MANAGING CUSTOMS DATA AND DEFAULT SHIPMENT SETTINGS

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1.0 FILLING UP YOUR CUSTOMS INVOICE OR DATA

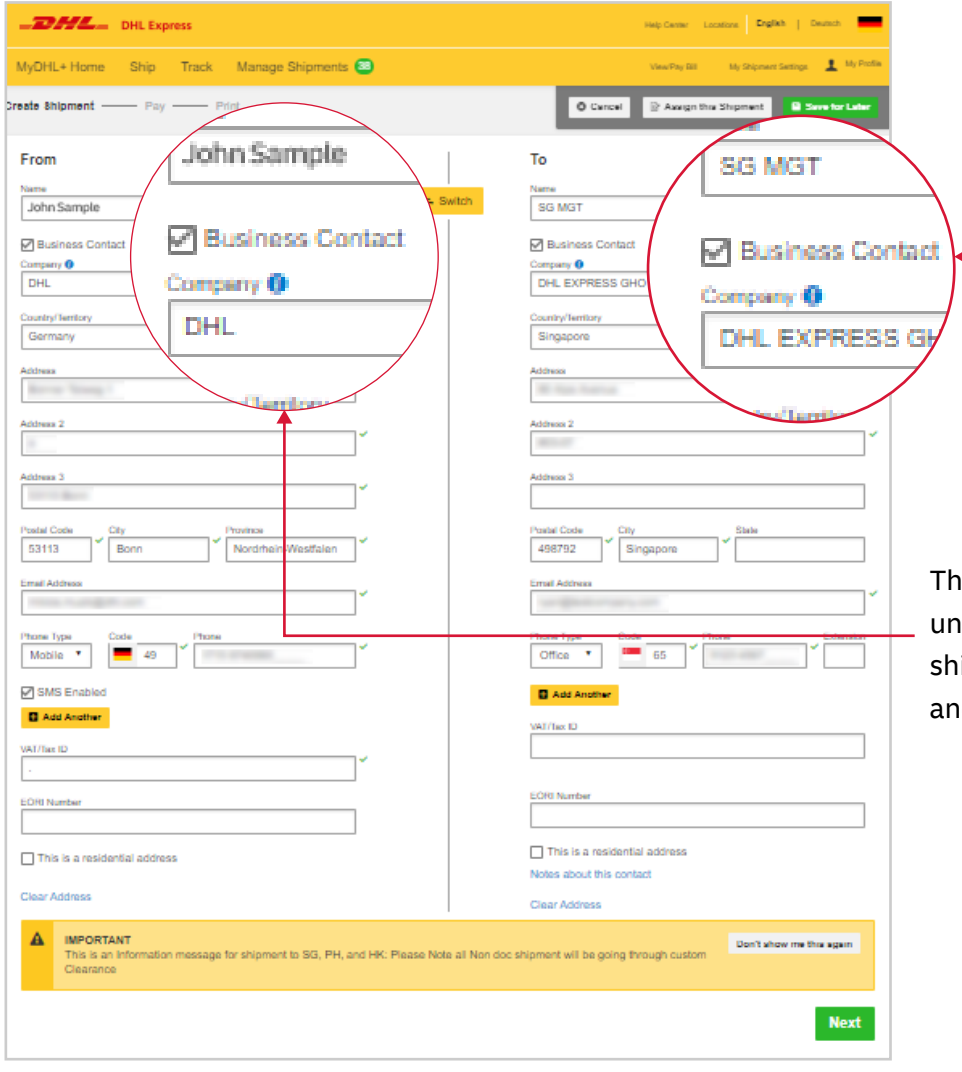
Customs invoice creation is part of the shipment creation process. This part of the guide focuses on filling up customs-related data fields or information during the shipment creation process.

I. WITHIN CREATE A SHIPMENT

Shipment Origin and Destination Information

Understanding your shipper and receiver information is relevant in helping customs authorities determine the clearing process that your shipment will have to undergo.

Image 01



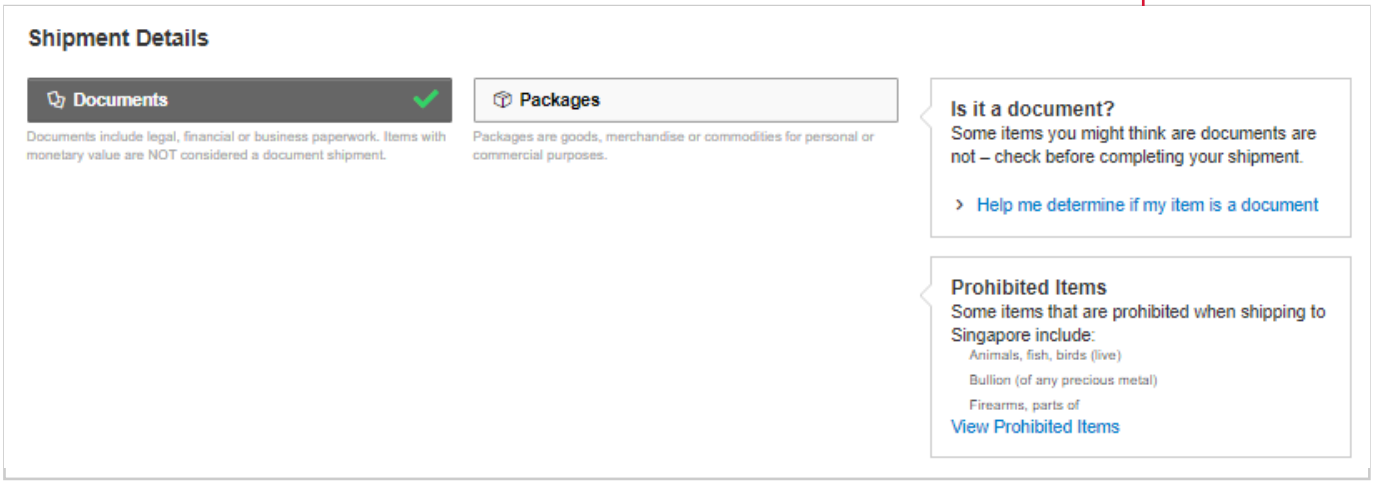
The 'Business Contact' tickbox under the 'Name' field requires the shipper to indicate if the shipper and/or receiver is a business entity.

