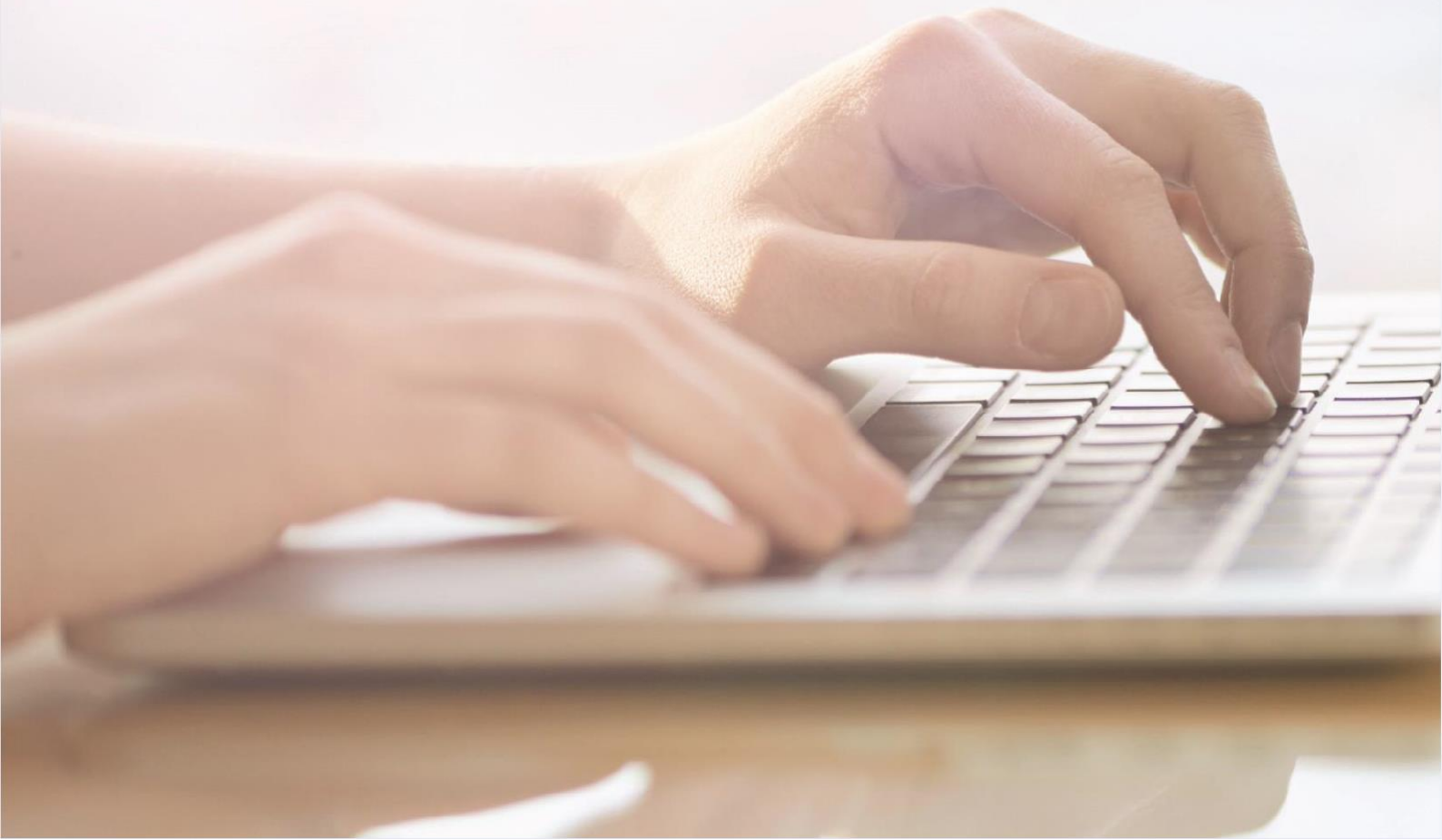


MyDHL+

REFERENCE GUIDE:

Shipment Creation



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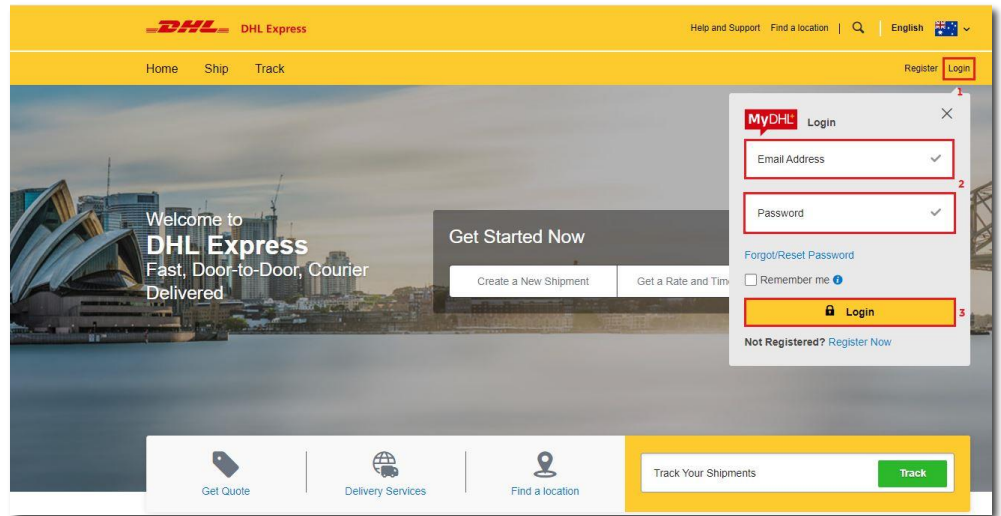
LOGIN TO MYDHL+

- Enter the website at <https://mydhlexpress.dhl/au/en/home.html>
- Click Login on the top right
- Enter your registered email address and password
- Click Login to enter

