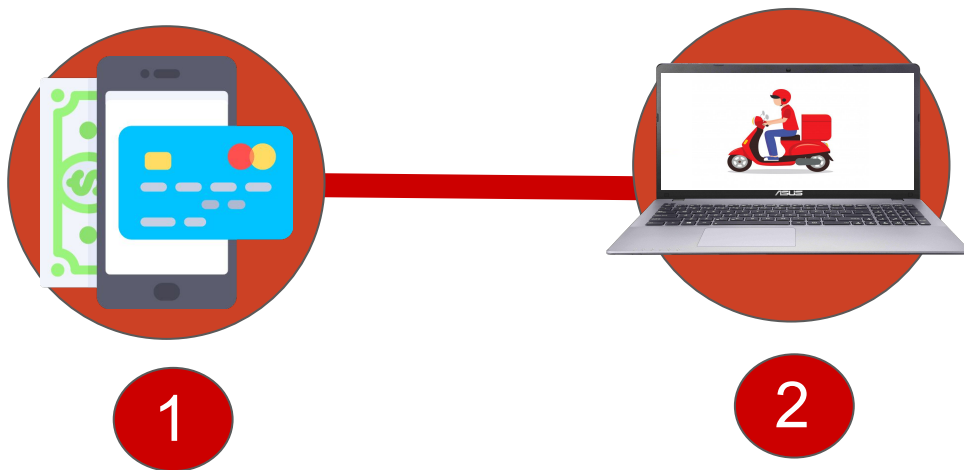


**Deliver internationally 1-3 days**

## PAYMENT METHOD

**Debit/Credit Card** payment method: For companies with the occasional delivery. Payment will be made on per-delivery basis. There would be a non-refundable card processing fee of 3.4% + \$0.60 per transaction.

### How does it work?



Direct payment through debit/credit card at the end of each delivery posting

Upon successful transaction, the delivery will be reflected on your dashboard

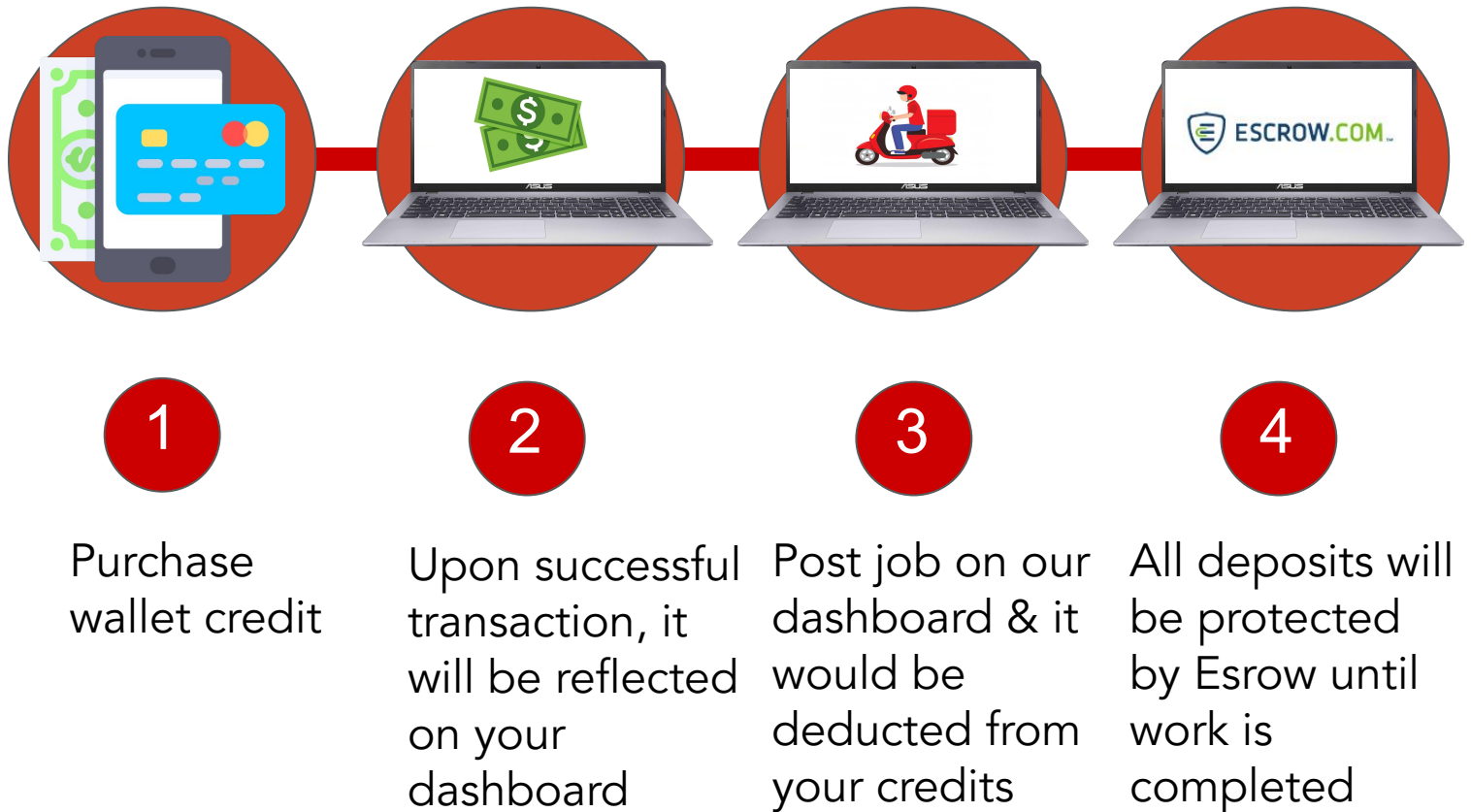
### How do i pay by Debit/Credit Card?

The image shows a payment method selection interface. At the top, there are two red buttons: 'WALLET' with a wallet icon and 'CREDIT CARD' with a credit card icon. Below these buttons, there is a section for entering card details. It starts with the text 'Or input card number' followed by a label 'Card number' and a text input field. To the right of the input field, there are labels for 'MM / YY' and 'CVC' with corresponding input fields.

At the end of each delivery posting, select “Credit Card”. Enter your debit/credit card details to pay

**Viamove Digital Wallet** is the seamless payment method for all your deliveries; it works exactly like cash, but better! Simply top up your preferred value through the credit/debit card, bank transfer or paynow, it will be reflected as Credits in your account. All deposits will be protected by Escrow until the work is completed.

## How does it work?



## How do i purchase the Credits?

Select your preferred value.

Top Up Wallet

Please select one of the options below

S\$50 Fun Pack

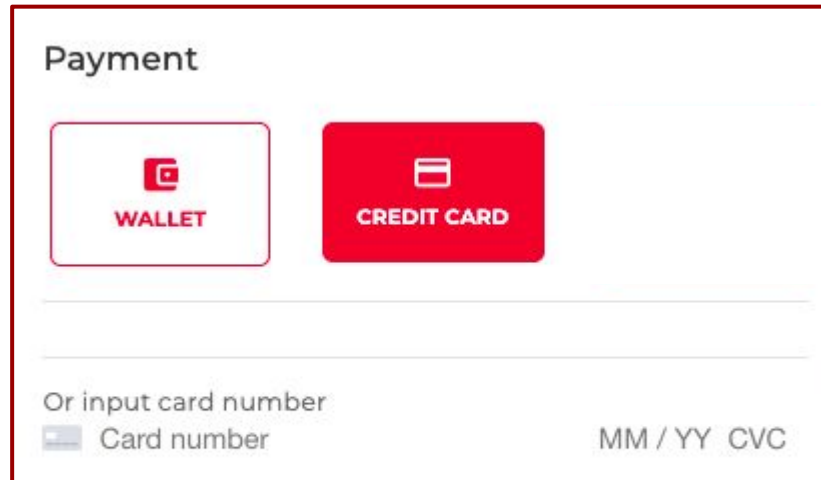
S\$100 Starter Pack

Get an extra S\$4 for free

## PAYMENT METHOD

There are three payment methods to top up:

### ***a. Via Debit/Credit Card***



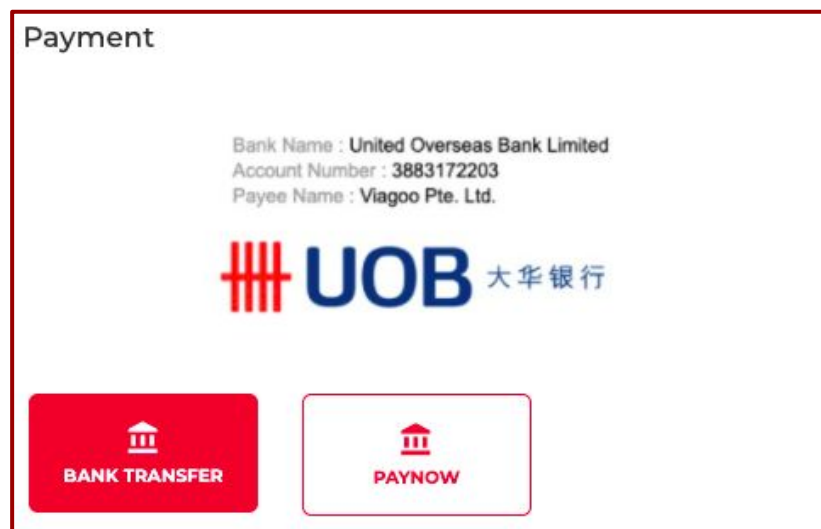
The screenshot shows a 'Payment' section with two main options: 'WALLET' and 'CREDIT CARD'. Below these, there is a section for manual card entry with the text 'Or input card number' and input fields for 'Card number' and 'MM / YY CVC'.