Fields that have been filled out with valid information will have a green tick next to it.

Selecting the type of shipment

Determine if your items should be declared as a document or a package by clicking on the helpful links on the side of the selections. In addition, the 'Prohibited Items' help box allows you to view the list of 'Prohibited Items' according to the destination you entered.

Image 02



Creating a customs invoice

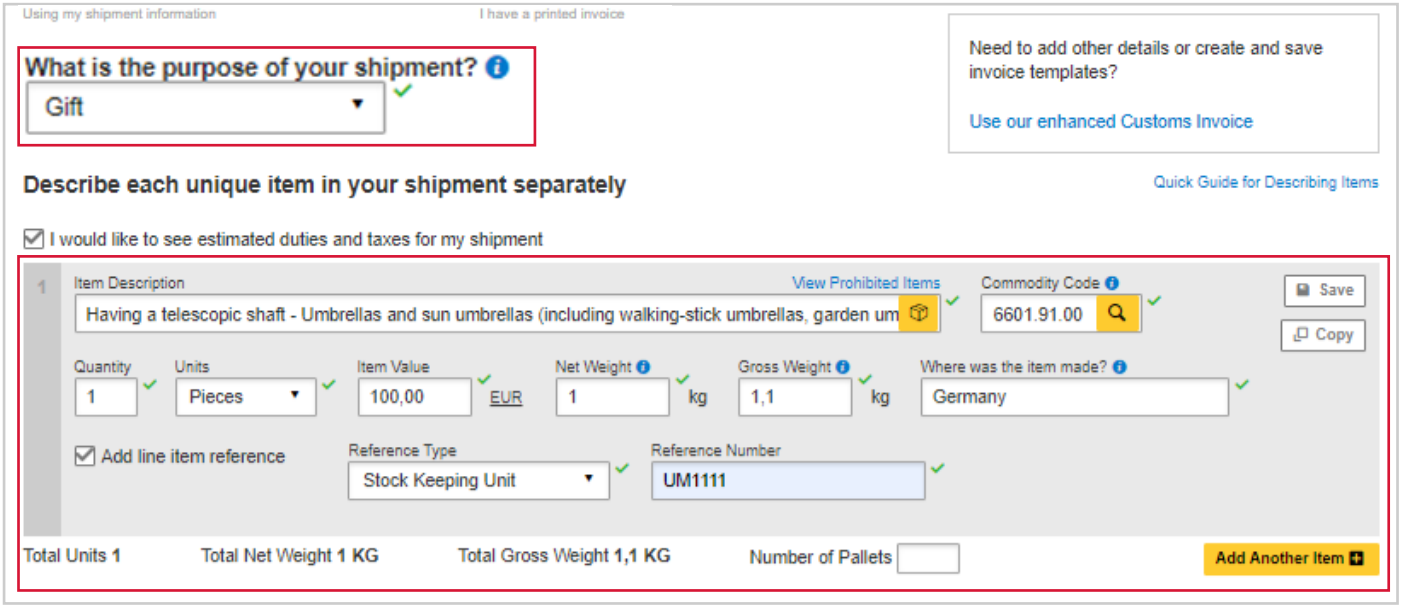
If you are sending a package, you can choose to let MyDHL+ create an invoice for you, which will be populated from the information you entered, or you can upload your own invoice.

A. Creating an invoice

By selecting 'Create Customs Invoice', the invoice will be populated as you fill in the details of your shipment.

