

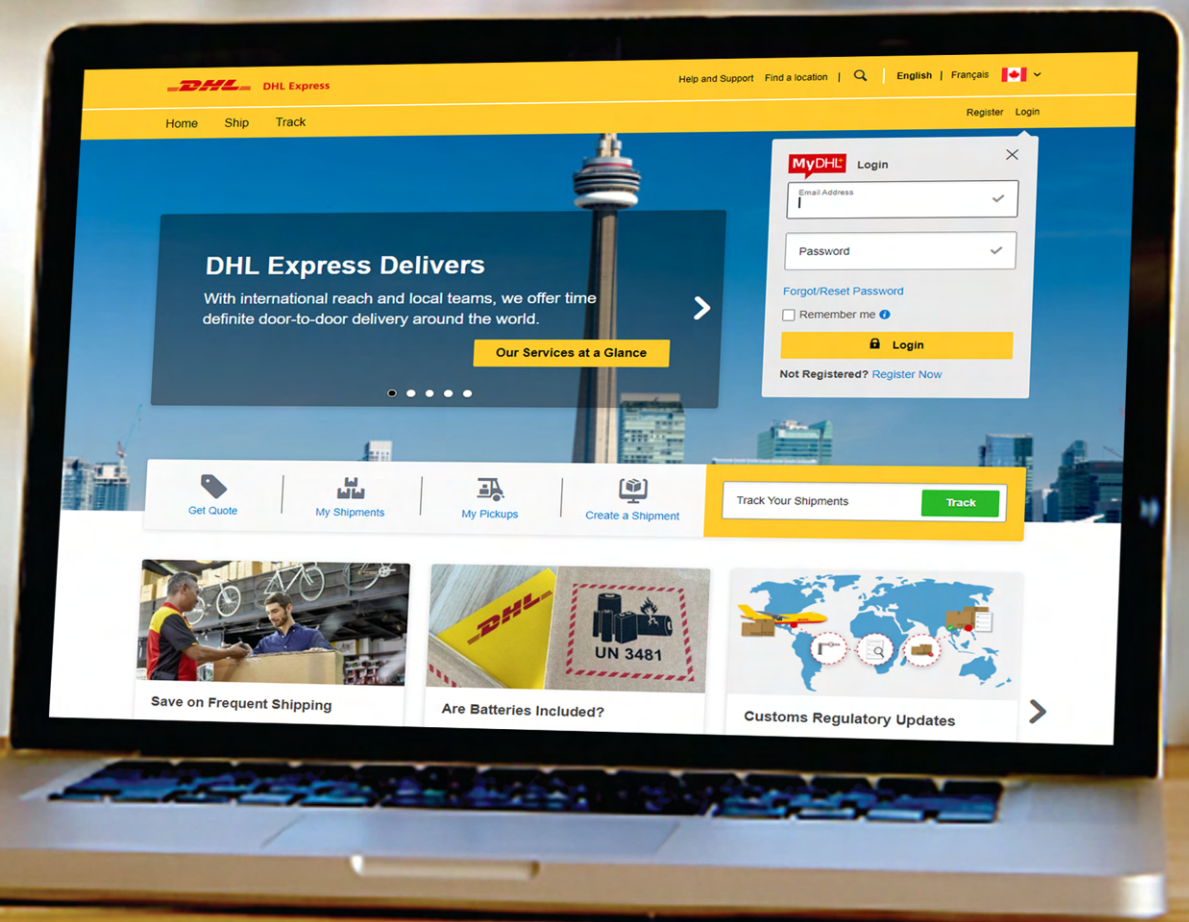
MyDHL<sup>+</sup>



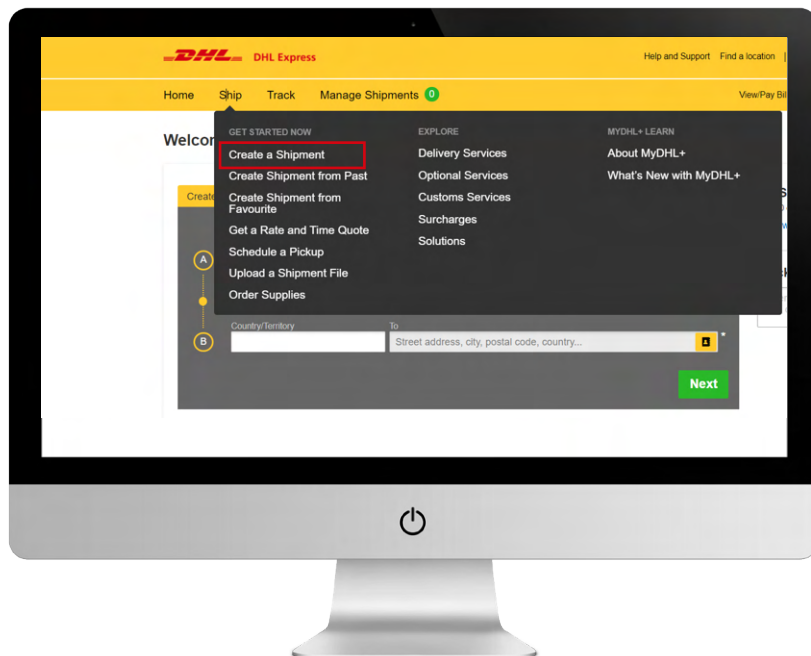
# MyDHL<sup>+</sup>

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

DHL Express – Excellence. Simply delivered.



## CREATE A DOCUMENT SHIPMENT



1. Click **'Ship'** then **'Create a Shipment'** on the top menu bar. Alternatively, you can use the dashboard to quick start the shipment creation process.

2. Fill in the **'From'** section with your details and the **'To'** section with the receiver's details. Once complete click **'Next'**.



### HELPFUL TIP

If you have a DHL import account, you can create imports from around the world by simply completing the **'From'** section with where you want the parcel collected from.

You will be provided with handy hints and information to help you complete the sections throughout the shipment creation process.

Create Shipment — Pay — Print Cancel Save for Later

**From**

Name  
DHL Express Canada

☒ Business Contact  
Company  
NA

