

DHL

MyDHL+

Useful Tips

DHL Express - Excellence. Simply delivered.

MyDHL+



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Address

POSTAL CODE OR ZIP CODE

Send a shipment to countries with a postal code or ZIP code

To send a shipment to a country with a postal code or zip code, simply enter the postal code or zip code in the **Postal Code/ZIP Code** field, then select the corresponding city from the dropdown menu.

The screenshot shows a shipping form with the following fields and values:

- Name: Receiver Name
- Business Contact:
- Company: Receiver Company
- Country/Territory: United States of America
- Address: Receiver Address Line 1
- Address 2: (empty)
- Address 3: (empty)
- ZIP Code: 1000 (with a dropdown menu open showing options like 10000 NEW YORK, 10001 NEW YORK, etc.)
- City: (empty)
- State: (empty)
- Phone: 800-226-3496
- Extension: (empty)

A red dashed arrow points from the ZIP Code dropdown to a callout box containing:

ZIP Code	City	State
10000	NEW YORK	New York

Send a shipment to countries without a postal code or ZIP code

To send a shipment to a country without a postal code or zip code system, please enter the location in the Suburb and/or City field, e.g., **VIETNAM, DISTRICT** then select the appropriate address from the dropdown menu.

The screenshot shows a shipping form with the following fields and values:

- Country/Territory: Vietnam
- Address: Receiver Address Line 1
- Address 2: (empty)
- Address 3: (empty)
- Suburb: District (with a dropdown menu open showing options like DISTRICT 1-BEN NGHE WARD HO CHI MINH, DISTRICT 1-BEN THANH WARD HO CHI MINH, etc.)
- City: (empty)
- Extension: (empty)

A red dashed arrow points from the Suburb dropdown to a callout box containing:

Suburb	City
DISTRICT	HO CHI MINH


Customs

VAT OR EORI NUMBER


VAT (Value-added Tax) or EORI (Economic Operators Registration and Identification) number

Please enter your VAT number in the **VAT/Tax ID** field and **EORI number** in the EORI Number field after entering the address.

To

Name
Receiver Name  ✓

Business Contact

Company 
Receiver Company ✓

Country/Territory
Germany ✓

Address
Receiver Address Line 1 ✓


Address 2
Receiver Address Line 2 ✓


Address 3

Postal Code 15220 ✓ City FRANKFURT (OI) ✓ Province Brandenb. ✓

Residential Address

Email Address
DHL will send shipment notifications to this email address

Phone Type Office Code  49 ✓ Phone 1735 464461 _____ ✓ Extension

 Add Another

VAT/Tax ID

EORI Number

Customs

IOSSNUMBER

Send a shipment to European countries with your IOSS (Import One Stop Shop) number

If you are a registered IOSS seller, please enter your IOSS number in the **Tax ID** field when sending a shipment to European countries. The **Tax ID** field is located under the **Customs Declaration** section. Please enter a valid IOSS identification number, which starts with 'IM', followed by a 10-digit number.

Additional Parties
Are there other parties involved in the shipment?
 Yes No

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

✓

Additional Customs Documents
Identify any additional customs documentation you are including with this shipment.

Add Another

Customs EINNUMBER

Send a shipment from and to USA with EIN (Employer Identification Number)

If the recipient is a business, an EIN is needed for imports into or exports from the United States of America that have a value of at least US\$2,500. This is to prevent shipments getting held at US Gateways. It's a (9) numbers followed by (2) letters or (11) numbers format (12346789AB or 12345678901). Only US shippers or receivers can provide this number.

EIN option is available to select at Type of ID when completing the Receiver's address and

The screenshot shows a shipping form with the following fields:

- Country/Territory: United States of America
- Address: Receiver Address Line 1, Receiver Address Line 2, Address 3
- ZIP Code: 10000, City: NEW YORK, State: New York
- Residential Address:
- Email Address: receiver@email.com
- Phone Type: Office, Code: 1, Phone: 800-223-6456, Extension:
- Buttons: Add Another
- Type of ID (for Proof of Identity): Employer Identification Number
- Number: Employer Identification Number

when completing an Electronic Export Filing (EEI) and electing DHL to be your filing agent.