HELPFUL TIP

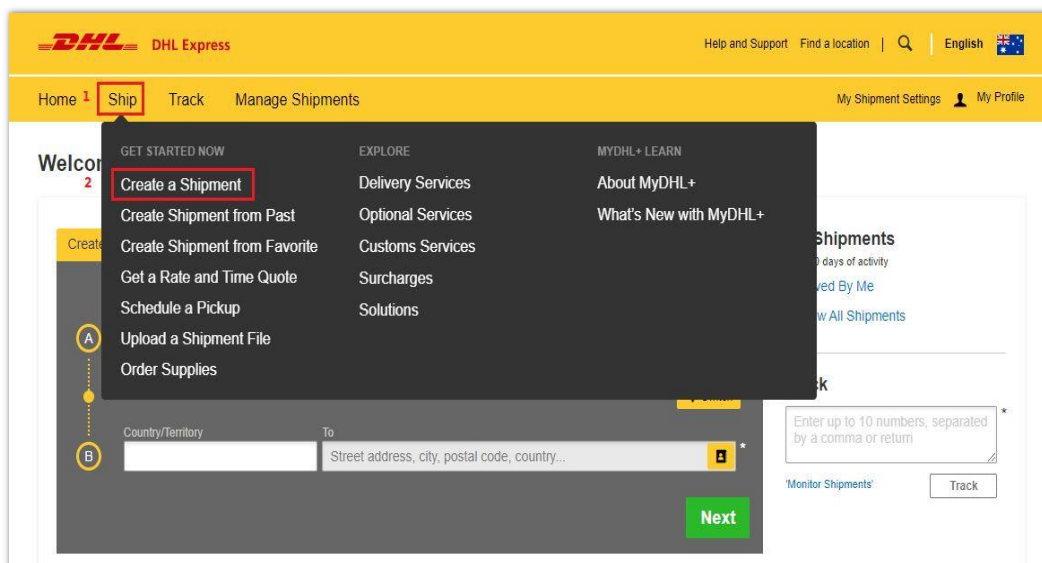
If your login is locked or you've forgotten your password, click on **"Forgot/Reset Password"** and check your email for the link.

Due to security policy, your login password will expire every 3 months and you're required to update the password.



1.0 CREATING A SHIPMENT

Click on **'Ship'** then click on **'Create a Shipment'** to begin



1.1 ADDRESS DETAILS

- Fill in the mandatory columns marked with asterisk (*) symbol.
 - The **'From'** section with your details
 - The **'To'** section with the receiver's details
- Once completed, click **'Next'**.

The screenshot shows the DHL Express 'Create Shipment' interface. At the top, there's a navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments'. Below that, a progress bar shows 'Create Shipment' as the active step. The main form is divided into two columns: 'From' (Shipper) and 'To' (Receiver). A 'Switch' button is positioned between them. The 'From' section includes fields for Name, Business Contact, Company, Country/Territory (Australia), Address (Shipper Address Line One, Two, Three), Postal Code (4000), City (BRISBANE CITY), State (QLD), Email Address (shipper@company.com), and Phone (Office, Code 61, Phone 180 000 0000). The 'To' section includes similar fields for the receiver, with Country/Territory set to New Zealand, Postal Code 2022, and City AUCKLAND AIRF. A 'Next' button is located at the bottom right of the form.

HELPFUL TIP

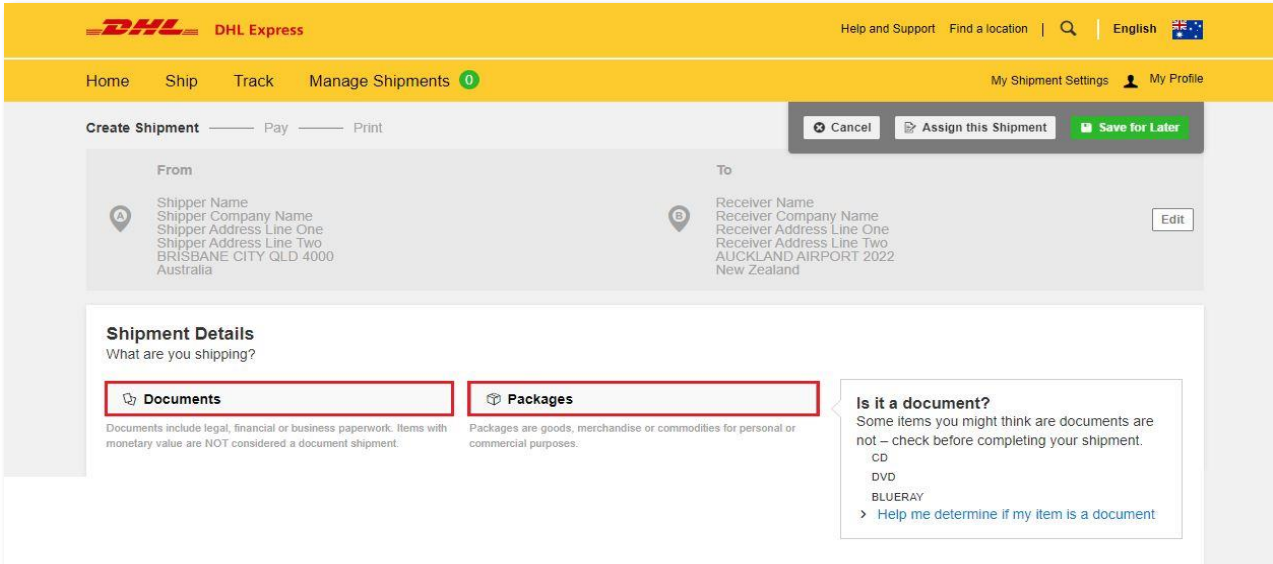
The **'Business Contact'** tick box under the **'Name'** field requires the shipper to indicate if the shipper and/or receiver is a business entity.

You may save the receiver address by clicking on **'Save as New Contact'** and select from the **'Address Book'** for next shipment.

If you have a DHL **import account**, you can create imports from around the world by simply clicking **"Switch"**.

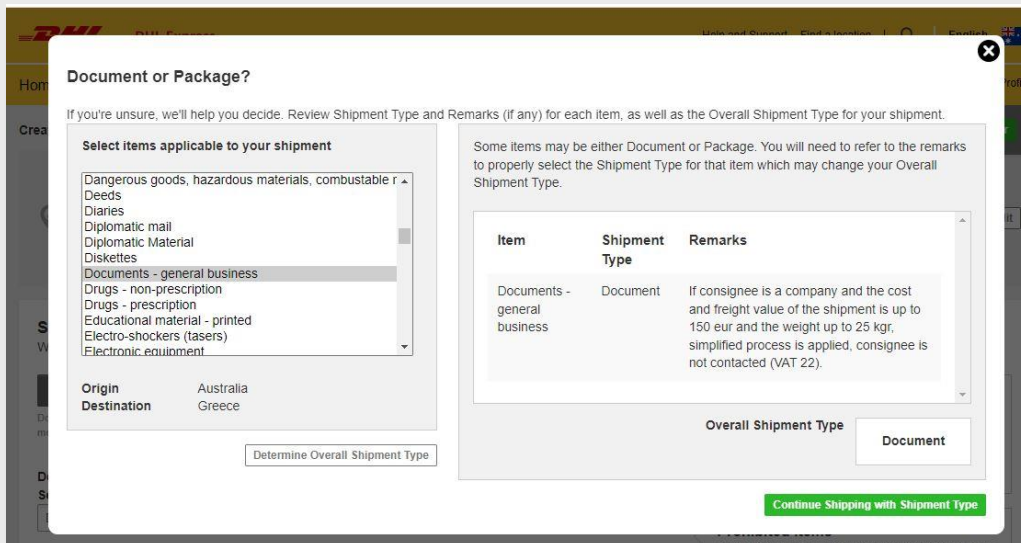
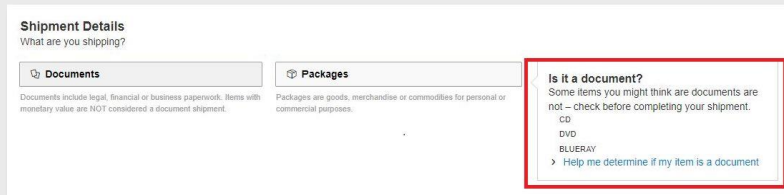
1.2 SHIPMENT DETAILS

Select either **'Documents'** or **'Packages'** according to your shipment type.



