



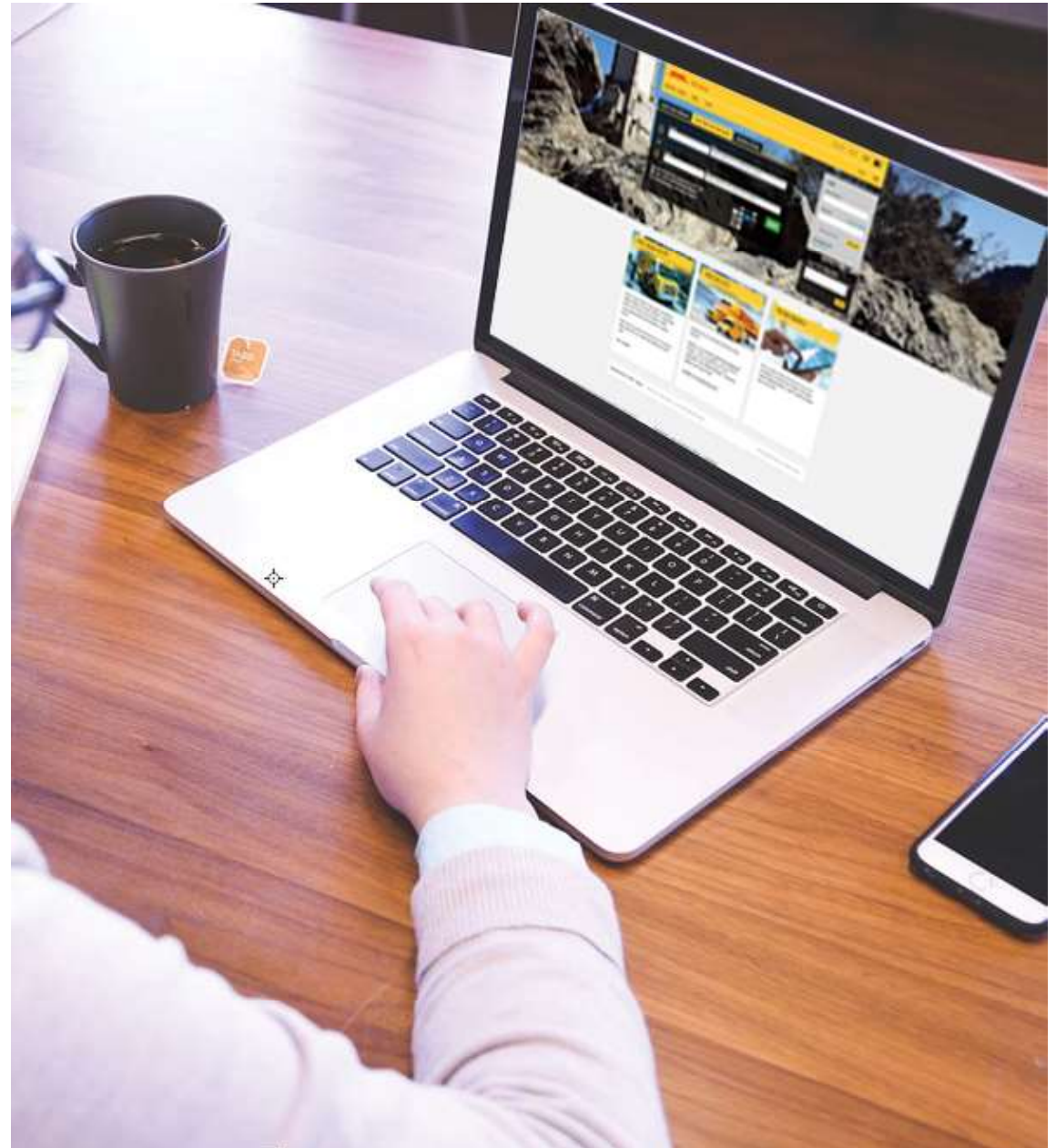
MyDHL+

Step-by-Step Guide

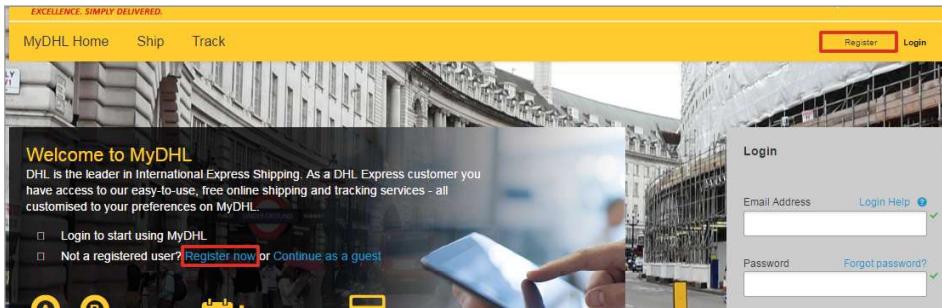
MyDHL+

THIS STEP BY STEP
GUIDE WILL EXPLAIN:

