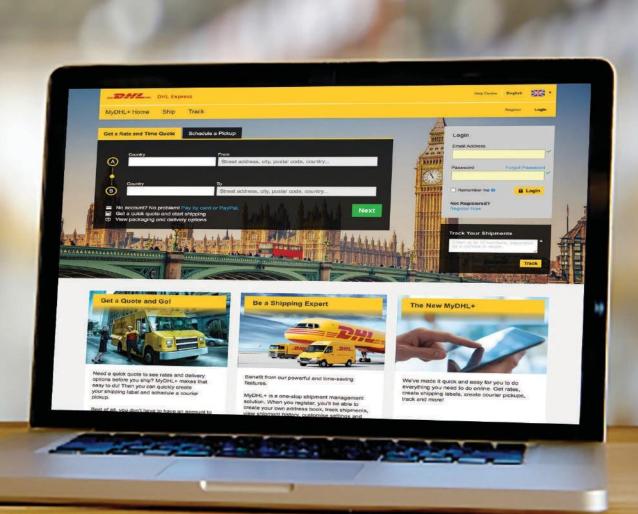




MyDHL+ HOW TO CREATE A SHIPMENT – STEP BY STEP GUIDE

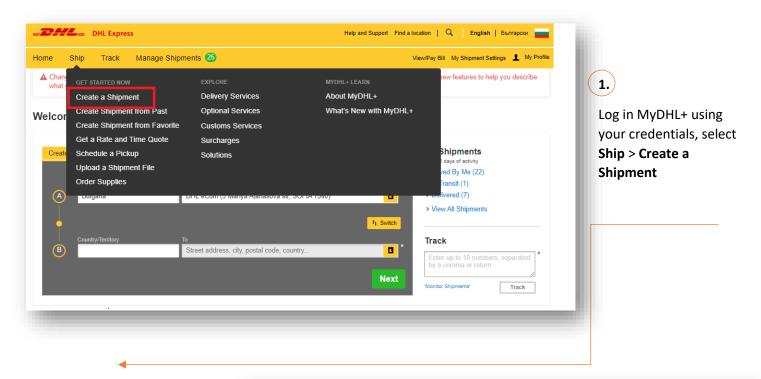
DHL Express – Excellence. Simply delivered.



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1. Create a waybill to send a shipment



2.

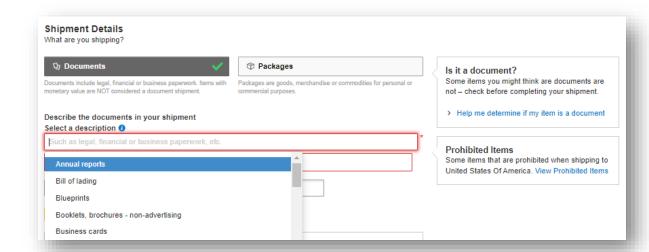
Fill in the recipient's details. Your address is prepopulated.

Mandatory fields are marked with an asterisk (*).

From	То
Name	Name
DHL eCom	First Name and Last Name
	☐ Business Contact
Company ①	Company 🐧
DHL Express Bulgaria	*
Country/Territory	Country/Territory
Bulgaria	Î .
Address	Residential Address
5 Mariya Atanasova str	Email Address
Address 2	DHL will send shipment notifications to this email address
	Phone Type Code Phone
Address 3	Mobile ▼
	SMS Enabled
Postal Code City State	Add Another
1540 SOFIA	
	EORI Number Enter IOSS in Customs Declaration section
Residential Address	Enter 1033 in Customs Declaration Section
Email Address sofecom@dhl.com	Notes about this contact
Phone Type Code Phone Extension Office ▼ 359 ▼ 70 017 700 ▼	
■ Add Another	
VAT/Tax ID	
Enter IOSS in Customs Declaration section	

3.

In case you are sending documents, select the **Documents** button.