HELPFUL TIP

Determine if your items should be declared as a document or a package by clicking on the helpful links on the side of the selections.



2.2.1 SHIPMENT DETAILS - DOCUMENTS

Select the document type from the dropdown list available.

The screenshot shows the 'Create Shipment' page on the DHL Express website. The page is divided into several sections. At the top, there is a navigation bar with the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and a flag icon. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments' (with a notification icon), 'My Shipment Settings', and 'My Profile'. The main content area has a 'Create Shipment' header with 'Pay' and 'Print' options, and buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The 'From' and 'To' address sections are visible, with the 'From' address in Brisbane, Australia, and the 'To' address in Auckland, New Zealand. The 'Shipment Details' section asks 'What are you shipping?' and has two main options: 'Documents' (selected with a green checkmark) and 'Packages'. The 'Documents' section includes a description of document types and a dropdown menu for selecting a description. The dropdown menu is open, showing options like 'Checks - cashier', 'Completed Forms', 'Contract', 'Credit note', 'Diplomatic mail', 'Diplomatic Material', 'Documents - general business' (highlighted in blue), and 'Educational material - printed'. To the right of the dropdown, there are informational boxes: 'Is it a document?' with a list of items (CD, DVD, BLUERAY) and a link to 'Help me determine if my item is a document', and 'Prohibited Items' with a link to 'View Prohibited Items'. A 'Next' button is located at the bottom right of the form.

Optional: You may include any shipping reference in this section. Click on **Add Reference** sign to add additional reference if applicable. You may add up a maximum of 50 references. Please note that only the first reference will be printed on the waybill.

The screenshot shows the 'Reference' section of the shipment creation process. It features a heading 'Reference' and a sub-heading 'Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping'. Below this is a text input field containing the placeholder text 'Reference (appears on shipping label/waybill)'. To the right of the input field is a 'Remove' button with a minus sign icon. Below the input field is a yellow button with a plus sign icon and the text 'Add Reference'.

You may also opt to protect your document by selecting the 'Extended Liability' insurance service.

- Selection of this is recommended if you are sending valuable documents such as passports, visa applications or regulatory certificates.
- In the event of full or partial loss to a document shipment, a fixed compensation will be paid.
- Charges: AUD 8.00 per shipment

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 up to AUD \$600.

2.2.2 SHIPMENT DETAILS – PACKAGES

For package shipment, please indicate the purpose of your shipment.

Shipment Details
What are you shipping?

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 New Zealand. [View 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? ⓘ

Select One *

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

Next

A. Describe Items

Next, you will be prompted to provide information about the items you are shipping. By entering the **list of items in your shipment**, this will help customs authorities in classifying your shipment accurately and speed up the clearing of your shipment.

Enter your item details as accurately as possible or you may use the ‘Create Description’ button to help.

Shipment Details

What are you shipping?

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 New Zealand. [View Prohibited Items](#)

What is the purpose of your shipment? ?

Commercial ✔

Tell Us What You're Shipping

Select how you would like to provide your item details:

Describe Items ✔

Upload Item Details

Describe each unique item in your shipment separately

Avoid shipment delays! Accuracy matters to customs authorities. Add each unique item **One At a Time**. Provide details in **English only**.

I would like to see estimated duties and taxes ?

You must provide a 6-10 digit item code for each unique item in your shipment.

1. Unique Item Description

What is the item? [Quick Guide for Describing Items](#)

Create Description ?

OR

Enter your item description (170 Character Maximum) *

Commodity Code ?

Lookup Code ?

OR

Check Code

Quantity	Units (How the item is packaged)	Value (Per Item)	Weight (Per Item) ?
1 ✔	Pieces ✔	* AUD	* kg

Where was the item made? ?

Tax Paid

Add line item reference

[Add from Product/Item List](#) Copy

Total Units 1
Total Weight: --- KG
Total Value: --- AUD
[Add Another Item](#)

HELPFUL TIP

- Please input the import HS code if available – this field is optional.
- Declare the quantity for each individual items in your shipment and select the units on how it was packed.
- The value per item can be entered up to 5 decimal places (e.g. 0.00001 AUD).
- To declare in other currencies, click on “AUD” to display the list of currencies available.
- Weight (per item) is up to 4 decimals places (e.g. 0.0001 kg) excluding any packaging materials.
- ‘Where was the item made?’ section refers to the country where the item was originally made, grown, or produced. If unsure, please follow the origin country of export.

You may indicate additional charges involved in handling your shipment such as handling fee, packaging, insurance, etc. if applicable.

Click on **Add Charges** and a drop-down will be displayed for you to indicate the type of fees involved. It is important to declare all additional fees that make up the total value of your shipment as it determines how quickly your goods can move through the customs process. This section is **optional**.

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges) 50.00 AUD

Total Invoice Value
(for customs purposes)
50.00 AUD

Select Type

- Handling Charge/Fee/Cost
- VAT Charge/Fee/Cost
- Other Charge/Fee/Cost
- Freight/Shipping Charge/Fee/Cost
- Fuel Surcharge
- Insurance Cost (Fee)
- Export Charge/Fee/Cost
- Reverse Charge

I would like to add taxes for this shipment

Your first reference will appear on your shipping label waybill. All additional references will not show on shipping label.

Optional: You can lookup commodity codes by entering the item description, made of, and use. Select a commodity code to apply.

Commodity Code Lookup

You can verify the code is valid and is the one you want to use for your item.

What is the item? T-shirt ✓ What is it made of? Cotton How will it be used? Personal Search

Clear

Code	Description
6110.20.0090	Other: Jerseys pullovers cardigans waistcoats and similar articles knitted or crocheted: Other pullovers cardigans waistcoats and similar articles of cotton knitted or crocheted

Use Code

Still not seeing the code you need? Modify your search and try again.

