



QUICK GUIDE **BOOKING A SHIPMENT ONLINE ON MyDHL+**

DHL Express – Excellence. Simply delivered.



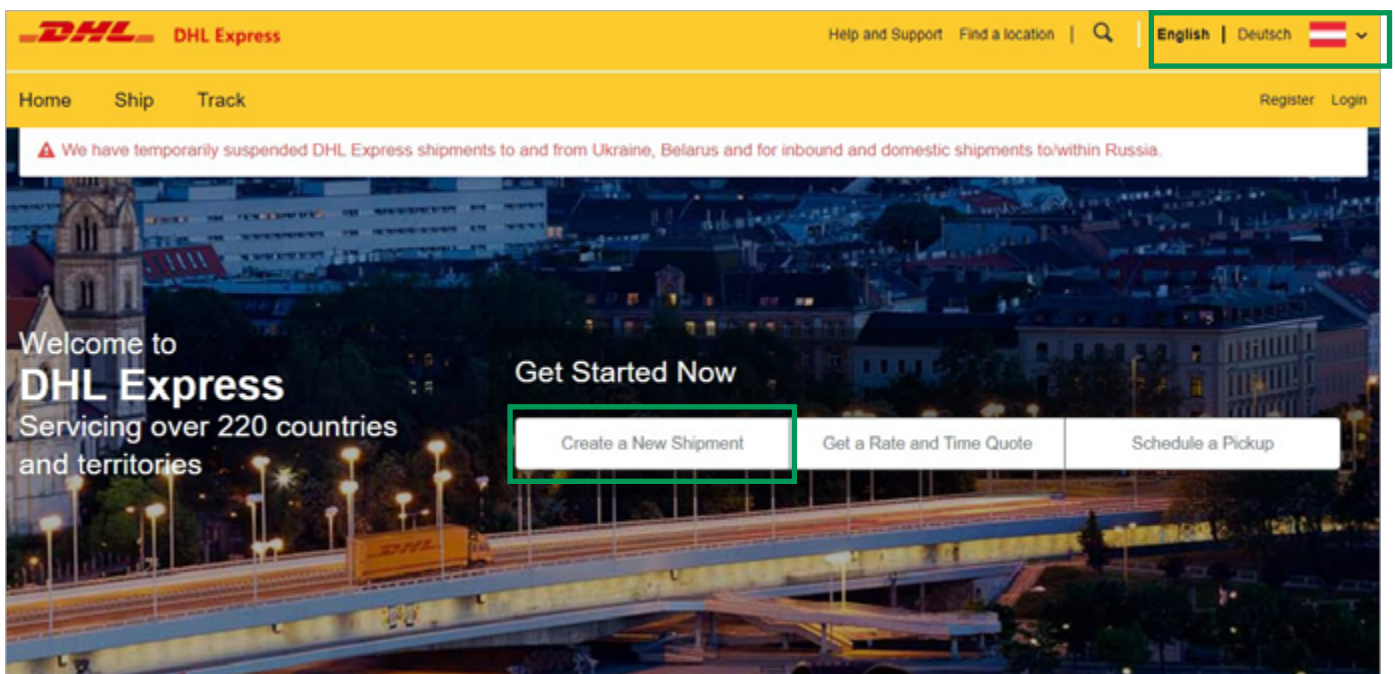
THANK YOU FOR CHOOSING TO SHIP WITH DHL EXPRESS.

LET'S START

You need one of the following browser versions to create a shipment: Internet Explorer (9 or higher), Mozilla Firefox, Google Chrome, Safari and Opera.

Step 1: Access the MyDHL+ website in the browser
<https://mydhl.express.dhl/at/de/home.html#/getQuoteTab>

Step 2: In the main menu, select the item “Create a New Shipment”. If the website is in German, you can switch to English in the top right menu options.



Step 3: Add the sender and recipient country and confirm with “Next”.

