

MyDHL+

DHL

# MyDHL+

## HOW TO CREATE A SHIPMENT – STEP BY STEP GUIDE

DHL Express – Excellence. Simply delivered.

The screenshot shows the DHL Express MyDHL+ website interface on a laptop screen. The page features a yellow header with the DHL logo and navigation links. The main content area is divided into several sections:

- Get a Rate and Time Quote / Schedule a Pickup:** A form with fields for 'Country' and 'From' (Street address, city, postal code, country...) and 'Country' and 'To' (Street address, city, postal code, country...). A 'Next' button is visible.
- Login:** A section with fields for 'Email Address' and 'Password', a 'Remember me' checkbox, and a 'Login' button. A 'Forgot Password' link is also present.
- Track Your Shipments:** A section with a search bar and a 'Track' button.
- Get a Quote and Go!** A promotional banner with an image of a DHL van and text: "Need a quick quote to see rates and delivery options before you ship? MyDHL+ makes that easy to do! Then you can quickly create your shipping label and schedule a courier pickup. Best of all, you don't have to have an account to..."
- Be a Shipping Expert** A promotional banner with an image of a DHL plane and text: "Benefit from our powerful and time-saving features. MyDHL+ is a one-stop shipment management solution. When you register, you'll be able to create your own address book, track shipments, view shipment history, customize settings and..."
- The New MyDHL+** A promotional banner with an image of a hand using a tablet and text: "We've made it quick and easy for you to do everything you need to do online. Get rates, create shipping labels, create courier pickups, track and more!"

## CONTENT:

|   |    |
|---|----|
| 1. Create a waybill to send a shipment..... | 3  |
| 2. Create an import waybill.....            | 10 |
| 2.1 Switch of addresses.....                | 10 |
| 2.2 Import - courier booking.....           | 10 |
| 2.3 Send documents .....                    | 12 |

## 1. Create a waybill to send a shipment

The screenshot shows the DHL Express website interface. The navigation bar includes 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a '25' notification). A dropdown menu is open under 'Ship', with 'Create a Shipment' highlighted in a red box. Other options in the menu include 'Create Shipment from Past', 'Create Shipment from Favorite', 'Get a Rate and Time Quote', 'Schedule a Pickup', 'Upload a Shipment File', and 'Order Supplies'. The background shows a 'Shipments' section with a 'Track' input field.

1. Log in MyDHL+ using your credentials, select **Ship > Create a Shipment**

2.

Fill in the recipient's details. Your address is prepopulated. Mandatory fields are marked with an asterisk (\*).

The screenshot shows the 'From' and 'To' address form. The 'From' section is pre-filled with 'DHL eCom' as the name, 'DHL Express Bulgaria' as the company, and '5 Mariya Atanasova str' as the address. The 'To' section has 'First Name and Last Name' as the name and 'DHL Express Bulgaria' as the company. The 'Phone' field is marked with an asterisk (\*). The 'Add Another' button is visible at the bottom of the 'From' section.

| Field                    | Value  | Required |
|--------------------------|--|----------|
| From Name                | DHL eCom   | Yes      |
| From Business Contact    | <input checked="" type="checkbox"/>                        | No       |
| From Company             | DHL Express Bulgaria                                       | Yes      |
| From Country/Territory   | Bulgaria   | Yes      |
| From Address             | 5 Mariya Atanasova str                                     | Yes      |
| From Address 2           |  | No       |
| From Address 3           |  | No       |
| From Postal Code         | 1540   | Yes      |
| From City                | SOFIA  | Yes      |
| From State               |  | Yes      |
| From Residential Address | <input type="checkbox"/>                                   | No       |
| From Email Address       | sofecom@dhl.com  | Yes      |
| From Phone Type          | Office   | No       |
| From Code                | 359  | Yes      |
| From Phone               | 70 017 700   | Yes      |
| From Extension           |  | Yes      |
| From VAT/Tax ID          |  | Yes      |
| To Name                  | First Name and Last Name                                   | Yes      |
| To Business Contact      | <input type="checkbox"/>                                   | No       |
| To Company               |  | Yes      |
| To Country/Territory     |  | Yes      |
| To Residential Address   | <input type="checkbox"/>                                   | No       |
| To Email Address         | DHL will send shipment notifications to this email address | Yes      |
| To Phone Type            | Mobile   | No       |
| To Code                  | ?  | Yes      |
| To Phone                 |  | Yes      |
| To SMS Enabled           | <input type="checkbox"/>                                   | No       |
| To EORI Number           |  | Yes      |

3.