Optional: Please provide pre-calculated duties and taxes on the commercial invoice (if the receiver pays them as part of the price of goods being shipped).

I want to include pre-calculated duties and taxes for this shipment [?](#)

Pre-Calculated Import Duties and Taxes for Shipment

Import Customs Duties	<input type="text"/>	*	AUD
Import Taxes (VAT/GST)	<input type="text"/>	*	AUD

Total Invoice
(with import customs duties and taxes)

50.00 AUD

Optional: You may include your shipment reference in the field below. Click on the **+ Add Reference** sign to add additional reference if applicable. You may add up a maximum of 50 references. Please note that only the first reference will be printed on the waybill.

Reference

Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

You may also opt to protect your shipment by selecting the insurance service.

- We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.
- Please enter the value of the shipment you want to insure. For 100% protection, please input the amount to be the same as your total declared value.
- Charges: AUD 25.00 or 2.50% of the insured value, if higher

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? * AUD

Additional charges may apply

Click [HERE](#) for more information on shipment protection options.

B. Upload a File – Multiple Line-Item Details

If you have multiple line-items, you may use the upload feature to provide the details. **Sample template** of the upload file is available on the right. Acceptable formats are TXT, CSV and XML only.

To ensure a successful upload – follow the guidelines to create and set up your file properly. You can save time by using one of our sample files. Just download the preferred file, edit it with your item details, save and upload it.

Shipment Details
What are you shipping?

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.

What is the purpose of your shipment? [?](#)
Commercial

Tell Us What You're Shipping
Select how you would like to provide your item details

Upload a File with Item Details

This option is ideal if you have multiple items and have the item details in a supported file format.

- Item details only
- Supported file formats are: CSV, TXT, XML
- No PDFs, image files or other file types
- Before uploading, ensure your file follows our [File Guidelines](#)

Select File Format
CSV

Field Delimiter: , Text Delimiter: " Character Set: UTF-8

Upload File

[Browse for File](#) or Drop Here

File Type Allowed: CSV, TXT, XML
Maximum file size: 5 MB

Prohibited Items
Some items that are prohibited when shipping to Australia. [View Prohibited Items](#)

Need to add other details or create and save invoice templates?
[Use our enhanced Customs Invoice](#)

First time uploading a file?
Uploading item details using a file is the fastest way to provide information for many unique goods in your shipment.

- [TXT Sample File](#)
- [CSV Sample File](#)
- [XML Sample File](#)

[Upload Tips and File Guidelines](#)

After file has been uploaded, you can view the list of items that was uploaded by clicking on [View Items](#). If you have items that are not in the list, you may click on [Add Another Item](#) to add additional items.

- The item list in the uploaded file cannot be amended, you will need to correct the source file and reupload with the correct data.

For video tutorial, please watch "[How to Upload a CSV file](#)".

1.3 CUSTOMS INVOICE DETAILS

You will have an option either to:

1. Create Invoice


- If you do not have your own invoice – this will be created using DHL invoice template
- Invoice number field may be mandatory for some countries, please enter an invoice number if required.

2. Use My Own Invoice

- When required, please provide your invoice number for this shipment.

Customs Invoice Details

You can provide additional information to appear on your DHL customs invoice or you can use your own customs invoice. You can also provide any additional customs related documents for this shipment.

Create Invoice  **Use My Own Invoice**

Invoice Details

Invoice Number
You can provide a number that is helpful for you and customs to refer to.

I would like to include an invoice number

Additional Invoice Information (Remarks)

If there are **any additional parties** involved in this shipment, you may declare their information by clicking on 'Add Parties'.

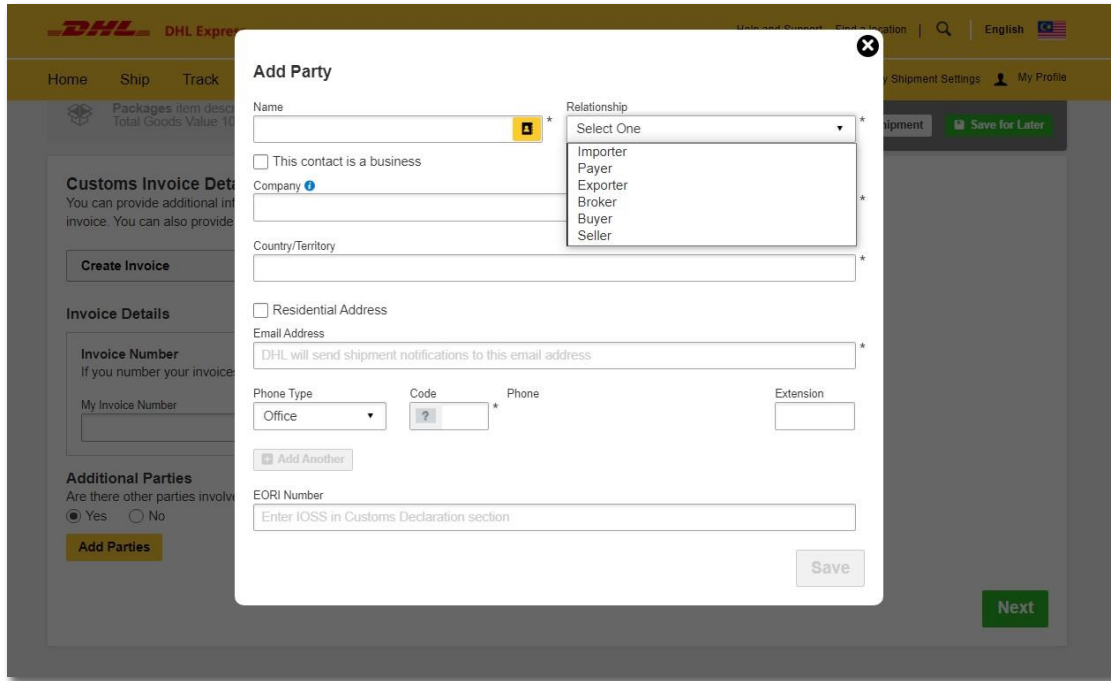
Additional Parties

Are there other parties involved in the shipment?

Yes No

Add Parties

A light box will open for you to fill out information about the additional parties involved. You may import the existing contact details directly from your address book or input their details manually. Multiple parties can be added to a single shipment consecutively.



Shipments to EU & other applicable destinations: In the Shipment Tax ID field, you are urged to enter the relevant Tax ID number (if applicable), depending on the destination countries of your dutiable shipments. For example, enter your IOSS number for dutiable shipments entering the European Union if you have paid your Value Added Tax (VAT) in advance.

i

- As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.
- If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment.

