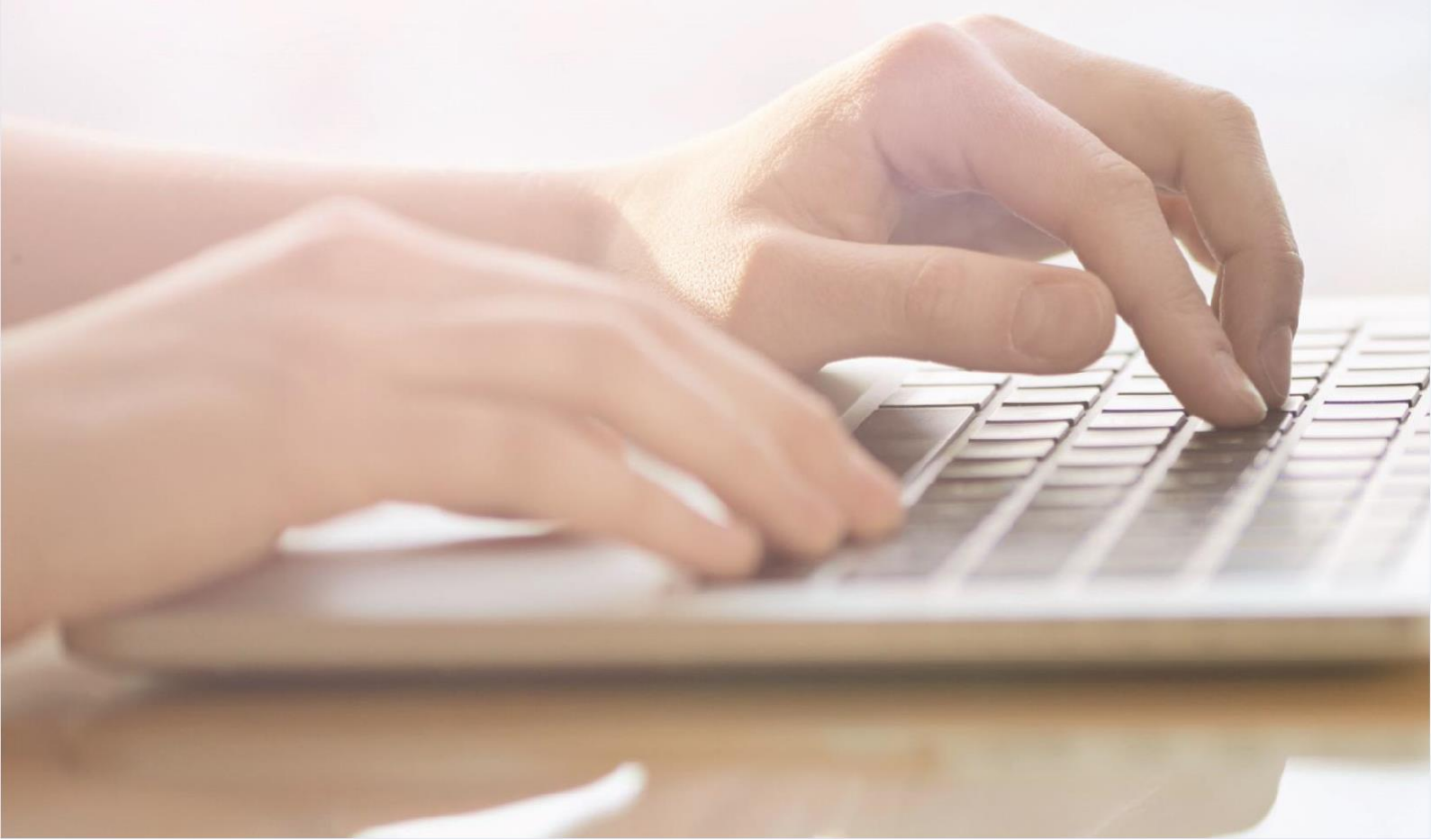


# **MyDHL<sup>+</sup>**

# **REFERENCE GUIDE:**

## **Shipment Creation**



# Contents

LOGINTOMYDHL+ .....	1
1.0 CREATING A SHIPMENT .....	1
1.1 ADDRESS DETAILS .....	2
1.2 SHIPMENT DETAILS.....	3
2.2.1 SHIPMENT DETAILS - DOCUMENTS .....	4
2.2.2 SHIPMENT DETAILS – PACKAGES.....	5
1.3 CUSTOMS INVOICE DETAILS.....	10
1.4 PACKAGING TYPE .....	12
1.5 PAYMENT OPTIONS.....	13
1.6 DELIVERY OPTIONS.....	15
1.7 OPTIONAL SERVICES.....	16
1.8 DIGITAL CUSTOMS INVOICE .....	17
1.9 SCHEDULING A PICKUP.....	18
1.10 RETURN LABEL.....	20
1.11 SHIPMENT COST SUMMARY .....	20
2.0 WAYBILL PRINTING.....	21
2.1 REPRINT / DOWNLOAD.....	22
2.2 SEND PAPERWORK (IMPORT SHIPMENTS) .....	23