- How to register in MyDHL+
- How to create an Export Shipment
- Benefits for registered users
- Easily manage Customs and Duties
- Easily manage Billing Options



REGISTRATION



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

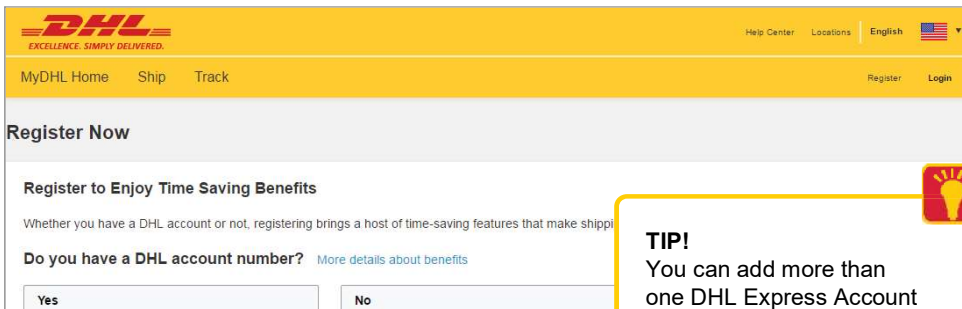
To register, simply visit

Select your country from the drop-down menu.

Click on Register now or the Register at the top banner.

The registration window will now appear:

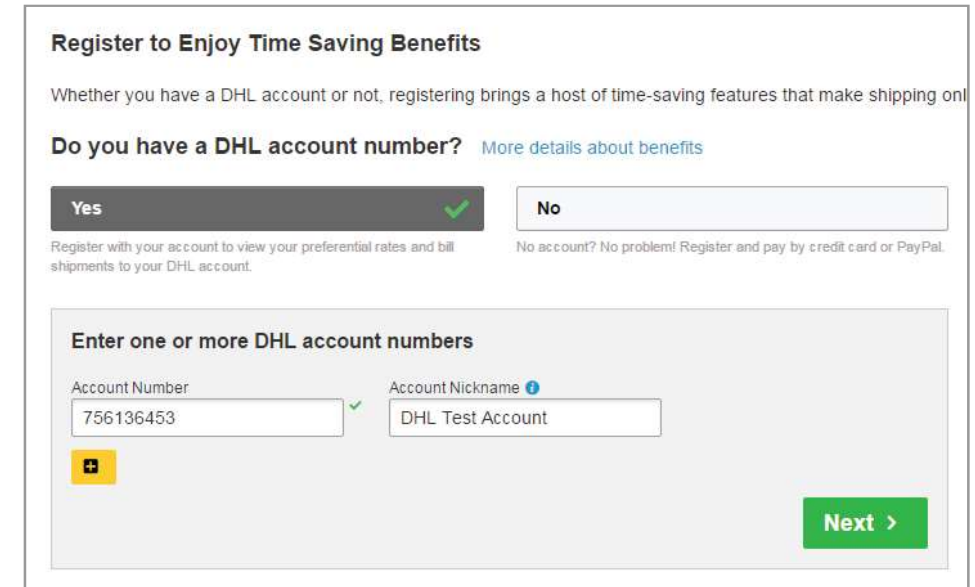
TIP!
Bookmark the MyDHL+ URL to access your shipping tool quicker



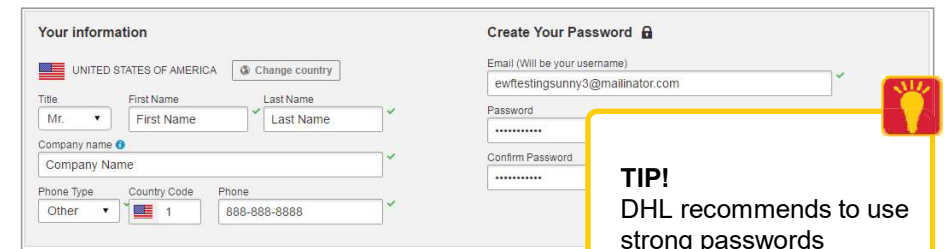
TIP!
You can add more than one DHL Express Account Number whilst registering

