MyDHL+
REFERENCE GUIDE:
Shipment Creation

Contents

LOGIN TO MYDHL+

- Enter the website at https://mydhl.express.dhl/au/en/home.html
- Click Login on the top right
- Enter your registered email address and password
- Click Login to enter
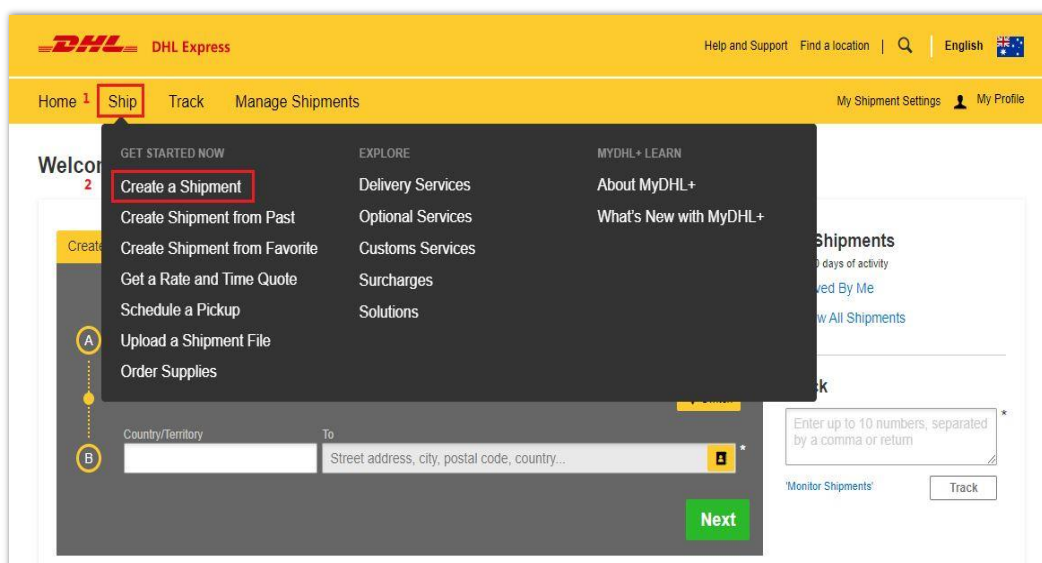
📢 **HELPFUL TIP**

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.
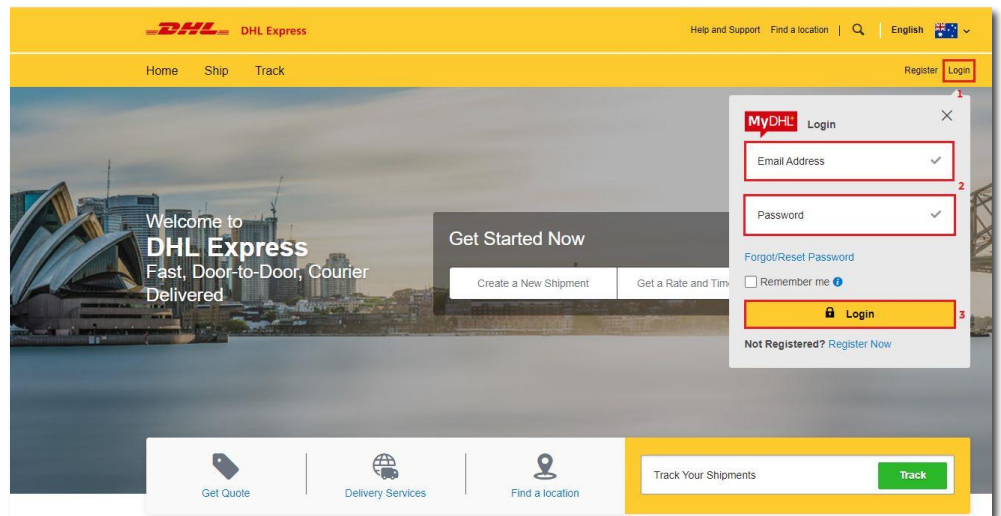
1.0 CREATING A SHIPMENT

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

1.1 ADDRESS DETAILS

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

📢 **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 link on the side of the selection.

2.2.1 SHIPMENT DETAILS – DOCUMENTS

Select the document type from the dropdown list available.

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.

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

2.2.2 SHIPMENT DETAILS – PACKAGES

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

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.

📢 **HELPFUL TIP**

- Please input the import HS code if available – this field is <u>optional</u>.
- 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**.

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.'

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).

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.

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

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.

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.

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

📢 **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.

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 |

📢 **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.

For transportation charges paid by receiver or 3rd 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.

📢 **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.

📢 HELPFUL TIP

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

a) The origin postcode/city is not offering pickup service.
b) The destination location is not serviceable.
c) 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.

📢 **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.

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.

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.

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.

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

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.

- 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'**.

- 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.

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.