

15 April 2026: DHL - Carnet Handling Process

Please see the below update from DHL regarding the Carnet handling process.

Hi all,

As a Carnet is an international customs document that permits tax & duty-free temporary export/imports of non-perishable goods, please note the following.

DHL must be informed prior to hand over to ensure the Carnet is declared to customs at the origin & destination.

Without prior notice, taxes may apply at the border & in AU.

Using Carnets is a very manual process that leaves DHL exposed to negative outcomes without pre-alerts.

Please abide by the following if aiming to use Carnets.

An individual pre-alert needs to be sent to auedn@dhl.com with Cc to your KAD exec and Chris Hills (DHL AU) <Chris.Hills@dhl.com>

The subject & body of the mail should indicate the waybill # and confirm that a "CARNET" will be used.

The mail attachments should include the Carnet, waybill & invoice.

Do not hand over to DHL until a response is received from auedn@dhl.com confirming that an export declaration & Carnet has been processed.

Shipments being moved under Carnets could take ~6 additional days above the standard estimated day of delivery.

The above is due to the import and export clearance processors involved.

If any step of the Carnet process is missed, then the Carnet becomes invalid and cannot be used any further.

DHL rely on customer pre-alerts to do due diligence.

When DHL are not informed prior to hand over, we are unaware of the Carnet hence taxes may apply.

If you have any questions, please reach out to your dedicated freight consultant or account manager.

Thank you.