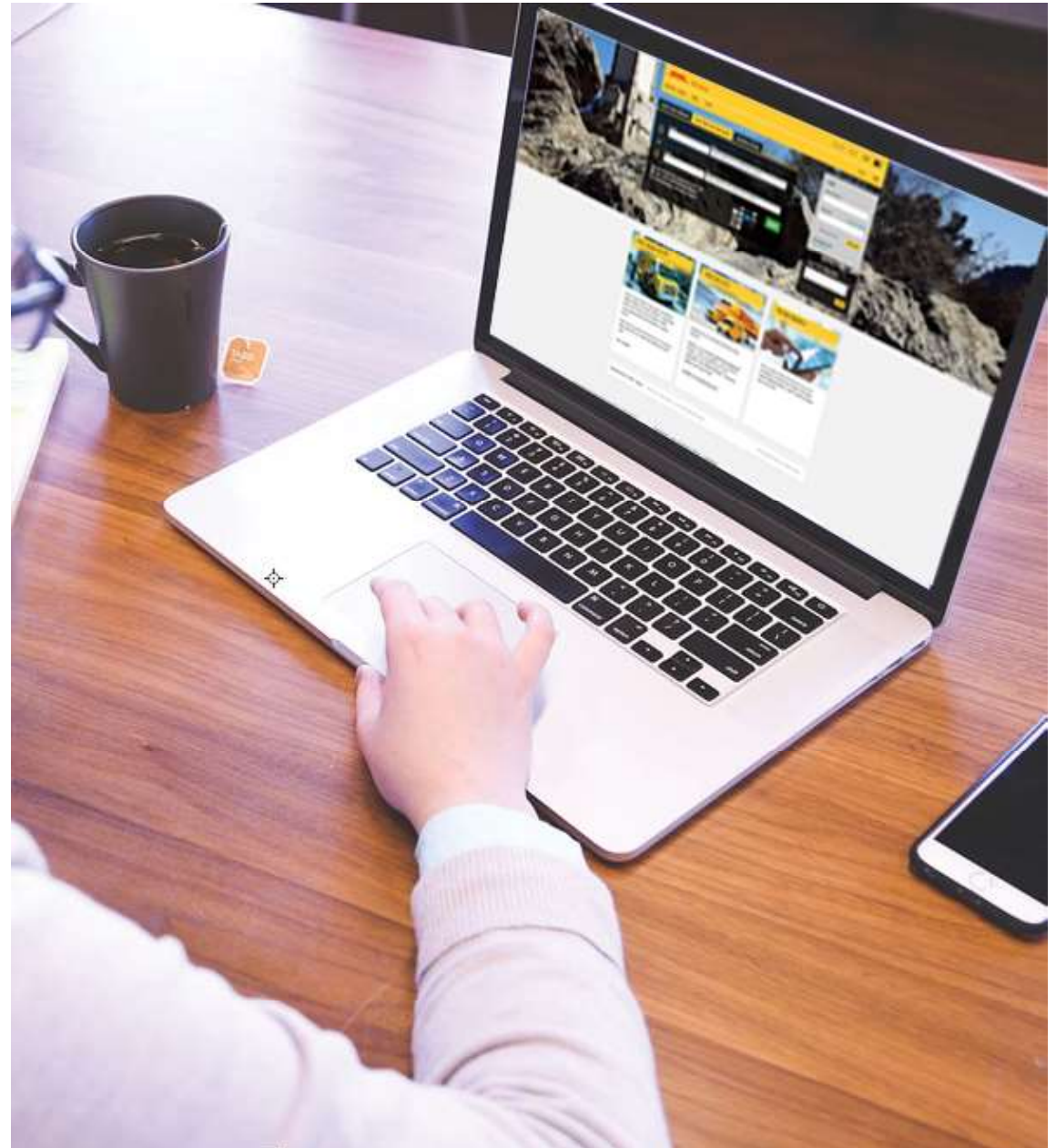# MyDHL+

Step-by-Step Guide
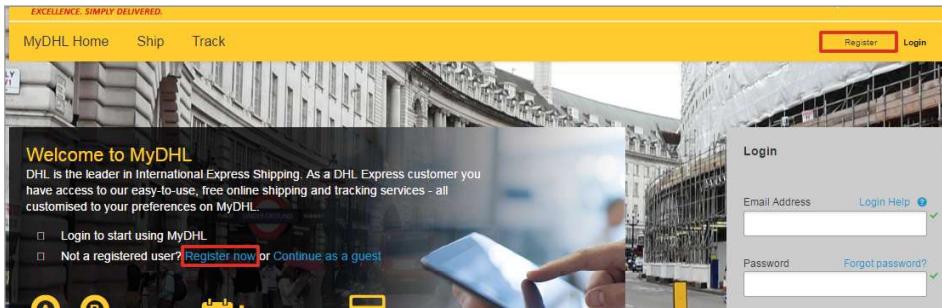
MyDHL+

THIS STEP BY STEP GUIDE WILL EXPLAIN:

-How to register in MyDHL+

-How to create an Export Shipment

-Benefits for registerd users

-Easily manage Customs and Duties

-Easily manage Billing Options

REGISTRATION

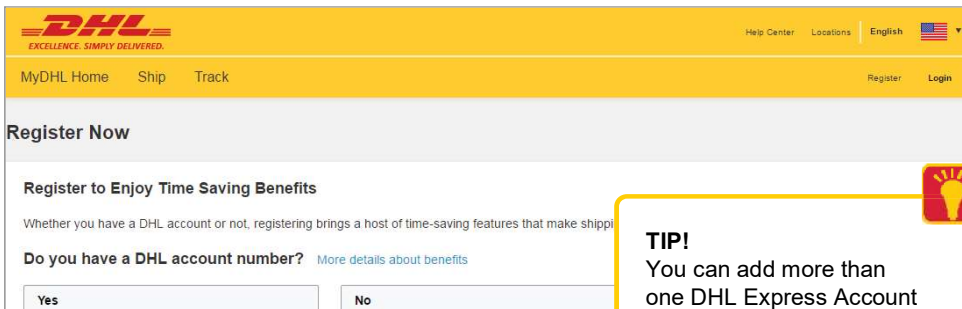The registration process is the first step to using MyDHL+.

To register, simply visit

Select your country from the drop-down menu.

Click on Register now or the Register at the top banner.
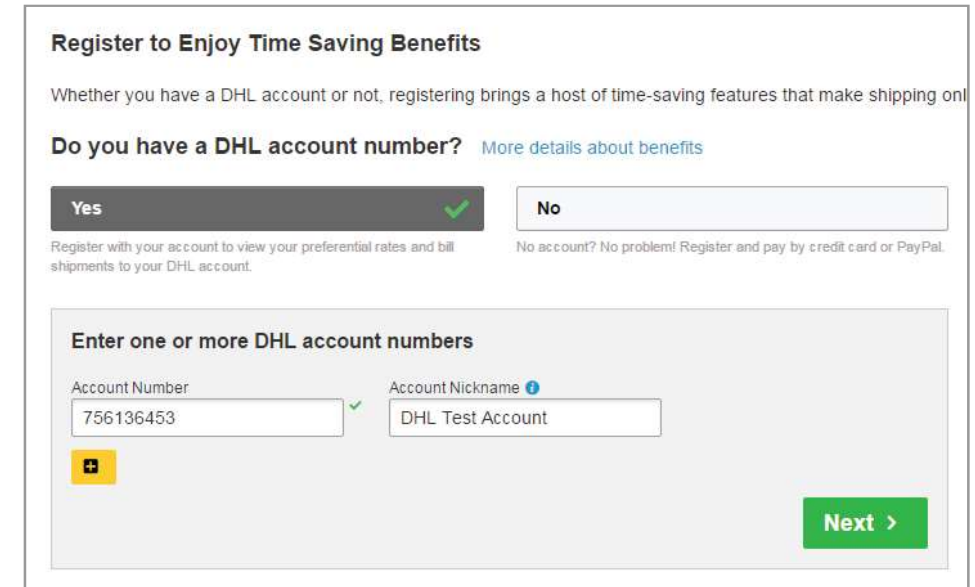
The registration window will now appesar:

> **TIP!**
> Bookmark the MyDHL+ URL to access your shipping tool quicker

> **TIP!**
> You can add more than one DHL Express Account Number whilst registering

Should you wish to register with a DHL Express Account number then choose "Yes".