The screenshot shows the Electronic Export Filing (EEI) form with the following details:

- Buttons: Cancel, Assign this Shipment, Save for Later
- Form options: Yes - file as FTR 30.37(a) exemption, No (selected)
- Select an export filing option: EEI - I want DHL to be my EEI filing agent
- Text: By continuing you are electing DHL to be your EEI filing agent with AESDirect for each commodity in your shipment valued over \$2,500 and for each commodity going to specific destinations that require an EEI submission regardless of value. Once you've completed your shipment label, we'll handle the EEI processing for you. You don't need to wait for an ITN and won't need to add it to your waybill.
- Text: Describe each unique item in your shipment separately
- 1. Unique Item Description: men's denim size 34 cotton, Schedule B: 5209.42.0020
- License Type: NLR, License Number: , ECCN:
- Quantity: 1 M2, 2 KG, Export Code: OS, Commodity Origin: Foreign, Total Weight: 2 kg (4.41 lb), Total: 2,500 USD
- Info: DHL uses the origin country's (ship from) unit of measurement - so we've converted it automatically for this shipment.
- Total Weight: 2 kg (4.41 lb), Shipment Value: 2,500.00 USD, Add Another
- Employer Identification Number (EIN): 12345678962
- Sender and Receiver are related:

Customs

CREATING AN INVOICE – CREATING AN ICS2 COMPLIANT INVOICE

Create a commercial invoice

To create a commercial invoice for your shipment, please **Create Description** or enter the **Item Description. Commodity Code** (HS Code) is optional. Use the lookup code and check code function to search and validate the commodity code if required by the destination country.

If your shipment contains two or more items, please click **Add Another Item** to enter additional item details. The system will validate the information entered with a green tick next to the relevant field. Entering the full description of each item will facilitate the customs clearance process.

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 Germany. [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 Blue jeans Levi's Denim Size 34 ✓

Commodity Code ⓘ 2

Lookup Code OR 6204.62.3190 ✓ [Check Code](#)

Quantity ✓ Units (How the item is packaged) ✓ Value (Per Item) AUD ✓ Weight (Per Item) ⓘ kg ✓

Where was the item made? ⓘ

✓

Add line item reference

[+ Add from Product/Item List](#) [Save to My Product/Item List](#) [Copy](#)

Total Units 1 Total Weight: 1 KG Total Value: 50.00 AUD Add Another Item

Customs

CREATING AN INVOICE

Summarize the contents of your shipments

If sending multiple items, summarize the contents of your shipment in details.

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.	Item Description Women's Blue Jeans Levi's Denim Size 24	Quantity 1	Total Item Value 50.00 AUD	Edit Copy Remove
2.	Item Description Kid's T-shirt 100% cotton Size 8 Red	Quantity 1	Total Item Value 15.00 AUD	Edit Copy Remove

Total Units **2** Total Weight: **2 KG** Total Value: **65.00 AUD** [Add Another Item](#)

Summarize the contents of your shipment (in detail) [?](#)
Provide details in **English only**

1x Women's jeans, 1x Kid's T-Shirt 34 / 170

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

- a. 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)

Customs

Enhanced Customs Invoice

To add other details such as invoice type (commercial or proforma), additional invoice information or create and save invoice templates.

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 Australia. [View Prohibited Items](#)

What is the purpose of your shipment? ⓘ

Commercial ✓

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

PROHIBITED ITEMS

Click **View Prohibited Items** to view the list of prohibited items for your destination country under the **Shipment Details**.

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 Australia. [View Prohibited Items](#)

What is the purpose of your shipment? ⓘ

Commercial ✓

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

Account

ADDITIONAL BILLING ACCOUNT

To add an additional billing account to your profile, select **My Shipment Settings**, and then **My DHL Accounts**. Next, click **Add Existing DHL Account**, enter the **Account Number**, select the account type (**Shipper Account** or **Payer Account**), a **Nickname**, select the icon as instructed and then click **Add Account**.