Country/Territory  
Canada

Address  
Address

Address 2

Address 3

Postal Code  
L8T 5M

City  
BRAMPTON

Province  
ONTARIO

☐ Residential Address  
Email Address  
dhlexpressca@dhl.com

Phone Type  
Mobile

Code  
1

Phone  
416-987-2139

☐ SMS Enabled  
[Add Another](#)

VAT/Tax ID  
Enter IOSS in Customs Declaration section

[Save as New Contact](#) [Update Contact](#)

[Clear Address](#)

[Switch](#)

**To**

Name  
First Name and Last Name

☐ Business Contact  
Company

Country/Territory

☐ Residential Address  
Email Address  
DHL will send shipment notifications to this email address

Phone Type  
Mobile

Code  
1

Phone

☐ SMS Enabled  
[Add Another](#)

[Notes about this contact](#)

[Next](#)

3. Select **‘Documents’** and complete the **‘Shipment Details’** section. Once complete click **‘Next’**.



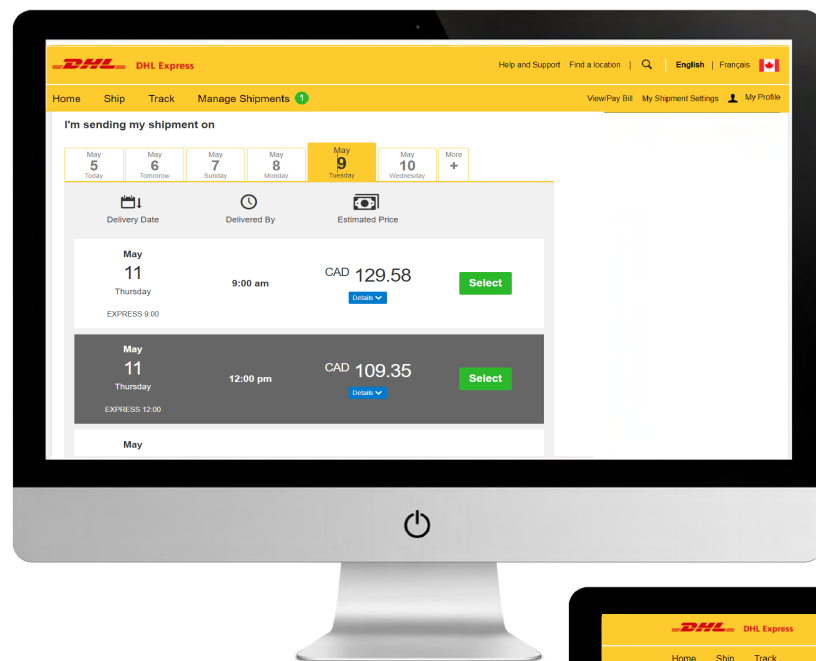
#### HELPFUL TIP

You will always be able to see and amend your previously completed sections, which is displayed in grey at the top.