Alternatively choose "No" if you wish to shipusing credit/debit cards and/or PayPal

Enter your personal information, Email and Password you wish to register with - the fields indicated by asterisks are mandatory.
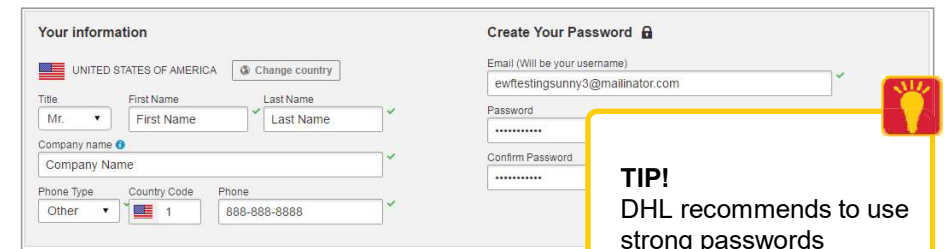
> **TIP!**
> DHL recommends to use strong passwords

In case you wish to request a DHL Account then please select the option "Yes, I'd like to request a DHL account

REGISTRATION

Accept the Terms and Conditions & Privacy and Cookies Policy.

Validate the CAPTURE authentication by clicking on the icon described in the text.

Click "Register".

You will now see a Confirmation message on screen – please follow the instructions given.

TIP!
Please remember the email You are registering with prior to registering as an Activation email for Account holders is sent
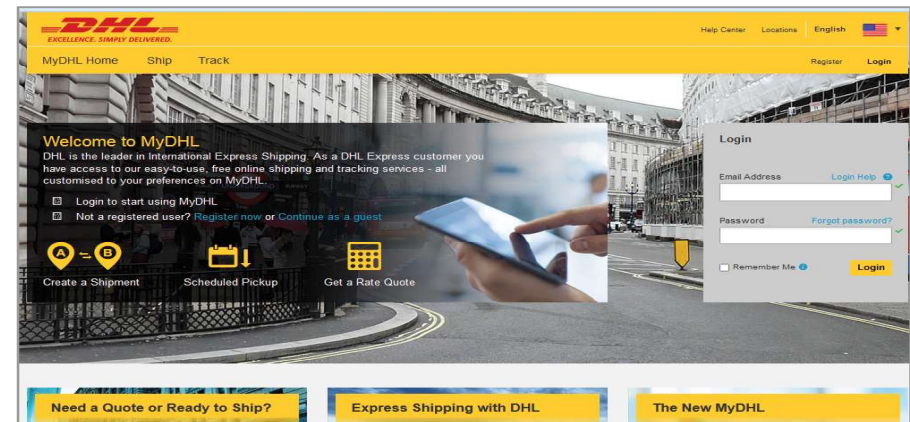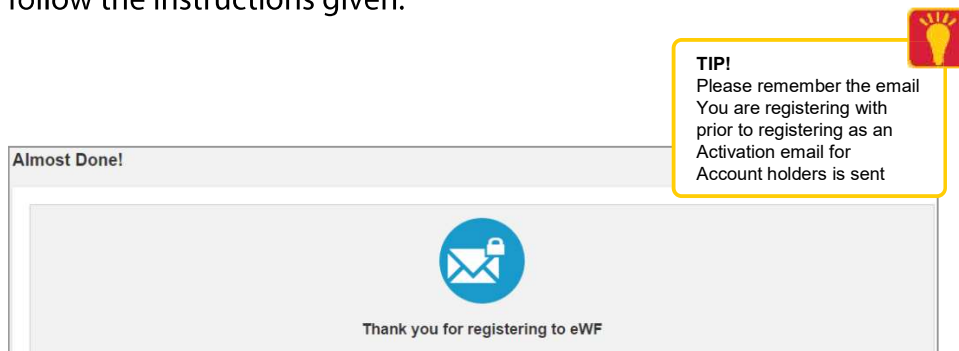