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

**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.

Describe the documents in your shipment  
Select a description ⓘ

Such as legal, financial or business paperwork, etc.

- Annual reports
- Bill of lading
- Blueprints
- Booklets, brochures - non-advertising
- Business cards

**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 United States Of America. [View Prohibited Items](#)



**Important**

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

**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 Germany. [View Prohibited Items](#)

Summarize the contents of your shipment (in detail) ⓘ

Provide details in English only

sample

6 / 170

**Description is too vague or generic: SAMPLE. Be sure to accurately describe items with precise details.**



**Important**

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

3.2

Describe the content accurately and comprehensively.

The screenshot shows a web form titled "Tell Us What You're Shipping". At the top, there are two buttons: "Describe Items" (with a green checkmark) and "Upload a File" (with a red box around it and a red "3." above it). Below this is a section "Describe each unique item in your shipment separately" with a note: "Avoid shipment delays! Accuracy matters to customs authorities. Add each unique item One At a Time. Provide details in English only." There are checkboxes for "I want DHL to estimate duties and taxes based on items in my shipment" and "Actions".

The main section is "2 Unique Item Description". It asks "What is the item?" with two options: "1. Create Description" (with a red box and a red "1." above it) and "2. Women's dress made of cotton" (with a red box and a red "2." above it). Below this are input fields for "Quantity" (1), "Units (How the item is packaged)" (Pieces), "Value (Per Item)" (10 EUR), and "Weight (Per Item)" (0.8 kg). There are also fields for "Where was the item made?" (Bulgaria) and "Commodity Code".

At the bottom, there are buttons for "Add from Product/Item List" (with a red arrow pointing to it), "Save to My Product/Item List", "Remove", and "Copy". A summary bar shows "Total Units 21", "Total Weight: 40.8 KG", "Total Value: 1,010.00 EUR", and an "Add Another Item" button.

### Important

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.

4.

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.

Create Invoice 

Use My Own Invoice

5.

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.

I'm sending my shipment on Cancel

January 30 Today
January 31 Tomorrow
February 1 Wednesday
February 2 Thursday
February 3 Friday
February 4 Saturday
February 5 Sunday
More +

| Delivery Date         | Delivered By | Estimated Price                       |                        |
|-----------------------|--------------|---------------------------------------|------------------------|
| January 31<br>Tuesday | 12:00 pm     | BGN 564.47<br><a href="#">Details</a> | <a href="#">Select</a> |
| January 31<br>Tuesday | 12:00 pm     | BGN 586.50<br><a href="#">Details</a> | <a href="#">Select</a> |
| January 31<br>Tuesday | End of Day   | BGN 548.69<br><a href="#">Details</a> | <a href="#">Select</a> |
| February 3<br>Friday  | End of Day   | BGN 229.38<br><a href="#">Details</a> | <a href="#">Select</a> |

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.

**Optional Services**

- GoGreen Climate Neutral
- Verbal Notification
- Hold for Collection
- Dangerous Goods

[Next](#)

**Important**

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

In case you are using your own invoice, please upload it as a file via **Browse for File**.

**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 Your Customs Documents**

DHL will signature

Upload

Limit of 5 MB

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)

Limit of 5 MB for all files uploaded per shipment 0 Bytes of 5 MB

**Next**

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.

**Do you want to schedule a courier pickup?**

Where can I drop **Do you want to schedule a courier pickup?**

I'm sending my shipment on January 30 Today Edit

Pickup Window – When courier may arrive and shipment is ready

Timeline: 11:00 am, 12:45 pm, 2:30 pm, 4:15 pm, 6:00 pm

Earliest 4:15 pm Latest 6:00 pm

Please allow at least 60 minutes for your Pickup Window  
The latest time a request can be made for pickup today is 5:00 pm

Where should the courier pick up the shipment?

Total Pickup Weight  kg

Instructions for the courier

[Disclaimer and Important Details](#)

**Pickup Address**

Customer name  
Company  
11 Street  
SOFIA, 1000  
my@mail.bg  
+359 55 555 55

**Next**



11.

### Do you need a return label?

Label is valid for 12 Months

Yes – Create Label

No



Details have been copied from the outbound shipment

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

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**.