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

Alternatively choose "No" if you wish to ship using 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

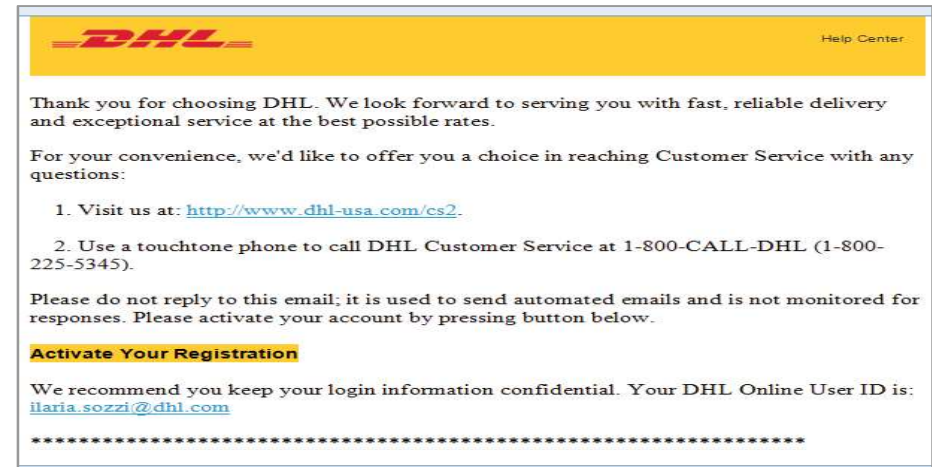
Accept the Terms and Conditions & Privacy and Cookies Policy.

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

Click "Register".

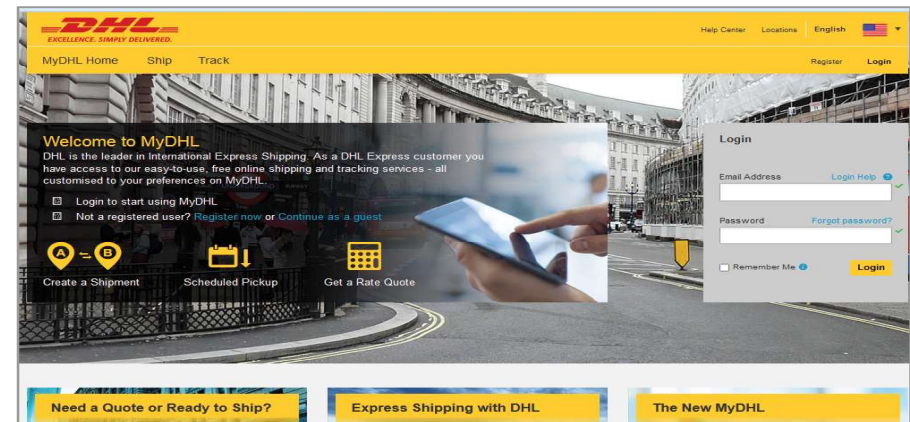
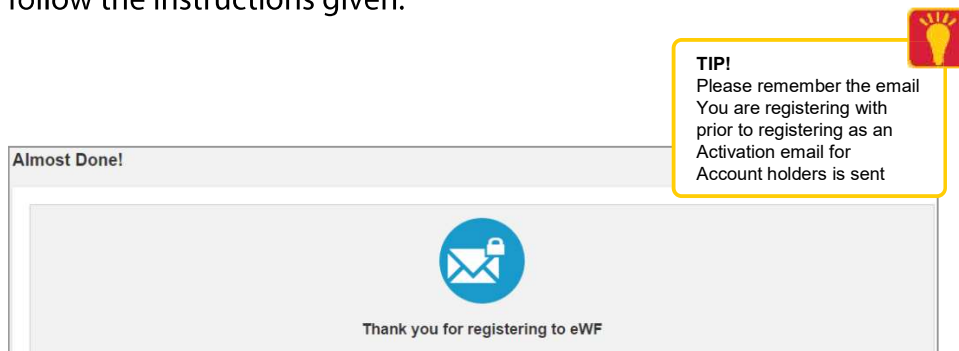


Once you have received a confirmation email, click on "Active your registration" to validate them