Once you have received a confirmation email, click on "Active your registration" to validate them
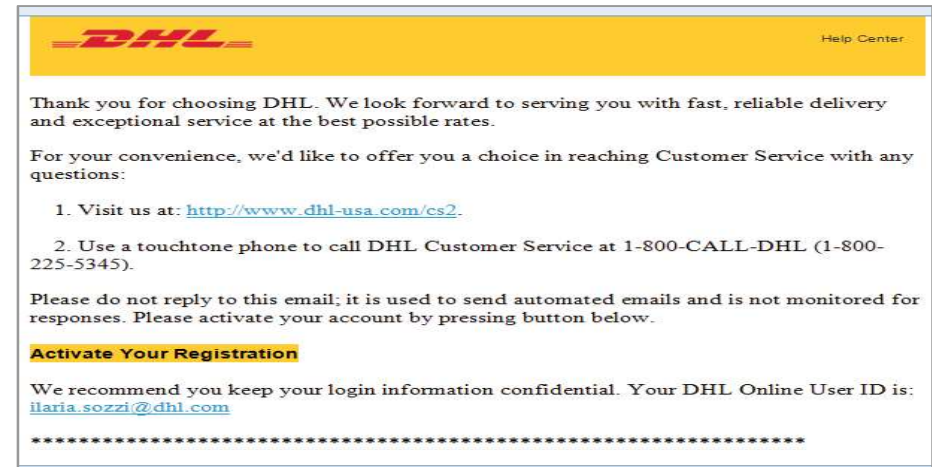
You may now login to MyDHL+ using your login credentials:

HOW TO CREATE AN EXPORT SHIPMENT
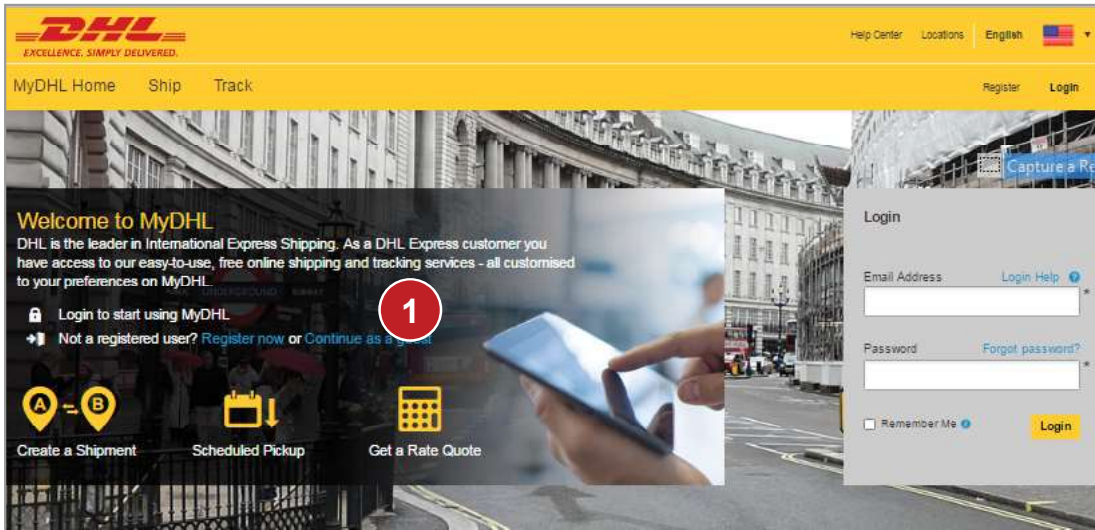
A guest user will be able to createa shipment without going through registration.

1) To start, simply click on' Continue as a guest'.

2) You will be presented with the Address Detail page.

HOW TO CREATE AN EXPORT SHIPMENT

2a. The address format is populated based on the country selected.

2b. Mandatory fields are marked with an asterisk * and will turn into a green tick once entered correctly

2c. If you tick 'This is a residential address' the company field is optional.

HOW TO CREATE AN EXPORT SHIPMENT

3.) You are prompted to enter shipment details.

3a. Select a shipment type.

Depending on your configuration, DOX normally does not require a commercial invoice.

3b. Describe the document in your shipment.

This will be printed on the transport label.
A reminder will be displayed if a prohibited item is entered.

3c. Add your own reference. (Optional)

More than 1 shipper reference is allowed depending on country configuration.

Only 1st shipper reference will be printed on the label.

TIP!
Click on the links if unsure on what is considered a document or e.g. a prohibited item.

HOW TO CREATE AN EXPORT SHIPMENT

We offer financial protection against all risks of physical shipment loss or damage, from any external cause, in addition to the standard DHL EXPRESS liability. Cover is limited to the value declared by the shipper, replacement cost, invoice value or actual cash value, whichever is the lowest. Conditions apply.

3d

Protect Your Shipment ℹ️

You value your shipment and so do we! Don't forget to insure your shipment.

