



DHL eCOMMERCE

PEAK SEASON SCHEDULE 2025

2025 Pickup / Drop Off and Processing Schedule

THANKSGIVING

Wednesday	26 – Nov	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup or drop off schedule; we will do our best to accommodate your request.
Thursday	27 – Nov	Pickups and drop offs 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	28 – Nov	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup or drop off schedule; we will do our best to accommodate your request.

CHRISTMAS

Wednesday	24 – Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup or drop off schedule; we will do our best to accommodate your request.
Thursday	25 – Dec	Pickups and drop offs 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).
Friday	26 – Dec	U.S. Operations open. Contact Transportation Operations Center for changes to your pickup or dropoff schedule; we will do our best to accommodate your request.

BOXING DAY - CANADA

Friday	26 – Dec	Canadian Operations closed; pickups and drop offs in Canada will be canceled.* Contact Transportation Operations Center if you would like to request a pickup or drop off; we will do our best to accommodate your request.
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NEW YEAR'S 2025-2026

Tuesday	30 – Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup or drop off schedule; we will do our best to accommodate your request.
Wednesday	31 – Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center for changes to your pickup or drop off schedule; we will do our best to accommodate your request.
Thursday	1 – Jan	Pickups and drop offs 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).

*All pickups and drop offs in the U.S. on November 27, December 25, and January 1 will be canceled. The USPS will not make final-mile deliveries for DHL eCommerce on November 27, December 25 and January 1.

*All pickups and drop offs in Canada on December 25, 26, and January 1 will be canceled. Delivery service providers in Canada may not make final-mile deliveries for DHL eCommerce on December 25, 26 and January 1.

There will be normal operations on all days not listed.

Transportation Operations Center: 1-800-426-7478 Customer Service: 1-800-805-9306 or eCS.AM.CS.Askcustomerservice@dhl.com

For delivery prior to December 25, please note the following:

DHL eCommerce Domestic*		DHL eCommerce International
For shipments via:	Ship on or before:	For International Shipments, please see the following page for service level and country specific deadlines.
SmartMail Expedited Max	Thursday, December 18	
SmartMail Expedited	Tuesday, December 16	
SmartMail Ground	Monday, December 15	

*Continental U.S. only

Country specific deadlines for delivery prior to December 25

DHL Parcel International Direct (PLT)		DHL Parcel International Standard (PLY)		DHL Packet International (PKY)	
Australia	8-Dec	African Countries	14-Nov	African Countries	14-Nov
Canada	11-Dec	Australia	5-Dec	Australia	5-Dec
France	12-Dec	Brazil	21-Nov	Brazil	21-Nov
Germany	11-Dec	Canada	5-Dec	Canada	5-Dec
Hong Kong	3-Dec	Eastern Europe	5-Dec	Eastern Europe	5-Dec
Ireland	9-Dec	France	4-Dec	France	4-Dec
Israel	n/a	Germany	8-Dec	Germany	8-Dec
Italy	9-Dec	Hong Kong	3-Dec	Hong Kong	3-Dec
Japan	9-Dec	Israel	1-Dec	Israel	1-Dec
Mexico	11-Dec	Japan	5-Dec	Japan	5-Dec
Netherlands	11-Dec	Mexico	20-Nov	Mexico	20-Nov
New Zealand	8-Dec	New Zealand	5-Dec	New Zealand	5-Dec
Rest of EU*	8-Dec	Rest of Asia	1-Dec	Rest of Asia	1-Dec
Singapore	10-Dec	Rest of Latin America	20-Nov	Rest of Latin America	20-Nov
South Korea	8-Dec	Thailand	5-Dec	Thailand	5-Dec
Spain	9-Dec	United Kingdom	10-Dec	United Kingdom	10-Dec
United Kingdom	12-Dec	Western Europe	5-Dec	Western Europe	5-Dec

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

DHL Packet Plus International (PKT) (Legacy Product)

DHL Packet Plus International transit times will be comparable to DHL Parcel International Standard, as noted above.

Helpful Hints for a Successful Peak Season

To ensure smooth operations during peak season, please contact our Transportation Operations Center (TOC) or your Customer Support Representative for assistance with the following:

- Additional pickups or drop offs beyond your regular schedule: Please have these arrangements finalized by **November 10, 2025**.
- Ad-hoc pickups or drop offs: Kindly schedule at least **24 hours in advance**.
- Weekend pickups or drop offs not part of your regular schedule: Submit requests **no later than Wednesday of the same week**.
- Extra transportation (sweeps) due to increased volume: We will assess feasibility based on capacity.

To support timely processing of packages:

- Please ensure an **e-file is submitted** upon truck departure from your location for each pickup and/or drop off.

To support timely communication and issue resolution:

- Provide your Customer Support Representative with **evening and weekend contact details** for your team.

To avoid supply disruptions:

- Maintain a **minimum inventory of at least 7 days**. Depending on the supply type, replenishment may take several days.

Stay informed:

- Our **four-part Peak Preparedness email series** (launching in early October) will offer actionable tips to help you navigate the holiday shipping season successfully.

Monitor API Status:

- You can check the **current availability, incident history, and maintenance status** of the DHL eCommerce Americas APIs at <https://status.api.dhlecs.com>.
- We recommend **subscribing for email updates** to stay informed of any maintenance or incidents. Click "Subscribe to Updates" (top right) to receive email alerts. You can unsubscribe anytime via the link in the email.