### ***b. Via Bank Transfer***

Transfer your preferred value to:

- Bank Name : United Overseas Bank Limited
- Account Number : 3883172203
- Payee Name : Viagoo Pte.Ltd

Screenshot your proof of transaction & upload. It will take 1-2 working days to process.



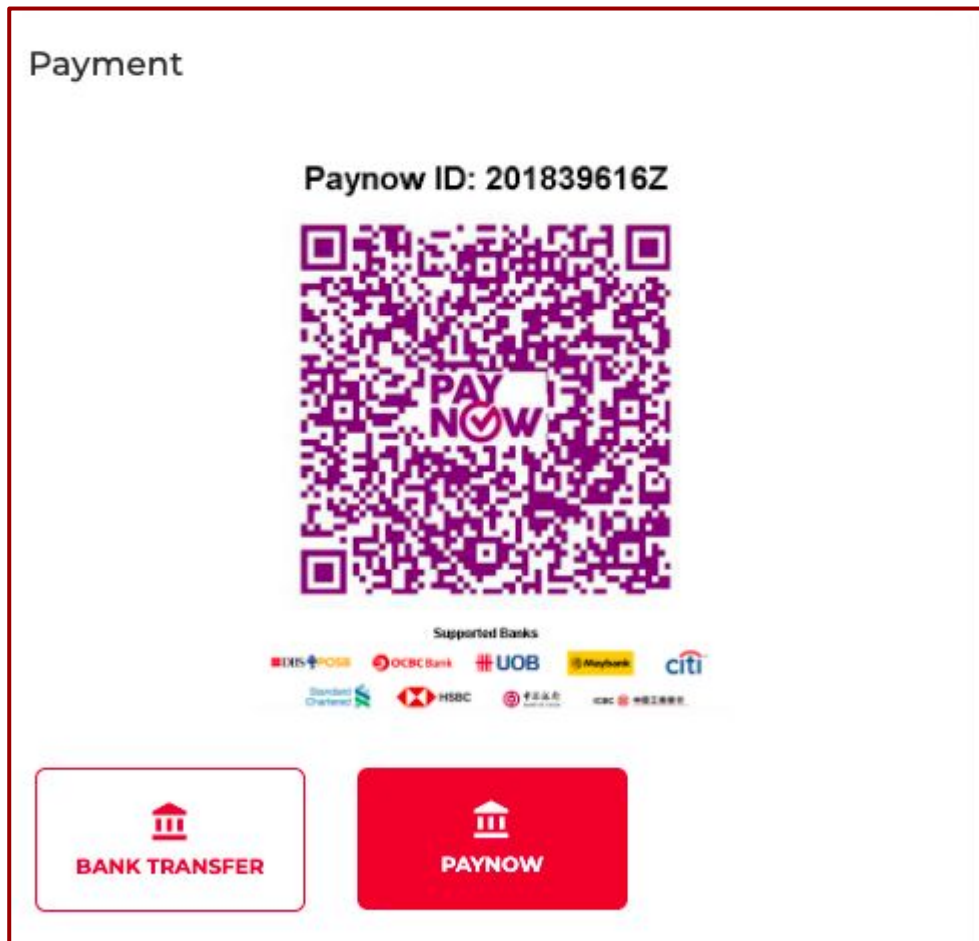
The screenshot shows a 'Payment' section for bank transfers. It displays the bank details: 'Bank Name : United Overseas Bank Limited', 'Account Number : 3883172203', and 'Payee Name : Viagoo Pte. Ltd.'. Below this is the UOB logo (大华银行). At the bottom, there are two buttons: 'BANK TRANSFER' and 'PAYNOW'.

### ***c. Via Paynow***

Paynow your preferred value to:

- Paynow ID : 201839616Z or
- Scan QR Code

Screenshot your proof of transaction & upload. It will take 1-2 working days to process.



# Viamove On-Demand Deliveries

Need to send a gift to a friend? Forgot your keys at home? Need to get a document urgently signed and sent back? Viamove has you covered!

With a few taps, get your parcel delivered within 60 minutes. Our multi-stop feature allows merchants to drop off their goods at up to 10 different locations within one trip!



## Order Requirement

1. Make sure you have selected the correct vehicle type that can fit your parcel
2. Please print way bill OR write order number on the parcel

## Services

1. Walker/bicycle, motorcycle, car, MPV & Van point to point services are capped at 1 hour of service time upon arrival of driver or scheduled time of order, whichever is later. Each additional stop adds on 60 minutes to the service time.
2. Immediate orders: Upon accepting immediate orders, drivers are given an estimated 30 minutes to arrive at the pickup location.
3. Scheduled orders: Drivers are to arrive at the scheduled pickup time and are given an allowance of 10 minutes grace period
4. **Order acceptance is subjected to delivery agent's availability**

## Payment Method

1. 1. Debit/Credit Card or Digital Wallet

## Cancellation/Charges

1. **Card processing fee is refundable only for 100% cancellation**
2. Cancellation made before the delivery agent is assigned will be 100% refund. All other cancellation will be refunded 50% only.
3. In the event of failed collection (e.g Parcel does not fit into the selected vehicle, Sender uncontactable, Item not ready, Wrong address, Change of address) , Customer has to cancel the order. 50% of the fee will be refunded
4. In the event of failed delivery (e.g Recipient uncontactable, Wrong address, Change of address), the Delivery Agent will either send the item back to Sender or redeliver at an additional fee of \$8 cash. In the event if Sender/Recipient is unwilling to make the additional payment. Item will be disposed. 100% of the original delivery charges will be applicable.

## VEHICLE TYPE



Type	Courier	Car	1.7m Van	2.4m Van
Operating Hours	24/7			
*Weight	≤ 8kg	≤ 20kg	≤ 400kg	≤ 800kg
*Dimension	40 x 25 x 25cm	70 x 50 x 50cm	160 x 120 x 100cm	230 x 120 x 120cm
Base Price	Starting from \$10	Starting from \$12	Starting from \$30	Starting from \$38
Additional Stop fee:	+\$5 (Maximum 2 Stops)	+\$5 (Maximum 5 Stops)	+\$5 (Maximum 10 Stops)	+\$5 (Maximum 10 Stops)

\*Applies to the combined size and weight of all the parcels within a single delivery booking

## ADDITIONAL SERVICES

For Van Only	
Driver's help	No additional fee
Additional help	+\$30 per helper
Moving Services	Limited to 2 hours service. Additional overtime charges - \$5 per driver/helper for 10 minutes block (capped at \$200)
Non-lift Access	Each flight of stairs is charged S\$10.00 per driver/helper. For example: Moving service with 2 helpers going down 1 flight of stairs(not per floor level) would cost \$20.00

## SURCHARGES

Surcharge	Walker/Motorbike	Car	1.7m Van	2.4m Van
District Surcharge 08:00am to 11:59pm (CBD, Little India, Novena, Kallang)	+\$2	-	-	-
CBD Dropoff 08:30am to 08:30pm	+\$2	+\$5	+\$5	+\$5
Late Night Surcharge	1.1x	10:00pm to 11:59pm		
	1.25x	12:00am to 07:59am		
Festive Surcharge	\$3		\$5	
Return Trip	\$8 (Applicable when items being returned to Sender)			

The rates listed may vary due to factors such as, but not limited to, demand-supply ratio, booking timing, traffic conditions and routing information, including any additional surcharge. For accurate pricing on your specific delivery, please refer to the final price as indicated in the Platform.

# Viamove Same-Day Deliveries

We connect more than 3000 companies to more than 30,000 Singaporeans to perform same-day 2 hours / 4 hours / 8 hours deliveries!