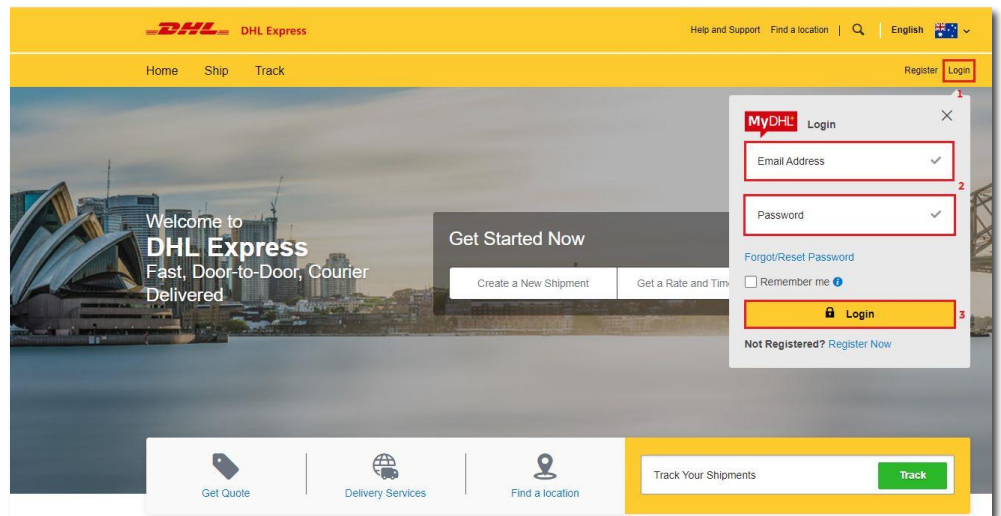
## LOGIN TO MYDHL+

- 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

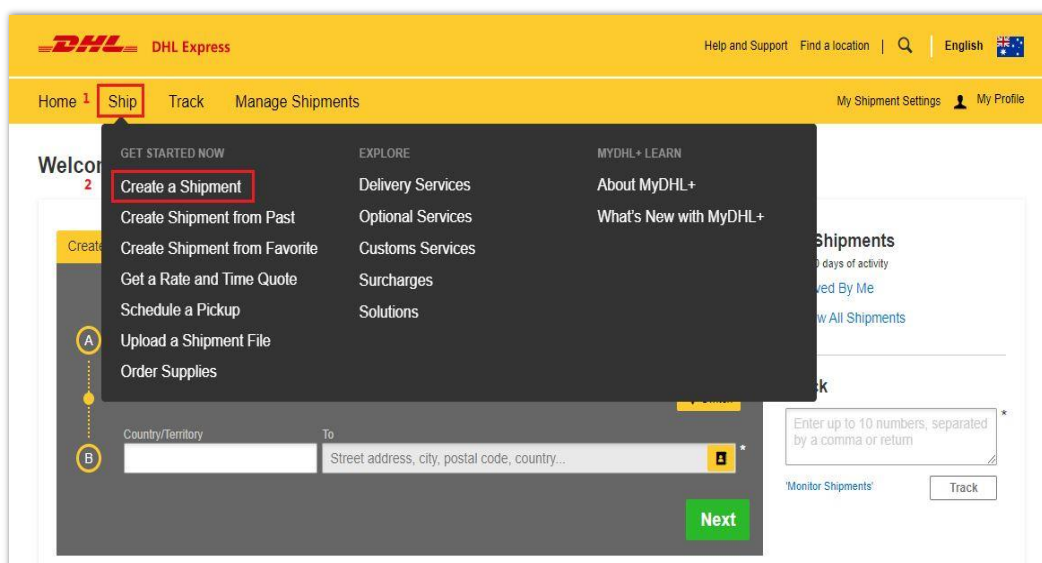
If your login is locked or you've forgotten your password, click on **"Forgot/Reset Password"** and check your email for the link.

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 shipment creation interface. At the top, there's a yellow header with the DHL logo and navigation links. Below the header, there's a navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments'. The main content area is divided into two columns: 'From' and 'To'. The 'From' column contains fields for shipper details, and the 'To' column contains fields for receiver details. A 'Switch' button is located between the two columns. The 'From' section is highlighted with a red box, and the 'To' section is also highlighted with a red box. A blue arrow points to the 'Switch' button. A red '1' is next to the 'Switch' button, and a red '2' is next to the 'Next' button. The 'Next' button is highlighted with a green box.

### 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.

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

Home Ship Track Manage Shipments 0 My Shipment Settings My Profile

Create Shipment — Pay — Print

**From**

Shipper Name  
Shipper Company Name  
Shipper Address Line One  
Shipper Address Line Two  
BRISBANE CITY QLD 4000  
Australia

**To**

Receiver Name  
Receiver Company Name  
Receiver Address Line One  
Receiver Address Line Two  
AUCKLAND AIRPORT 2022  
New Zealand

**Shipment Details**  
What are you shipping?

**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.

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

### HELPFUL TIP

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

**Shipment Details**  
What are you shipping?

**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.

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

**Document or Package?**

If you're unsure, we'll 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 applicable to your shipment**

Dangerous goods, hazardous materials, combustible r  
Deeds  
Diaries  
Diplomatic mail  
Diplomatic Material  