4. Complete the **‘Select Packaging’** section ensuring you have selected **‘My Own Packaging’** in the red highlighted box. Once complete click **‘Next’**.

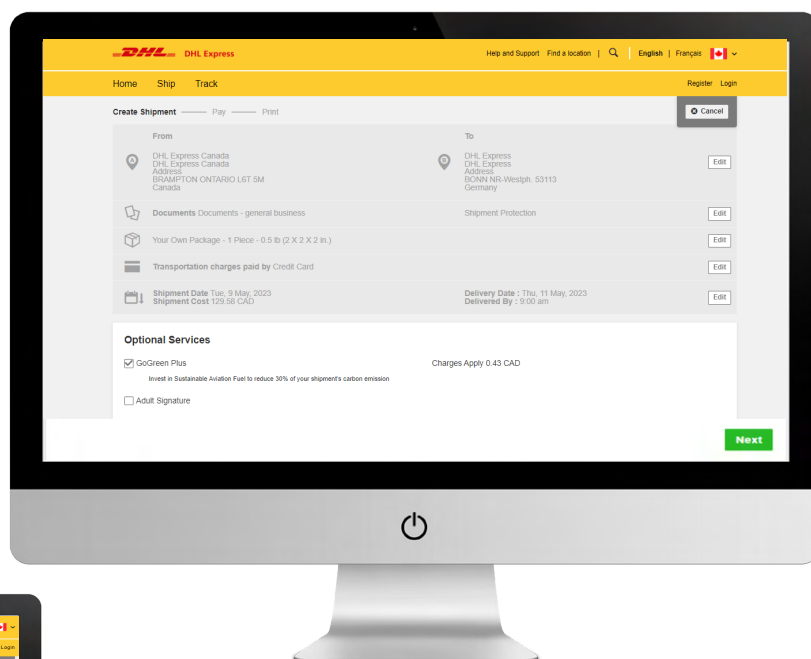
5. Confirm billing details in **‘How you would like to pay?’** section. Once complete click **‘Next’**.

#### 4 MyDHL+ How to create a shipment – Step by step guide

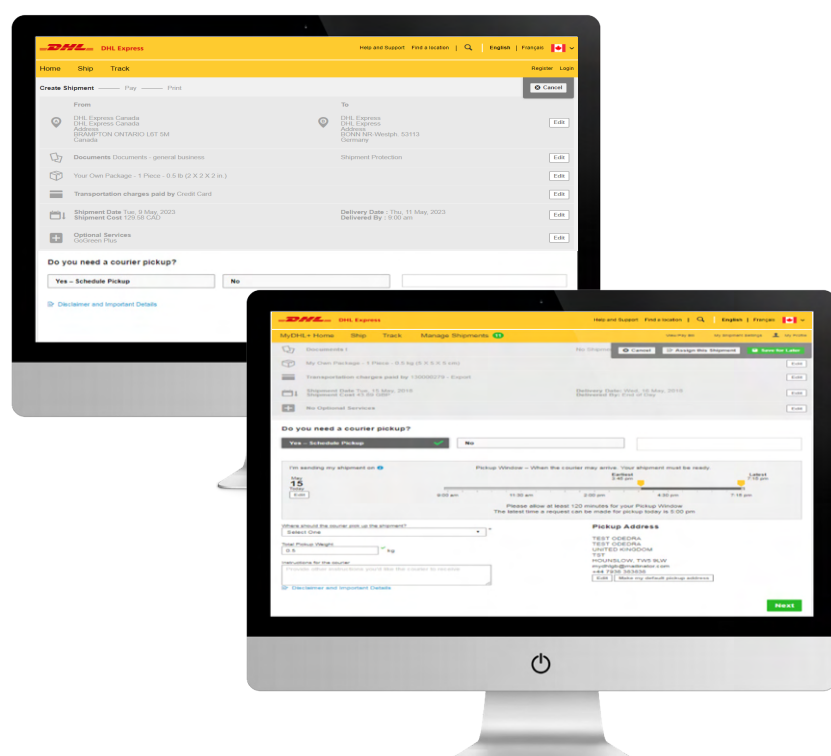


6. Select when you would like your shipment to be delivered by clicking the **'Select'** button next to your desired service.

7. You now have the opportunity to select any optional services available on your shipment in the **'Optional Services'** section. Once confirmed click **'Next'**.