☑ I would like to insure my shipment

What is the value you would like to insure? | 100 | * | EUR

This field is restricted to 40

3e

Declaration and Additional Documents

☐ EUR-1
☐ Cites Declaration

3d. Select insurance service and enter the Insurance value. (Optional)

-Mouse over the ℹ️ to display insurance service details.

-The insurance currency may be pre-selected (depending on country configuration).

-If entered insurance value exceeds the max value allowed, an error is displayed.

3e. Select declaration and additional document if required. (Optional)

HOW TO CREATE AN EXPORT SHIPMENT

3f. Select packaging from the drop down.

Default quantity, weight and dimension will be populated from the DHL packaging selected.

Select 'Your Packaging' to enter weight, quantity and dimension yourself.

You may add more than one packaging type.

TIP!
Offered Packaging Types might differ per country.

HOW TO CREATE AN EXPORT SHIPMENT

3g. Select a shipment date.

Products and prices might differ based on selected date.

3h. Select a delivery option.

Click on Details link to see the price break-down.

HOW TO CREATE AN EXPORT SHIPMENT

Extended Liability

Extended Liability confirmation description

No - Do Not Include   **Yes - include**

3i

To

Jon
4180 Richmond Place
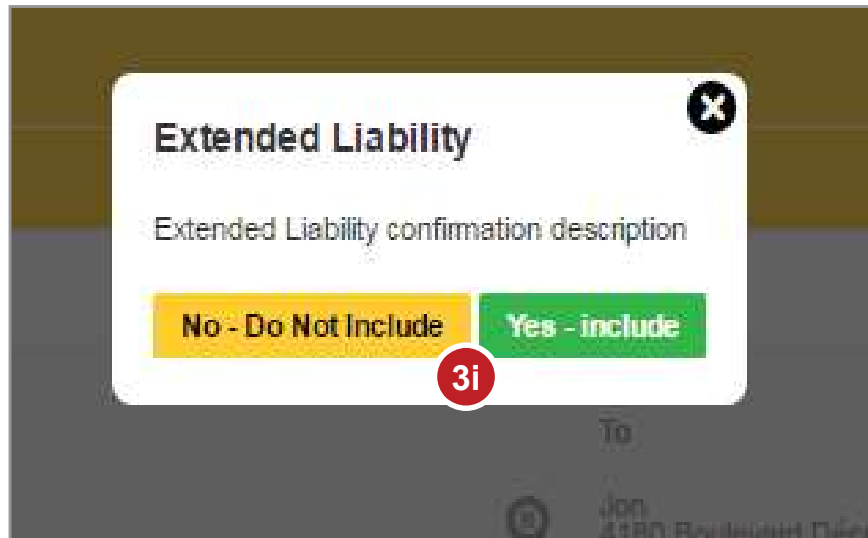
3i. If the insurance service option has been selected previously, the shipper will be prompted to include Extended Liability service.

Click 'Yes- include' to confirm.

3j. Select any optional services you would like to include.

If the services are chargeable, the price will be displayed.

If price is hidden, a generic text 'Charges Apply' will be displayed.

3i

Optional Services

☐ Saturday Pickup

☐ Packaging Item

☑ Extended Liability   Charges Apply: 4.00 EUR
    Description for Extended Liability

☐ Delivery Notification

☐ Shipment Preparation

☐ Hold for Collection

Next

HOW TO CREATE AN EXPORT SHIPMENT

4. Decide whether you want to schedule a pickup.

4a. Specify the customer's ready time and office's close time by holding the pointer and sliding it along the bar.

4b. Select a pickup location.

4c. The total pickup weight is auto populated from the shipment you just created but you can overwrite the info.

4d. Enter special instruction (if any).

TIP!
Minimum pickup lead time for residential addresses is 90min. For businesses it is 60mins.

HOW TO CREATE AN EXPORT SHIPMENT

Shipment Cost

EXPRESS WORLDWIDE
Thu, 11 Aug, 2016 - End of Day

Volumetric Weight 3,9 kg
Total Weight 5 kg

Transportation Charge:	EUR	154.46
Extended Liability:	EUR	4.00
Dedicated Delivery:	EUR	20.00
Total	EUR	178.46

☑ I have a promotion code

EWF_DE_CASH15   **Apply**

Payment by credit card

Credit Card ▾

○ VISA ONLINE   ○ Master Card

⚠ Your credit card will be pre-authorized for EUR 214.15. This include percentage (20%) of reservation buffer. The prices quoted have included 20% off reduction from DHL Express published freight tariff. You will receive a payment receipt email once DHL has confirmed the weight and dimensions of your shipment

☑ Billing address is the same as the shipper (from) address

Terms and Conditions

By clicking on **Agree and Pay** I am agreeing to DHL's Terms and Conditions and declare that this shipment does not include any prohibited items .