The image shows the DHL Express homepage. At the top, there is a navigation bar with 'Home', 'Ship', and 'Track' links. Below this, a banner area contains the text 'Welcome to DHL Express Servicing over 220 countries and territories'. To the right of the banner, there are three main buttons: 'Create a New Shipment', 'Get a Rate and Time Quote', and 'Schedule a Pickup'. The 'Create a New Shipment' button is highlighted with a green box. Below this button, there are two dropdown menus for 'Country/Territory'. The first dropdown is set to 'Austria' and the second is set to 'Germany'. Both dropdowns have a green checkmark next to them. Below the dropdowns, there are two input fields for 'From' and 'To'. To the right of these fields, there is a green 'Next' button. At the bottom of the banner, there are logos for VISA, MasterCard, and SOFORT.

A previous Rate and Time Quote query can be carried out under the item “Get a Rate and Time Quote”.

Step 4: Now enter the sender and recipient information and confirm with “Next”

The image shows the 'Create a New Shipment' form on the DHL Express website. The form is divided into two main sections: 'From' and 'To'. Each section contains fields for Name, Company, Country/Territory, Address, Address 2, Address 3, Postal Code, City, State/Province, Email Address, Phone Type, Code, and Phone. The 'From' section is filled out with 'Max Mustermann' in 'Austria' at 'Mustersstraße 2', Vienna, Austria. The 'To' section is filled out with 'Mrs. Mustermann' in 'Germany' at 'Mustersstraße 3', Berlin, Germany. Both sections have a green checkmark next to the Country/Territory field. At the bottom of the form, there is a green 'Next' button.

All boxes marked with an (*) are mandatory. If it is a private shipment (= not business shipment), you can enter a (-) in the Company box.

SHIPMENT DETAILS

Step 5: Choose, if you are sending a shipment with documents or goods

- **Document Shipment**

DHL Express Help and Support Find a location English Deutsch

Home Ship Track Register Login

Create Shipment — Pay — Print Cancel

From: Max Mustermann
Musterstraße 2
VIENNA 1010
Austria

To: Mrs. Mustermann
Musterstraße 3
BERLIN Berlin 10083
Germany

Shipment Details

☒ **Documents** ☐ Packages

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment. Packages are goods, merchandise or commodities for personal or commercial purposes.

Describe the documents in your shipment
Select a description
Such as legal, financial or business paperwork, etc.

Reference (appears on shipping label/waybill)
Reference (appears on shipping label/waybill)

Protect Your Shipment
You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

☒ I would like to add shipment protection to my shipment (Document Extended Liability Service)

In the rare event of physical loss of your documents, DHL will compensate for the cost of recovery with a fixed lump sum of 400 EUR.

Shipment Protection is added to all Document shipments by default.

Is it a document?
Some items you might think are documents are not – check before completing your shipment.
[Help me determine if my item is a document](#)

Prohibited Items
Some items that are prohibited when shipping to Germany include:
Animal products
Loose (semi)precious stones
Cash (current legal tender)
[View Prohibited Items](#)

Next

For document shipments, select a suitable content description from the drop-down menu.

Tip: Additionally, you can insure your documents to a liability amount of 400 Euros.

Inhaltsbeschreibung
Ihr Artikel ist nicht auf der Liste? Ziehen Sie einen Versand als Warensendung in Betracht.

Wie z.B. rechtliche, finanzielle oder geschäftliche Dokumente

- Airline tickets - blank stock
- Annual reports
- Bill of lading
- Blank forms
- Blueprints
- Business cards**
- Calendars
- Cash letters

genauso wie
(Dokument

• Consignment with goods

Shipment Details

Documents **Packages** ☒

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

Prohibited Items
Some items that are prohibited when shipping to Germany include:
Dillon (if any precious metal)
Air Guns
Activated Credit/Debit/ATM Card
[View Prohibited Items](#)

Summarize the contents of your shipment (in detail) ☒
Leather Shoes

Reference (appears on shipping label/waybill)
Reference (appears on shipping label/waybill)

What is the value of your shipment?
Value: 20,00 ☒ EUR

Protect Your Shipment
You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

☒ I would like to insure my shipment
What is the value you want to insure? 20,00 ☒ EUR
Additional charges may apply

Next

In the case of consignments of goods, the description of the contents must be completed independently. A precise description of the content is very important for the further export and import steps.