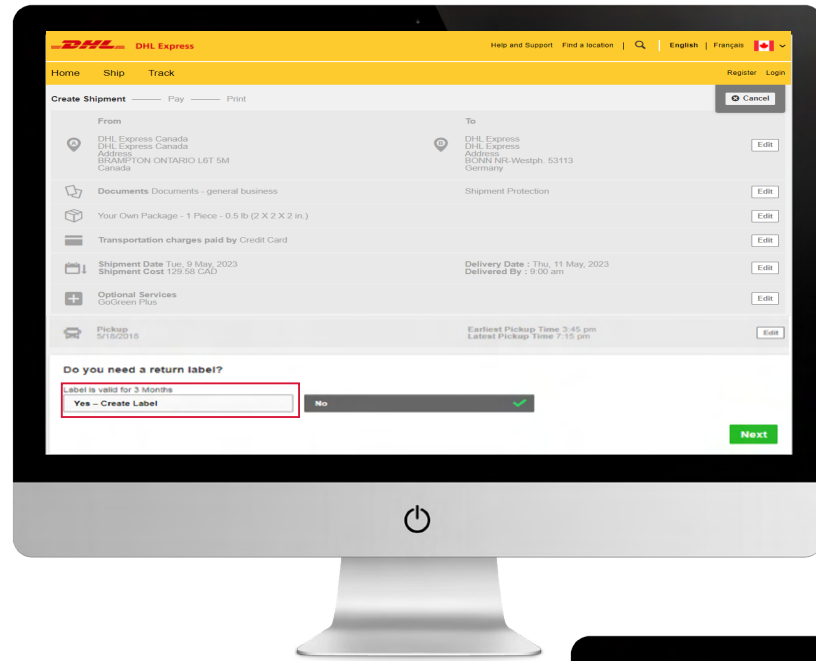


8. If you would like to schedule a pickup, select **'Yes – Schedule Pickup'** (if not, skip to step 9). Use the yellow sliders to specify the time a courier will come for collection, then complete the location of package and weight fields. Once complete click **'Next'**.

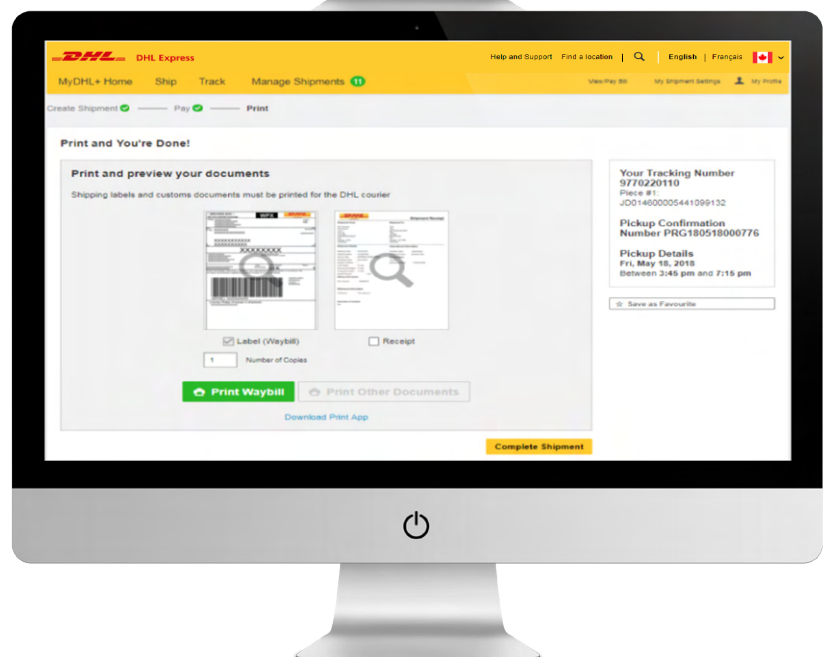
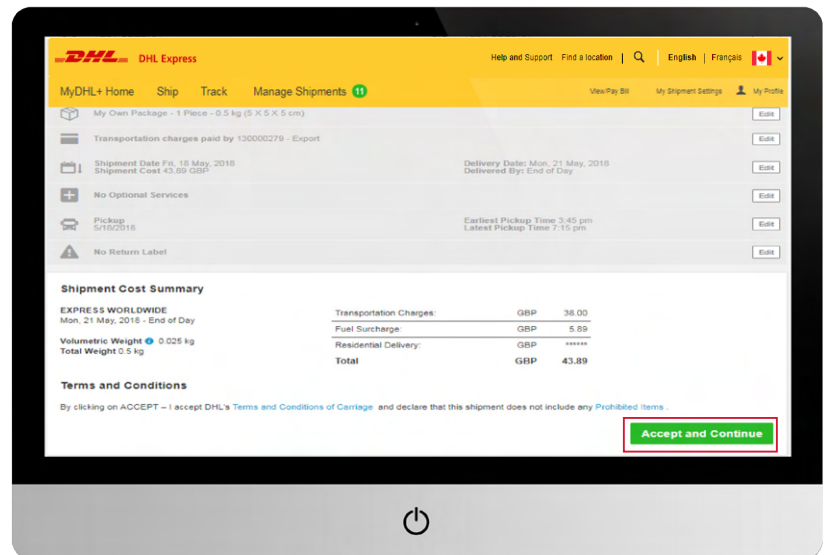