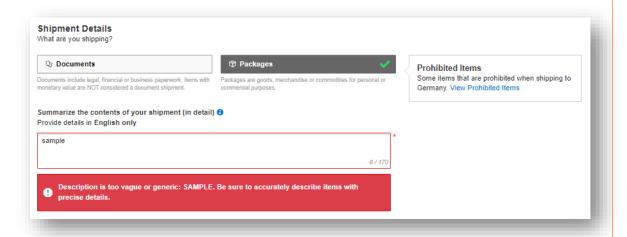




For documentary shipments, the content description must be selected from a list with predefined options.

3.1

If the shipment content is different from documents, please select

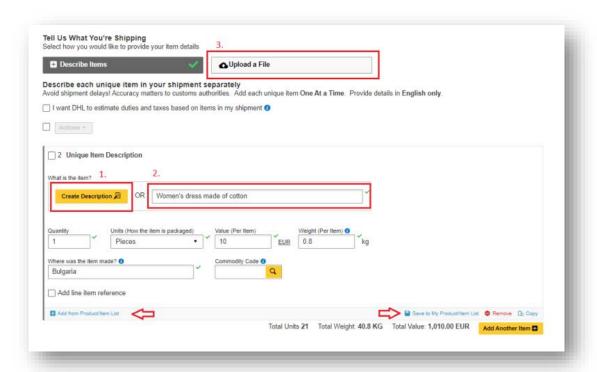




For parcel shipments within the EU, MyDHL+ verifies the content description. The system does not accept general descriptions such as: Test, Sample, Auto



Describe the content accurately and comprehensively.





You have three options:

- 1. You can use our description creation tool to help you accurately describe the contents of your shipments.
- 2. Manually enter the data for the relevant invoice items.
- 3. Take advantage of the convenience of the feature that allows you to upload your own file (CSV, TXT or XML). This will reduce manual entries, especially if you are sending a shipment containing multiple items.



You can create an invoice through the system or use your own invoice.

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.



Use My Own Invoice



Select Packaging

Packaging

Guantity

Belect Packaging

Your Own Package

Express Envelope
31.7 × 23.8 × 1 cm

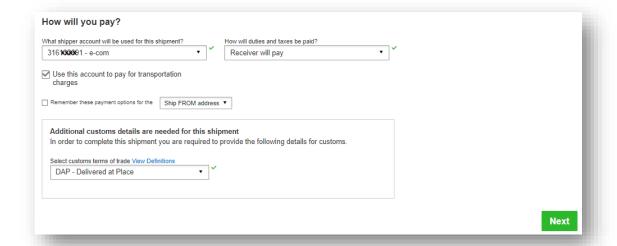
Total Packages: 1 Total Weight: ---- KG

Add Another Package

Enter the dimensions and weight of your shipment. Choose Express Envelope if you are sending documents up to 0.3 kg or Your Own package for heavier shipments containing documents or for packages.

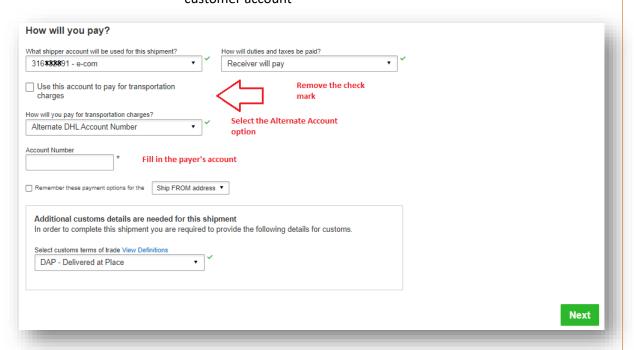
6.

Choose the method of payment for the shipping costs. For non-EU shipments, determine who will pay the duties and taxes in the destination country.