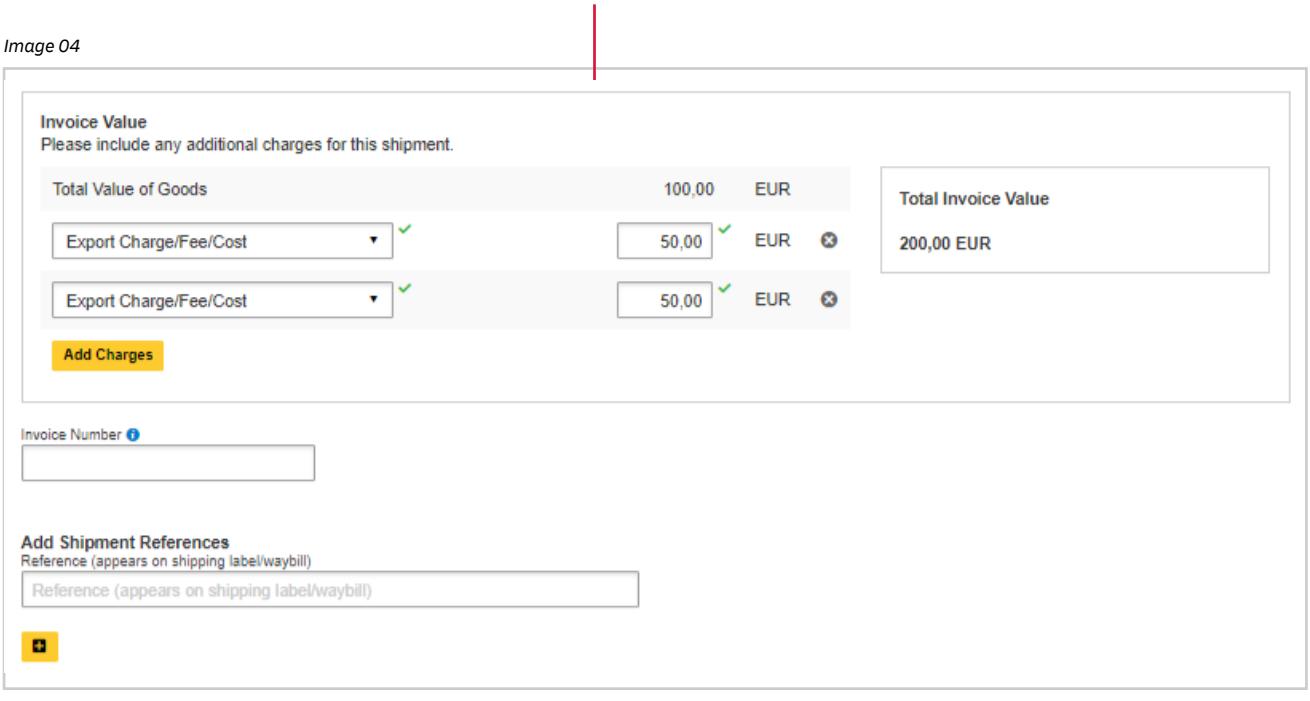
Indicating the **purpose of your shipment**, along with the **list of items in your shipment**, will help customs authorities in classifying your shipment accurately and speed up the clearing of your shipment.

Image 03



You may indicate additional charges involved in handling your shipment such as handling fee, packaging, insurance, etc. Click on **Add Charges** and a drop-down will be displayed for you to indicate the type of fees involved. It is important to declare all additional fees that make up the total value of your shipment as it determines how quickly your goods can move through the customs process.