Tax Payment for this Shipment
Tax numbers you used to pay taxes for this shipment (for local customs authorities)

Provide the applicable tax number

1.4 PACKAGING TYPE

Click on the **'Packaging'** column to see the dropdown list of packaging selections.

1. **Document:**
 - Common packaging types are either **'Card Envelope'** or **'Standard Flyer'**
2. **Packages:**
 - If you're using your own box, select **'Your Own Package'** on the top of the list
3. Fill in the Quantity (per box/packaging) and the Weight of each box
4. If you have more than one package that is of different weight/dimension, click on

Add Another Package +

The screenshot shows the 'Select Packaging' form. At the top right, there is a link for 'Tips for Weighing and Measuring'. The form has several input fields: 'Packaging' (a dropdown menu), 'Quantity' (a text box with '1'), 'Weight' (a text box with 'kg'), 'Length' (a text box with 'cm'), 'Width' (a text box with 'cm'), and 'Height' (a text box with 'cm'). The 'Packaging' dropdown is open, showing three options: 'Your Own Package', 'Large Flyer' (with dimensions '48 X 38 X 1 cm'), and 'Small Flyer' (with dimensions '40 X 30 X 1 cm'). Below the form, there are 'Save' and 'Copy' buttons. At the bottom right, there is a summary: 'Total Packages: 1' and 'Total Weight: --. -- KG', followed by another 'Add Another Package' button.

HELPFUL TIP

DHL defined packaging has fixed dimensions and maximum weight limit. If you're sending more than the defined limit, please select 'Your Own Package' in order to proceed.

Australia maximum dimension (LxWxH) cm = (300x120x160) cm

DHL's shipment charges are calculated according to the higher of actual or volumetric weight per piece and any piece may be re-weighed and re-measured by DHL to confirm this calculation.

1.5 PAYMENT OPTIONS

By default, your registered DHL account will appear for transportation charges and the duties and taxes will be under 'Receiver will pay'. You can have more than one account registered in the profile.

How will you pay?

What shipper account will be used for this shipment? How will duties and taxes be paid?

✓
 ✓

Use this account to pay for transportation charges

Remember these payment options for the

Additional customs details are needed for this shipment

In order to complete this shipment you are required to provide the following details for customs.

Select customs terms of trade [View Definitions](#)

✓

[Next](#)

If you wish to absorb the duties and taxes charges, please select your account or enter the 3rd party account number that will bear the duties and taxes. Duties and taxes charges are determined by the destination customs authorities. There will be an additional service charge of AUD 30.00 per shipment for DTP service.

Duty Tax Paid	Duties and taxes can be billed to the shipper or third party. DHL Express can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed. Charges apply whenever duties, taxes or other regulatory fees occur and shipper has requested that those are to be billed outside of the destination country.	Per Shipment	AUD 30 or 2% of the fiscal charge, if higher
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HELPFUL TIP

Typical errors of the account include:

The Usage of this Account Requires Approval	Account Restricted/Invalid Account
Please ask the eSecure admin or account owner for approval. Once you receive the approval email from eSecure, refresh the page to update it.	Either the account you are using is inactive or has a stopped credit status, please check with your DHL account manager and/or our finance team to reactivate the account.
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>How will you pay?</p> <p>How will you pay for transportation charges?</p> <div style="border: 1px solid red; padding: 2px;"> <input type="text" value="DHL Account Number"/> * </div> <p style="font-size: 8px; color: red; margin-top: 5px;">The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>How will you pay?</p> <p>What shipper account will be used for this shipment?</p> <div style="border: 1px solid red; padding: 2px;"> <input type="text" value="DHL Account Number"/> * </div> <div style="border: 1px solid red; padding: 2px; margin-top: 5px;"> Account restricted </div> <p><input checked="" type="checkbox"/> Use this account to pay for transportation charges</p> </div>

For transportation charges paid by receiver or 3rd party, please un-tick the checkbox and select **'Alternate DHL Account Number'** to enter the payer DHL account number. The shipper account will be your registered DHL account number.

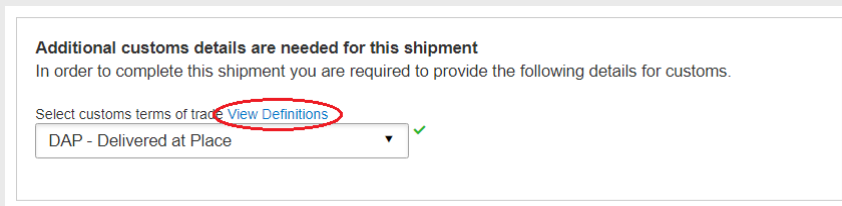
The screenshot shows a form titled "How will you pay?". It contains several fields and checkboxes:

- "What shipper account will be used for this shipment?" with a dropdown menu set to "Your DHL Account" and a green checkmark.
- "How will duties and taxes be paid?" with a dropdown menu set to "Receiver will pay" and a green checkmark.
- A checkbox labeled "Use this account to pay for transportation charges" which is currently unchecked. A red box highlights this checkbox, and a red arrow points to it with the text "Untick this to charge to alternate DHL account".
- "How will you pay for transportation charges?" with a dropdown menu set to "Alternate DHL Account Number" and a green checkmark.
- An "Account Number" input field with an asterisk.
- A checkbox labeled "Remember these payment options for the" followed by a dropdown menu set to "Ship FROM address".
- A section titled "Additional customs details are needed for this shipment" with the text "In order to complete this shipment you are required to provide the following details for customs." Below this is a dropdown menu for "Select customs terms of trade" set to "DAP - Delivered at Place" with a green checkmark and a link to "View Definitions".
- A green "Next" button in the bottom right corner.

HELPFUL TIP

A set of guidelines that specify the obligations of sellers and buyers for the delivery of goods under sales contracts for both domestic and international trade are known as the **Customs Terms of Trade**, or **Incoterms** for short.

You can click on **'View Definitions'** or click [HERE](#) for more information on the list of selections.



This does not determine the duties and taxes billing.
For duties and taxes billing option, please refer to the previous page.

1.6 DELIVERY OPTIONS

Select your shipment date (in yellow) and the estimated delivery dates will be shown below. Estimated delivery date and time is subjected to customs clearance for parcel shipments.

The product selection varies depending on the destination and limits that you have entered. Normal delivery option is under **'Express Worldwide'**. Choosing a Time-Definite service incurs an additional premium.

Price shown is an estimate based on destination, the higher net weight or volumetric weight, the declared value entered, and services opted in the Shipment Details section above.

- Click on **'Details'** at the bottom of the price to show breakdown charges.

If you have selected for the transportation charges under an alternate account, there will be no price displayed.

- Click **'Select'** to proceed to the next page.