## Items Requirement

1. Make sure you have measured and inputted the size and weight of the parcel correctly
2. Please print way bill OR write order number on the parcel

## Time slot

1. Cut off timing for all timeslots will be 1 hour before timeslot (e.g cut off timing will be at 1pm for 2pm-6pm timeslot)
2. Collection and delivery of parcel will be performed within timeslot (e.g 10am – 6pm timeslot; order will be assigned and collect between 10am – 6pm and delivered by 6pm)
3. Specific customised collection/delivery timing is not allowed in notes section
4. **Order acceptance will be subject to agent availability.** If there's no agent available by the last 2 hours, please either reschedule or cancel the shipment. In the event of cancellation due to no agent, full refunds will be made to your source of payment.

## Payment Method

1. Debit/Credit Card or Digital Wallet

## Cancellation

1. **Card processing fee is refundable only for 100% cancellation**
2. Cancellation made 30 minutes before requested timeslot will be 100% refund.
3. Cancellation made when order is not assigned to any Delivery Agent will be 100% refund
4. All other cancellation will be refunded 50% only.
5. In the event of failed collection (e.g Parcel oversized, Sender uncontactable, Item not ready, Wrong address, Change of address) , Customer has to cancel the order. 50% of the fee will be refunded
6. In the event of failed delivery (e.g Recipient uncontactable, Wrong address, Change of address), the Delivery Agent will send the item back to Sender. The original fee (100%) will be applicable

## OUR TIMESLOTS

### SAME DAY (2 HOURS)

CUT OFF	*TIMESLOT	CUT OFF	*TIMESLOT	CUT OFF	*TIMESLOT
07:00am	08:00am - 10:00am	11:30am	12:30pm - 02:30pm	04:00pm	05:00pm - 07:00pm
07:30am	08:30am - 10:30am	12:00pm	01:00pm - 03:00pm	04:30pm	05:30pm - 07:30pm
08:00am	09:00am - 11:00am	12:30pm	01:30pm - 03:30pm	05:00pm	06:00pm - 08:00pm
08:30am	09:30am - 11:30am	01:00pm	02:00pm - 04:00pm	05:30pm	06:30pm - 08:30pm
09:00am	10:00am - 12:00pm	01:30pm	02:30pm - 04:30pm	06:00pm	07:00pm - 09:00pm
09:30am	10:30am - 12:30pm	02:00pm	03:00pm - 05:00pm	06:30pm	07:30pm - 09:30pm
10:00am	11:00am - 01:00pm	02:30pm	03:30pm - 05:30pm	07:00pm	08:00pm - 10:00pm
10:30am	11:30am - 01:30pm	03:00pm	04:00pm - 06:00pm	07:30pm	08:30pm - 10:30pm
11:00am	12:00pm - 02:00pm	03:30pm	04:30pm - 06:30pm	08:00pm	09:00pm - 11:00pm

\* The timeslot represent both collection & delivery timing.

Example: if timeslot for 8am -10am is selected, collection will be between 8am-10am and deliver by 10am.

## OUR TIMESLOTS

### SAME DAY (4 HOURS)

CUT OFF	*TIMESLOT	CUT OFF	*TIMESLOT	CUT OFF	*TIMESLOT
07:00am	08:00am - 12:00pm	11:00am	12:00pm - 04:00pm	03:00pm	04:00pm - 08:00pm
07:30am	08:30am - 12:30pm	11:30am	12:30pm - 04:30pm	03:30pm	04:30pm - 08:30pm
08:00am	09:00am - 01:00pm	12:00pm	01:00pm - 05:00pm	04:00pm	05:00pm - 09:00pm
08:30am	09:30am - 01:30pm	12:30pm	01:30pm - 05:30pm	04:30pm	05:30pm - 09:30pm
09:00am	10:00am - 02:00pm	01:00pm	02:00pm - 06:00pm	05:00pm	06:00pm - 10:00pm
09:30am	10:30am - 02:30pm	01:30pm	02:30pm - 06:30pm	05:30pm	06:30pm - 10:30pm
10:00am	11:00am - 03:00pm	02:00pm	03:00pm - 07:00pm	06:00pm	07:00pm - 11:00pm
10:30am	11:30am - 03:30pm	02:30pm	03:30pm - 07:30pm		

\* The timeslot represent both collection & delivery timing.

Example: if timeslot for 8am - 12pm is selected, collection will be between 8am-12pm and deliver by 12pm.

## OUR TIMESLOTS

### SAME DAY (8 HOURS)

CUT OFF	*TIMESLOT	CUT OFF	*TIMESLOT	CUT OFF	*TIMESLOT
07:00am	08:00am - 04:00pm	09:30am	10:30am - 06:30pm	12:00pm	01:00pm - 09:00pm
07:30am	08:30am - 04:30pm	10:00am	11:00am - 07:00pm	12:30pm	01:30pm - 09:30pm
08:00am	09:00am - 05:00pm	10:30am	11:30am - 07:30pm	01:00pm	02:00pm - 10:00pm
08:30am	09:30am - 05:30pm	11:00am	12:00pm - 08:00pm	01:30pm	02:30pm - 10:30pm
09:00am	10:00am - 06:00pm	11:30am	12:30pm - 08:30pm	02:00pm	03:00pm - 11:00pm

\* The timeslot represent both collection & delivery timing.

Example: if timeslot for 8am-4pm is selected, collection will be between 8am-4pm and deliver by 4pm.

## PARCEL SIZES



Type	Courier	Car	1.7m Van	2.4m Van
Weight	≤ 8kg	≤ 20kg	≤ 350kg	≤ 500kg
Dimension	40cm x 30cm x 30cm L x W x H	70cm x 50cm x 50cm L x W x H	160cm x 120cm x 100cm L x W x H	230cm x 120cm x 120cm L x W x H

- Courier : L + W ≤ 70cm, L & W each ≤ 40cm, maximum 1 package
- Car : L + W ≤ 120cm, L & W each ≤ 70cm, maximum 2 packages
- Vehicle type will be auto-selected upon inputting of dimension/weight

## RATES

	Courier	Car	1.7m Van	2.4m Van
2 HOURS	Base Price: \$10 (under 1km) + \$0.30/km for first 10km + \$0.35/km >10km	Base Price: \$12 (under 1km) + \$1/km for first 3km + \$0.40/km	Base Price: \$30 (under 1km) + \$0.45/km >1km	Base Price: \$38 (under 1km) + \$0.45/km >1km
4 HOURS	Base Price: \$10 (under 1km) + \$0.20/km for first 10km + \$0.25/km >10km	Base Price: \$12 (under 1km) + \$1/km for first 3km + \$0.35/km	Base Price: \$30 (under 1km) + \$0.40/km >1km	Base Price: \$38 (under 1km) + \$0.40/km >1km
8 HOURS	Base Price: \$10 (under 1km) + \$0.10/km for first 10km + \$0.15/km >10km	Base Price: \$12 (under 1km) + \$1/km for first 3km + \$0.30/km	Base Price: \$30 (under 1km) + \$0.35/km >1km	Base Price: \$38 (under 1km) + \$0.35/km >1km

## AREA SURCHARGE

Sentosa*	+\$5
Changi Airport*	+\$5
Tuas*	+\$5

\* Surcharge zones are an additional fees on top of usual rates.

## ADD-ON

Fragile	Fragile label on waybill
Pickup before XXX	+\$2 (Minimum 2 hours)
Round Trip	Point A to Point B to Point A

## ADDITIONAL SERVICES

### For Van Only

Driver's help	No additional fee
Additional help	+\$30 per helper

## FESTIVE SURCHARGE

Mother's Day	13th May 2023	\$3
	14th May 2023	
Vesak Day	1st June 2023	\$5
	2nd June 2023	
Father's Day	17th June 2023	\$3
	18th June 2023	
Hari Raya Haji	28th June 2023	\$5
	29th June 2023	
National Day	8th August 2023	\$5
	9th August 2023	
Mid-Autumn	28th September 2023	\$3
	29th September 2023	
Deepavali	11th November 2023	\$5
	12th November 2023	
	13th November 2023	
Christmas	22nd December 2023	\$8
	23rd December 2023	\$8
	24th December 2023	\$8
	25th December 2023	\$8
New Year	31st December 2023	\$5