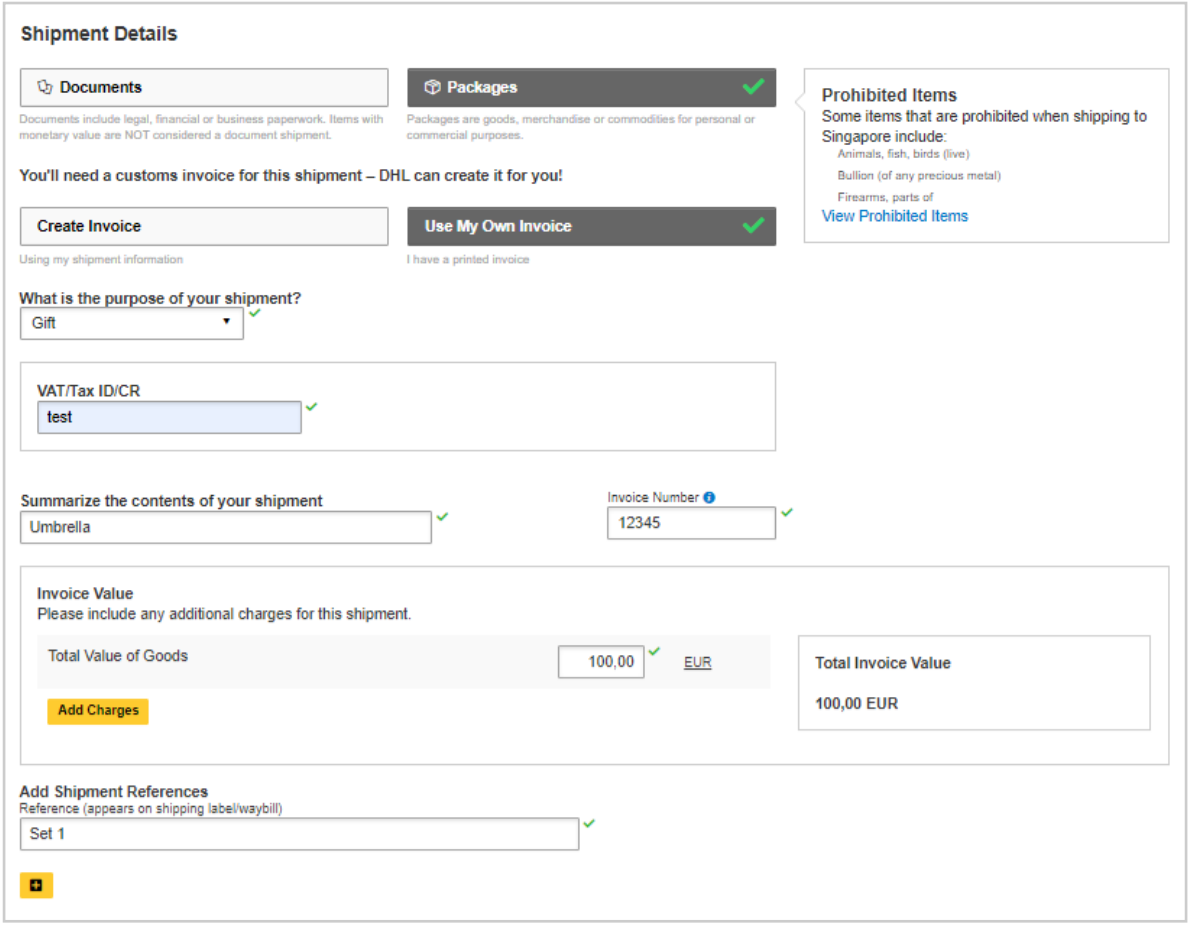
Image 04



B. Using your own customs invoice

Alternatively, you may choose to use your own customs invoice if you already have one. Even if you have your own customs invoice, you are encouraged to fill out customs-required data, such as your **invoice number** as well as **line item details** as it can help to speed up shipment customs processing.

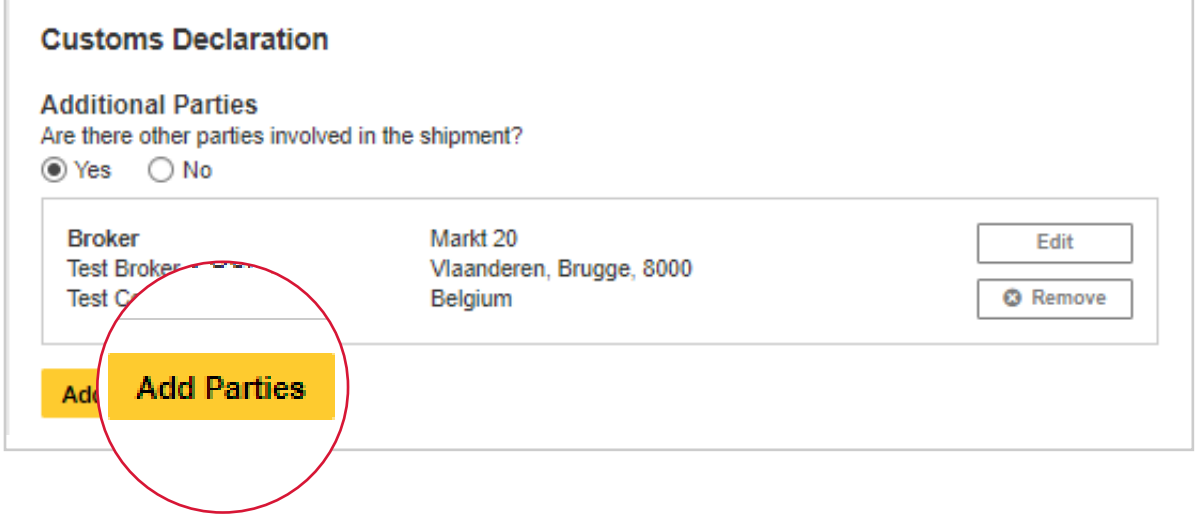
Image 05



Customs Declaration

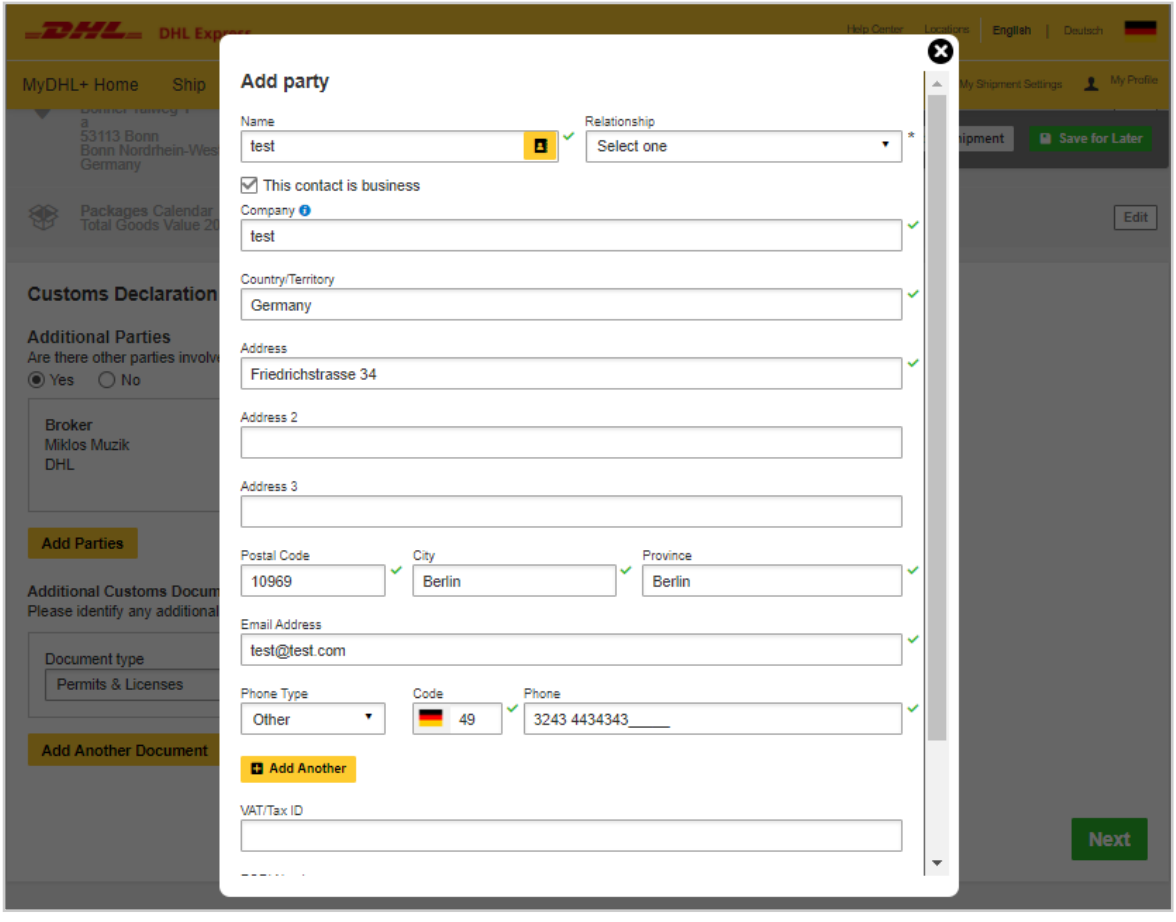
If there are **any additional parties** involved in this shipment, you may declare their information by clicking on 'Add Parties'.