The yellow sliders will only allow you to specify a time that a courier is available to attend your location for a collection.

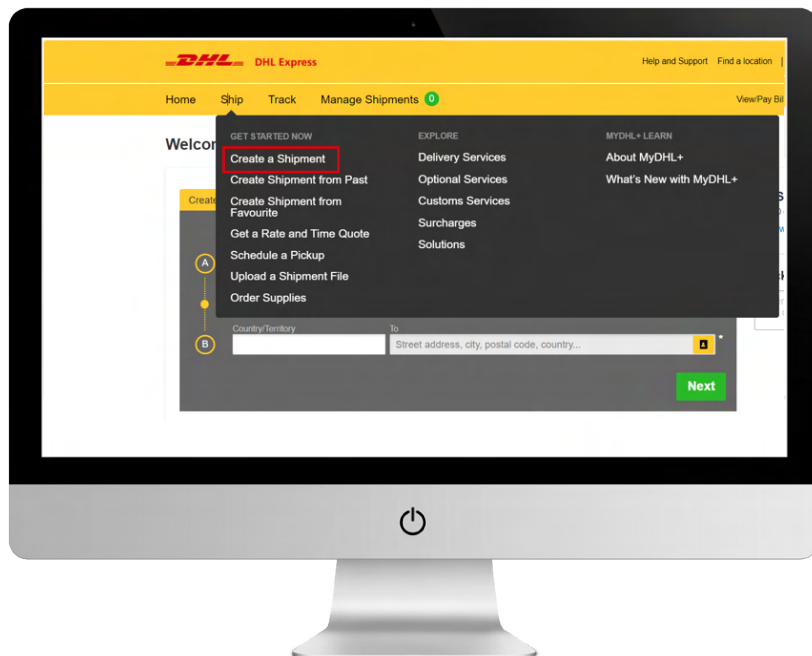
9. If you require a return label select **‘Yes – Create Label’** and follow the on screen instructions. If no select **‘No’** and then click **‘Next’**.



10. You will now see the **‘Shipment Cost Summary’**, if you are happy with the summary click **‘Accept and Continue’**. Your shipment has now been created, click **‘Print Waybill’** and attach to your shipment.



## CREATE A PACKAGE SHIPMENT



1. Click **'Ship'** then **'Create a Shipment'** on the top menu bar. Alternatively, you can use the dashboard to quick start the shipment creation process.

2. Fill in the **'From'** section with your details and the **'To'** section with the receiver's details. Once complete click **'Next'**.



### HELPFUL TIP

If you have a DHL import account, you can create imports from around the world by simply completing the **'From'** section with where you want the parcel collected from.

Create Shipment — Pay — Print

Cancel Save for Later

**From**

Name  
DHL Express Canada

☒ Business Contact

Company  
NA

Country/Territory  
Canada

Address  
Address

Address 2

Address 3

Postal Code  
L8T 5M

City  
BRAMPTON

Province  
ONTARIO

☐ Residential Address

Email Address  
dhlexpressca@dhl.com

Phone Type  
Mobile

Code  
1

Phone  
416-987-2139

☐ SMS Enabled

Add Another

VAT/Tax ID  
Enter IOSS in Customs Declaration section

Save as New Contact Update Contact

Clear Address

**To**

Name  
First Name and Last Name

☐ Business Contact

Company

Country/Territory

☐ Residential Address

Email Address  
DHL will send shipment notifications to this email address

Phone Type  
Mobile

Code  
2

Phone

☐ SMS Enabled

Add Another

Notes about this contact

Next

**DHL Express**

Home Ship Track Manage Shipments 1

View Pay Bill My Shipment Settings My Profile

Create Shipment Pay Print

From: DHL Express Canada, DHL Address, BRAMPTON ONTARIO L6T 5M, Canada

To: DHL Express, DHL Address, BONN NR-Westph. 53113, Germany

**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](#)

Shipment is subject to customs duty and taxes.