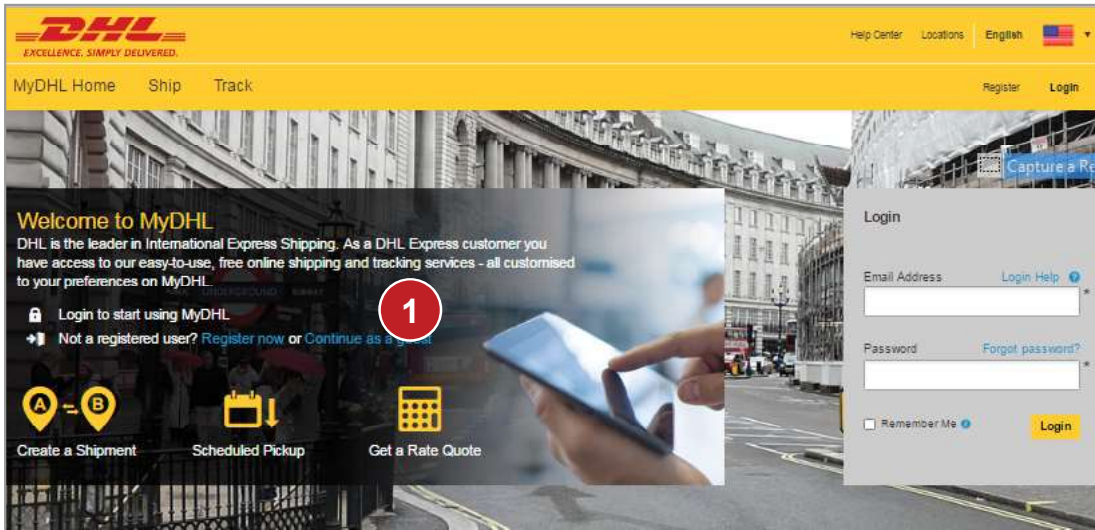


You may now login to MyDHL+ using your login credentials:

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



HOW TO CREATE AN EXPORT SHIPMENT



A guest user will be able to create a 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.

The screenshot shows the 'Create Shipment' page. The top navigation bar includes 'Create Shipment', 'Pay', and 'Print', with a red circle containing the number '2' highlighting the 'Create Shipment' link. The page is divided into two columns: 'From' and 'To'. Each column contains fields for 'Name', 'Company', 'Country', 'Email', 'Phone Type', 'Country Code', 'Phone', 'VAT/Tax ID', and 'EORI'. A 'Switch' button is located between the two columns. At the bottom right, there is a 'Next' button. A checkbox labeled 'This is a residential address' is present at the bottom of each column.

HOW TO CREATE AN EXPORT SHIPMENT

From	Switch	To
Name Cindy ✓	Switch	Name Mary ✓
Company ✓ 2a		Company ✓
Country GERMANY ✓		Country UNITED STATES OF AMERICA ✓
Address Schulstraße ✓		Address 350 5th Avenue ✓
<small>No house number detected. If this is correct, click here and confirm...</small>		
Address 2 ✓		Address 2 ✓
Address 3 80834 München 2b		Address 3 New York New York County 10118
Postal code 80834 ✓		ZIP Code 10118 ✓
City München ✓		City New York ✓
State Bayern BY ✓		State New York NY ✓
Email Cindy.chee@dhl.com ✓		Email * ✓
Phone Type Other ✓		Phone Type Other ✓
Country Code Germany 49 ✓		Country Code USA 1 ✓
Phone 5417 5430100 ✓		Phone 212-290-4700 ✓
VAT/Tax ID 11111111 ✓		VAT/Tax ID ✓
EORI 222222 ✓		EORI 333333 ✓
<input checked="" type="checkbox"/> This is a residential address Clear address		<input checked="" type="checkbox"/> This is a residential address Add Notes Clear address
		Next

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

Create Shipment — Pay — Print

From: Cindy Schulstraße 80634 München München Bayem 80634

To: Mary 350 5th Avenue New York New York County 10118 New York New York 10118

3a

Shipment Type

Documents Packages

Documents include legal, financial, or business paperwork. Items with monetary value are not documents.
VAT/Tax ID: 111111

Describe the documents in your shipment: Such as: legal documents, contracts, personal correspondence

Add your own reference for this shipment? Reference (appears on label/waybill): Optional (will appear on shipping label/waybill) *

What is the value of your shipment? EUR

3b

3c

Is it a document?

The following items are NOT documents. You must declare these items as packages:

- [object Object]
- [object Object]
- [object Object]
- [object Object]

[Help me determine if my item is a document](#)

Prohibited Items

Some items that are prohibited when shipping to us include:

- IVORY

[View all prohibited items](#)

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.



Document or Package?

If you're unsure, let us help you decide. Review Shipment Type and Remarks (if any) for each item, as well as the Overall Shipment Type for your shipment.

