



BRINGING THE WORLD
CLOSER TO YOU

Welcome To **MyDHL+**

User Guide

To generate:

Online Waybill

Commercial/ Proforma Invoice

& Pick-up



Contents

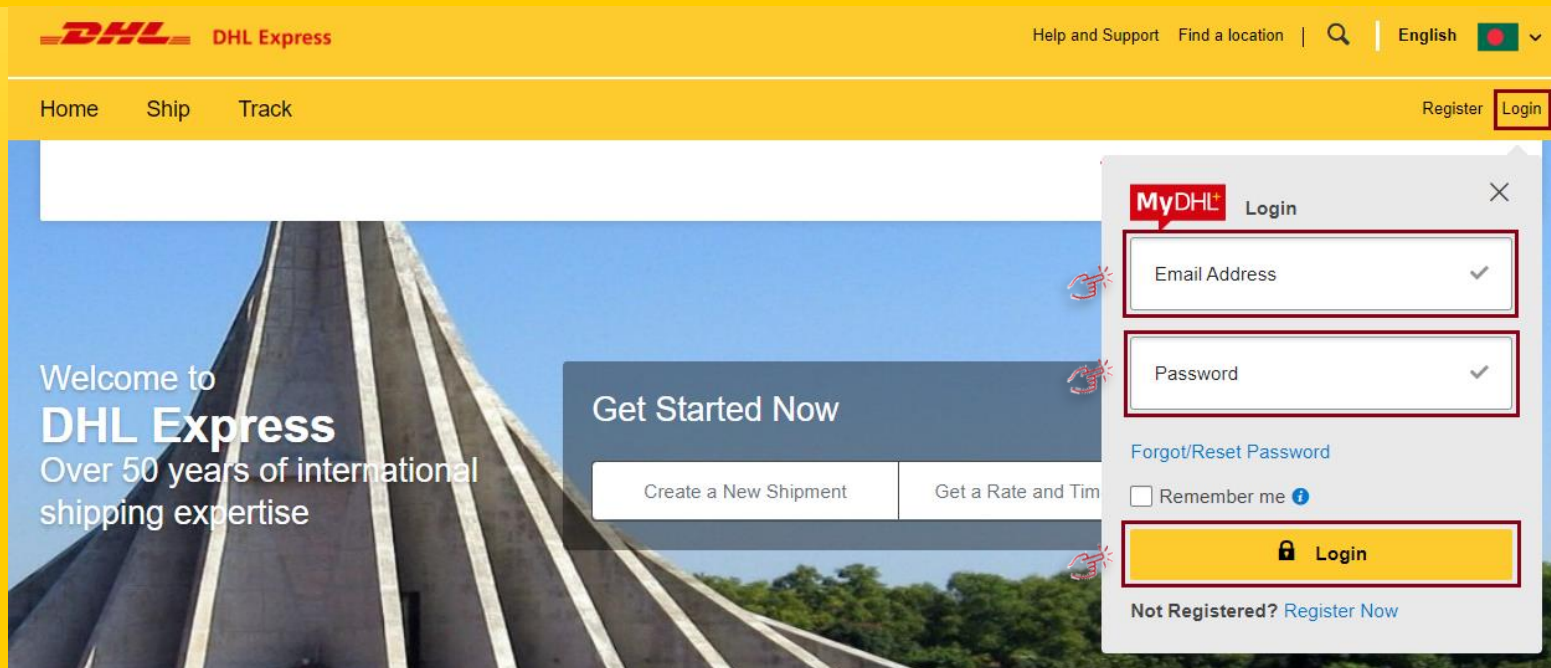
01. Go To "MyDHL+ link"	02
02. How to Login MyDHL+	02
03. Create A Shipment	03
04. How to add Shipper and Receiver's Detail	04
05. How to Input Shipment Details: Document	05
06. How to Input Shipment Details with Invoice: Package	06-10
07. Select Packaging Type	11
08. How to Select DHL Billing Account Number	12
09. How to Select Estimated Delivery Date	13
10. Available Optional Services	14
11. How to Manage Pickup Request	15
12. Print Waybill & Invoice	16-18