What is the purpose of your shipment?  
Gift

**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

3. Select **'Packages'** and purpose of your shipment from the dropdown list. Complete the **'Shipment Details'** section. Once complete click **'Next'**.



#### HELPFUL TIP

You will always be able to see and amend your previously completed sections, which is displayed in grey at the top.

You will be provided with handy hints and information to help you complete the sections throughout the shipment creation process.

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

**1. Unique Item Description**  
What is the item?  
[Quick Guide for Describing Items](#)

**Create Description** OR

Quantity: 1 Units (How the item is packaged): Select One Value (Per Item): CAD Weight (Per Item): lb

Where was the item made?  Commodity Code

☐ Add line item reference

[Add from Product/Item List](#)

Total Units: 1 Total Weight: -- LB Total Value: -- CAD

4. Select if you will **'Create an Invoice'** (continue to follow steps) or **'Use My Own Invoice'** (skip to step 6).

**DHL Express**

Home Ship Track Manage Shipments 1

View Pay Bill My Shipment Settings My Profile

Create Shipment Pay Print

From: DHL Express Canada, DHL Address, BRAMPTON ONTARIO L6T 5M, Canada

To: DHL Express, DHL Address, BONN NR-Westph. 53113, Germany

Packages used: clothed Total Goods Value: 20.00 CAD

Shipment Protection Value: 1.00 CAD

**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)**

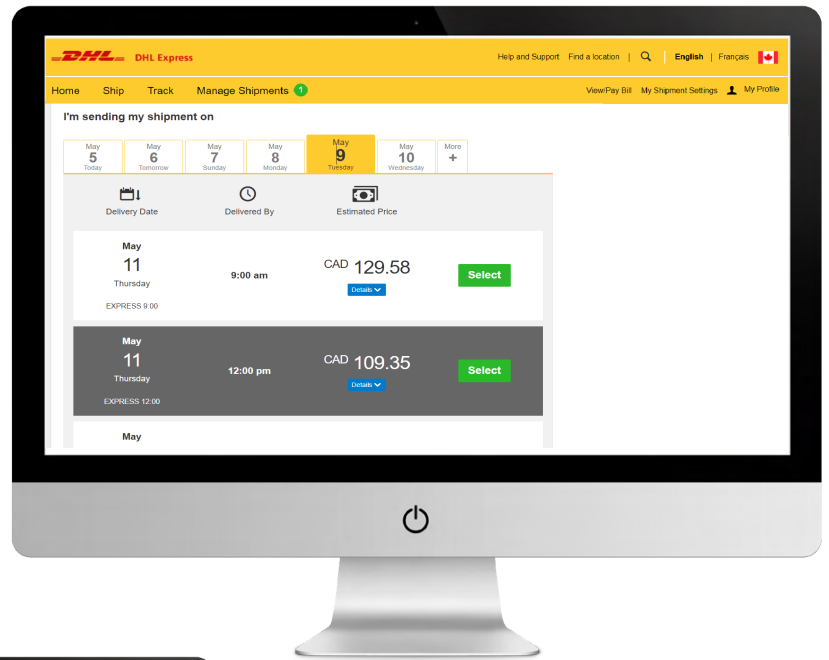
## 8 MyDHL+ How to create a shipment – Step by step guide