Select items that apply to your shipment

- Advertising brochures/pamphlets
- Airline tickets, blank stock (N)
- Animal products
- Airline tickets, issued/validated
- Animal skins
- Annual reports
- Artwork inc. drawings/proofs/layouts
- Asbestos
- Medical samples
- Blank forms
- Blueprints
- Booklets, brochures (non-adv.)

Origin: UNITED STATES
Destination: GERMANY

Determine Overall Shipping Type

Some items may be either Document or Package. You will need to refer to the remarks to properly select the Shipment Type for that item which may change your Overall Shipment Type.

Item	Shipment Type	Remarks
Annual reports	Document	N/A

Overall Shipment Type: Document

[Continue Shipping with Shipment Type](#)

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

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? * 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  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

Select Packaging 3f

Packaging	Quantity	Weight <u>kg</u>	Dimensions <u>cm</u>
Select packaging *	1	5	33.7 x 32.2 x 18
Box 33.7 x 32.2 x 18.0 (5kg) 33.7 X 32.2 X 18 cm			
Tube 97.6 x 17.6 x 15.2 (5kg) 97.6 X 17.6 X 15.2 cm		5 kg	
Envelope 35 x 27.5 x 0.1 (0.5 kg) 35 X 27.5 X 0.1 cm			
Flyer < 2kg 0 X 0 X 0 cm			
Conveyable 2-30 kg 0 X 0 X 0 cm			
Non-Conveyable 30-70kg 0 X 0 X 0 cm			

Delivery Delivered

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.

Select Packaging

Packaging	Quantity	Weight <u>kg</u>	Dimensions <u>cm</u>
Box 33.7 x 32.2 x 18.0 (5kg)	1	5	33.7 x 32.2 x 18

Total: 1 5 kg

Copy

Update

HOW TO CREATE AN EXPORT SHIPMENT

The screenshot displays a shipping interface with the following elements:

- Date Selector:** August 8 (Today), August 9 (Tomorrow), August 10 (Wednesday), August 11 (Thursday), August 12 (Friday), August 13 (Saturday), and More (+).
- 3g:** A red badge indicating a 3-hour delivery option.
- Columns:** Delivery Date, Delivered By, and Estimated Price.
- Options:**
 - August 9, Tuesday, 10:30 am, USD 177.49, Select (EXPRESS 10:30)
 - August 9, Tuesday, 12:00 pm, USD 172.39, Select (EXPRESS 12:00)
 - August 9, Tuesday, End of Day, USD 167.29, Select (EXPRESS WORLDWIDE)
- Details:** A link to view the price breakdown for the selected 'End of Day' option.
- Price Breakdown Table:**

Book by: 5:15 pm Latest pickup: 7:30 pm	Transportation Charge	USD 154.21	X
Door-to-Door Service	Fuel Surcharge	USD 3.08	
	Shipment Insurance	USD 10.00	
	Total	USD 167.29	

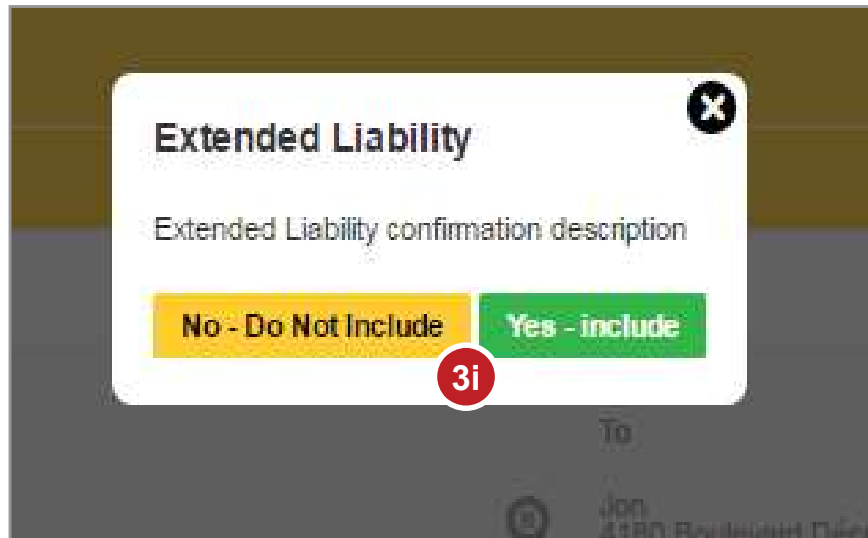
3g. Select a shipment date.

Products and prices might differ based on selected date.