I'm sending my shipment on

January 9 Today
January 10 Tomorrow
January 11 Thursday
January 12 Friday
January 13 Saturday
January 14 Sunday
January 15 Monday
More +

Delivery Date

Delivered By

Estimated Price

January 12 Friday 12:00 pm AUD [] [Details](#) [Select](#)

MEDICAL EXPRESS

January 12 Friday 12:00 pm AUD [] [Details](#) [Select](#)

EXPRESS 12:00

January 12 Friday End of Day AUD [] [Details](#) [Select](#)

EXPRESS WORLDWIDE

Book Shipment By January 9, 4:00 pm Latest Courier Pickup 5:00 pm	Transportation Charges AUD [] <input type="text"/>
Door-to-Door Service	Fuel Surcharge AUD [] <input type="text"/>
	Emergency Situation AUD [] <input type="text"/>
	Total (VAT included if applicable) AUD [] <input type="text"/>

Get it there faster!
With MEDICAL EXPRESS, you can get your shipment delivered faster.

GoGreen Plus – Carbon Reduced Shipping
CO2 emissions from air transport are reduced (inset) by 30% through the use of Sustainable Aviation Fuel. [Learn More](#)

HELPFUL TIP

If you encounter an error stating **'No delivery options available'** it means that either:


- The origin postcode/city is not offering pickup service.
- The destination location is not serviceable.
- The shipment weight has exceeded the maximum limit allowed.

1.7 OPTIONAL SERVICES

DHL offers a wide range of Optional Services. In this way, we give you the flexibility to choose the service that best fits your needs when using our express delivery services worldwide.

- Please note that the Optional Services selections varies depending on the destination.
- Additional charges may apply.
- Visit to our DHL website for the latest [Optional Services](#) update.

Optional Services

 GoGreen Plus

Adult Signature

Direct Signature

No Signature Required

Dangerous Goods

Next

1.8 DIGITAL CUSTOMS INVOICE

This service is only applicable for international parcel shipments. It is also known as Paperless Trade (PLT). With this service, you would no longer require to print the customs paperwork and attached to the physical shipment.

Click on **'Browse for File'** to upload the paperwork (e.g. invoice, packing list). Maximum file size is 5MB. Uploaded image clarity depends on scanned file. If you have selected to Create Invoice in the earlier section, you would only see one Browse button.

Digital Customs Invoices is available for many origin and destination countries and the list of participating countries is continuing to grow. It won't present as an option to choose if Digital Customs Invoices is unavailable in the destination country.

Upload Your Customs Documents

You can upload and submit your customs invoice or any other customs documents as image files and submit them to us electronically.

If you do not upload document images, remember to print and provide your documents with your shipment.

Would you like to upload image files?

Yes:

Upload an image of your customs invoice. Ensure your invoice is signed before uploading.

Upload Invoice Document

[Browse for File](#)

File Type Allowed: JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF
Maximum file size: 5 MB

Upload Other Customs Documents (Optional)

Upload Other Customs Documents

[Browse for File](#)

File Type Allowed: JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF
Maximum file size: 5 MB

Limit of 5 MB for all files uploaded per shipment 0 Bytes of 5 MB

[Next](#)

HELPFUL TIP

If you have more than one file to be uploaded, please tick on "Upload Other Customs Documents (Optional) checkbox. You may select multiple files to be uploaded at a time.

Limit of 5 MB for all files uploaded per shipment.

[Digital Customs Invoice Terms and Conditions](#)

1.9 SCHEDULING A PICKUP

You have an option to either to dropoff the shipment at the nearest DHL Express Service Points or you can choose to have a courier to come and pickup your shipment.

Please do note that DHL might not be able to attend to the preferred pickup time specifically as courier will be moving around on his planned route in his coverage area.

A. Export Pickup – from/within Australia

- Click **‘Yes – Schedule Pickup’**
 - Click **‘No’** if you have already a pickup scheduled or to drop off at DHL Service Point.
- Check the pickup date and time slider.
 - The latest time available is the booking cut-off time for your area.
- Check your Pickup Address.
 - If it is in a different location, please click **‘Edit’** below the address to amend.
 - Click **‘Save’** below the address once confirmed.
 - Pickup Address will not be printed on the waybill copy.
- Select the location of the pickup and enter a pickup instruction for courier (if any).
- Click **‘Next’** once confirmed.

Do you want to schedule a courier pickup?

Yes – Schedule Pickup **No**

TSA Privacy Notification
Please read [TSA Privacy Act](#) notification

I'm sending my shipment on **January 10 Tomorrow**

Pickup Window – When courier may arrive and shipment is ready

Earliest 9:00 am Latest 5:00 pm

Please allow at least 120 minutes for your Pickup Window

Where should the courier pick up the shipment?
Reception

Total Pickup Weight
0.5 kg

Instructions for the courier

[Disclaimer and Important Details](#)

Pickup Address

Shipper Name
Shipper Company Name
Shipper Address Line One
Shipper Address Line Two
BRISBANE CITY, QLD, 4000
shipper@company.com
+61 1800 000 000

B. Import Pickup – from other countries/territories


- Click on **‘I will propose pickup date and time’** if you’ll be arranging the pickup on behalf of the shipper.
 - Please send the pickup confirmation email to the shipper by clicking on **‘Send Documents’** after shipment completion – refer to [Page 23](#) for more details

HELPFUL TIP

Remote Booking (import pickup) commitment is to schedule a collection within **24 to 48 business hours for AP region** & within **48 to 72 business hours for US and EU regions** with the exception of delays due to shipment unavailability or any inability to make direct contact with the shipper.

- You may opt for shipper to arrange pickup if shipment is not ready yet.
- Default pickup address is the same as shipper address.
 - If pickup is from a different location, click on **‘Edit’** at the bottom and click **‘Save’** once amended.
- Click **‘Next’** once confirmed.

Do you want to schedule a courier pickup?




DHL will email shipper to confirm date, time and readiness

Important



- DHL will email shipper to confirm date, time and readiness
- Shipper can reschedule or cancel a pickup if there is a conflict with your requested date and time
- Please ensure your shipper will have the shipment and all the paperwork ready at pickup

TSA Privacy Notification
Please read [TSA Privacy Act](#) notification

Assign this shipment to shipper to complete
[Assign this Shipment](#)


I'm sending my shipment on  **January 10 Tomorrow**


Pickup Window – When courier may arrive and shipment is ready

Earliest 8:00 am  Latest 4:30 pm 

8:00 am 10:00 am 12:15 pm 2:15 pm 4:30 pm

Please allow at least 90 minutes for your Pickup Window

Where should the courier pick up the shipment?
 