Image 06



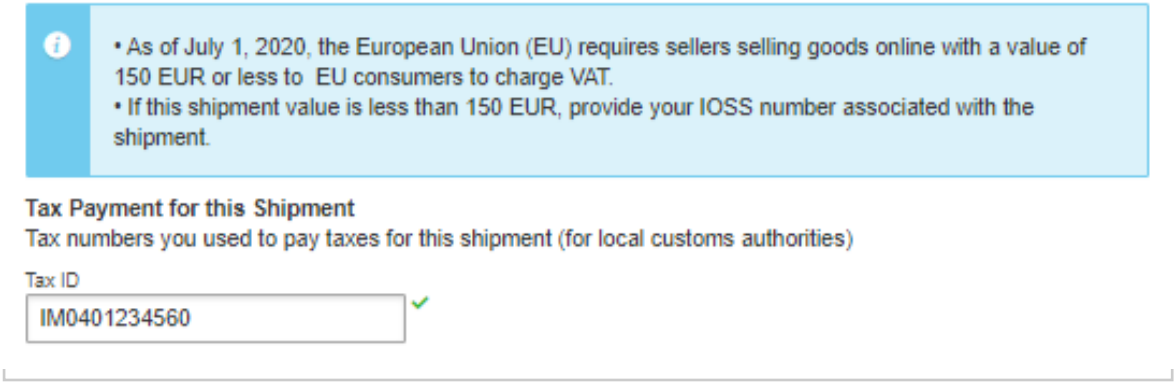
A light box will open for you to fill out information about the additional parties involved. You may import the existing contact details directly from your address book, or input their details manually. Multiple parties can be added to a single shipment consecutively.

Image 07



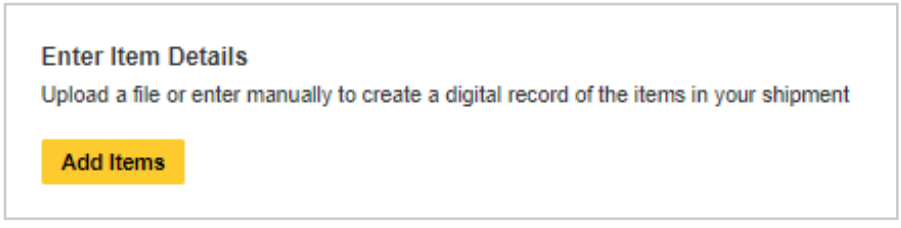
In the Shipment Tax ID field, you are urged to enter the relevant Tax ID number (if applicable), depending on the destination countries of your dutiable shipments. For example, enter your IOSS number for dutiable shipments entering the European Union if you have paid your Value Added Tax (VAT) in advance.

Image 08



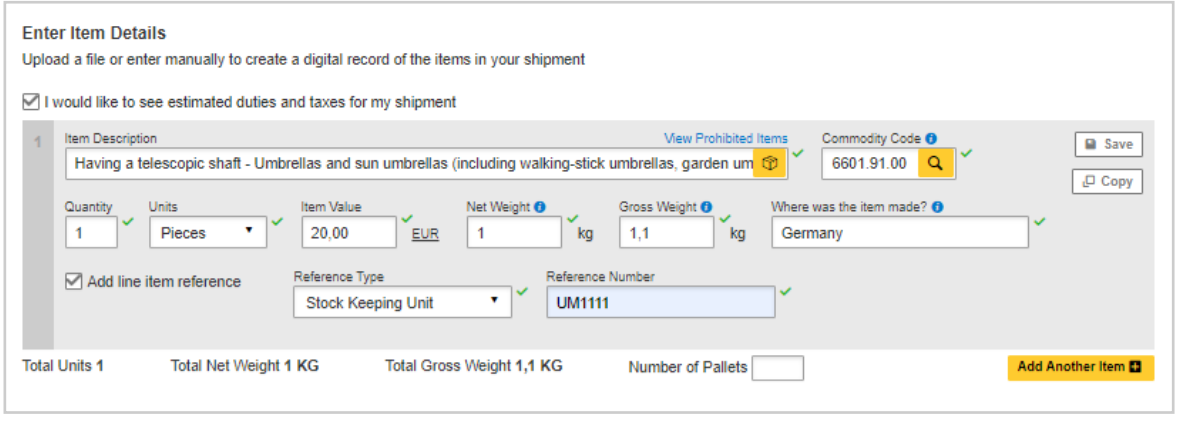
Next, you will be prompted to provide information about the items you are shipping. You are encouraged to do so as it would facilitate the customs clearance process. To enter line item details, click on ‘Add Items’.