The screenshot illustrates the process of adding an additional billing account in the DHL Express MyDHL+ system. The interface is divided into several sections:

- Header:** Includes the DHL Express logo, navigation links (Home, Ship, Track, Manage Shipments), and user options (My Shipment Settings, My Profile).
- Welcome to MyDHL+:** Features a 'Create a New Shipment' section with input fields for origin (Country/Territory: Australia, From: Shipper Name) and destination (Country/Territory, To: Street address).
- Settings Menu:** A dropdown menu is open, showing 'My DHL Accounts' highlighted under 'MY SAVED SETTINGS'. Other categories include 'SHIPMENT DEFAULTS' and 'MY CUSTOMS CLEARANCE SETTINGS'.
- Saved Accounts:** A table with columns for 'Nickname', 'Account Number', and 'Account Type'. A red box highlights the 'Add Existing DHL Account' button.
- Add Existing DHL Account Modal:** A form with three main fields: 'Account Number', 'Account Type' (a dropdown menu with 'Shipper Account' selected), and 'Nickname'. Below these is an 'Umbrella' selection area with various icons. A red box highlights the 'Add Account' button at the bottom right.

Numbered callouts (1-6) indicate the sequence of steps: 1. Click 'My Shipment Settings'; 2. Click 'My DHL Accounts'; 3. Click 'Add Existing DHL Account'; 4. Enter 'Account Number', select 'Account Type', and enter 'Nickname'; 5. Select an 'Umbrella' icon; 6. Click 'Add Account'.

Account

ONE-OFF OR THIRD-PARTY BILLING ACCOUNT

To use a one-off or third-party billing account number, untick 'Use this account to pay for transportation charges' for Alternate DHL Account Number option to appear. Select **Alternate DHL Account Number** under 'How will you pay for transportation charges?' and enter the billing account in the **Account Number** field.

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

How will you pay for transportation charges? ✓

Account Number *

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](#)

Others

RESET PASSWORD WHILE LOGIN IS LOCKED

If **Login Locked** pops up during login, please click **Forgot/Reset Password**.

Enter your registered email address and click the icon as instructed, then click **Submit**. You will receive an email to reset your password. The password reset link expires. If the link is expired, please click **Forgot/Reset Password** to request for a new one.

The screenshot displays the MyDHL+ login process. At the top, a 'MyDHL+ Login' window is shown with a red error message: 'Login Locked. Check your email to reset your login.' Below this are input fields for 'Email Address' and 'Password', a 'Forgot/Reset Password' link (highlighted with a red box and labeled '1'), a 'Remember me' checkbox, a yellow 'Login' button, and a 'Not Registered? Register Now' link. Below the login window is a yellow navigation bar with 'Home', 'Ship', 'Track', 'Register', and 'Login' links. The main content area is titled 'Reset Password' and contains an 'Email Address' input field (highlighted with a red box and labeled '-2'). Below the input field is a row of icons (highlighted with a red box and labeled '3') for selecting a 'Man' (represented by a person icon). A 'Refresh' button is also present. At the bottom right, there are 'Cancel' and 'Submit' buttons (labeled '4').

Others

HOW TO PREPARE A LOCAL DOMESTIC SHIPMENT

MyDHL+ does support the creation of a domestic waybill in Australia. Please select **Australia** for both the shipper and receiver to proceed with your domestic shipment.

The screenshot shows the DHL Express 'Create Shipment' interface. At the top, there is a yellow navigation bar with the DHL logo and 'DHL Express' text. On the right side of the bar, there are links for 'Help and Support', 'Find a location', a search icon, and 'English' with a flag icon. Below the navigation bar, there is a secondary bar with 'Home', 'Ship', 'Track', and 'Manage Shipments 6'. On the right of this bar are 'My Shipment Settings' and 'My Profile'.