Diskettes  
Documents - general business  
Drugs - non-prescription  
Drugs - prescription  
Educational material - printed  
Electro-shockers (tasers)  
Electronic equipment

Origin Australia  
Destination Greece

**Determine Overall Shipment 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
Documents - general business	Document	If consignee is a company and the cost and freight value of the shipment is up to 150 eur and the weight up to 25 kgr, simplified process is applied, consignee is not contacted (VAT 22).

**Overall Shipment Type** **Document**

**Continue Shipping with Shipment Type**

## 2.2.1 SHIPMENT DETAILS - DOCUMENTS

Select the document type from the dropdown list available.

The screenshot shows the DHL Express 'Create Shipment' interface. At the top, there's a yellow header with the DHL logo and navigation links. Below that, a secondary yellow bar contains 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a green notification bubble). The main content area is titled 'Create Shipment' and includes buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The 'From' and 'To' address sections are visible, with the 'To' address currently set to Auckland, New Zealand. The 'Shipment Details' section asks 'What are you shipping?' and offers two options: 'Documents' (selected with a green checkmark) and 'Packages'. The 'Documents' section includes a description of what documents are and a dropdown menu to 'Select 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's a 'Prohibited Items' section and a 'Next' button.

**Optional:** You may include any shipping reference in this section. Click on **Add Reference** 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 includes 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, there's a text input field with the placeholder text 'Reference (appears on shipping label/waybill)' and a 'Remove' button. At the bottom, there's a yellow button labeled '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](#)

Next

**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



## 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.

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.