☐ Billing address is the same as the recipient (to) address

Name	Address
Mary	350 5th Avenue
Company	Address 2
Email	Country
mary@dhl.com	UNITED STATES OF AMERICA
Country Code	Phone	ZIP Code	City	State
🇺🇸 1	212-290-4700	10118	New York	New York NY

Agree and Pay (7a)

5. A cost summary will be displayed.

Volumetric weight is calculated based on the entered dimensions.

6. Enter a promo code (if applicable) and click 'Apply' to see the discounted price.
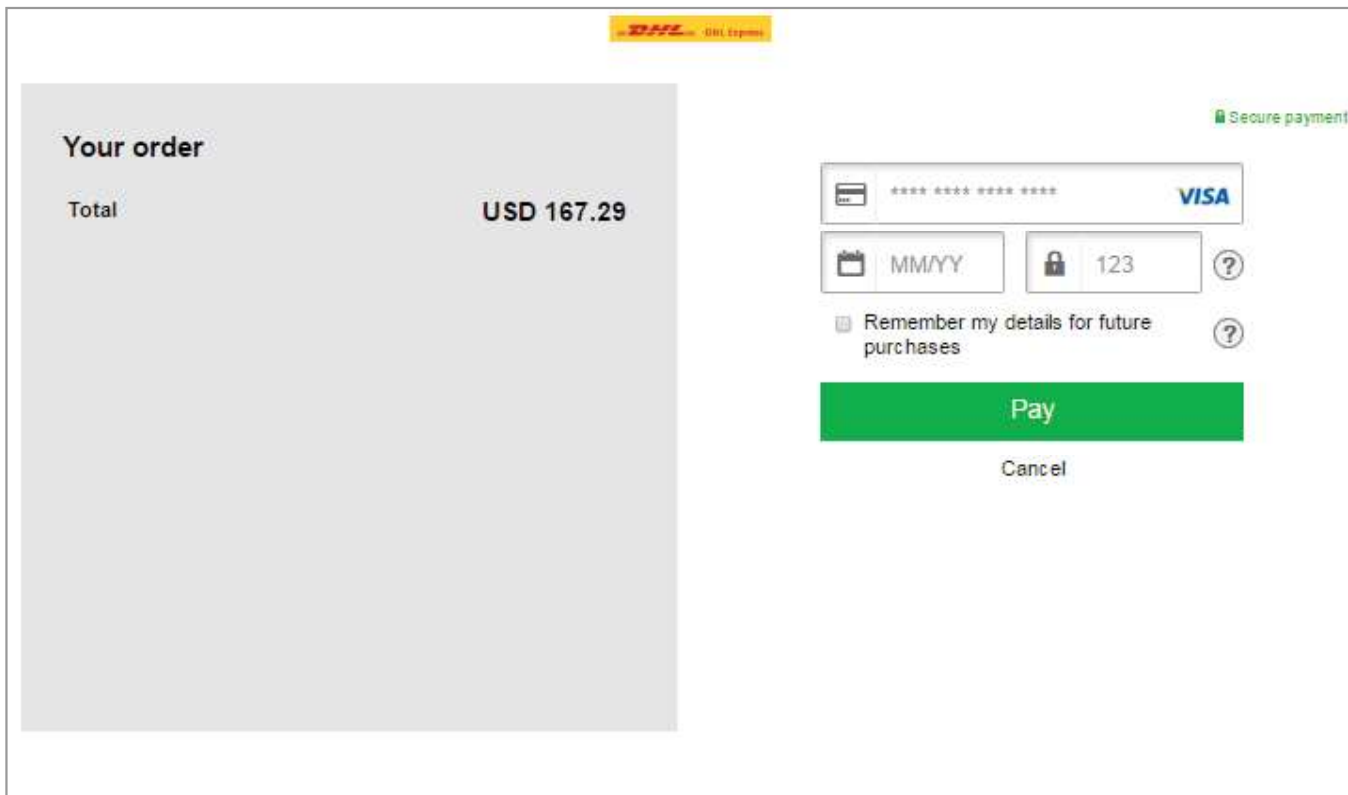
7. Select a payment option and a card type.