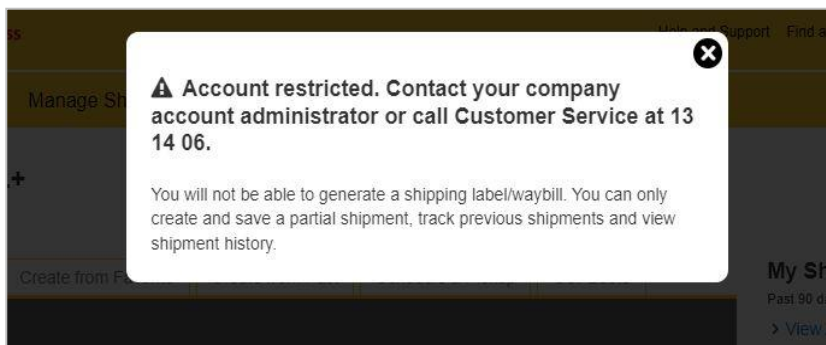
The main content area is titled 'Create Shipment' and includes buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The form is divided into two columns: 'From' and 'To', separated by a vertical line with a 'Switch' button in the middle. Each column contains the following fields:

- Name:** A text input field with a dropdown arrow and a green checkmark.
- Business Contact:** A checked checkbox.
- Company:** A text input field with a dropdown arrow and a green checkmark.
- Country/Territory:** A dropdown menu with 'Australia' selected and a green checkmark.
- Address:** Three text input fields for 'Address Line One', 'Address Line Two', and 'Address Line Three', each with a green checkmark.
- Postal Code, City, State:** Three dropdown menus with '4000', 'BRISBANE CITY', 'QLD' (for 'From') and '2000', 'SYDNEY', 'N S W' (for 'To') selected, each with a green checkmark.
- Residential Address:** An unchecked checkbox.
- Email Address:** A text input field with a green checkmark.
- Phone Type, Code, Phone:** Three dropdown menus with 'Office', '61', and '180 000 0000' selected, each with a green checkmark.
- Buttons:** 'Add Another' (yellow) and 'Clear Address' (blue) buttons.
- VAT/Tax ID:** A text input field with the placeholder 'Enter IOSS in Customs Declaration section'.
- Notes:** A link 'Notes about this contact' (blue).
- Next:** A green 'Next' button at the bottom right of the 'To' column.

Others

ACCOUNT RESTRICTED/INVALID ACCOUNT ERROR MESSAGE

If you encounter the following error message after logging into MyDHL+ or at 'How will you pay?', please check on your account by clicking **My Shipment Settings > My DHL Accounts**. The restricted account number or one of your account numbers might be invalid due to inactivity or account stop.



The screenshot shows the 'How will you pay?' form. The first dropdown menu, 'What shipper account will be used for this shipment?', has '9xxxxxxx5' selected and a green checkmark. Below it is a checkbox labeled 'Use this account to pay for transportation charges'. The second dropdown menu, 'How will you pay for transportation charges?', has '123456789' selected and a red asterisk. Below this dropdown is a red-bordered box containing the text 'Account restricted'.

A DHL account number entered that does not exist is typically the reason for an invalid account.

The screenshot shows the 'How will you pay?' form. The dropdown menu 'How will you pay for transportation charges?' has '123456789' selected and a red asterisk. Below it is a red-bordered box containing the text 'Invalid account'. At the bottom, there is a checkbox labeled 'Remember these payment options for the' and a dropdown menu labeled 'Ship FROM address'.