## NO-GO ZONES

Location/Building/Area			
Amoy Quee Camp	Jurong Island	Nee Soon Camp	Seletar Airport
AVA Aquaculture Services Centre	Jurong Port	Nee Soon Camp (SCDF)	Seletar Camp
Bedok Camp	Jurong Shipyard	Nee Soon Driclad	Sembawang Air Base
Brani Island	Jurong Shipyard Medical Centre	Parliament House	Sembawang Camp
Bukit Panjang Camp	Kaki Bukit Camp	Pasir Laba Camp	Sembawang Drug Rehabilitation Centre
Central Manpower Base (CMPB)	Keat Hong Camp	Pasir Ris Camp	Sembcorp Marine Admiralty Yard
Changi Air Base	Keppel Offshore & Marine	Paya Lebar Air Base	Senoko Incineration Plant
Changi Exhibition Centre	Keppel Shipyard	Police Dog (K9) Unit	Senoko Power Station
Changi Naval Base	Keppel Shipyard (Gul)	Police Kins Training Camp	Shell Marketing Centre
Changi Prison Complex	Khatib Camp	PSA Terminal	SIA Engine Test Centre
Chong Pang Camp	Khusu Island	Pulau Bukom	Singapore Aero Engine Services Pte Ltd
Clementi Camp	Kranji Camp	Pulau Busing	Singapore Prison Service (HQ)
Defence Science Technologies Agency (DSTA)	Lim Chu Kang Camp	Pulau Sakeng	Singapore Prisons Quarters
Dieppe Barracks	Maju Camp	Pulau Sebarok	Special Operation Command
DSO National Laboratories	Mandai Camp 2	Pulau Tekong	St Johns Island
Free Trade Zone	Mandai Hill Camp	Pulau Ubin	Stagmont Camp
Gombak Base	Mandai West Camp	Pulau Ular	Sungei Gedong Camp
Gombak Base HQ	Mindef premises	Revenue House	Tanah Merah Prison
Gombak Camp	Ministry of Defence	Rifle Range Road Camp I	Tengah Air Base
Hendon Camp	Mount Vernon Camp	SAFTI Military Institute	Tuas Naval Base
Hillview Camp	Mowbray Camp	SATS Inflight Catering Centre	Woodlands Check Point
Jurong Camp	Murai Camp	Selarang Camp	

\* \*No-go zones are typical locations that most delivery companies do not go to. Typically places that are hard to access or require special pass to enter such as Army Camps and Government Buildings.

# Viamove Next-Day Deliveries (Premium)

Our next-day delivery service (premium) is an extension to our existing on-demand & same-day delivery services portfolio, and is part of Viamove's vision to broaden our technology and service footprint in the region. This service is perfect for users needing to economically move large volumes of deliveries during the festive season



## Order Requirement

1. Make sure you have measured and inputted the size and weight of the parcel correctly
2. Please print way bill OR write order number on the parcel

## Time slot

1. Cut off timing is at 1pm, for Collection to be made on same day (before 6pm) & Delivery by the next working day
2. **Order acceptance will be subject to agent availability.** If there's no agent available by the last 2 hours, please either reschedule or cancel the shipment. In the event of cancellation due to no agent, full refunds will be made to your source of payment.
3. Delivery timing will be between 10am - 6pm
4. Delivery service is available Monday to Thursday excluding Eve & Public Holiday

## Payment Method

1. Debit/Credit Card or Digital Wallet

## Cancellation/Charges

1. **Card processing fee is refundable only for 100% cancellation**
2. Cancellation made 30 minutes before requested timeslot will be 100% refund.
3. Cancellation made when order is not assigned to any Delivery Agent will be 100% refund
4. All other cancellation will be refunded 50% only.
5. In the event of failed collection (e.g Parcel oversized, Sender uncontactable, Item not ready, Wrong address, Change of address) , Customer has to cancel the order. 50% of the fee will be refunded
6. In the event of failed delivery (e.g Recipient uncontactable, Wrong address, Change of address), the Delivery Agent will send the item back to Sender. The original fee (100%) will be applicable

## OUR TIMESLOTS

### NEXT DAY DELIVERY (PREMIUM)

CUT OFF	SAME DAY PICKUP	NEXT DAY DELIVERY
1pm	10am - 6pm	10am - 6pm

## PARCEL SIZES



Type	Courier	Car	1.7m Van	2.4m Van
Weight	$\leq 8\text{kg}$	$\leq 20\text{kg}$	$\leq 350\text{kg}$	$\leq 500\text{kg}$
Dimension	40cm x 30cm x 30cm L x W x H	70cm x 50cm x 50cm L x W x H	160cm x 120cm x 100cm L x W x H	230cm x 120cm x 120cm L x W x H

- Courier :  $L + W \leq 70\text{cm}$ ,  $L$  &  $W$  each  $\leq 40\text{cm}$ , maximum 1 package
- Car :  $L + W \leq 120\text{cm}$ ,  $L$  &  $W$  each  $\leq 70\text{cm}$ , maximum 2 packages
- Vehicle type will be auto-selected upon inputting of dimension/weight

## RATES

	Courier	Car	1.7m Van	2.4m Van
2 HOURS	Base Price: \$8 (under 1km) + \$0.10/km for first 10km + \$0.15/km >10km	Base Price: \$10 (under 1km) + \$1/km for first 3km + \$0.30/km	Base Price: \$28 (under 1km) + \$0.35/km >1km	Base Price: \$36 (under 1km) + \$0.35/km >1km

## AREA SURCHARGE

Sentosa*	+\$5
Changi Airport*	+\$5
Tuas*	+\$5

\* Surcharge zones are an additional fees on top of usual rates.

## NO-GO ZONES

Location/Building/Area			
Amoy Quee Camp	Jurong Island	Nee Soon Camp	Seletar Airport
AVA Aquaculture Services Centre	Jurong Port	Nee Soon Camp (SCDF)	Seletar Camp
Bedok Camp	Jurong Shipyard	Nee Soon Driclad	Sembawang Air Base
Brani Island	Jurong Shipyard Medical Centre	Parliament House	Sembawang Camp
Bukit Panjang Camp	Kaki Bukit Camp	Pasir Laba Camp	Sembawang Drug Rehabilitation Centre
Central Manpower Base (CMPB)	Keat Hong Camp	Pasir Ris Camp	Sembcorp Marine Admiralty Yard
Changi Air Base	Keppel Offshore & Marine	Paya Lebar Air Base	Senoko Incineration Plant
Changi Exhibition Centre	Keppel Shipyard	Police Dog (K9) Unit	Senoko Power Station
Changi Naval Base	Keppel Shipyard (Gul)	Police Kins Training Camp	Shell Marketing Centre
Changi Prison Complex	Khatib Camp	PSA Terminal	SIA Engine Test Centre
Chong Pang Camp	Khusu Island	Pulau Bukom	Singapore Aero Engine Services Pte Ltd
Clementi Camp	Kranji Camp	Pulau Busing	Singapore Prison Service (HQ)
Defence Science Technologies Agency (DSTA)	Lim Chu Kang Camp	Pulau Sakeng	Singapore Prisons Quarters
Dieppe Barracks	Maju Camp	Pulau Sebarok	Special Operation Command
DSO National Laboratories	Mandai Camp 2	Pulau Tekong	St Johns Island
Free Trade Zone	Mandai Hill Camp	Pulau Ubin	Stagmont Camp
Gombak Base	Mandai West Camp	Pulau Ular	Sungei Gedong Camp
Gombak Base HQ	Mindef premises	Revenue House	Tanah Merah Prison
Gombak Camp	Ministry of Defence	Rifle Range Road Camp I	Tengah Air Base
Hendon Camp	Mount Vernon Camp	SAFTI Military Institute	Tuas Naval Base
Hillview Camp	Mowbray Camp	SATS Inflight Catering Centre	Woodlands Check Point
Jurong Camp	Murai Camp	Selarang Camp	

\* \*No-go zones are typical locations that most delivery companies do not go to. Typically places that are hard to access or require special pass to enter such as Army Camps and Government Buildings.

# Viamove Air International Deliveries

Deliver internationally around the world in 1-3 days! With our technology-driven platform, experienced customs team and transparent rates, enjoy complete visibility of your international shipments.



viamove

### Items Requirement

1. Make sure you have measured and inputted the size and weight of the parcel correctly
2. Printing and pasting of Air waybill and 2 x invoice label is MANDATORY
3. Print 2 X Invoice, air waybill and paste them on the parcel
4. Extra cushioning and protection are required for fragile items
5. Package is required to be packed securely

### Services

1. International delivery is supported by our partner - DHL
2. Cut off timing is at 1pm. Orders created before 1pm, Pick up can be made on the same day (before 6pm) based on country of origin.
3. In the event of unsuccessful pick up, pick up will be rescheduled on the next available day.
4. Delivery service is closed on Saturday/Sunday/Public Holidays

### Payment Method

1. Debit/Credit Card or Digital Wallet

### Cancellation/Charges

1. **Card processing fee is refundable only for 100% cancellation**
2. Cancellation made before collection will be 100% refund.