Step: 1

- ❖ Click on “MyDHL + link”: <https://mydhl.express.dhl/bd>

Step: 2

- ❖ Login with email ID.
- ❖ Input password.
- ❖ Then Click “Login”



DHL Express Help and Support Find a location | English  ▼

Home Ship Track Register **Login**

Welcome to **DHL Express**
Over 50 years of international shipping expertise

Get Started Now

Create a New Shipment Get a Rate and Time

MyDHL Login ✕

Email Address ✓

Password ✓

[Forgot/Reset Password](#)

☐ Remember me ⓘ

Login

Not Registered? [Register Now](#)

Step: 3

❖ Click on "Ship" and then Click on "Create a Shipment"

Home

Ship

Track

Manage Shipments 8



Fraud

GET STARTED NOW

EXPLORE

Create a Shipment

Create Shipment from Past

Create Shipment from Favorite

Get a Rate and Time Quote

Schedule a Pickup

Upload a Shipment File

Order Supplies

Delivery Services

Optional Services

Customs Services

Surcharges

Solutions

Emergency Situation Surcharge. View

kup

Get Quote

A

1, DHAKA 1212)



Switch

Step: 4

- ❖ Fill up Shipper and Receiver's required information
- ❖ Then Click "Next"

Create Shipment — Pay — Print

Cancel

Assign this Shipment

Save for Later

From

Name

Test shipper name

✓

☒ Business Contact

Company

Test shipper company name

✓

Country/Territory

Bangladesh

✓

Address

Test shipper address line 1

✓

Address 2

Test shipper address line 2

✓

Address 3

Test shipper address line 3

✓

Postal Code

1212

✓

City

DHAKA

✓

State

✓

Email Address

test@gmail.com

✓

Phone Type

Mobile

✓

Code

880

✓

Phone

0171-3103672

✓

☐ SMS Enabled

Add Another

VAT/Tax ID

Enter IOSS in Customs Declaration section

☐ Residential Address

Clear Address

Switch

To

Name

Test Receiver Contact

✓

☒ Business Contact

Company

Test Receiver Company

✓

Country/Territory

China

✓

Address

Test Receiver Address Line 1

✓

Address 2

Test Receiver Address Line 2

✓

Address 3

Test Receiver Address Line 3

✓

Postal Code

200001

✓

City

SHANGHAI

✓

Province

✓

Email Address

test@gmail.com

✓

Phone Type

Mobile

✓

Code

86

✓

Phone

556 6556 655

✓

☐ SMS Enabled

Add Another

VAT/Tax ID

Enter IOSS in Customs Declaration section

☐ Residential Address

Notes about this contact

Clear Address

Next

04

Step: 5

- ❖ If your shipment is document , Click on **"Documents"**,
- ❖ Then "Describe the documents in your shipment"
- ❖ Then Click **"Next"**

Shipment Details

Documents

Packages

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

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

Describe the documents in your shipment

Select a description ⓘ

Documents - general business

Add Shipment References

Reference (appears on shipping label/waybill)

Reference (appears on shipping label/waybill)

Protect Your Shipment

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

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

Next

Is it a document?

Some items you might think are documents are not – check before completing your shipment.

> [Help me determine if my item is a document](#)

Prohibited Items

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

Note:

✓ **Extended Liability Service will be charge applicable.**

Step: 6

- ❖ If shipment is Non-Document, click on **"Packages"**.
- ❖ Then **Select purpose** from drop down list (As example: Sample).
- ❖ Then click on **Describe Items**

Shipment Details

Documents

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

Packages

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

Prohibited Items

Some items that are prohibited when shipping to France. [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?

