

## 30 Sep 2025: DHL -Duty & Tax Queries for Shipments into the US

Please see the below update from DHL regarding Duty & Tax Queries for Shipments into the US.

For shipments sent under Duties and Taxes Unpaid (DDU) terms, the receiver in the US is the billed party and is responsible for paying these charges directly in the US. As such, DHL New Zealand is not able to manage Duty & Tax queries for these shipments.

DHL US has advised that no billing details will be shared with NZ customers, as they are not the billing party. For any disputes or queries on duties and taxes, the importer or receiver must communicate directly with the US ADC/Duty Collection team.

For disputes in relation to billed Duties & Taxes, there are two processes in place:

1. **For DTU (Duties & Taxes Unpaid) shipments** – DHL will email or text the receiver a link to pay Duties & Taxes online. If the receiver's contact details are incorrect, please have them contact the US Billing Team directly at 1-800-722-0081 to arrange payment.
2. **For DTP (Duties & Taxes Paid) shipments** – If there is a post-billing duty dispute, DHL Finance will lodge the dispute directly with the US Billing Team.

This is the current process in place for US-bound shipments and may change at any time.

If you have any questions or need assistance, please don't hesitate to reach out to your dedicated freight consultant.