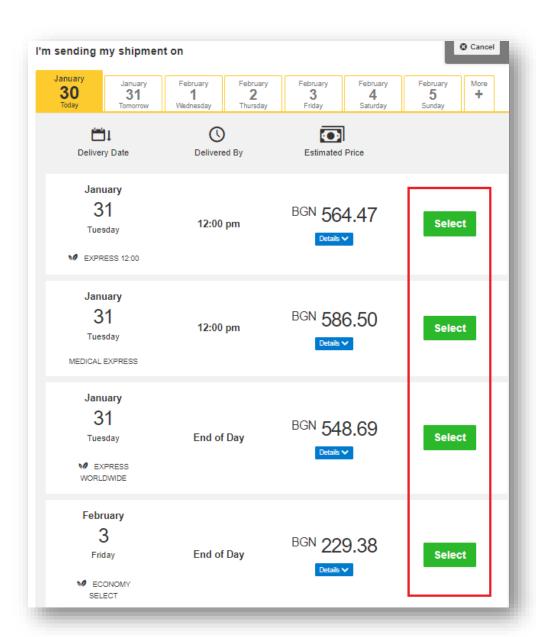
6.1

Shipping for foreign customer account



Important

From the menu Help and Support > MyDHL+ Guides and Tips you can find instructions on how to add your own or someone else's account number to your profile.

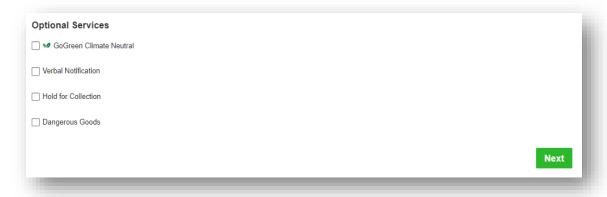


7.

Specify the date of dispatch and delivery, and the type of transport by using the **Select** button.

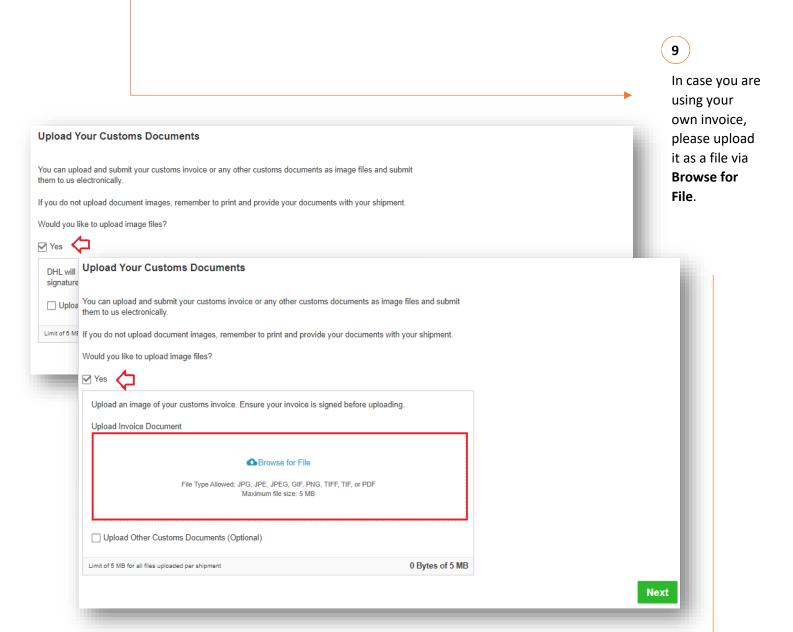
8.

You have the option to select additional services in the **Optional Services** step.



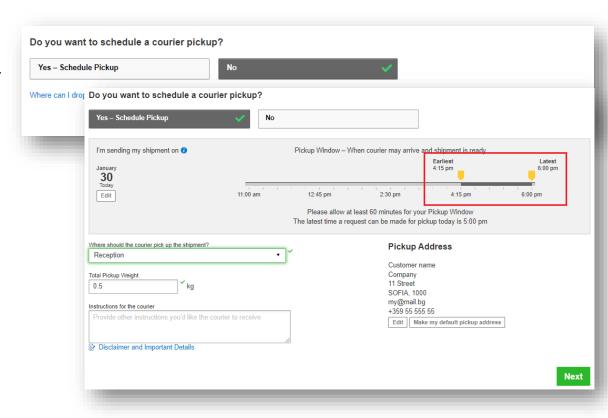


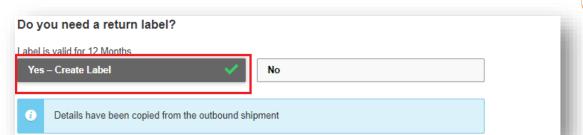
In the menu **Help and Support > MyDHL+ Guides and Tips**, you will find instructions on how to declare Dangerous Goods.