Selected card will be only be pre-authorized with a percentage buffer at this point.

Billing will be done based on the final weight after shipment reweigh.
dress can be entered.

7a. Click on Agree and Pay to accept terms and conditions and finish your shipment.

HOW TO CREATE AN EXPORT SHIPMENT

8. MyDHL+ will redirect you to the payment gateway website for entry of credit card details.

Click Pay after details are entered

TIP!
After payment is successful, the customer's card is pre-authorized. If the shipment is not picked up the customer will not be billed. This is true for credit card payment with delayed settlement capability.

For debit cards, customer's card will be charged immediately after this step.

HOW TO CREATE AN EXPORT SHIPMENT

Your tracking number (Waybill Number) and the Pickup Confirmation will be displayed.

Print the paperwork.

9a. The Microsoft Print window is displayed.

Click Print.

TIP!
Mark your shipment as Favourite to be able to locate the shipment easily when you are at Manage My Shipment.

HOW TO CREATE AN EXPORT SHIPMENT

Create Shipment ✓ —— Pay ✓ —— Print ✓

✓ Your Shipment Complete

Important

- Affix one copy of the label to each package and give the order to the courier, along with your customs paperwork.
- Please ensure that you or a representative is present when the courier arrives. Shipments cannot be left outside for the courier to pick up.
- Make sure your package has been packaged securely using good quality materials. Poor quality packaging can cause delays. Follow DHL's packaging advice
- If this is your last shipment of the day, print your end-of-day report and give it to the courier.

Your Tracking Number: 6933574203

🖶 Reprint Documents

⬇ Download Documents

Create Another Shipment

📱 Want Status Notifications?

Set up email or text notifications for this shipment's progress - for you or others!

Get and Send Notifications

⊗ Want to share?

Select the shipment details you want to email to others.

☐ Tracking number   ☐ Pickup Confirmation Number
☐ Label (Waybill)   ☐ Customs Invoice
☐ Receipt

Share

Your shipment is completed.

What you can do next is:

Subscribe for proactive notification.

Selected people receive a notification based on certain events

11. Share you shipment details with others by emailing the paperwork.

12. Create a login in MyDHL+.

BENEFITS FOR REGISTERED USERS

2a. Registered users will see the dashboard view upon login.

2b. There are 3 options to create a shipment directly from the dashboard:

  -Create new
  -Create from Favorite
  -Create from Past

2c. Same options are available under 'Ship'

2d. When creating a new shipment the shipper will be defaulted to your saved address

BENEFITS FOR REGISTERED USERS

3. Complete your shipping addresses.

3a. The address format is populated based on the selected country.

3b. Mandatory fields are marked with an asterisk * and will turn into a green tick once entered correctly

3c. If you tick 'This is a residential address' the company field is optional.

3d. You may save the new address in the address book for future shipping

BENEFITS FOR REGISTERED USERS

4. Choose a shipment type.

5. Choose to create a commercial invoice or use your own soft copy invoices.

5a. Describe the purpose of your shipment.

5b. Tick the box if you want to estimate duties/taxes.

5c. Enter Commercial Invoice lines details.

A reminder will be displayed if prohibited item is entered
5d. Commodity code is mandatory to estimate duties/taxes.

5e. Provide details if you want additional charge details to be printed on the commercial invoice. (Optional)

5f. Enter your shipment reference. (Optional)

EASILY MANAGE CUSTOMS AND DUTIES

Commodity Code ⓘ

Commodity Code Search

TIP!
Need help with selecting the correct
Commodity Code?
Click on Search and a pop up box will be
displayed to guide you step by step.

Item Description: Castile soap
Export Commodity Code: 3401.11.100
Commodity Code ⓘ: 3401.20.100

Save
Copy

Quantity: 1
Units: Kilograms
Item Value: 200 USD
Net Weight: 1.5 lb
Gross Weight: 2 lb
Where was the item made? Canada

TIP!
You may save your
frequently shipped
product & its details
into a Product
Catalogue so that
you can just select it
next time.

Product Catalog Save
Product Name: Catalog 1
Save

6. Select insurance service
and enter the Insurance value.
(Optional)

Mouse over the ⓘ to display
insurance service details.

The insurance currency may
be pre-selected (depending
on country configuration).

If entered insurance value ex-
ceeds the max value allowed,
an error is displayed.