5. Complete the invoice details and then click **'Next'**.

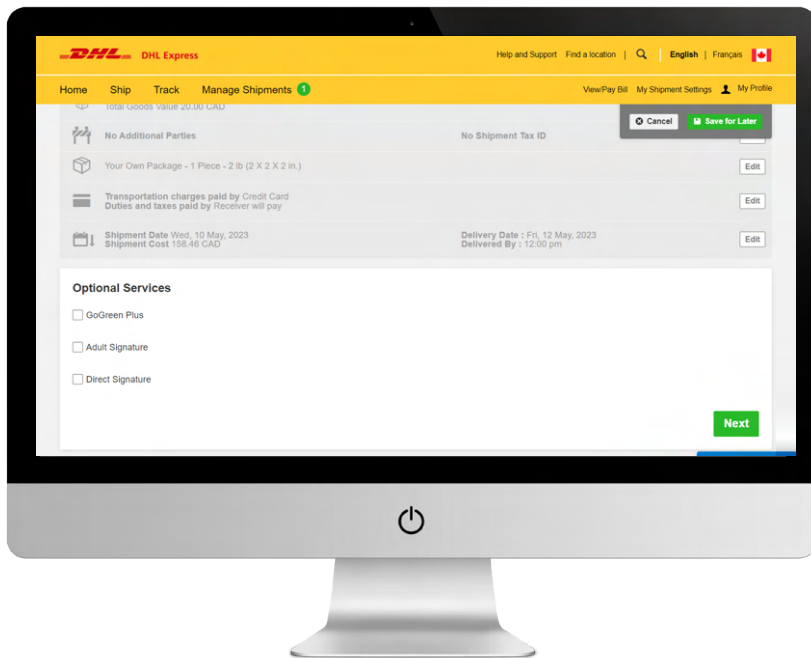
6. Complete the **'Select Packaging'** section ensuring you have selected **'My Own Packaging'**. Once complete click **'Next'**.

7. Confirm billing details in **'How you would like to pay?'** section. Once complete click **'Next'**.

8. Select when you would like your shipment to be delivered by clicking the **'Select'** button next to your desired service.



9. You now have the opportunity to select any optional services available on your shipment in the **'Optional Services'** section. Once confirmed, click **'Next'**.

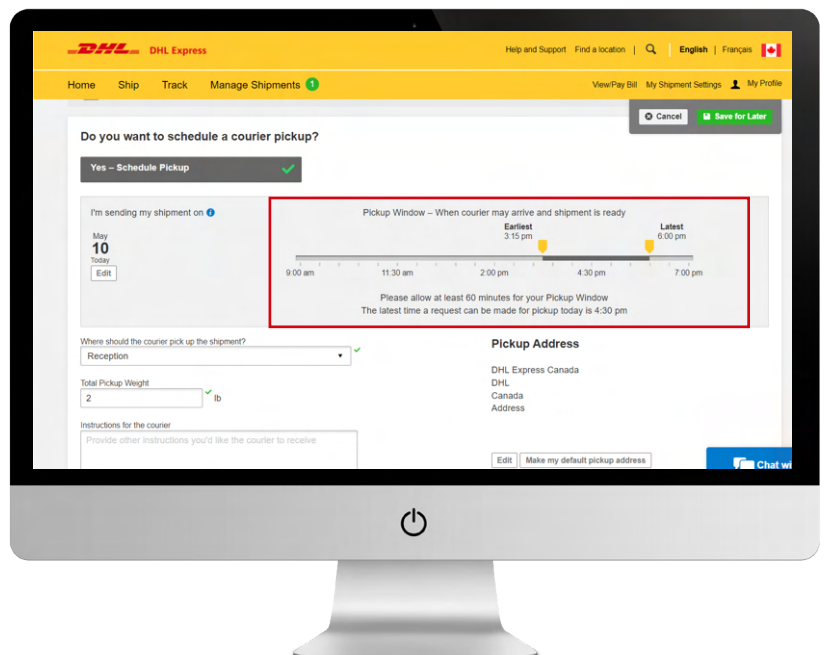


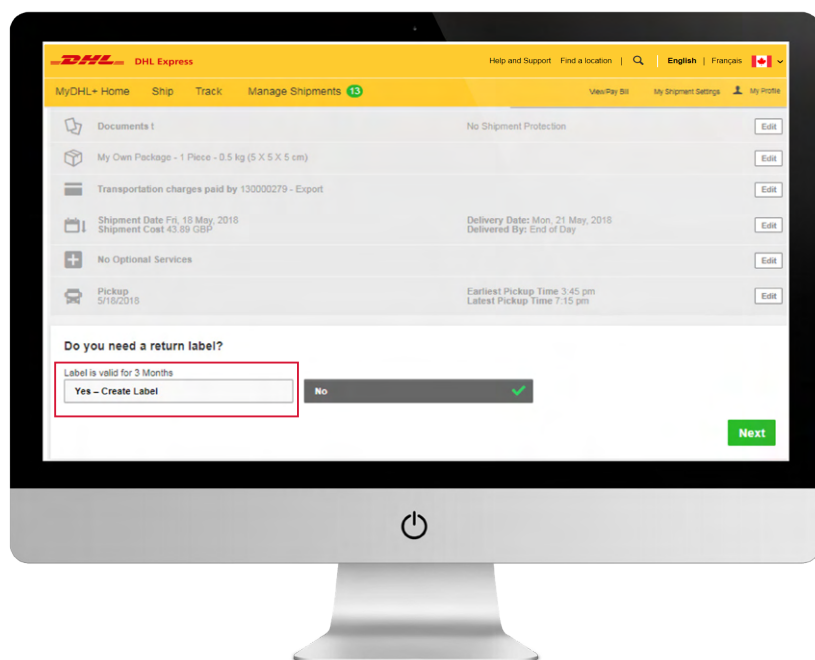
10. If you would like to schedule a pickup, select **'Yes – Schedule Pickup'** (if not, skip to step 11). Use the yellow sliders to specify the time a courier will come for collection, then complete the location of package and weight fields. Once complete click **'Next'**.