Provide details to assist courier in finding the location
 

Instructions for the courier

[Disclaimer and Important Details](#)

Pickup Address

Receiver Name
Receiver Company Name
Receiver Address Line One
Receiver Address Line Two
AUCKLAND AIRPORT, 2022
receiver@company.com
+64 9 999 9999

1.10 RETURN LABEL

- This is typically meant for return delivery shipment (2-way).
- If you're only sending a 1-way shipment, please click '**No**' to proceed.

Do you need a return label?

Label is valid for 3 Months

1.11 SHIPMENT COST SUMMARY

- Shipment cost summary is the **estimated total breakdown charges** for your shipment.
 - Amount will only be shown for transportation charged to shipper account.
- If you need to amend any details, click '**Edit**' on the fields above.
- Once details are confirmed, click '**Accept and Continue**' to proceed.
 - If you need to amend any details after confirmation, please create a new waybill.

Shipment Cost Summary

EXPRESS WORLDWIDE Fri, 12 Jan, 2024 - End of Day	Transportation Charges	AUD	<input type="button" value="Add shipment protection for just 25.00 AUD more! Upgrade Now!"/>
Total Weight 0.5 kg	Fuel Surcharge	AUD	
Chargeable Weight 0.5 kg	Emergency Situation	AUD	
	Total	AUD	

Terms and Conditions

By clicking on **Accept and Continue** I am agreeing to [Terms and Conditions](#), and declare that this shipment does not include any [Prohibited Items](#).

- If you have opted for Digital Customs Invoice service, please click '**Submit**' for the files to be uploaded.

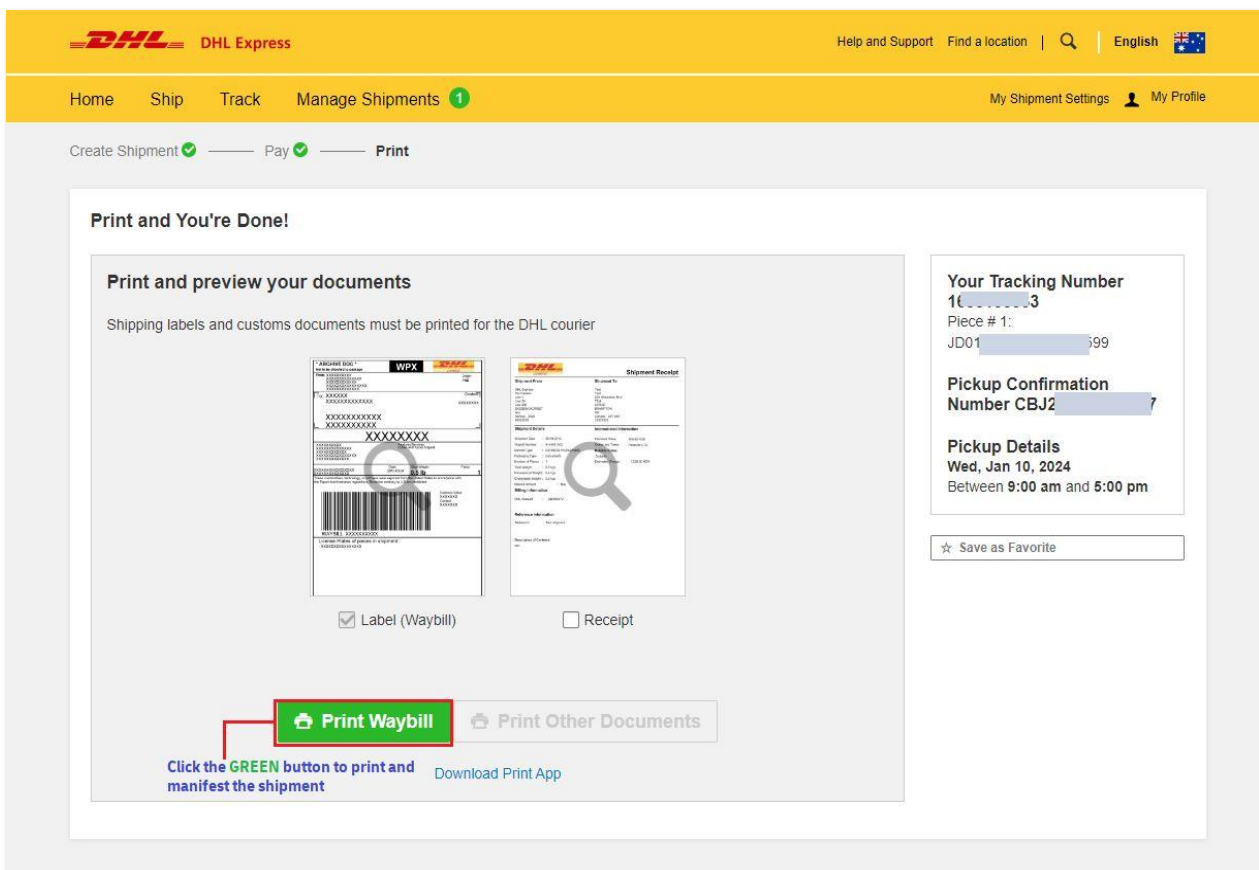
Digital Customs Invoice is Complete

Do you want to electronically submit the following documentation to customs now?

2.0 WAYBILL PRINTING

The shipper is required to print the shipping label (waybill) as it contains all the information DHL needs to know to keep your package moving through the network to its ultimate destination. Along with a shipping label (waybill), shipments may also need other documents such as a customs invoice or destination specific documents to accompany the shipment.

- Select the paperwork that you want to print and click **‘Print Selected Documents’**
- **Documents:**
 - You will only need to print out one set of the Transport Label that contains 3 barcodes and Waybill Doc that contains 1 barcode.
- **Packages:**
 - You will need to print out one set of the Transport Label that contains 3 barcodes.
 - If you have opted for digital customs invoice, the documentation has been uploaded to DHL’s server and does not need to be printed.
 - If digital customs invoice wasn’t selected or unavailable, please print out the Waybill Doc that contains 1 barcode and 2 copies of invoice to pass to the courier during pickup.