3h. Select a delivery option.

Click on Details link to see the price breakdown.

HOW TO CREATE AN EXPORT SHIPMENT



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

A screenshot of a mobile application interface showing the "Optional Services" selection screen. The screen has a white background with a grey border. At the top left, the title "Optional Services" is displayed. Below the title, there is a list of services with checkboxes: "Saturday Pickup", "Packaging Item", "Extended Liability" (checked), "Delivery Notification", "Shipment Preparation", and "Hold for Collection". To the right of the "Extended Liability" checkbox, the text "Charges Apply: 4,00 EUR" is displayed. At the bottom right of the screen, there is a green button labeled "Next".

HOW TO CREATE AN EXPORT SHIPMENT

Pickup 4

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... Customer's ready time Customer's office close time

August 8 Today

Earliest 10:30 am 4a 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

Minimum pickup lead time Pickup cutoff time Station close time

Where should courier pick up the shipment?
 4b

Total Pickup Weight
 kg 4c

Special instructions for the courier
 4d

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

Payment by credit card

VISA ONLINE Master Card

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

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.

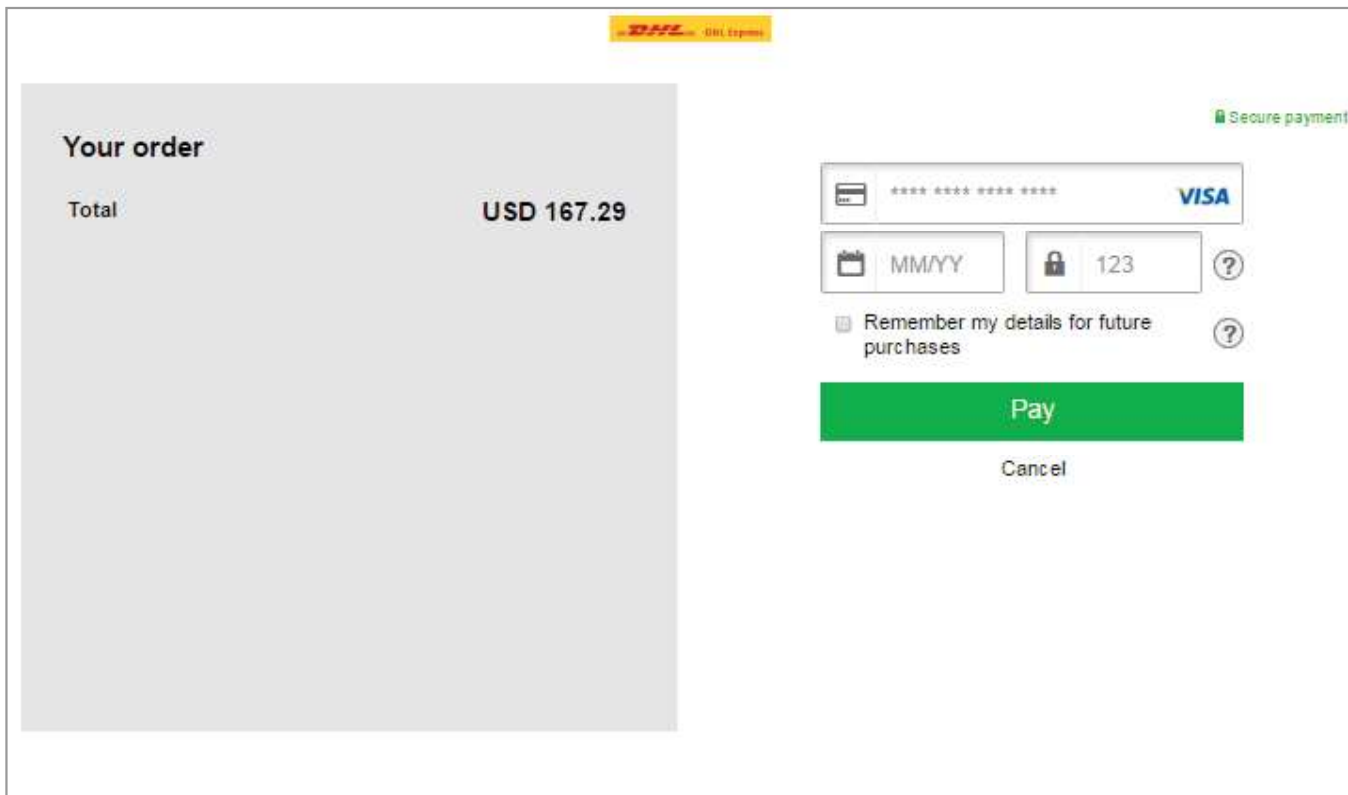
7. Select a payment option and a card type.