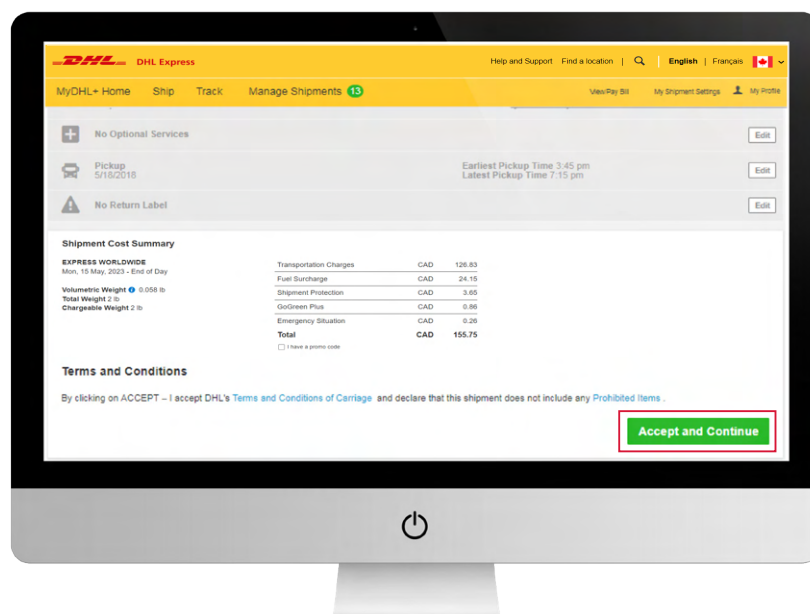
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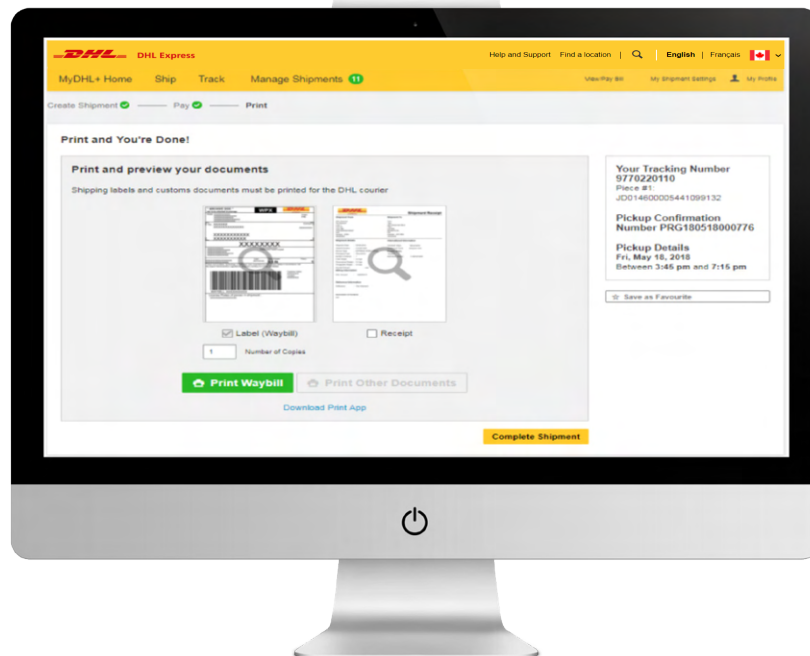




11. If you require a return label select **'Yes – Create Label'** and follow the on screen instructions. If no select **'No'** and then click **'Next'**.



12. You will now see the **'Shipment Cost Summary'**, if you are happy with the summary click **'Accept and Continue'**. Your shipment has now been created, click 'Print Waybill' and attach to your shipment.



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Brampton, ON L6T 5M1

**dhl.ca**

05/2023