Image 09



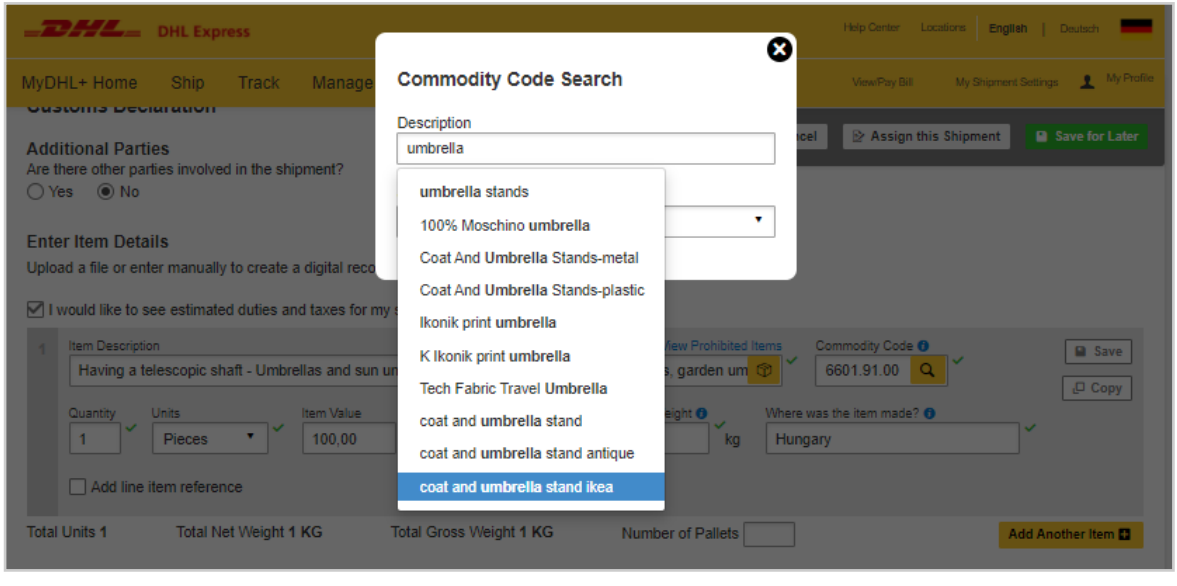
Fill in the following fields and MyDHL+ will validate the information provided by showing a green tick next to the fields.

Image 10



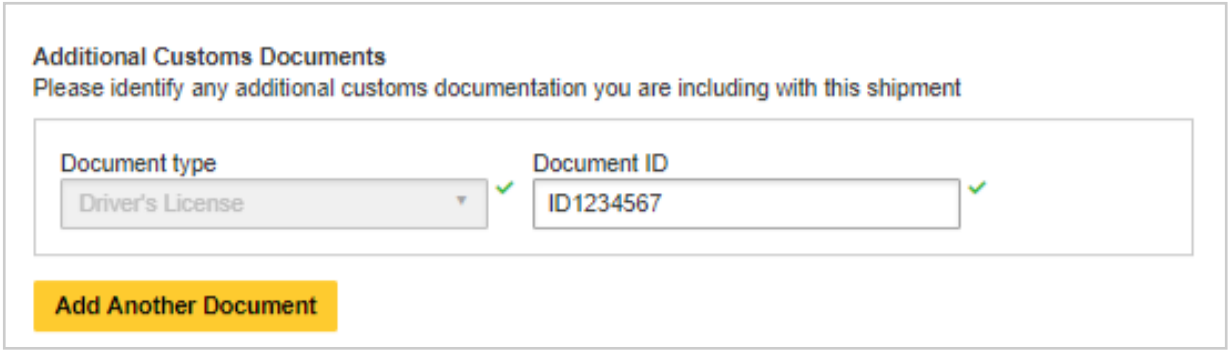
Preset commodity types are available and will appear as a drop-down when you enter a brief description of your product. Choose whichever is most similar to your item and a commodity code will be assigned to it.

Image 11



If you have additional customs documents that would facilitate the customs clearance process, do declare them in the section below. Some examples include Dispatch Notes, Export Declaration and ATA Carnet.