Tip: Insurance for goods values up to EUR 500,000, which can be taken out by simply ticking the “Transport insurance” box. This service includes insurance coverage against loss of or damage to the shipped item. In the event of damage to goods consignments, the insurance reimburses the reasonable repair costs or the value of the goods, up to a maximum of the agreed sum insured.

• Shipments of goods to a country outside the EU

If it is a consignment of goods that is being sent to a country outside the EU (e.g. to the USA), you will need a customs invoice for customs clearance. This customs invoice is created directly during the booking process in MyDHL+.

If you already have a customs invoice, click on “Use My Own invoice”. If you need a customs invoice for your shipment, then select “Create Invoice”.

DHL Express Help and Support Find a location English Deutsch

Home Ship Track Register Login

Create Shipment — Pay — Print Cancel

From
Max Mustermann
Mustersraße 2
VIENNA 1010
Austria

To
Mrs. Mustermann
5020 Samplestreet
CHICAGO HEIGHTS Illinois 60412
United States of America

Shipment Details

Documents
Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

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

Prohibited Items
Some items that are prohibited when shipping to United States Of America include:
Bullion (of any precious metal)
Air Guns
Activated Credit/Debit/ATM Card
[View Prohibited Items](#)

Shipment is subject to customs duty and taxes, payable by recipient.

You'll need a customs invoice for this shipment – DHL can create it for you!

Create Invoice **Use My Own Invoice**

Using my shipment information I have a printed invoice

In the next step, select the reason for your sending from the drop-down menu and confirm with Next.

DHL Express Help and Support Find a location English Deutsch

Home Ship Track Register Login

Create Shipment — Pay — Print Cancel

From
Max Mustermann
Mustersraße 2
VIENNA 1010
Austria

To
Mrs. Mustermann
5020 Samplestreet
CHICAGO HEIGHTS Illinois 60412
United States of America

Shipment Details

Documents
Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

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

Prohibited Items
Some items that are prohibited when shipping to United States Of America include:
Bullion (of any precious metal)
Air Guns
Activated Credit/Debit/ATM Card
[View Prohibited Items](#)

Shipment is subject to customs duty and taxes, payable by recipient.

You'll need a customs invoice for this shipment – DHL can create it for you!

Create Invoice ✓ **Use My Own Invoice**

Using my shipment information I have a printed invoice

What is the purpose of your shipment?

Select One

- Gift
- Commercial
- Personal, Not for Resale
- Sample
- Return for Repair
- Return after Repair
- Claim
- Return to Origin

Next

Shipment Details

Documents
Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

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

Prohibited Items
Some items that are prohibited when shipping to United States Of America include:
 Ballon (of any precious metal)
 Air Guns
 Activated Credit/Debit/ATM Card
[View Prohibited Items](#)

Shipment is subject to customs duty and taxes, payable by recipient.

You'll need a customs invoice for this shipment – DHL can create it for you!

Create Invoice ✓
Using my shipment information

Use My Own Invoice
I have a printed invoice

What is the purpose of your shipment?

Gift ✓

Describe each unique item in your shipment separately [Quick Guide for Describing Items](#)

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

Item Description	Quantity	Units	Item Value	Net Weight	Gross Weight	Where was the item made?
Leather Shoes View Prohibited Items	1 ✓	Pieces ✓	20,00 ✓ EUR	kg	1,5 ✓ kg	Austria ✓

Total Units 1 Total Net Weight -- KG Total Gross Weight 1,5 KG Number of Pallets

[Add Another Item](#)

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)	20,00 EUR	Total Invoice Value
Add Charges		20,00 EUR

A precise description of the content is necessary to facilitate the customs clearance process and to prevent delays. The following information must be entered in the customs invoice.

- Description of goods - as accurate as possible
- Number of goods described
- Value of goods per item
- Gross weight per item (gross weight = weight of a product including packaging)
- Country of Manufacture

By clicking on “Add another item” you can enter a new product.
 You can now add a insurance below.