## ZONES

**Identify your shipment country's Zone Number to get your estimated\* quotation.  
Refer to the Export or Import Rates table with the Zone Number.**

COUNTRY	ZONE	COUNTRY	ZONE	COUNTRY	ZONE
Afghanistan (AF)	8	Greece (GR)	5	Norway (NO)	5
Albania (AL)	7	Greenland (GL)	8	Oman (OM)	7
Algeria (DZ)	8	Grenada (GD)	8	Pakistan (PK)	4
American Samoa (AS)	8	Guadeloupe (GP)	8	Palau (PW)	8
Andorra (AD)	5	Guam (GU)	8	Panama (PA)	8
Angola (AO)	8	Guatemala (GT)	8	Papua New Guinea (PG)	4
Anguilla (AI)	8	Guernsey (GG)	7	Paraguay (PY)	8
Antigua (AG)	8	Guinea Rep. (GN)	8	Peru (PE)	8
Argentina (AR)	8	Guinea-Bissau (GW)	8	Philippines, The (PH)	2
Armenia (AM)	8	Guinea-Equatorial (GQ)	8	Poland (PL)	5
Aruba (AW)	8	Guyana (British) (GY)	8	Portugal (PT)	5
Australia (AU)	3	Haiti (HT)	8	Puerto Rico (PR)	8
Austria (AT)	5	Honduras (HN)	8	Qatar (QA)	7
Azerbaijan (AZ)	8	Hong Kong SAR China	2	Reunion, Island Of (RE)	8
Bahamas (BS)	8	Hungary (HU)	5	Romania (RO)	5
Bahrain (BH)	7	Iceland (IS)	8	Russian Federation (RU)	8
Bangladesh (BD)	4	India (IN)	3	Rwanda (RW)	8
Barbados (BB)	8	Indonesia (ID)	2	Saint Helena (SH)	8
Belarus (BY)	8	Iran (IR)	8	Samoa (WS)	8
Belgium (BE)	5	Iraq (IQ)	8	San Marino (SM)	5
Belize (BZ)	8	Ireland, Rep. Of (IE)	5	Sao Tome And Principe	8
Benin (BJ)	8	Israel (IL)	7	Saudi Arabia (SA)	7
Bermuda (BM)	8	Italy (IT)	5	Senegal (SN)	8
Bhutan (BT)	8	Jamaica (JM)	8	Serbia, Rep. Of (RS)	7
Bolivia (BO)	8	Japan (JP)	3	Seychelles (SC)	8
Bonaire (XB)	8	Jersey (JE)	7	Sierra Leone (SL)	8
Bosnia & Herzegovina (BA)	7	Jordan (JO)	7	Slovakia (SK)	5
Botswana (BW)	8	Kazakhstan (KZ)	8	Slovenia (SI)	5
Brazil (BR)	8	Kenya (KE)	8	Solomon Islands (SB)	8
Brunei (BN)	2	Kiribati (KI)	8	Somalia (SO)	8
Bulgaria (BG)	5	Korea, Rep. Of (KR)	2	Somaliland, Rep Of (XS)	8
Burkina Faso (BF)	8	Korea, D.P.R Of (KP)	8	South Africa (ZA)	7
Burundi (BI)	8	Kosovo (KV)	7	South Sudan (SS)	8
Cambodia (KH)	4	Kuwait (KW)	7	Spain (ES)	5
Cameroon (CM)	8	Kyrgyzstan (KG)	8	Sri Lanka (LK)	4
Canada (CA)	6	Laos (LA)	4	St. Barthelemy (XY)	8
Canary Islands, The (IC)	7	Latvia (LV)	5	St. Eustatius (XE)	8

COUNTRY	ZONE	COUNTRY	ZONE	COUNTRY	ZONE
Cape Verde (CV)	8	Lebanon (LB)	8	St. Kitts (KN)	8
Cayman Islands (KY)	8	Lesotho (LS)	8	St. Lucia (LC)	8
Central African Rep(CF)	8	Liberia (LR)	8	St. Maarten (XM)	8
Chad (TD)	8	Libya (LY)	8	St. Vincent (VC)	8
Chile (CL)	8	Liechtenstein (LI)	5	Sudan (SD)	8
China (CN) *1	2	Lithuania (LT)	5	Suriname (SR)	8
China (CN) *2	3	Luxembourg (LU)	5	Sweden (SE)	5
Colombia (CO)	8	Macau SAR China (MO)	2	Switzerland (CH)	5
Comoros (KM)	8	Madagascar (MG)	8	Syria (SY)	8
Congo (CG)	8	Malawi (MW)	8	Tahiti (PF)	8
Congo, DPR (CD)	8	Malaysia (MY)	1	Taiwan (TW)	2
Cook Islands (CK)	8	Maldives (MV)	8	Tajikistan (TJ)	8
Costa Rica (CR)	8	Mali (ML)	8	Tanzania (TZ)	8
Cote D Ivoire (CI)	8	Malta (MT)	5	Thailand (TH)	2
Croatia (HR)	5	Mariana Islands (MP)	8	Timor-Leste (TL)	8
Cuba (CU)	8	Marshall Islands (MH)	8	Togo (TG)	8
Curacao (XC)	8	Martinique (MQ)	8	Tonga (TO)	8
Cyprus (CY)	5	Mauritania (MR)	8	Trinidad And Tobago (TT)	8
Czech Rep., The (CZ)	5	Mauritius (MU)	8	Tunisia (TN)	8
Denmark (DK)	5	Mayotte (YT)	8	Turkey (TR)	7
Djibouti (DJ)	8	Mexico (MX)	6	Turkmenistan (TM)	8
Dominica (DM)	8	Micronesia (FM)	8	Turks & Caicos (TC)	8
Dominican Rep. (DO)	8	Moldova, Rep. Of (MD)	8	Tuvalu (TV)	8
Ecuador (EC)	8	Monaco (MC)	5	USA (US)	6
Egypt (EG)	7	Mongolia (MN)	8	Uganda (UG)	8
El Salvador (SV)	8	Montenegro, Rep Of (ME)	7	Ukraine (UA)	8
Eritrea (ER)	8	Montserrat (MS)	8	United Arab Emirates (AE)	7
Estonia (EE)	5	Morocco (MA)	8	United Kingdom (GB)	5
Eswatini (SZ)	8	Mozambique (MZ)	8	Uruguay (UY)	8
Ethiopia (ET)	8	Myanmar (MM)	4	Uzbekistan (UZ)	8
Falkland Islands (FK)	8	Namibia (NA)	8	Vanuatu (VU)	8
Faroe Islands (FO)	8	Nauru, Rep. Of (NR)	8	Vatican City (VA)	5
Fiji (FJ)	8	Nepal (NP)	4	Venezuela (VE)	8
Finland (FI)	5	Netherlands, The (NL)	5	Vietnam (VN)	2
France (FR)	5	Nevis (XN)	8	Virgin Islands-British (VG)	8
French Guyana (GF)	8	New Caledonia (NC)	8	Virgin Islands-US (VI)	8
Gabon (GA)	8	New Zealand (NZ)	3	Yemen, Rep. Of (YE)	8
Gambia (GM)	8	Nicaragua (NI)	8	Zambia (ZM)	8
Georgia (GE)	8	Niger (NE)	8	Zimbabwe (ZW)	8
Germany (DE)	5	Nigeria (NG)	8		
Ghana (GH)	8	Niue (NU)	8		
Gibraltar (GI)	7	North Macedonia (MK)	7		

## EXPORT RATES

Use your **Zone Number** and **Weight** of parcel to get an estimated\* quotation.

DOCUMENT								
Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	14.05	19.70	25.11	34.83	36.77	39.28	65.18	76.53
1	20.48	29.88	39.31	50.56	53.76	57.00	94.58	117.06
1.5	25.32	38.28	52.17	65.48	70.49	74.50	123.21	165.20
2	30.16	46.69	65.04	80.41	87.22	91.99	151.85	213.34

For DOC shipments weighing above 2.0kg. please refer to the chart below.

NON-DOCUMENT								
Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	22.81	30.11	31.00	43.47	47.23	49.48	80.49	125.84
1	24.81	36.45	42.12	55.71	60.56	63.39	105.09	167.88
1.5	28.89	42.88	53.66	68.16	74.48	78.28	129.55	209.77
2	32.97	49.31	65.19	80.61	88.41	93.18	154.01	251.65
2.5	37.47	56.73	76.86	97.64	105.65	113.18	191.86	299.94
3	43.62	63.74	89.98	109.59	118.84	127.04	222.84	341.21
3.5	49.78	70.76	103.10	121.55	132.02	140.90	253.81	382.48
4	55.94	77.77	116.22	133.50	145.20	154.76	284.79	423.74
4.5	62.09	84.79	129.34	145.46	158.39	168.63	315.76	465.01
5	68.25	91.80	142.46	157.41	171.57	182.49	346.74	506.28
5.5	70.48	95.35	150.07	166.37	182.82	193.70	363.61	530.29
6	72.70	98.89	157.67	175.33	194.07	204.92	380.48	554.30
6.5	74.93	102.44	165.27	184.29	205.32	216.13	397.35	578.32
7	77.16	105.98	172.88	193.25	216.58	227.34	414.22	602.33
7.5	79.39	109.53	180.48	202.21	227.83	238.55	431.09	626.34
8	81.61	113.08	188.08	211.17	239.08	249.77	447.96	650.36
8.5	83.84	116.62	195.69	220.13	250.33	260.98	464.83	674.37
9	86.07	120.17	203.29	229.09	261.58	272.19	481.70	698.38
9.5	88.29	123.71	210.89	238.05	272.83	283.40	498.57	722.39
10	90.52	127.26	218.50	247.01	284.08	294.62	515.44	746.41
10.5	92.51	128.69	222.63	252.71	289.37	301.39	524.43	751.80
11	94.49	130.12	226.76	258.41	294.66	308.16	533.41	757.18
11.5	96.47	131.56	230.90	264.10	299.94	314.93	542.40	762.57
12	98.46	132.99	235.03	269.80	305.23	321.70	551.39	767.96
12.5	100.44	134.43	239.17	275.49	310.52	328.47	560.37	773.35
13	102.43	135.86	243.30	281.19	315.80	335.24	569.36	778.74
13.5	104.41	137.29	247.44	286.89	321.09	342.02	578.34	784.13
14	106.39	138.73	251.57	292.58	326.37	348.79	587.33	789.52
14.5	108.38	140.16	255.71	298.28	331.66	355.56	596.31	794.91
15	110.36	141.59	259.84	303.97	336.95	362.33	605.30	800.29

Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
15.5	112.35	143.03	263.97	309.67	342.23	369.10	614.28	805.68
16	114.33	144.46	268.11	315.37	347.52	375.87	623.27	811.07
16.5	116.31	145.89	272.24	321.06	352.81	382.64	632.26	816.46
17	118.30	147.33	276.38	326.76	358.09	389.41	641.24	821.85
17.5	120.28	148.76	280.51	332.45	363.38	396.19	650.23	827.24
18	122.27	150.20	284.65	338.15	368.67	402.96	659.21	832.63
18.5	124.25	151.63	288.78	343.85	373.95	409.73	668.20	838.02
19	126.23	153.06	292.92	349.54	379.24	416.50	677.18	843.40
19.5	128.22	154.50	297.05	355.24	384.52	423.27	686.17	848.79
20	130.20	155.93	301.18	360.93	389.81	430.04	695.16	854.18
20.5	132.33	159.30	308.15	367.39	397.32	437.00	706.36	876.99
21	134.45	162.66	315.11	373.84	404.84	443.97	717.56	899.80
21.5	136.58	166.03	322.07	380.29	412.35	450.93	728.76	922.61
22	138.70	169.40	329.04	386.74	419.87	457.89	739.96	945.42
22.5	140.83	172.76	336.00	393.19	427.38	464.86	751.16	968.23
23	142.95	176.13	342.96	399.64	434.89	471.82	762.36	991.04
23.5	145.08	179.49	349.93	406.09	442.41	478.78	773.56	1,013.85
24	147.20	182.86	356.89	412.54	449.92	485.75	784.76	1,036.66
24.5	149.32	186.23	363.85	419.00	457.43	492.71	795.96	1,059.47
25	151.45	189.59	370.82	425.45	464.95	499.67	807.16	1,082.28
25.5	153.57	192.96	377.78	431.90	472.46	506.64	818.36	1,105.09
26	155.70	196.33	384.74	438.35	479.97	513.60	829.56	1,127.90
26.5	157.82	199.69	391.71	444.80	487.49	520.56	840.76	1,150.71
27	159.95	203.06	398.67	451.25	495.00	527.53	851.96	1,173.52
27.5	162.07	206.43	405.63	457.70	502.52	534.49	863.16	1,196.33
28	164.20	209.79	412.60	464.15	510.03	541.45	874.36	1,219.14
28.5	166.32	213.16	419.56	470.60	517.54	548.42	885.56	1,241.95
29	168.45	216.52	426.52	477.06	525.06	555.38	896.76	1,264.76
29.5	170.57	219.89	433.48	483.51	532.57	562.34	907.96	1,287.56
30	172.70	223.26	440.45	489.96	540.08	569.31	919.16	1,310.37

NOTE: Rates are effective from 01/01/2023 and are subject to changes. All rates are in SGD and exclusive of duties, taxes & surcharges. Remote Area Surcharges may apply depending on origin or destination postal codes.

Packages must be based on actual (round up to the nearest 0.5) or dimensional weight (whichever is higher) – Formula = (length\*width\*height)/5000.

To calculate dimensional weight: [http://www.dhl.com.sg/en/tools/volumetric\\_weight\\_express.html](http://www.dhl.com.sg/en/tools/volumetric_weight_express.html) \*

## IMPORT RATES

Use your **Zone Number** and **Weight** of parcel to get an estimated\* quotation.

DOCUMENT								
Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	16.65	23.35	29.75	41.27	43.57	46.53	77.21	90.66
1	24.27	35.40	46.57	59.90	63.69	67.52	112.05	138.66
1.5	29.99	45.38	61.81	77.58	83.52	88.26	145.98	195.69
2	35.71	55.35	77.06	95.26	103.35	108.99	179.92	252.71

For DOC shipments weighing above 2.0kg. please refer to the chart below.

NON-DOCUMENT								
Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	27.02	35.66	36.72	51.49	55.95	58.62	95.35	149.07
1	29.39	43.19	49.89	65.98	71.74	75.10	124.48	198.89
1.5	34.23	50.79	63.56	80.74	88.24	92.75	153.46	248.50
2	39.07	58.39	77.24	95.50	104.74	110.40	182.44	298.11
2.5	44.38	67.20	91.07	115.66	125.17	134.09	227.28	355.33
3	51.67	75.51	106.61	129.83	140.80	150.52	263.97	404.21
3.5	58.97	83.81	122.15	144.00	156.43	166.94	300.67	453.09
4	66.27	92.12	137.69	158.17	172.06	183.36	337.37	501.98
4.5	73.56	100.43	153.23	172.34	187.69	199.78	374.07	550.86
5	80.86	108.74	168.77	186.51	203.32	216.20	410.76	599.74
5.5	83.51	112.93	177.78	197.13	216.64	229.49	430.76	628.20
6	86.16	117.13	186.79	207.76	229.96	242.78	450.75	656.65
6.5	88.81	121.33	195.80	218.38	243.29	256.06	470.75	685.11
7	91.46	125.53	204.81	229.00	256.61	269.35	490.74	713.56
7.5	94.11	129.73	213.82	239.63	269.94	282.64	510.73	742.02
8	96.76	133.93	222.84	250.25	283.26	295.92	530.73	770.47
8.5	99.40	138.12	231.85	260.88	296.59	309.21	550.72	798.92
9	102.05	142.32	240.86	271.50	309.91	322.50	570.71	827.38
9.5	104.70	146.52	249.87	282.12	323.24	335.78	590.71	855.83
10	107.35	150.72	258.88	292.75	336.56	349.07	610.70	884.29
10.5	109.71	152.42	263.78	299.49	342.82	357.09	621.34	890.68
11	112.06	154.12	268.68	306.24	349.08	365.12	631.97	897.06
11.5	114.42	155.83	273.59	312.99	355.34	373.15	642.61	903.45
12	116.77	157.53	278.49	319.73	361.60	381.17	653.25	909.84
12.5	119.13	159.23	283.39	326.48	367.86	389.20	663.88	916.22
13	121.48	160.93	288.29	333.22	374.12	397.22	674.52	922.61
13.5	123.84	162.64	293.20	339.97	380.38	405.25	685.16	929.00
14	126.20	164.34	298.10	346.71	386.64	413.27	695.80	935.39
14.5	128.55	166.04	303.00	353.46	392.90	421.30	706.43	941.77
15	130.91	167.74	307.90	360.20	399.16	429.32	717.07	948.16

Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
15.5	133.26	169.45	312.81	366.95	405.41	437.35	727.71	954.55
16	135.62	171.15	317.71	373.70	411.67	445.38	738.34	960.93
16.5	137.97	172.85	322.61	380.44	417.93	453.40	748.98	967.32
17	140.33	174.55	327.51	387.19	424.19	461.43	759.62	973.71
17.5	142.68	176.26	332.42	393.93	430.45	469.45	770.25	980.10
18	145.04	177.96	337.32	400.68	436.71	477.48	780.89	986.48
18.5	147.39	179.66	342.22	407.42	442.97	485.50	791.53	992.87
19	149.75	181.36	347.12	414.17	449.23	493.53	802.16	999.26
19.5	152.10	183.07	352.03	420.92	455.49	501.56	812.80	1,005.64
20	154.46	184.77	356.93	427.66	461.75	509.58	823.44	1,012.03
20.5	156.98	188.76	365.18	435.30	470.66	517.82	836.70	1,039.05
21	159.50	192.76	373.44	442.94	479.56	526.07	849.96	1,066.07
21.5	162.02	196.75	381.70	450.59	488.47	534.31	863.22	1,093.09
22	164.54	200.74	389.95	458.23	497.38	542.55	876.48	1,120.12
22.5	167.07	204.74	398.21	465.87	506.29	550.80	889.74	1,147.14
23	169.59	208.73	406.46	473.51	515.20	559.04	903.00	1,174.16
23.5	172.11	212.72	414.72	481.15	524.11	567.28	916.26	1,201.18
24	174.63	216.72	422.98	488.79	533.02	575.53	929.52	1,228.20
24.5	177.15	220.71	431.23	496.44	541.93	583.77	942.78	1,255.22
25	179.67	224.70	439.49	504.08	550.84	592.01	956.04	1,282.24
25.5	182.20	228.70	447.74	511.72	559.74	600.26	969.31	1,309.26
26	184.72	232.69	456.00	519.36	568.65	608.50	982.57	1,336.28
26.5	187.24	236.68	464.26	527.00	577.56	616.74	995.83	1,363.30
27	189.76	240.68	472.51	534.64	586.47	624.99	1,009.09	1,390.32
27.5	192.28	244.67	480.77	542.28	595.38	633.23	1,022.35	1,417.34
28	194.80	248.67	489.02	549.93	604.29	641.47	1,035.61	1,444.36
28.5	197.32	252.66	497.28	557.57	613.20	649.72	1,048.87	1,471.39
29	199.85	256.65	505.54	565.21	622.11	657.96	1,062.13	1,498.41
29.5	202.37	260.65	513.79	572.85	631.01	666.20	1,075.39	1,525.43
30	204.89	264.64	522.05	580.49	639.92	674.44	1,088.65	1,552.45

NOTE: Rates are effective from 01/01/2023 and are subject to changes. All rates are in SGD and exclusive of duties, taxes & surcharges. Remote Area Surcharges may apply depending on origin or destination postal codes.

Packages must be based on actual (round up to the nearest 0.5) or dimensional weight (whichever is higher) – Formula = (length\*width\*height)/5000.

To calculate dimensional weight: [http://www.dhl.com.sg/en/tools/volumetric\\_weight\\_express.html](http://www.dhl.com.sg/en/tools/volumetric_weight_express.html) \*

## 3RD COUNTRY ZONES MATRIX

How to lookup 3rd Country Zone and Price:

1. Look up "Zones" to determine the origin and destination zone of shipment.
2. Using the origin and destination zone, refer to the table below to locate the 3rd Country zone number which corresponds to the combination of the origin and destination zone.
3. Use the zone number in the below table together with the weight of the shipment to determine the price in the 3rd Country Rates table.

3rd Country Zones		DESTINATION ZONE									
		1	2	3	4	5	6	7	8	9	10
Origin zone	1	A	B	C	D	E	D	E	F	D	F
	2	B	B	C	E	E	E	F	F	D	F
	3	C	C	C	E	F	F	F	F	E	G
	4	E	F	F	C	D	D	G	G	F	H
	5	F	F	G	C	D	G	H	H	F	H
	6	D	E	F	C	F	C	E	E	G	H
	7	E	F	G	F	H	D	E	F	G	H
	8	E	F	F	F	H	E	E	E	G	H
	9	E	E	E	E	E	G	G	G	D	G
	10	E	E	G	G	G	G	H	H	G	H

## ZONES

Identify your shipment country's Zone Number to get your estimated\* quotation.  
Refer to the 3rd Country Rates table with the Zone Number.

COUNTRY	ZONE	COUNTRY	ZONE	COUNTRY	ZONE
Afghanistan (AF)	10	Greece (GR)	2	North Macedonia (MK)	3
Albania (AL)	3	Greenland (GL)	3	Norway (NO)	3
Algeria (DZ)	10	Grenada (GD)	7	Oman (OM)	9
American Samoa (AS)	7	Guadeloupe (GP)	7	Pakistan (PK)	10
Andorra (AD)	2	Guam (GU)	7	Palau (PW)	7
Angola (AO)	10	Guatemala (GT)	7	Panama (PA)	7
Anguilla (AI)	7	Guernsey (GG)	3	Papua New Guinea (PG)	10
Antigua (AG)	7	Guinea Rep. (GN)	10	Paraguay (PY)	8
Argentina (AR)	8	Guinea-Bissau (GW)	10	Peru (PE)	8
Armenia (AM)	10	Guinea-Equatorial (GQ)	10	Philippines, The (PH)	5
Aruba (AW)	7	Guyana (British) (GY)	8	Poland (PL)	2
Australia (AU)	5	Haiti (HT)	7	Portugal (PT)	1
Austria (AT)	1	Honduras (HN)	7	Puerto Rico (PR)	7
Azerbaijan (AZ)	10	Hong Kong SAR China	4	Qatar (QA)	9
Bahamas (BS)	7	Hungary (HU)	2	Reunion, Island Of (RE)	10
Bahrain (BH)	9	Iceland (IS)	3	Romania (RO)	2
Bangladesh (BD)	5	India (IN)	5	Russian Federation (RU)	10
Barbados (BB)	7	Indonesia (ID)	5	Rwanda (RW)	10
Belarus (BY)	10	Iran (IR)	10	Saint Helena (SH)	10
Belgium (BE)	1	Iraq (IQ)	10	Samoa (WS)	10
Belize (BZ)	7	Ireland, Rep. Of (IE)	1	San Marino (SM)	1
Benin (BJ)	10	Israel (IL)	3	Sao Tome And Principe	10
Bermuda (BM)	7	Italy (IT)	1	Saudi Arabia (SA)	9
Bhutan (BT)	10	Jamaica (JM)	7	Senegal (SN)	10
Bolivia (BO)	8	Japan (JP)	4	Serbia, Rep. Of (RS)	3
Bonaire (XB)	7	Jersey (JE)	3	Seychelles (SC)	10
Bosnia & Herzegovina (BA)	3	Jordan (JO)	10	Sierra Leone (SL)	10
Botswana (BW)	10	Kazakhstan (KZ)	10	Slovakia (SK)	2
Brazil (BR)	8	Kenya (KE)	10	Slovenia (SI)	2
Brunei (BN)	10	Kiribati (KI)	10	Solomon Islands (SB)	10
Bulgaria (BG)	2	Korea, Rep. Of (KR)	4	Somalia (SO)	10
Burkina Faso (BF)	10	Korea, D.P.R Of (KP)	10	Somaliland, Rep Of (XS)	10
Burundi (BI)	10	Kosovo (KV)	10	South Africa (ZA)	9
Cambodia (KH)	10	Kuwait (KW)	9	South Sudan (SS)	10
Cameroon (CM)	10	Kyrgyzstan (KG)	10	Spain (ES)	1
Canada (CA)	6	Laos (LA)	10	Sri Lanka (LK)	5
Canary Islands, The (IC)	3	Latvia (LV)	2	St. Barthelemy (XY)	7

COUNTRY	ZONE	COUNTRY	ZONE	COUNTRY	ZONE
Lebanon (LB)	10	St. Eustatius (XE)	7	St. Eustatius (XE)	7
Lesotho (LS)	10	St. Kitts (KN)	7	St. Kitts (KN)	7
Liberia (LR)	10	St. Lucia (LC)	7	St. Lucia (LC)	7
Libya (LY)	10	St. Maarten (XM)	7	St. Maarten (XM)	7
Liechtenstein (LI)	3	St. Vincent (VC)	7	St. Vincent (VC)	7
Lithuania (LT)	2	Sudan (SD)	10	Sudan (SD)	10
Luxembourg (LU)	1	Suriname (SR)	8	Suriname (SR)	8
Macau SAR China (MO)	4	Sweden (SE)	2	Sweden (SE)	2
Madagascar (MG)	10	Switzerland (CH)	3	Switzerland (CH)	3
Malawi (MW)	10	Syria (SY)	10	Syria (SY)	10
Malaysia (MY)	4	Tahiti (PF)	10	Tahiti (PF)	10
Maldives (MV)	10	Taiwan (TW)	4	Taiwan (TW)	4
Mali (ML)	10	Tajikistan (TJ)	10	Tajikistan (TJ)	10
Malta (MT)	2	Tanzania (TZ)	10	Tanzania (TZ)	10
Mariana Islands (MP)	7	Thailand (TH)	4	Thailand (TH)	4
Marshall Islands (MH)	7	Timor-Leste (TL)	10	Timor-Leste (TL)	10
Martinique (MQ)	7	Togo (TG)	10	Togo (TG)	10
Mauritania (MR)	10	Tonga (TO)	10	Tonga (TO)	10
Mauritius (MU)	10	Trinidad And Tobago (TT)	7	Trinidad And Tobago (TT)	7
Mayotte (YT)	10	Tunisia (TN)	10	Tunisia (TN)	10
Mexico (MX)	6	Turkey (TR)	3	Turkey (TR)	3
Micronesia (FM)	10	Turkmenistan (TM)	10	Turkmenistan (TM)	10
Moldova, Rep. Of (MD)	10	Turks & Caicos (TC)	7	Turks & Caicos (TC)	7
Monaco (MC)	1	Tuvalu (TV)	10	Tuvalu (TV)	10
Mongolia (MN)	10	USA (US)	6	USA (US)	6
Montenegro, Rep Of (ME)	3	Uganda (UG)	10	Uganda (UG)	10
Montserrat (MS)	7	Ukraine (UA)	10	Ukraine (UA)	10
Morocco (MA)	10	United Arab Emirates (AE)	9	United Arab Emirates (AE)	9
Mozambique (MZ)	10	United Kingdom (GB)	2	United Kingdom (GB)	2
Myanmar (MM)	10	Uruguay (UY)	8	Uruguay (UY)	8
Namibia (NA)	10	Uzbekistan (UZ)	10	Uzbekistan (UZ)	10
Nauru, Rep. Of (NR)	10	Vanuatu (VU)	10	Vanuatu (VU)	10
Nepal (NP)	10	Vatican City (VA)	1	Vatican City (VA)	1
Netherlands, The (NL)	1	Venezuela (VE)	8	Venezuela (VE)	8
Nevis (XN)	7	Vietnam (VN)	5	Vietnam (VN)	5
New Caledonia (NC)	10	Virgin Islands-British (VG)	7	Virgin Islands-British (VG)	7
New Zealand (NZ)	5	Virgin Islands-US (VI)	7	Virgin Islands-US (VI)	7
Nicaragua (NI)	7	Yemen, Rep. Of (YE)	10	Yemen, Rep. Of (YE)	10
Niger (NE)	10	Zambia (ZM)	10	Zambia (ZM)	10
Nigeria (NG)	10	Zimbabwe (ZW)	10	Zimbabwe (ZW)	10
Niue (NU)	10				