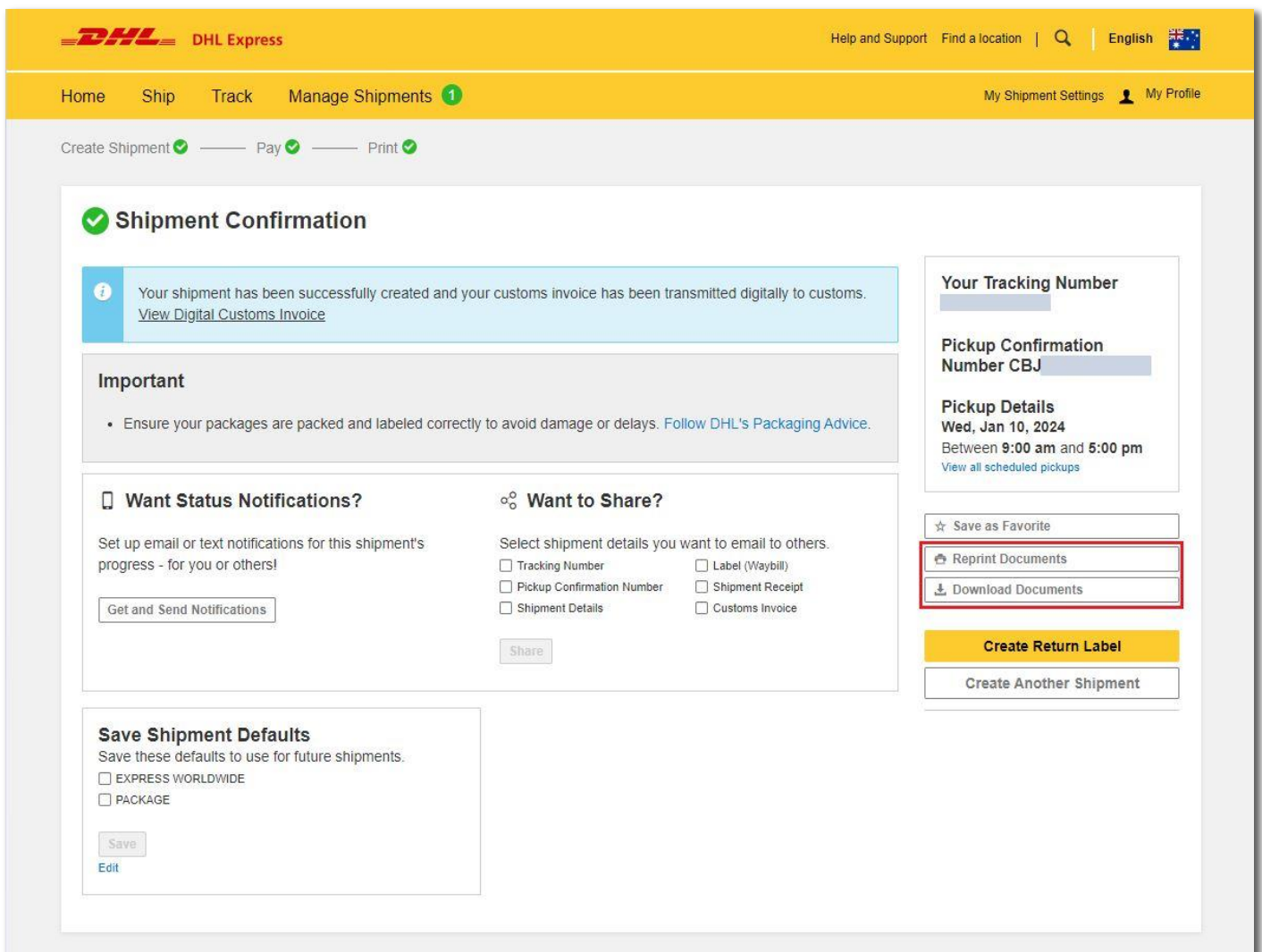
HELPFUL TIP

The image is merely a preview; **DO NOT** print from it.

Preview image will contain the wording of “DO NOT PRINT – SAMPLE ONLY” and is not valid for shipping.

2.1 REPRINT / DOWNLOAD

- After waybill is printed, shipment data will be manifested.
- You will see the Shipment Confirmation page below.
- If you need to reprint or download documents, click the options at the lower right corner of the screen.
- You may either logout or create another shipment if any.



2.2 SEND PAPERWORK (IMPORT SHIPMENTS)

- Click on **'Send Documents'** to send the paperwork and pickup confirmation to your shipper.
- The air waybill and customs invoice (if any) have to be printed for collection.

DHL Express | Help and Support | Find a location | English

Home | Ship | Track | Manage Shipments **1** | My Shipment Settings | My Profile

Create Shipment | Pay | Print

Send Documents to Shipper

Email your documents now or download and email them later.

<input checked="" type="checkbox"/> Label (Waybill)	<input checked="" type="checkbox"/> Customs Invoice	<input type="checkbox"/> Receipt
<input type="text" value="1"/> Number of Copies	<input type="text" value="2"/> Number of Copies	

Download Documents | **Send Documents** (Pickup confirmation email will be sent along with the selected paperwork.)

I will download my documents and email them later | I will use MyDHL+ to email my documents now

Your Tracking Number

Piece # 1:
JD0 [redacted]

Pickup Confirmation Number CBJ [redacted]

Pickup Details
Wed, Jan 10, 2024
Between 8:00 am and 4:30 pm

☆ Save as Favorite

Information: Your shipment is not completed until you have sent your documents to the shipper

- Check the recipient email address and enter your message to the shipper then click **'Send'**
- Shipper would then receive an email with the paperwork.
- You will be redirected to page **'Shipment Confirmation'** after sending the waybill to the shipper or after clicking **'Complete Shipment'**.

The screenshot shows an email composition window with the following fields:

- To:** sender@company.com
- From:** noreply@dhl.com
- Subject:** DHL Express Shipment Confirmation
- Email import shipment details in the following language:** English
- Message:** Please print the paperwork and confirm the pickup.

Below the message field, there are two attachments:

- Label (Waybill):** A PDF document with a barcode and shipping details.
- Customs Invoice:** A PDF document with a magnifying glass icon, likely for customs clearance.

A green **Send** button is located at the bottom right of the window.

- Clicking the send button will result in the shipper receiving the email below. Shipper will have to confirm, modify or cancel pickup if there are any changes.

The screenshot shows an email received from noreply@dhl.com with the subject "Immediate Action Required: Confirm DHL Express Shipment Pickup".

The email contains the following information:

- Attachments:** TransportLabel_...pdf (6 KB), WaybillDec_...pdf (5 KB), Custominvoice_1...pdf (41 KB).
- DHL Express Logo:** Includes a "Help and Support" link.
- Message:** Shipper Name has created a DHL Express shipment and proposed a courier pickup for you. Please confirm, modify or cancel this pickup immediately!
- Action:** A green button labeled "Confirm, modify or cancel pickup".
- Proposed Pickup Details:**
 - Date and Time:** January 10, 2024, 08:00 - 16:30
 - Pickup Location:** pickup_other, AUCKLAND AIRPORT
 - Courier Instructions:** 2022, NZ, 6499999999
 - Pickup Confirmation Number:** CBJ: [redacted]
- Receiver Information:** Receiver Name, Receiver Company Name, Receiver Address Line One, Receiver Address Line Two.
- Sender Information:** shoper@company.com
- Message:** Please print the paperwork and confirm the pickup.