### 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](#)

### 1. Unique Item Description

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

**Create Description**
OR

Commodity Code

**Lookup Code**
OR
 
**Check Code**

Quantity	Units (How the item is packaged)	Value (Per Item)	Weight (Per Item)
<input type="text" value="1"/>	<input type="text" value="Pieces"/>	<input type="text"/> AUD	<input type="text"/> kg

Where was the item made?

☐ Tax Paid  
☐ Add line item reference

[Add from Product/Item List](#)

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 dropdown 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

Do not add taxes for this shipment

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

**Optional:** You can lookup commodity codes by entering the item description, made of, and use. Select a commodity code to apply. You can also check your commodity code. If the commodity code is not valid, select 'Use my code.'

**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

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

**Check Your Code**

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

**Code not found**  
Commodity code is not valid. Try with a different code or shorten to 6 or 8 numbers.

Commodity Code 6110 20 0090 Verify New Code

Use my code

**Optional:** 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](#) 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

[Remove](#)

[+ Add Reference](#)

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.
- 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 ☒ 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.

**Prohibited Items**  
Some items that are prohibited when shipping to Australia. [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

**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

**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 TaxID field, you are required 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.

## 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 +

Select Packaging

Tips for Weighing and Measuring

Packaging \* Quantity \* Weight \* Length \* Width \* Height \*

Select Packaging 1 kg cm x cm x cm

Your Own Package

Large Flyer  
48 X 38 X 1 cm

Small Flyer  
40 X 30 X 1 cm

Save Copy

Total Packages: 1 Total Weight: --. KG Add Another Package +

### **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?  
9xxxxxxx1 ✓

How will duties and taxes be paid?  
Receiver will pay ✓

☒ Use this account to pay for transportation charges

☐ Remember these payment options for the Ship FROM address ▼

**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](#)

DAP - Delivered at Place ✓

Next

If you wish to absorb the duties and taxes charges, please select your account or enter the 3<sup>rd</sup> 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		Per Shipment	AUD 30 or 2% of the fiscal charge, if higher
	<p>Duties and taxes can be billed to the shipper or third party.</p> <p>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.</p> <p>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.</p>		

### 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> <h4>How will you pay?</h4> <div> How will you pay for transportation charges?  DHL Account Number * </div> <div> 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. </div> </div>	<div> <h4>How will you pay?</h4> <div> What shipper account will be used for this shipment?  DHL Account Number * </div> <div> Account restricted  <input checked="" type="checkbox"/> Use this account to pay for transportation charges </div> </div>



For transportation charges paid by receiver or 3<sup>rd</sup> party, please untick 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.

**How will you pay?**

What shipper account will be used for this shipment? ✓  
Your DHL Account

How will duties and taxes be paid? ✓  
Receiver will pay

☐ Use this account to pay for transportation charges Untick this to charge to alternate DHL account

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

Account Number \*

☐ Remember these payment options for the Ship FROM address

**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](#) ✓  
DAP - Delivered at Place

**Next**

**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.

**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](#) ✓  
DAP - Delivered at Place

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

🚚 Door-to-Door Service

Transportation Charges	AUD <input type="text"/>	✕
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](#)

DHL rate estimate as of Jan 09, 2024, 2:22 PM

### 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 or dimensions 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 drop off 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

Edit

Earliest

9:00 am

Pickup Window – When courier may arrive and shipment is ready

9:00 am

11:00 am

1:00 pm

3:00 pm

5:00 pm

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

Provide other instructions you'd like the courier to receive

[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

Edit

Make my default pickup address

Update

## 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?


Shipper will schedule pickup

**I will propose pickup date and time** 


DHL will email shipper to confirm date, time and readiness

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

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

 **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

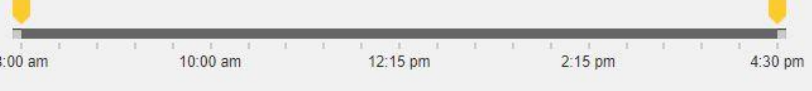
I'm sending my shipment on 

January  
**10**  
Tomorrow

[Edit](#)


**Pickup Window – When courier may arrive and shipment is ready**

Earliest 8:00 am Latest 4:30 pm




Please allow at least 90 minutes for your Pickup Window

Where should the courier pick up the shipment?