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



The screenshot shows the DHL Express payment interface. On the left, under "Your order", the total is listed as "USD 167.29". On the right, there is a "Secure payment" section. It includes a VISA credit card number field (masked with asterisks), a date field (MM/YY), a security code field (123), and a checkbox labeled "Remember my details for future purchases". Below these fields is a prominent green "Pay" button and a smaller "Cancel" button.

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.

Print and You're Done!

Print and preview the following documents

Labels and Customs paperwork must be printed for the courier.



Additional Documents to Print

Anti-drug Letter

Label (Waybill) Receipt

2 Copy 2 Copy

9 [Print Selected Documents](#)

Your Tracking Number:
2367452500

Piece #1:
JD014600002209999560

Pickup Details:
Tue, Aug 9, 2016
Between 4:00 pm and 5:45 pm
Confirmation Number:
PRG160809000061

[Save as Favorite](#)

Print

Total: 2 sheets of paper (1 report)

Destination: [Change...](#)

Pages: All Page 1 of 1 (1 of 1)


Scale:

Layout:

Color:

Options: Show page numbers Show images

[More settings](#)

9a 

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.

<input type="checkbox"/> Tracking number	<input type="checkbox"/> Pickup Confirmation Number
<input type="checkbox"/> Label (Waybill)	<input type="checkbox"/> Customs Invoice
<input type="checkbox"/> 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

The screenshot shows the DHL MyDHL dashboard. At the top, there is a navigation bar with the DHL logo and the tagline 'EXCELLENCE. SIMPLY DELIVERED.' Below this, there are links for 'MyDHL Home', 'Ship', 'Track', and 'Manage Shipments'. A 'Welcome to MyDHL' message is displayed. The main content area is divided into several sections:

- Create a New Shipment:** This section has four tabs: 'Create from Favorite', 'Create from Past', 'Schedule a Pickup', and 'Get Quote'. Callout 2b points to these tabs.
- Form Fields:** There are two text input fields for 'From' and 'To' addresses. Callout 2c points to the 'From' field, and callout 2d points to the 'To' field. A 'Next' button is located at the bottom right of the form.
- My Shipments:** This section shows 'Past 30 days of activity' with a link to 'View All Shipments'.
- Track:** This section has a text input field for tracking numbers and a 'Track' button.
- Shipments Requiring Action:** This section shows a list of shipments, including one with ID 'RUXP70' and address '4130 Boulevard Décarie, Montréal, CANADA'. It includes an 'Edit' button and a 'View All Unsubmitted Shipments' link.
- My Pickups:** This section shows a list of pickup times, such as 'Thu, May 19 5:00 PM - 9:00 PM'.
- Quick Links:** This section has a link to 'Add or Edit Quick Links'.

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

The screenshot shows the DHL MyDHL Home shipping address form. The form is split into 'From' and 'To' sections. The 'From' section is for Canada and the 'To' section is for the United States of America. Both sections have fields for Name, Company, Country, Address, Address 2, Address 3, Province/State, ZIP Code, City, State, Email, Phone Type, Country Code, Phone, VAT/Tax ID, and BORI. The 'To' section has a 'Save as New' button highlighted with a red circle and '3d' next to it. The 'From' section has a 'Save as New' button highlighted with a red circle and '3c' next to it. A 'Switch' button is located between the two sections. The DHL logo and navigation menu are at the top.

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

Shipment Type 4

Documents Packages

Documents include legal, financial, or business paperwork. Items with monetary value are not documents.

Packages are goods, merchandise or commodities for personal or commercial purposes.

Your shipment will have to go through Customs and requires a Customs Invoice. [i](#)

Create a Customs Invoice Use My Own Customs Invoice 5

I would like DHL to create a Customs Invoice using the information that I entered.

I have my own Customs Invoice that I will provide with the shipment.

Prohibited Items

Some items that are prohibited when shipping to us include:

WOVY

[View all prohibited items](#)

Need to add other details or create and save invoice templates?

[Use our enhanced customs invoice](#)

What is the purpose of your shipment?