### 3RD COUNTRY RATES

Use your **Zone Number** and **Weight** of parcel to get an estimated\* quotation.

#### DOCUMENT

Weight	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
0.5	78.00	93.17	108.36	116.65	124.24	139.42	99.58	110.92
1	109.06	130.43	151.85	163.58	173.93	195.32	139.51	155.30
1.5	132.52	158.72	184.99	198.78	211.19	237.41	169.57	188.84
2	155.98	187.01	218.12	233.98	248.45	279.51	199.64	222.37

For DOC shipments weighing above 2.0kg. please refer to the chart below.

#### NON-DOCUMENT

Weight	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
0.5	78.00	93.17	124.24	131.81	147.01	170.47	121.77	132.62
1	109.06	130.43	167.72	178.75	196.70	226.37	161.69	177.00
1.5	132.52	158.72	200.86	213.95	233.96	268.47	191.76	210.53
2	155.98	187.01	234.00	249.15	271.22	310.57	221.82	244.07
2.5	179.44	212.54	267.14	284.35	308.48	352.67	251.89	277.61
3	189.80	224.28	287.14	307.81	335.40	382.34	273.09	305.72
3.5	200.15	236.02	307.15	331.28	362.32	412.01	294.28	333.82
4	210.51	247.76	327.16	354.74	389.24	441.68	315.48	361.93
4.5	220.86	259.49	347.16	378.20	416.15	471.35	336.68	390.04
5	231.22	271.23	367.17	401.66	443.07	501.02	357.88	418.15
5.5	240.88	282.28	385.13	423.74	467.92	529.31	378.09	444.77
6	250.55	293.32	403.08	445.82	492.76	557.59	398.30	471.40
6.5	260.21	304.37	421.04	467.90	517.61	585.88	418.51	498.02
7	269.88	315.42	439.00	489.98	542.45	614.17	438.72	524.65
7.5	279.54	326.46	456.96	512.06	567.30	642.46	458.93	551.27
8	289.20	337.51	474.92	534.14	592.14	670.75	479.14	577.89
8.5	298.87	348.56	492.88	556.22	616.99	699.03	499.35	604.52
9	308.53	359.60	510.84	578.30	641.83	727.32	519.56	631.14
9.5	318.20	370.65	528.79	600.38	666.68	755.61	539.78	657.77
10	327.86	381.70	546.75	622.46	691.52	783.90	559.99	684.39
10.5	336.83	392.05	564.01	643.17	715.67	811.51	579.71	709.04
11	345.80	402.41	581.26	663.88	739.83	839.12	599.44	733.70
11.5	354.78	412.76	598.52	684.60	763.98	866.73	619.16	758.35
12	363.75	423.12	615.77	705.31	788.13	894.34	638.89	783.00
12.5	372.72	433.47	633.02	726.02	812.29	921.95	658.61	807.65
13	381.70	443.83	650.28	746.73	836.44	949.56	678.34	832.31
13.5	390.67	454.18	667.53	767.44	860.60	977.16	698.06	856.96
14	399.64	464.54	684.79	788.15	884.75	1,004.77	717.79	881.61
14.5	408.61	474.89	702.04	808.86	908.90	1,032.38	737.51	906.27
15	417.59	485.25	719.30	829.57	933.06	1,059.99	757.24	930.92

Weight	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
15.5	426.56	495.60	736.55	850.28	957.21	1,087.60	776.96	955.57
16	435.53	505.96	753.80	870.99	981.36	1,115.21	796.68	980.22
16.5	444.51	516.31	771.06	891.70	1,005.52	1,142.82	816.41	1,004.88
17	453.48	526.67	788.31	912.41	1,029.67	1,170.43	836.13	1,029.53
17.5	462.45	537.02	805.57	933.12	1,053.82	1,198.04	855.86	1,054.18
18	471.42	547.38	822.82	953.83	1,077.98	1,225.65	875.58	1,078.84
18.5	480.40	557.73	840.08	974.54	1,102.13	1,253.26	895.31	1,103.49
19	489.37	568.09	857.33	995.25	1,126.28	1,280.87	915.03	1,128.14
19.5	498.34	578.44	874.59	1,015.96	1,150.44	1,308.48	934.76	1,152.79
20	507.32	588.80	891.84	1,036.67	1,174.59	1,336.09	954.48	1,177.45
20.5	516.29	599.16	909.09	1,057.38	1,198.75	1,363.70	974.21	1,202.10
21	525.26	609.51	926.35	1,078.09	1,222.90	1,391.31	993.93	1,226.75
21.5	534.23	619.87	943.60	1,098.80	1,247.05	1,418.92	1,013.66	1,251.40
22	543.21	630.22	960.86	1,119.51	1,271.21	1,446.53	1,033.38	1,276.06
22.5	552.18	640.58	978.11	1,140.22	1,295.36	1,474.14	1,053.11	1,300.71
23	561.15	650.93	995.37	1,160.93	1,319.51	1,501.75	1,072.83	1,325.36
23.5	570.12	661.29	1,012.62	1,181.64	1,343.67	1,529.36	1,092.56	1,350.02
24	579.10	671.64	1,029.88	1,202.36	1,367.82	1,556.97	1,112.28	1,374.67
24.5	588.07	682.00	1,047.13	1,223.07	1,391.97	1,584.58	1,132.01	1,399.32
25	597.04	692.35	1,064.38	1,243.78	1,416.13	1,612.19	1,151.73	1,423.97
25.5	606.02	702.71	1,081.64	1,264.49	1,440.28	1,639.80	1,171.46	1,448.63
26	614.99	713.06	1,098.89	1,285.20	1,464.44	1,667.40	1,191.18	1,473.28
26.5	623.96	723.42	1,116.15	1,305.91	1,488.59	1,695.01	1,210.91	1,497.93
27	632.93	733.77	1,133.40	1,326.62	1,512.74	1,722.62	1,230.63	1,522.59
27.5	641.91	744.13	1,150.66	1,347.33	1,536.90	1,750.23	1,250.36	1,547.24
28	650.88	754.48	1,167.91	1,368.04	1,561.05	1,777.84	1,270.08	1,571.89
28.5	659.85	764.84	1,185.16	1,388.75	1,585.20	1,805.45	1,289.80	1,596.54
29	668.83	775.19	1,202.42	1,409.46	1,609.36	1,833.06	1,309.53	1,621.20
29.5	677.80	785.55	1,219.67	1,430.17	1,633.51	1,860.67	1,329.25	1,645.85
30	686.77	795.90	1,236.93	1,450.88	1,657.66	1,888.28	1,348.98	1,670.50

NOTE: Rates are effective from 01/01/2023 and are subject to changes. All rates are in SGD and exclusive of duties, taxes & surcharges. Remote Area Surcharges may apply depending on origin or destination postal codes.

Packages must be based on actual (round up to the nearest 0.5) or dimensional weight (whichever is higher) – Formula = (length\*width\*height)/5000.

To calculate dimensional weight: [http://www.dhl.com.sg/en/tools/volumetric\\_weight\\_express.html](http://www.dhl.com.sg/en/tools/volumetric_weight_express.html) \*