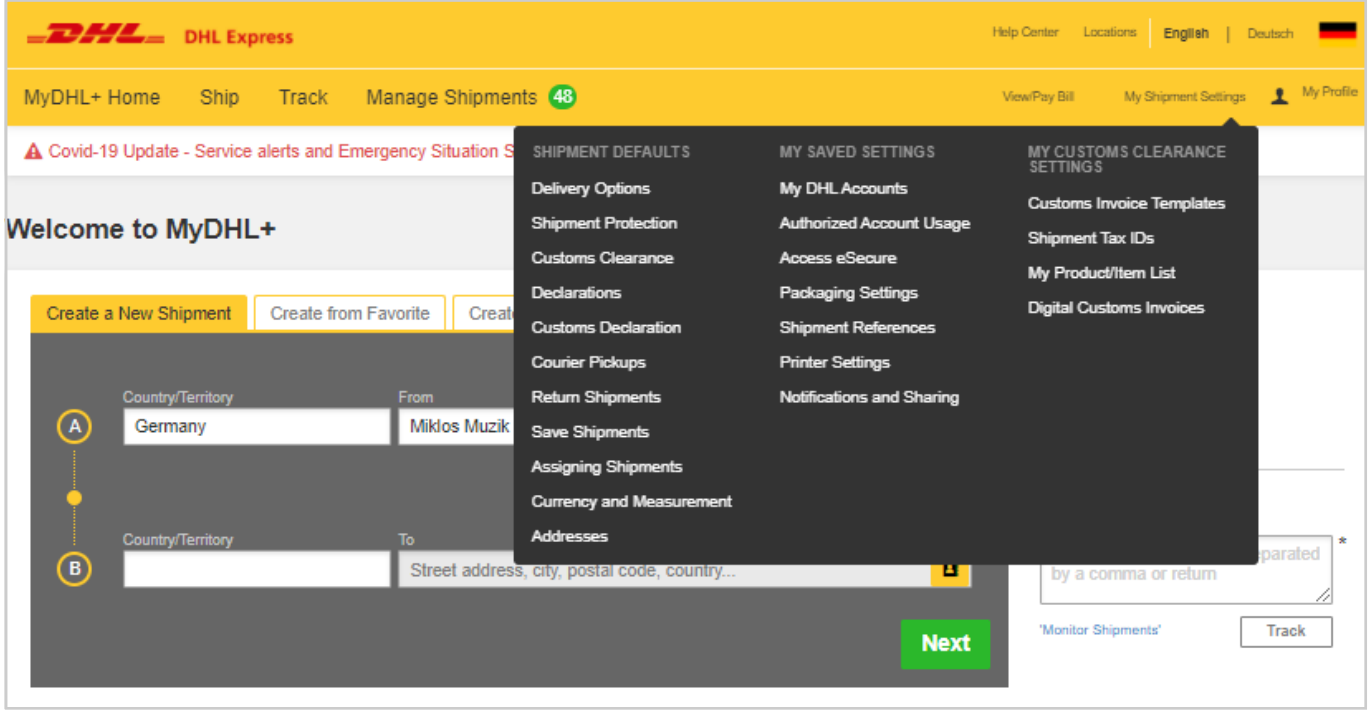
Image 12



2.0 SETTING UP DEFAULT SHIPMENT SETTINGS

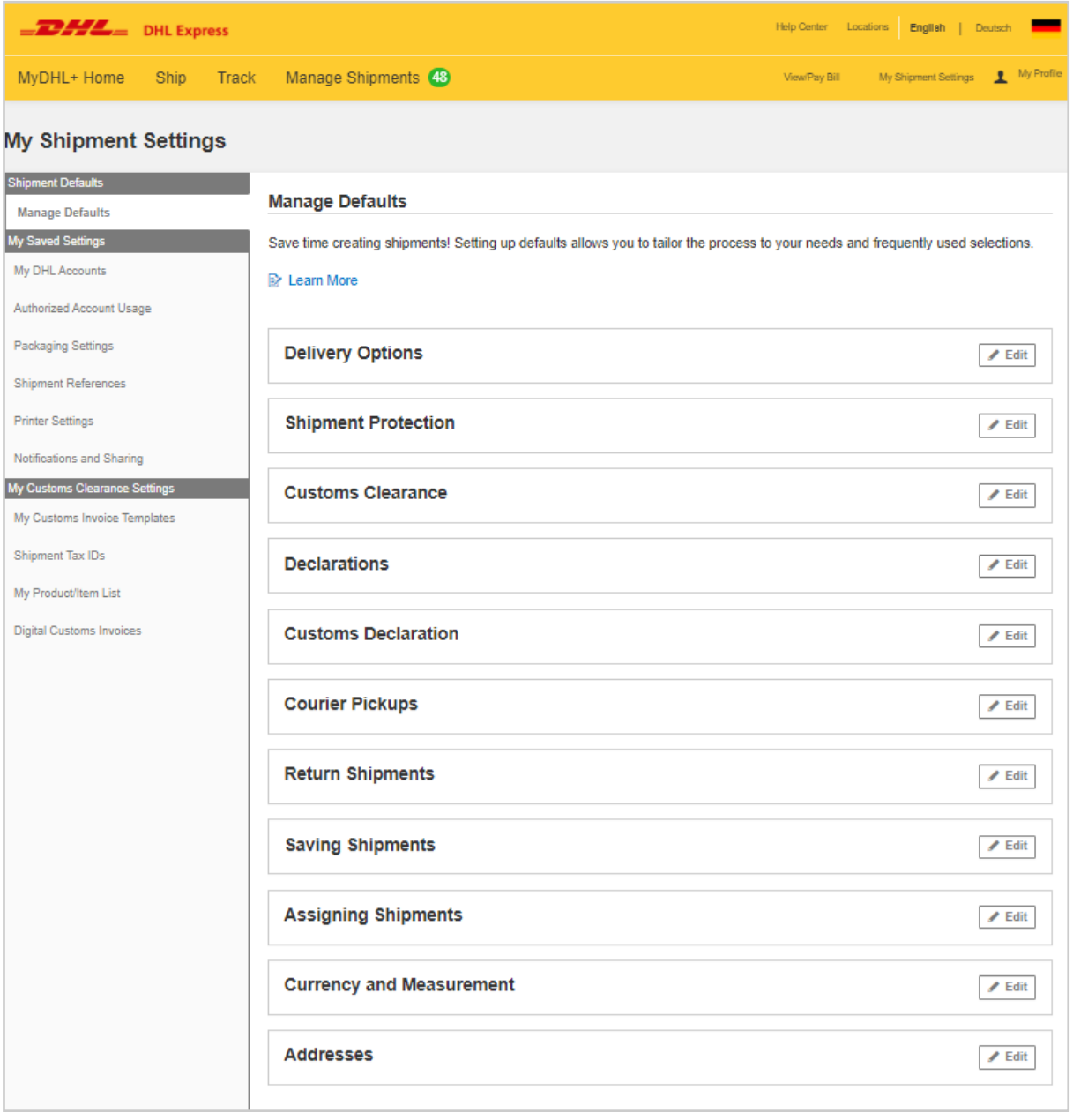
In order to set up default shipment settings for subsequent shipments, click on 'My Shipment Settings' at the top right hand side of the webpage.