Gift 5a

Describe each unique item in your shipment separately 5b

I would like to see estimated duties and taxes for my shipment 5b

Item Description	Quantity	Units	Item Value	Net Weight	Gross Weight	Export Commodity Code	Commodity Code	Where was the item made?
Computer 5c	1	Pack	200 USD	1.5 LB	2 LB	3401.11.100 5d	3401.11.100	CANADA

[View Prohibited Items](#) [Help me with this](#) [Add Another Item](#)

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)

Total Shipment Pieces: 1
Number of Pallets:
Currency Code: USD

Total Net Weight: 1.5 LB
Total Gross Weight: 2 LB 5e

Shipment Value: 200 USD
Total Declared Value: 500 USD

Other charge 1: Freight cost 200 USD

Other charge 2: Insurance cost 50 USD

Other charge 3: Other charges USD

VAT/Tax ID:
VAT/Tax ID/CR:

Add your own reference for this shipment?
Reference appears on label/waybill

Optional (will appear on shipping label/waybill) 5f

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

EASILY MANAGE CUSTOMS AND DUTIES

Commodity Code ⓘ
000 🔍

Commodity Code Search

Item Description
(What can label keyboard)

Category
Electronics

Subcategory
Tablets Accessories

Subcategory 2
Keyboards

Code Description
8471 60 2000 Automatic data processing machines
units thereof - magnetic optical
readers, machines for transcribing
data onto data media or coded form
machines for processing such data,
elsewhere specified -
Input/output units, whether or not
containing storage units in the same
housing - keyboards

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

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

Export Commodity Code: 3401 11 100 Commodity Code: 3401 20 100

Save Copy

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



Product Catalogue Save

Product Name
Catalogue

Save

6 Protect Your Shipment ⓘ

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.

7 Declaration and Additional Documents ⓘ

EUR-1
 Cites Declaration

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 exceeds the max value allowed, an error is displayed.

7. Select declaration and additional document if required. (Optional)

EASILY MANAGE BILLING OPTIONS

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.

How will you pay? 9a 9b

What shipper account will be used for this shipment?
CA/XXXEMP Export Account

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

Select customs terms of trade [Help me with this](#)
DAP - Delivered At Place

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

Split duty and tax payments

Associate these payment options with the
Ship From Address

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

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

Account Number

9c

Associate these payment options with the
Ship From Address

9d

How will duties be paid?
The receiver will pay

Split duty and tax payments

How will taxes be paid?
The receiver will pay

9e

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

TIPS TO COMPLETE YOUR SHIPMENT

I am sending my shipment on... **10**

August 9 Today | August 10 Tomorrow | August 11 Thursday | August 12 Friday | August 13 Saturday | August 14 Sunday | More +

Delivery Date	Delivered By	Estimated Price	
August 12 Friday EXPRESS 12:00	12:00 pm	CAD 83.31 <small>Details -</small>	Select 11
August 12 Friday EXPRESS WORLDWIDE	End of Day	CAD 76.02 <small>Details -</small>	Select

Get it there faster!
With EXPRESS 12:00, you can get your shipment delivered faster.

Go in the fast lane!
With long-established networks and routes, ca DHL Express gets shipments to faster than anyone else!

DHL Rate Estimate as of Tue Aug 09 2016 14:31:53 GMT+0800 (Malay Peninsula Standard Time)
[Disclaimer](#)

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.

Optional Services **12**

- Saturday Delivery
- Duties & Taxes Paid
- Packaging Item
- Delivery Notification
- Proactive Tracking
- Shipment Preparation
- Delivery Signature
- Formal Clearance
- Multiline Entry
- Permits & Licences
- Paperless Trade

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... **Customer's ready time** **Pickup Window** **Customer's office close time**

August 8 Today Edit

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?
 13b

Total Pickup Weight
 kg **13c**

Special instructions for the courier
 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 overwrite 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

The screenshot shows the DHL MyDHL Home interface for creating a shipment. The page is titled 'Create Shipment' and includes a progress bar with 'Pay' and 'Print' steps. A red box highlights three buttons: 'Cancel', 'Assign This Shipment', and 'Save For Later'. The shipment details are as follows:

From	To
Sample DE 4180 Boulevard Coleside NA Montreal Communauté Urbaine-de-Montreal H4A 3K2 Montreal Quebec H4A 3K2	Cindy DE Company Schulstraße 80634 München München Bayern 80634

Additional details include:

- Package: Cattle soap, Shipment Value: 300
- Customs/Declared Value: 500, Insured Value: 100
- Box 33.7 x 32.2 x 18.0 (Slg) - 1 piece - 11.03 lb (13.27 X 12.88 X 7.09 in)
- Transportation Charges Paid By: CAXXXXMMP Export Account



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.



www.loremipsum.com

@Loremipsum

www.Loremipsum.com

Deutsche Post AG
Headquarters
DHL eCommerce
53250 Bonn
Germany
dhl.com