# EUDR FAQ

For DHL customers exporting goods from the EU

A selection of the 28 most relevant questions on scope, export data, DDS, exemptions, My DHL Portal and the Customs API.



# 1. Application and scope

The basics: when does EUDR affect your export shipment?

### 1 What is EUDR and why is it relevant to exports?

EUDR requires certain products to be deforestation-free and legally produced. Additional information may be required in the customs declaration for exports.

### 2 Which products are covered by EUDR?

Products listed in Annex I that are linked to cattle, cocoa, coffee, palm oil, rubber, soy and wood. Both the CN code and the actual product description are decisive.

### 3 Does EUDR also apply to small shipments or low values?

Yes. The regulation does not provide a general minimum value or minimum quantity for products in scope.

### 4 Does EUDR only apply to exports to the United Kingdom?

No. The obligation is linked to exports from the EU, not to one destination country. Exports to countries such as Switzerland or Norway may also be affected.

# 2. Rolees, responsibility and timing

Who does what, and when must the information be available?

### 5 Who is responsible for the accuracy of the EUDR information?

The exporting operator remains responsible for the correct role, statement, reference and any grounds for exemption. DHL processes the data provided in the customs procedure.

### 6 Is DHL the EUDR operator when DHL handles the export declaration?

Not automatically. The role of customs representative is separate from the role of EUDR operator or downstream operator.

### 7 From when do the rules apply?

The general application date is 30 December 2026. Subject to conditions, 30 June 2027 applies to qualifying micro and small enterprises.

### 8 When must my DDS or other EUDR reference be available?

Before the export declaration is submitted. The required reference or document code must therefore already be available when booking and digitally submitting the goods items.

# 3. Data required by DHL

Per goods item, not only at shipment or invoice level

### 9 What basic data must I provide for each item line?

A correct CN/HS code, clear product description, quantity/net mass and the appropriate EUDR document code. Depending on the scenario, a DDS or SDI reference is also required.

### 10 What is a DDS reference number?

The reference number of a submitted Due Diligence Statement in the EU EUDR Information System. For a regular operator, this is generally combined with document code C716.

### 11 What is a simplified declaration identifier?

The identifier of the simplified declaration for a qualifying micro or small primary operator. In the customs data, it is linked to the applicable document code.

### 12 Do I need to provide the net weight?

Yes. For exports, the quantity in the EUDR statement is expressed in kilograms of net mass and, where applicable, also in the prescribed supplementary unit.

# 4. Document codes and exemptions

The code must match the goods item and your supply-chain scenario

### 13 When do I use C716?

When the product is in scope and covered by a regular DDS. The DDS reference must be provided for the relevant goods item.

### 14 When can a Y code be used?

Only when a specific legal situation applies, for example an “ex” product outside the scope, used goods, transitional goods, samples or a downstream export situation.

### 15 What applies to a downstream exporter?

Under the export rules, a downstream exporter does not always have to provide Customs with a DDS reference. The appropriate code depends, among other things, on the downstream role and enterprise status.

### 16 May I choose the most favourable exemption code myself?

No. The code must demonstrably match the product, CN code, actual situation, your EUDR role and the export direction. DHL cannot legally determine this on your behalf.

# 5. My DHL Portal

Questions about booking through the customer portal

### 17 Where do I enter EUDR data when booking through My DHL Portal?

De EUDR-gegevens worden op artikelniveau bij de douane- of factuurregels vastgelegd. Gebruik de daarvoor beschikbare velden voor documentcode en, indien vereist, DDS- of SDI-referentie.

### 18 Why can I not complete my booking?

For an EUDR-relevant goods item, mandatory fields may be missing or the combination of CN code, document code and reference may be invalid.

### 19 Can I use one DDS reference for multiple item lines?

Only if all products concerned are actually covered by that statement. Record the reference for each relevant goods item.

### 20 Can I put the EUDR information only on the invoice?

No. The data must also be submitted digitally to DHL. Information on paper cannot replace the structured data required for the customs declaration.

# 6. Customs API integration

For customers creating shipments from their own system

### 21 Does our API integration need to be adapted for EUDR?

Yes, if you ship EUDR-relevant export goods. The integration must be able to submit the document code and any DDS or SDI reference for each goods item.