10.

If you want to schedule a courier pickup, select Yes – Schedule Pickup. In case you don't need a courier, select No. Use the yellow arrows to specify the convenient time slot for a courier visit.



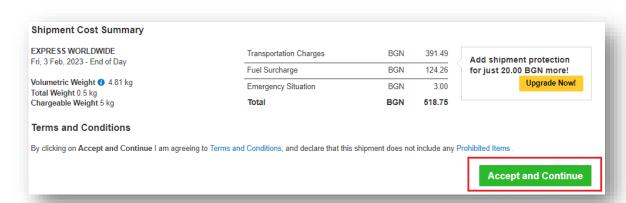


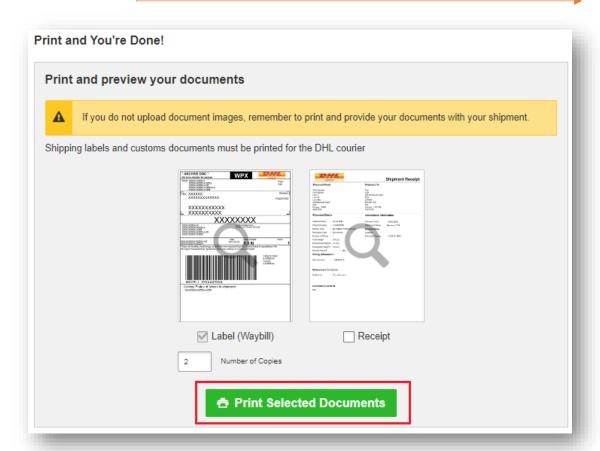
If you are going to need a waybill to return the shipment, select Yes - Create a label and follow the on-screen instructions.

11.

12.

At the last step, you will see the Summary information about estimated delivery price vs. chargeable weight and delivery date. Complete the shipment using Accept and continue.





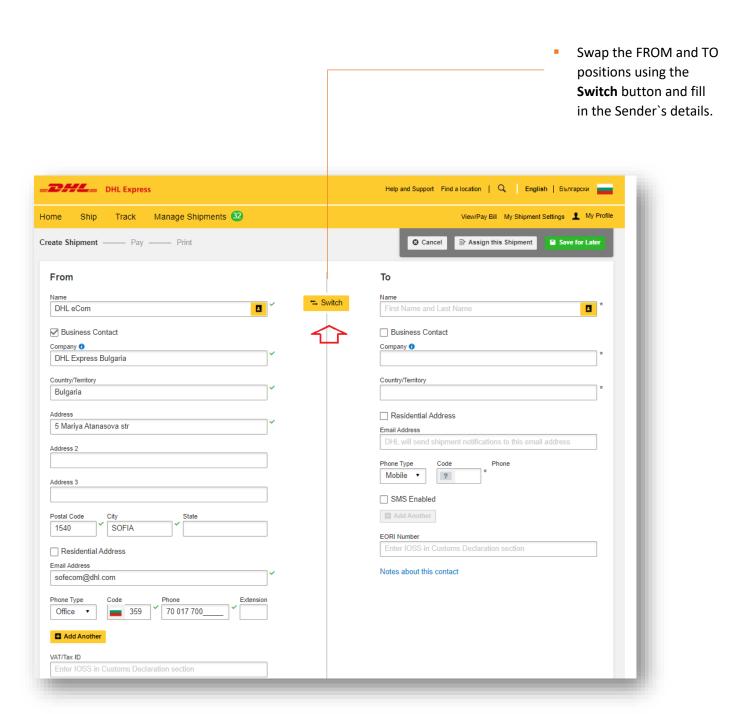
13.

Print the finalized documents for the shipment via **Print selected** documents.