Protect Your Shipment

You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

☒ I would like to insure my shipment

What is the value you want to insure? ✓ EUR

Additional charges may apply

PACKAGING

Step 6: In the next step, the type of packaging is selected.

In the dropdown menu you can choose out of the DHL Express packaging options. In case you want to use your own packaging, select “Your Own Package”

The screenshot shows the DHL Express 'Create Shipment' interface. At the top, there's a navigation bar with 'Home', 'Ship', and 'Track' options. Below this, the 'Create Shipment' section includes fields for 'From' (Max Mustermann, Musterstraße 2, Wien Austria 1010, Austria) and 'To' (Frau Mustermann, Musterstraße 2, Berlin 10082, Germany). It also shows 'Packages: Leather shoes', 'Declared Value 200,00 EUR', and 'Total Goods Value 200,00 EUR'. The 'Select Packaging' section is highlighted, showing a dropdown menu with options: 'Your Own Package', 'Box 3 (33.7 x 32.2 x 10 cm)', 'Box 4 (33.7 x 32.2 x 18 cm)', 'Box 6 (41.7 x 35.9 x 36.9 cm)', 'Card Envelope (35 x 27.6 x 2 cm)', and 'Express Envelope (31.7 x 23.8 x 1 cm)'. The 'Next' button is visible at the bottom right.

Now add the weight and dimensions of your shipment and confirm with “Next”

The screenshot shows the 'Select Packaging' section with the following fields filled out: 'Packaging' is 'Your Own Package', 'Quantity' is '1', 'Weight' is '2 kg', and 'Dimensions' are '30 x 20 x 10'. The 'Next' button is highlighted with a green box. The 'Total' section at the bottom shows '1' quantity and '2 kg' weight.

PAYMENT METHOD & DELIVERY

Step 7: Now select a suitable payment method and confirm with “Next”

DHL Express Help and Support Find a location English Deutsch

Home Ship Track Register Login

Create Shipment — Pay — Print Cancel

From
Max Mustermann
Mustestraße 2
VIENNA 1010
Austria

To
Mrs. Mustermann
Musterstraße 3
BERLIN Berlin 10086
Germany

Packages Leather Shoes
Declared Value 20,00 EUR
Total Goods Value 20,00 EUR

Insured Value 20,00 EUR

Your Own Package - 1 Piece - 2 kg (30 X 20 X 10 cm)

How will you pay?
How will you pay for transportation charges?
Select One
Credit Card
PayPal
Online Banking

Next

Step 8: In the next step, you can choose a suitable delivery time from the possible options. Confirm with “Select”.

I'm sending my shipment on

March 22 Today March 23 Tomorrow March 24 Thursday March 25 Friday March 26 Saturday March 27 Sunday More +

Day on which the shipment is sent

Delivery Date Delivered By Estimated Price

Month	Day	Time	Price	Action
March	24 Thursday	9:00	EUR 140,09	Select
March	24 Thursday	12:00	EUR 110,45	Select
March	24 Thursday	End of Day	EUR 103,05	Select

Time of delivery

Step 9: Select from the additional services available for your destination and confirm with “Next”

Optional Services

☒ **GoGreen Climate Neutral**
Offset this carbon emissions for my shipment. Charges Apply 0,20 EUR

☒ **Direct Signature**
DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. Direct Signature service makes sure your shipments can't be re-routed, dropped in a post box or left with the neighbor. Charges Apply 5,00 EUR

Next

GoGreen Climate Neutral

The greenhouse gas emissions generated during the transport and handling of your shipments are calculated according to internationally recognized standards and compensated for by supporting climate protection projects. The process has been checked by an external certification company, and you can use it to reduce your company's ecological footprint.

Direct Signature

Subject to prior agreement, the sender may limit the delivery options to delivery against signature by the addressee of the shipment or a representative at the delivery address. Delivery to an alternative address is not possible.

PICK-UP TIME

Step 10: You can now arrange for a courier to collect your shipment.