7. Select declaration and ad-
ditional document if required.
(Optional)

Protect Your Shipment ⓘ ⑥

You value your shipment and so do we! Don't forget to insure your shipment.

☑ I would like to insure my shipment

What is the value you would like to insure? 100 EUR

This field is restricted to 40

We offer financial protection
against all risks of physical
shipment loss or damage, from
any external cause, in addition
to the standard DHL EXPRESS
liability. Cover is limited to the
value declared by the shipper,
replacement cost, invoice value
or actual cash value, whichever
is the lowest. Conditions apply.

Declaration and Additional Documents ⑦

☐ EUR-1
☐ Cites Declaration

EASILY MANAGE BILLING OPTIONS

How will you pay? (9a)

What shipper account will be used for this shipment?
CAXXXAEMP Export Account

☑ The shipper account listed above will be used to pay for transportation charges

☐ Associate these payment options with the
Ship From Address

How will duties and taxes be paid?
The receiver will pay

☐ Split duty and tax payments

Select customs terms of trade (9b)
DAP - Delivered At Place   Help me with this

☐ The shipper account listed above will be used to pay for transportation charges (9c)

How will you pay for transportation charges?
Alternate DHL Account Number

Account Number
_____ *

☑ Associate these payment options with the (9d)
Ship From Address

TIP!
The billing accounts are subjected to the eSecure validation. Only authorized shippers are allowed to use the account

---

How will duties be paid?
The receiver will pay

☑ Split duty and tax payments (9e)

How will taxes be paid?
The receiver will pay

---

8. Select packaging from the drop down.

9. Select billing option for
Transportation cost
Duties and taxes.

9b. The Incoterm is defaulted based on the payer of the duties/taxes but can be changed easily.

9c. If the billing account is different from shipping account, untick the box stating they are the same. You may select another account from the drop down or enter an alternate account.

9d. You may associate the billing account to your Ship From or Ship To address.
Account is saved into your Address Book and it will be used as default for your future shipments.

9e. You may select different payment type for your duties vs taxes. This feature is only allowed in certain countries.

TIPS TO COMPLETE YOUR SHIPMENT

10. Select a shipment date.

Products and prices might differ based on selected date

11. Select a delivery option.

Click on Details link to see the price breakdown.

12. Select any optional services you would like to include.

TIPS TO COMPLETE YOUR SHIPMENT

Pickup 13

Yes, I need a DHL courier pickup ✓   No, I do not need a pickup

⚠ Additional charges may apply

Important Note
While the courier will endeavour to collect between these times, there will be circumstances beyond the courier's control where the pickup might be later than the Close Time

Important Note
Please don't forget to book the pickup

Sending my shipment on...
August **8** Today [Edit]

Customer's ready time — Pickup Window — Customer's office close time

13a
Earliest 10:30 am   Latest 7:30 pm

10:00 am   12:15 pm   2:45 pm   5:00 pm   7:30 pm

Pickup window must be a minimum of 90 minutes
The latest time a pickup request can be made for today is 5:30 pm

Station close time

Where should courier pick up the shipment?
Select a pickup location ▾ 13b

Total Pickup Weight
5 ✓ kg 13c

Minimum pickup lead time   Pickup cutoff time

Special instructions for the courier
Provide any special instructions you'd like the DHL courier to receive 13d

[Next]

Return Label 14
This label will only be available for 90 days
Yes! I need a return label   No, I do not need a return label ✓

[Next]

---

13. Decide whether you want to schedule a pickup.

13a. Specify the customer's ready time and office's close time by holding the pointer and sliding it along the bar.

13b. Select a pickup location.

13c. The total pickup weight is auto populated from the shipment you just created but you can over-write the info.

13d. Enter special instruction (if any).

TIP!
Minimum pickup lead time for residential addresses is 90min. For businesses it is 60mins.

14. Do you need a return label?

You can still create a return label later after completing the export shipment.

TIPS TO COMPLETE YOUR SHIPMENT

TIP!
There are a few things you can do at any point during the shipment process :

1. Cancel: Abandon all details you have entered and return to the Start of the Shipping process.

2. Assign this Shipment: If you do not have all the details and you need someone else to complete the shipment, you may assign it to others.

3. Save for Later: If you have prepared the shipment and halfway through it you need to pause and attend to other matters, you may Save what you have entered and come back to complete it later.

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