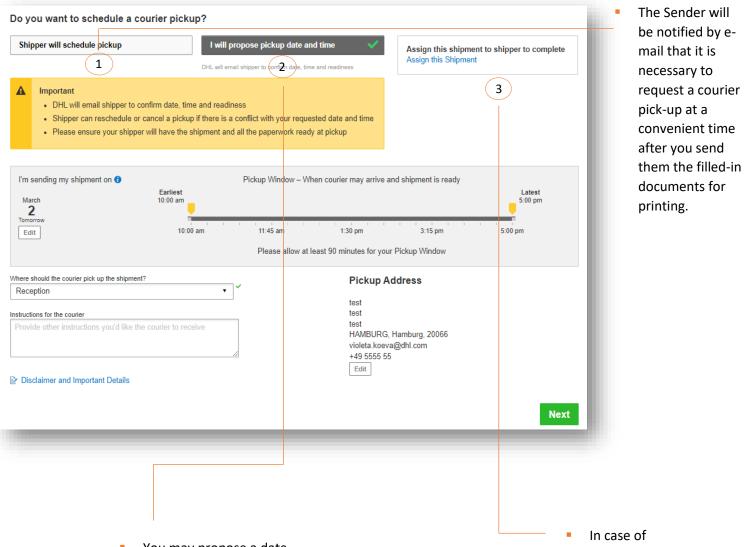
2. Create an import waybill.

Creating a waybill for an inbound shipment follows the same logic as for an outbound shipment, but there are 3 features to note.

2.1 Switch of addresses.

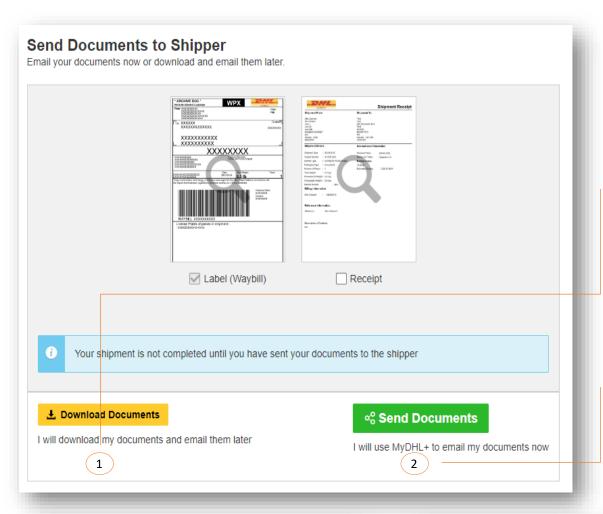


2.2 Import - courier booking



You may propose a date and time for a courier pickup, which needs to be confirmed by the Sender. They can change the timeslot of this pick-up request at a more convenient time or cancel it. You will receive an email notification, informing you of their decision. In case of incomplete information about the shipment, you can ask the Shipper to complete the waybill and request a courier pick-up.

2.3 Send documents



Do not forget to send the ready documents to the Sender to print them. There are two options.

Download Documents and send them via your personal email.

*In this case, the courier request button is in the downloaded file

 Send Documents through the application.

*You have an email form.

DHL eCom From DHL Express Bulgaria has created a shipment for you! A shipping label has been prepared for you. Enter the Waybill Number when scheduling pickup. Schedule a Pickup Waybill Tracking Number 402****8225 Ship To Shipment Details Delivery Option: EXPRESS WORLDWIDE DHL Express Bulgaria Shipment Type: DOCUMENT 5 Mariya Atanasova str Number of Packages: 1 SOFIA Piece ID: JD014600010740972797 Total Weight: 0.5 KG Bulgaria Dimensional Weight: 0.4 KG 70017700 Chargeable Weight: 0.5 KG sofecom@dhl.com Description of Contents: Bill of lading Important Do not seal your shipment as the courier must inspect the contents. You or a representative must be present when the courier arrives. Shipments cannot be left outside or in "safe" places for the courier to pickup. Affix one copy of the label securely to each package and give the other to the Ensure your packages are packed and labeled correctly to avoid damage or delays. Follow DHL's Packaging Advice Contact DHL eCom if you have any questions.