Sample ▼

Tell Us What You're Shipping

Select how you would like to provide your item details

Describe Items

Upload a File

☐ I will provide a customs invoice with items detailed

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 want DHL to estimate duties and taxes based on items in my shipment

☐

Actions ▼

Step: 6.1

- ❖ Input details of invoice in mandatory (*) place as like “Item Description; Quantity; Value; Weight; Where was the item made;” If have multiple item, Click on “Add Another Item”

☐ 1 Unique Item Description

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

Create Description

OR

Toys Plastic children's play

Quantity	Units (How the item is packaged)	Value (Per Item)	Weight (Per Item)
5	Pieces	0.2 USD	0.3 kg

Where was the item made?

Bangladesh

Commodity Code

☐ Add line item reference

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

Total Units 5 Total Weight: 1.5 KG Total Value: 1.00 USD **Add Another Item**

Invoice Value
 Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges) 1.00 USD

Add Charges

Total Invoice Value
 (for customs purposes)

 1.00 USD

Step: 6.2

- ❖ "Add Shipment References" If have any.
- ❖ Then Scroll down and click on "Next"

Add Shipment References

Reference (appears on shipping label/waybill)



Protect Your Shipment

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

☐ I would like to insure my shipment



Next

Note:

- ✓ All Insured shipment will be charge applicable.

Step: 6.3

- ❖ Click on "Create Invoice" to prepare invoice.
- ❖ Input Invoice Number as per your requirement.

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

My Invoice Number

*

Additional Invoice Information (Remarks)

Step: 6.4

❖ If you do not have any “Additional Parties” related with this shipment, click “No” and proceed to **“Next”**

Additional Parties

Are there other parties involved in the shipment?

☐ Yes ☒ No



- 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

Such as: IOSS, VOEC or LVG

Additional Customs Documents

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

Add Another



Next

Note:

- ✓ If you have “Additional Parties” related with this shipment, click “Yes” and fill up the mandatory steps to include their details.
- ✓ If you have more “Additional Parties”, you can click “Add Another” & follow the same procedure to add more.

- Step: 7
- Select your desired Package, Input Number of carton/packages/Quantity and weight of each packages.
 - Then Click on "Next"

Select Packaging

Tips for Weighing and Measuring

Packaging	Quantity	Weight kg	Dimensions cm
<div> <div>Your Own Package</div> <div> <div>Box 3</div> <div>33.7 X 32.2 X 10 cm</div> </div> <div> <div>Box 4</div> <div>33.7 X 32.2 X 18 cm</div> </div> <div> <div>Box 6</div> <div>41.7 X 35.9 X 36.9 cm</div> </div> <div> <div>Box 7</div> <div>48.1 X 40.4 X 38.9 cm</div> </div> <div> <div>Large Flyer</div> <div>47.5 X 38 X 1 cm</div> </div> <div> <div>Small Flyer</div> </div> </div>	1	0.5	<div> <div>Length</div> <div>*</div> <div>X</div> <div>Width</div> <div>*</div> <div>X</div> <div>Height</div> <div>*</div> </div>

Save Package Copy

Next

Step: 8

❖ Select DHL Billing account number and must confirm yourself. (You can add multiple export/import DHL account number here.)

How will you pay?

What shipper account will be used for this shipment?

525 ***** ▼



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

Step: 9

❖ **Select** Date according to your need.

I'm sending my shipment on

October 17 Today	October 18 Tomorrow	October 19 Tuesday	October 20 Wednesday	October 21 Thursday	October 22 Friday	October 23 Saturday	More +
-------------------------------	----------------------------------	---------------------------------	-----------------------------------	----------------------------------	--------------------------------	----------------------------------	-----------



Delivery Date



Delivered By



Estimated Price

October

25

Monday

End of Day

USD --.---

[Details](#)



Select

EXPRESS
WORLDWIDE

Step: 10

❖ If you need any of these services, please tick either click on **“Next”** to proceed further.