Other 

Provide details to assist courier in finding the location

mailroom 

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

[Edit](#)

**Next**


## 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

Yes – Create Label

No 

Next


## 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

**Total Weight** 0.5 kg  
**Chargeable Weight** 0.5 kg

Transportation Charges	AUD		<p>Add shipment protection for just 25.00 AUD more!</p> <p>Upgrade Now!</p>
Fuel Surcharge	AUD		
Emergency Situation	AUD		
<b>Total</b>	<b>AUD</b>		

**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](#).

Accept and Continue

- 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?

Submit



- 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**

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.

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

Home Ship Track Manage Shipments 1 My Shipment Settings My Profile

Create Shipment ☒ Pay ☒ Print ☒

### ✓ Shipment Confirmation

**Information:** Your shipment has been successfully created and your customs invoice has been transmitted digitally to customs. [View Digital Customs Invoice](#)

**Important:**

- Ensure your packages are packed and labeled correctly to avoid damage or delays. [Follow DHL's Packaging Advice.](#)

**Want Status Notifications?**

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

**Want to Share?**

Select shipment details you want to email to others.

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

**Save Shipment Defaults**

Save these defaults to use for future shipments.

☐ EXPRESS WORLDWIDE

☐ PACKAGE

[Edit](#)

**Your Tracking Number**

**Pickup Confirmation Number** CBJ

**Pickup Details**  
Wed, Jan 10, 2024  
Between 9:00 am and 5:00 pm  
[View all scheduled pickups](#)

## 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.

Waybill Document

Commercial Invoice

Shipment Receipt

☒ Label (Waybill)
 ☒ Customs Invoice
 ☐ Receipt

Number of Copies
  Number of Copies

Download Documents

Send Documents

I will download my documents and email them later

I will use MyDHL+ to email my documents now

**Your Tracking Number**

Piece # 1: JD0

**Pickup Confirmation Number CBJ**

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

☆ Save as Favorite

**Important Notice:** 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'**.

This screenshot shows the 'Send' email form. The 'To' field is 'sender@company.com', 'From' is 'noreply@dhl.com', and the 'Subject' is 'DHL Express Shipment Confirmation'. The language is set to 'English'. The message body says 'Please print the paperwork and confirm the pickup.' There are two attachments: 'Label (Waybill)' and 'Customs Invoice'. A green 'Send' button is at the bottom right.

- 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.

This screenshot shows the email received by the shipper. The subject is 'Immediate Action Required: Confirm DHL Express Shipment Pickup'. The email is from 'noreply@dhl.com'. It includes three attachments: 'TransportLabel\_1.pdf' (6 KB), 'WaybillDoc\_1.pdf' (5 KB), and 'CustomInvoice\_1.pdf' (41 KB). The main body of the email features the DHL logo and a yellow banner. Below the banner, it states: 'Shipper Name has created a DHL Express shipment and proposed a courier pickup for you. Please confirm, modify or cancel this pickup immediately!'. There is a green button labeled 'Confirm, modify or cancel pickup'. Below this, the 'Proposed Pickup Details' are listed, including the date and time (January 10, 2024, 08:00 - 16:30), the pickup location (AUCKLAND AIRPORT), and the courier instructions (2022, NZ, 6499999999, shipper@company.com). The pickup confirmation number is 'CEJ: 1'. At the bottom, there is a message box that says 'Please print the paperwork and confirm the pickup.'

**DHL Express (Australia) Pty Ltd**

**Customer Facing IT**

The information in this guide is correct as of July 2024.

DHL reserves the right to amend or modify any of the information at any time.