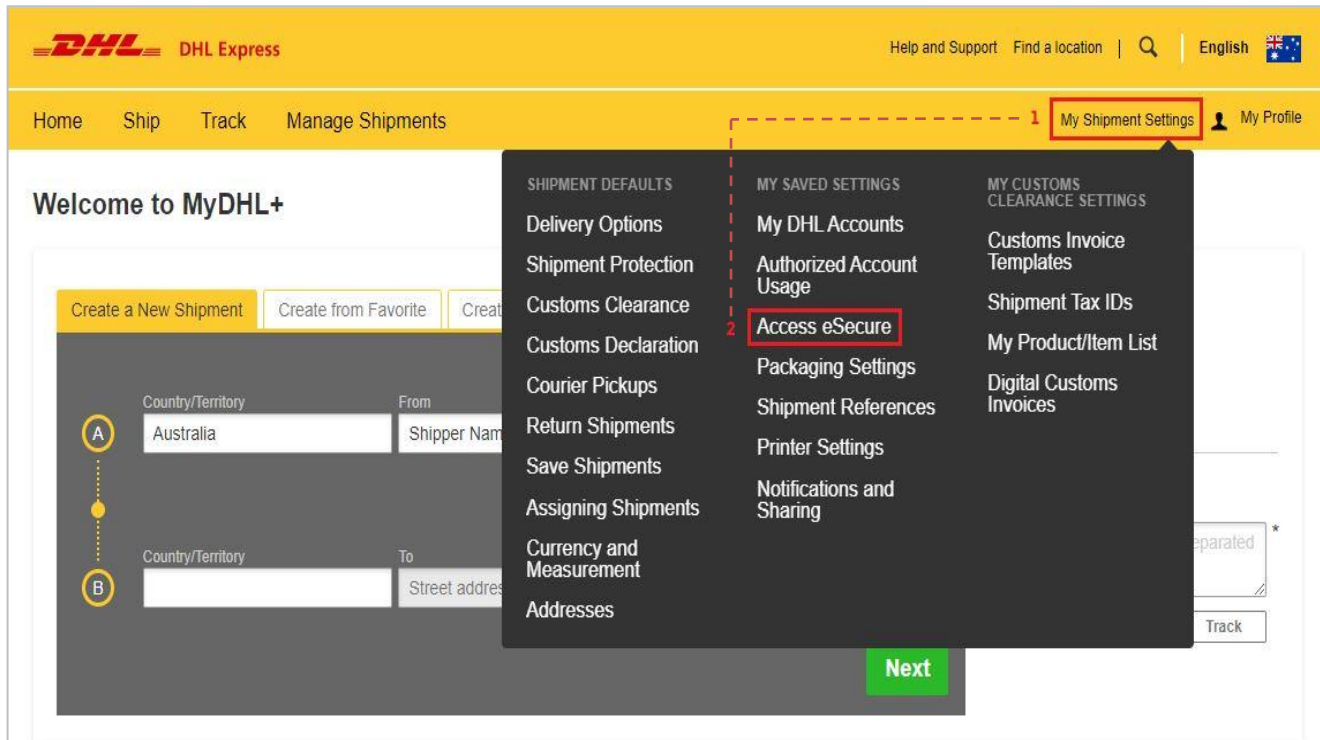
The screenshot shows the 'How will you pay?' form. The first dropdown menu, 'What shipper account will be used for this shipment?', has '9xxxxxxx1' selected and a green checkmark. Below it is a checkbox labeled 'Use this account to pay for transportation charges'. The second dropdown menu, 'How will you pay for transportation charges?', has 'Alternate DHL Account Number' selected and a green checkmark. Below this dropdown is a red-bordered box containing the text 'Account Number' and '123456789' with a red asterisk. Below this box is another red-bordered box containing the text 'Invalid account'.

eSecure

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 1: Login to MYDHL+

After logging in, you can access the eSecure menu by clicking **Access eSecure** under **My Shipment Settings**.



eSecure

Step 2: Whitelist users

The Customer Administrator can whitelist shippers by email address and company domain:

- **The Authorized User** feature allows for the approval or rejection of individual email addresses.
- **The Authorized Domain** feature allows the Customer Administrator to grant DHL Express Account access to all users with an email address under the specified company domain.

Authorized User

Account No.

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Authorized User

Email ID

Account Number

Status

Approved

Rejected

Pending

Origin

AUSTRALIA

[Advanced Search](#) ▾

✓ 42 records found

<input type="checkbox"/> Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input type="checkbox"/> █████@dhl.com	██████	AUSTRALIA	Approved	SYSTEM@DHL.COM	15-Mar-20

Domain Name

Account Number

Origin

AUSTRALIA

Status

Active

Inactive

[Advanced Search](#) ▾

✓ 3 records found

<input type="checkbox"/> Domain Name	Account Number	Origin	Company Name	Status	Assigned By	Modified Date
<input type="checkbox"/> @dhl.com	██████	AUSTRALIA	DHL EXPRESS AUSTRALIA PTY LTD	Active	██████@dhl.com	15-Sep-23

eSecure

Step 3: Add more account admins if needed

If more than one Customer Administrator is needed, the first Customer Administrator can easily add a new Customer Administrator here.