Optional Services

☐ Verbal Notification

☐ Direct Signature

☐ Export Declaration



Next

Note:

- ✓ All optional services will be charge applicable.
- ✓ You may visit **“Surcharges”** to know more details.

Step: 11

- ❖ For Pickup Click on “Yes-Schedule Pickup”
- ❖ Set pickup time from “Pickup Window” by dragging sliding bar
- ❖ Select “Reception” or “Other”
- ❖ Input “Total Pickup Weight”
- ❖ Check/edit “Pickup Address” and confirm.
- ❖ Then Click on “Next”

Schedule Pickup

Yes – Schedule Pickup

No

I'm sending my shipment on

October

17

Today

Edit

Pickup Window – When courier may arrive and shipment is ready

Earliest

7:45 pm

Latest

10:00 pm

10:00 am

1:00 pm

4:00 pm

7:00 pm

10:00 pm

Please allow at least 60 minutes for your Pickup Window

The latest time a request can be made for pickup today is 8:30 pm

Where should the courier pick up the shipment?

Reception

Total Pickup Weight

0.1

kg

Instructions for the courier

Provide other instructions you'd like the courier to receive.

I need the courier to bring DHL packaging for this shipment

[Disclaimer and Important Details](#)

Pickup Address

Test shipper name

Test shipper company name

Test shipper address line 1

Test shipper address line 2

Test shipper address line 3

DHAKA, 1212

test@gmail.com

+880 1713-103672

Edit

Make my default pickup address

Next

Step: 12

❖ Click **"Accept and Continue"**

Shipment Cost Summary

EXPRESS WORLDWIDE

Mon, 25 Oct, 2021 - End of Day

Volumetric Weight ⓘ 0.36 kg

Total Weight 0.1 kg

Chargeable Weight 0.5 kg

Transportation Charges:	USD	--,--
Fuel Surcharge:	USD	--,--
Emergency Situation:	USD	--,--
Total ⓘ	USD	--,--

Terms and Conditions

By clicking on ACCEPT – I accept DHL's [Terms and Conditions of Carriage](#) and declare that this shipment does not include any [Prohibited Items](#) .



Accept and Continue

Note:

✓ Before click on Accept an Continue, you may go through **"Terms and Conditions of Carriage"** and **"Prohibited Items"**

Step: 13

❖ Click **"Print Selected Documents"** for printing waybill.

Print and You're Done!

Print and preview your documents

Shipping labels and customs documents must be printed for the DHL courier

☒ Label (Waybill)

Number of Copies

☒ Customs Invoice

Number of Copies

☒ Receipt

Number of Copies

Print Selected Documents

Step: 14

❖ If you want to download your Waybill, click on **"Download Document"**

✓ Shipment Confirmation

Important

- Ensure your packages are packed and labeled correctly to avoid damage or delays. [Follow DHL's Packaging Advice.](#)
- If this is your last shipment of the day, remember to print your end-of-day courier report.

📱 Want Status Notifications?

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

Get and Send Notifications

🔗 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"/> Shipment Details | <input type="checkbox"/> Shipment Receipt |
| | <input type="checkbox"/> Customs Invoice |

Share

Your Tracking Number
1685 *****

📅 Schedule a Pickup

☆ Save as Favorite

🖨️ Reprint Documents

📄 Download Documents

Create Return Label

Create Another Shipment

Save Shipment Defaults

Save these defaults to use for future shipments.

- ☐ EXPRESS WORLDWIDE
- ☐ Large Flyer
- ☐ PACKAGE

Save Edit



Electronic Shipping Solution (ESS) Helpline:

Phone: 09604 100400 (Ext: 1); Email: ecom.helpdesk@dhl.com; Business hour: 9am – 9pm

DHL Customer Service Hotlines: 16359, 0255668100 & 09604100200;

DHL Express – Excellence. Simply delivered.

Last update: 3rd November 2022