### 22 In which API process must the EUDR fields be included?

In the export/customs data for the goods item. DHL has included the fields in the customs declaration flow and in the shipment process for customs shipments.

### 23 What happens if the API does not submit a mandatory reference?

The request may be rejected with a validation error. As a result, no complete booking or export declaration is created.

### 24 How do we test our adapted integration?

Use the DHL test environment and test at least: a regular DDS, a valid exemption, multiple goods items and an error scenario. Coordinate technical questions with CIM or your DHL account manager.

# 7. Errors, changes and support

Prevent blocks by checking and testing early

### 25 What happens if EUDR data is missing or incorrect?

The booking or declaration cannot be completed. We only check whether your commodity code falls under the EUDR chapters; if EUDR applies and mandatory fields are missing, the shipment cannot be booked.

### 26 Can a submitted DDS still be changed?

In the EU Information System, amendment or withdrawal is possible within 72 hours subject to conditions, but not after the reference has already been used in a customs declaration or the goods have been exported.

### 27 Which records must I retain?

In principle, retain the relevant EUDR information, statements and supporting evidence for five years. Ensure that data can be linked to shipments and goods items.

### 28 Who can I contact with questions?

For your DHL integration: your account manager, CIM for the Customs API and the My DHL Portal team for portal questions. For legal and substantive EUDR assessment, use official sources or your own expert.

# Ready to export?

Four checks before your first EUDR shipment

**1**

## Scope

CN code and product description checked

**2**

## Role

Operator/downstream role and enterprise status determined

**3**

## Data

Document code and reference available for each goods item

**4**

## Integration

My DHL Portal or Customs API adapted and tested

**Test before the application date**

This prevents a technical data problem from causing a customs delay.

# Supply-chain sale: from import to export

Previous import from China, followed by export to the UK

**China**

**Producer**

Origin and product data

**Klant X · NL**

**First importer / upstream operator**

Imports into the EU; conducts due diligence and submits a DDS

**Klant Y · NL**

**Buyer and reseller**

Buys from X and resells; determines role upon export

**Klant Z · VK**

**Recipient outside the EU**

Receives the goods in the UK

Sale within the EU + transfer of supply-chain information

Export from the EU

**Decision point for customer Y**

Are all relevant wood products demonstrably covered by the DDS or simplified declaration of the previous operator?

# Supply-chain sale: two options for customer Y

The applicable route depends on demonstrable coverage by the previous DDS

## Option A Downstream exporter

- Record customer X's DDS reference(s) and supplier data
- Verify that each relevant goods item is fully covered
- Retain supply-chain information and provide DHL with the correct export/document code
- Do not submit a new DDS if all downstream conditions are fully met

## Option B Act as an upstream operator yourself

- Required if coverage by the previous DDS cannot be demonstrated or is incomplete
- Conduct your own due diligence before export
- Submit your own DDS and use the DDS reference in the export declaration
- If data is missing or the risk is not negligible: do not export

# Supply-chain sale: roles and responsibilities

Who does what in the example of import from China and export to the UK

| Party | EUDR role in this example | Core responsibility | To be provided / retained |
|---|---|---|---|
| **Klant X** | Upstream operator / importer | Conduct due diligence; submit DDS before first placing on the EU market; pass on information | DDS reference, product and origin data |
| **Klant Y** | Downstream operator or upstream operator | Determine role; verify coverage per product; provide DHL with the correct data before export | Supplier and buyer data, DDS reference or own DDS |
| **DHL** | Customs representative | Process the EUDR data provided by the customer in the booking and export declaration | Document code and required reference per goods item |
| **Klant Z** | Non-EU customer | Comply with applicable UK import and product requirements | Commercial and import documents |

# Useful links

EUDR: what does it mean for you? | Business.gov.nl

Useful insights from pilot inspections for the deforestation regulation (EUDR) | NVWA

HS codes and commodity codes in international trade | KVK

Consult the commodity nomenclature | Dutch Customs tariff

Log in | TRACES NT

Annex I to the EUDR (PDF)



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