Once eSecure security is enabled, all future attempts to access your DHL Express Account on MyDHL+ or eMailship by unauthorized users will trigger an approval request to account admins.

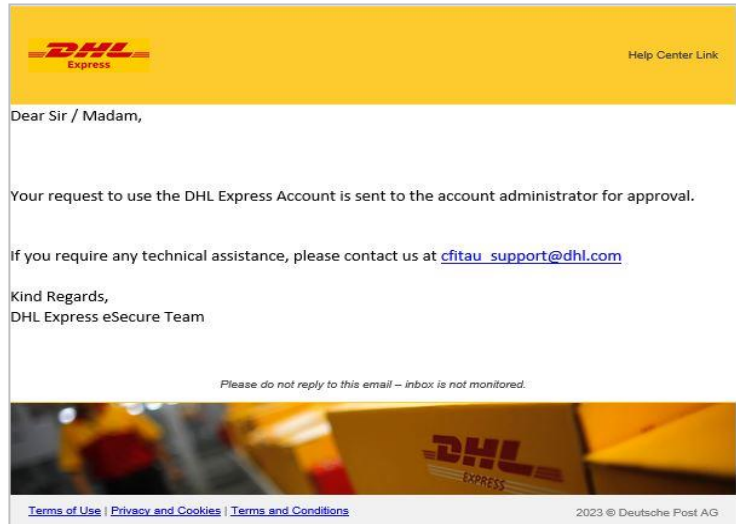
Account admins can reject requests by clicking the reject button in the email and accessing the MyDHL+ eSecure Menu for approval. Upon approval or rejection, the requestor will be notified via email.

eSecure

New Requestor

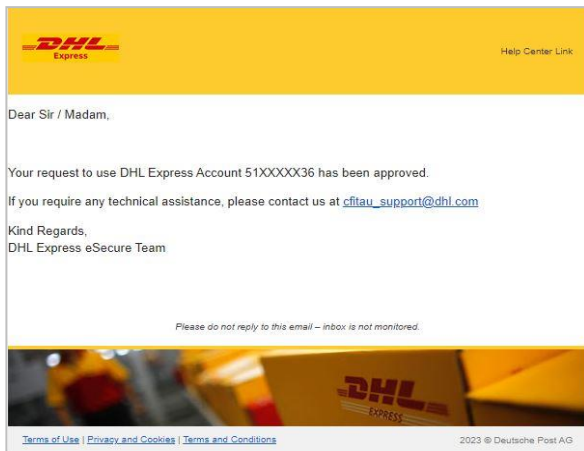
A new email address attempting to use an eSecure enabled DHL Express Account will be treated as a new requestor.

The requestor will receive an email notification and the Customer administrator will receive an email requesting approval.

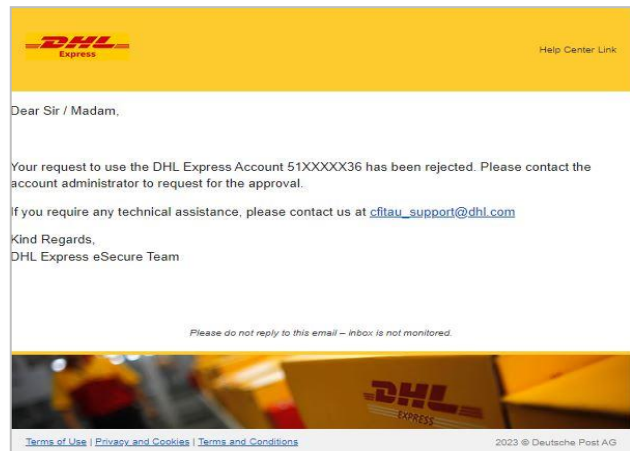


The requestor will be notified of your decision.

Request Approved



Request Declined



DHL Express (Australia) Pty Ltd

Customer Facing IT

The information in this guide is correct as of 01/2024.

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