### Shipment Cost Summary

EXPRESS WORLDWIDE  
Fri, 3 Feb, 2023 - End of Day

Volumetric Weight 4.81 kg  
Total Weight 0.5 kg  
Chargeable Weight 5 kg

|                        |            |               |
|------------------------|------------|---------------|
| Transportation Charges | BGN        | 391.49        |
| Fuel Surcharge         | BGN        | 124.26        |
| Emergency Situation    | BGN        | 3.00          |
| <b>Total</b>           | <b>BGN</b> | <b>518.75</b> |

Add shipment protection for just 20.00 BGN more!  
**Upgrade Now!**

### 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**

13.

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

### Print and You're Done!

#### Print and preview your documents



If you do not upload document images, remember to print and provide your documents with your shipment.

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



Label (Waybill)

Receipt

2 Number of Copies

**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.

- Swap the FROM and TO positions using the **Switch** button and fill in the Sender's details.

The screenshot shows the DHL Express 'Create Shipment' form. The 'From' section is populated with details for 'DHL eCom' in Bulgaria, including company name, address, and contact information. The 'To' section is mostly empty, with only the name field filled. A yellow 'Switch' button is located between the two sections, with a red arrow pointing to it from the text on the right. The form includes various input fields, checkboxes, and dropdown menus for business and residential addresses, contact details, and tax information.

**From**

Name: DHL eCom ✓

Business Contact

Company: DHL Express Bulgaria ✓

Country/Territory: Bulgaria ✓

Address: 5 Mariya Atanasova str ✓

Address 2: [Empty]

Address 3: [Empty]

Postal Code: 1540 ✓ City: SOFIA ✓ State: [Empty]

Residential Address

Email Address: sofecom@dhl.com ✓

Phone Type: Office Code: 359 ✓ Phone: 70 017 700 ✓ Extension: [Empty]

**To**

Name: First Name and Last Name \*

Business Contact

Company: [Empty] \*

Country/Territory: [Empty] \*

Residential Address

Email Address: DHL will send shipment notifications to this email address

Phone Type: Mobile Code: ? \* Phone: [Empty]

SMS Enabled

EORI Number: Enter IOSS in Customs Declaration section

Notes about this contact

## 2.2 Import - courier booking

Do you want to schedule a courier pickup?

Shipper will schedule pickup 1

I will propose pickup date and time 2 ✔

DHL will email shipper to confirm date, time and readiness

[Assign this shipment to shipper to complete](#)  
[Assign this Shipment](#) 3

**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 2 March Tomorrow

Earliest 10:00 am Latest 5:00 pm

Pickup Window – When courier may arrive and shipment is ready

10:00 am 11:45 am 1:30 pm 3:15 pm 5:00 pm

Please allow at least 90 minutes for your Pickup Window

Where should the courier pick up the shipment?  ✔

Instructions for the courier

Provide other instructions you'd like the courier to receive

[Disclaimer and Important Details](#)

**Pickup Address**

test  
test  
test  
HAMBURG, Hamburg, 20066  
violeta.koeva@dhl.com  
+49 5555 55

- You may propose a date and time for a courier pick-up, 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.


- The Sender will be notified by e-mail that it is necessary to request a courier pick-up at a convenient time after you send them the filled-in documents for printing.


- 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

### Send Documents to Shipper

Email your documents now or download and email them later.





Label (Waybill)
  Receipt

i Your shipment is not completed until you have sent your documents to the shipper

↓ Download Documents

✉ Send Documents

I will download my documents and email them later

1

I will use MyDHL+ to email my documents now

2

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](#) ← Booking link

Waybill Tracking Number  
402798225

#### Ship To

DHL eCom  
DHL Express Bulgaria  
5 Mariya Atanasova str  
SOFIA  
1540  
Bulgaria  
70017700  
sofecom@dhl.com

#### Shipment Details

Delivery Option: EXPRESS WORLDWIDE  
Shipment Type: DOCUMENT  
Number of Packages: 1  
Piece ID: JD014600010740972797  
Total Weight: 0.5 KG  
Dimensional Weight: 0.4 KG  
Chargeable Weight: 0.5 KG  
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 courier.
- 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.

To:  ✓

From:  ✓

Subject:  ✓


Email import shipment details in the following language:  ✓

Message:  ✓

**Shipment Details** ↑ The Message fill is mandatory!

Tracking Number:

**Attachments**



Label (Waybill)

Send