You can use the slider to set the pick-up time (minimum 120-minute pickup time window). Below you can also select the location where your shipment is ready to be picked up. For example, from the private address or at the reception. Confirm with “Next”.

Do you want to schedule a courier pickup?

Yes - Schedule Pickup ✓

I'm sending my shipment on **March 22 Today**

Pickup Window - When courier may arrive and shipment is ready

Earliest 12:00 Latest 19:00

Please allow at least 120 minutes for your Pickup Window
The latest time a request can be made for pickup today is 17:00

Where should the courier pick up the shipment?
Select One

Total Pickup Weight
2 kg

Instructions for the courier
Provide other instructions you'd like the courier to receive

Pickup Address
Max Mustermann
Mustestraße 2
VIENNA, 1010
max.mustermann@dhl.com
+43 1 511

Next

PAYMENT

Step 11: Now select your credit card (not necessary for PayPal and Instant bank transfer) and click on “Accept and pay”.

The screenshot shows the DHL Express payment interface. At the top, there's a navigation bar with the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', 'Deutsch', and a flag icon. Below this is a secondary bar with 'Home', 'Ship', 'Track', 'Register', and 'Login'.

The main content area is titled 'Shipment Cost Summary'. It includes details for 'EXPRESS WORLDWIDE' on 'Thu, 24 Mar, 2022 - End of Day'. It lists 'Volumetric Weight 1,2 kg', 'Total Weight 7 kg', and 'Chargeable Weight 2 kg'. A table of charges follows:

Transportation Charges:	EUR	61,03
Fuel Surcharge:	EUR	14,44
Shipment Protection:	EUR	10,00
GoGreen Climate Neutral:	EUR	0,20
Direct Signature:	EUR	5,00
Emergency Situation:	EUR	0,40
VAT/Tax:	EUR	18,22
Total	EUR	109,29

Below the table is a checkbox for 'I have a promo code'. A 'Cancel' button is in the top right of the summary section.

The 'Pay by Credit Card' section is highlighted with a green border. It shows 'VISA' and 'MasterCard' logos. A yellow warning box contains the following text:

⚠ You are making a payment with DHL International GmbH on behalf of DHL Express (Austria) GmbH, Madrikstrasse 20, 2353 Guntramsdorf, Austria. Your credit card will be pre-authorized for 131,15 EUR.

- The pre-authorization amount includes a reservation buffer of 20%.
- DHL will reweigh and re-measure all shipments to ensure we charge the correct amount to your credit card. You will receive a payment receipt email after DHL confirms the weight and dimensions of your shipment.
- If the final billed amount exceeds the original pre-authorized amount your credit card will then be charged for the additional charge. The original and additional charge will reference the same shipment Waybill number.
- Note: DHL never stores or retains any personally identifiable information or any financial information such as credit card numbers. DHL only stores an encrypted token ID which can only be decrypted by the payment processor in the PCI-DSS compliant environment.

Below the warning box is a checked checkbox for 'Billing address is the same as the ship FROM address'.

The 'Terms and Conditions' section states: 'By clicking on **Accept and Pay** I am agreeing to Terms and Conditions, Digital Customs Invoice Terms and Conditions, Online T&C and declare that this shipment does not include any Prohibited Items.'

A green 'Accept and Pay' button is at the bottom right.

Your credit card, PayPal or bank account will be pre-authorized for a higher amount (see yellow info box). Your shipment will be weighed and measured again in our central warehouse. If the dimensions and weight match what you stated in the booking, you pay the total value calculated.

If your shipment is a lot larger or heavier, DHL Express can carry out a new calculation and charge your account accordingly.

Step 12: After completing the payment process, print out the shipping label and attach it to your shipment. The courier will pick up your shipment at the chosen pick-up time.

DHL Express (Austria) GmbH

Viaduktstraße 20

2353 Guntramsdorf

dhl.at@dhl.com

0820-550505 (maximal 0,20 €/Minute)

<https://mydhl.express.dhl.at/de/home.html>