Image 13



You will be directed to the following screen where you can set up default shipment settings for your frequently used selections. Once you have set up default shipment settings, your default options will be filled in every time you create a new shipment. You may make amendments to your default shipment settings at any time.

Image 14

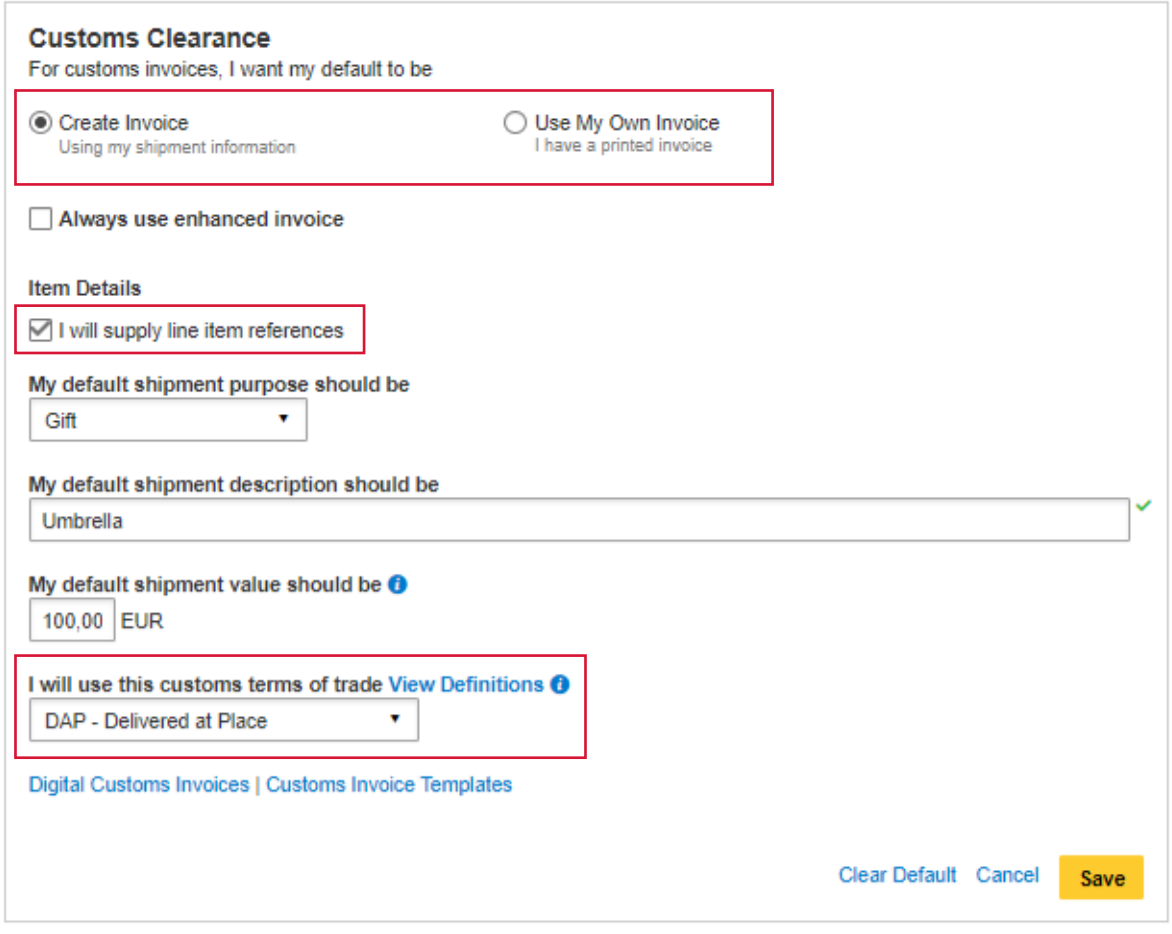


I. MANAGE DEFAULTS

Customs Clearance

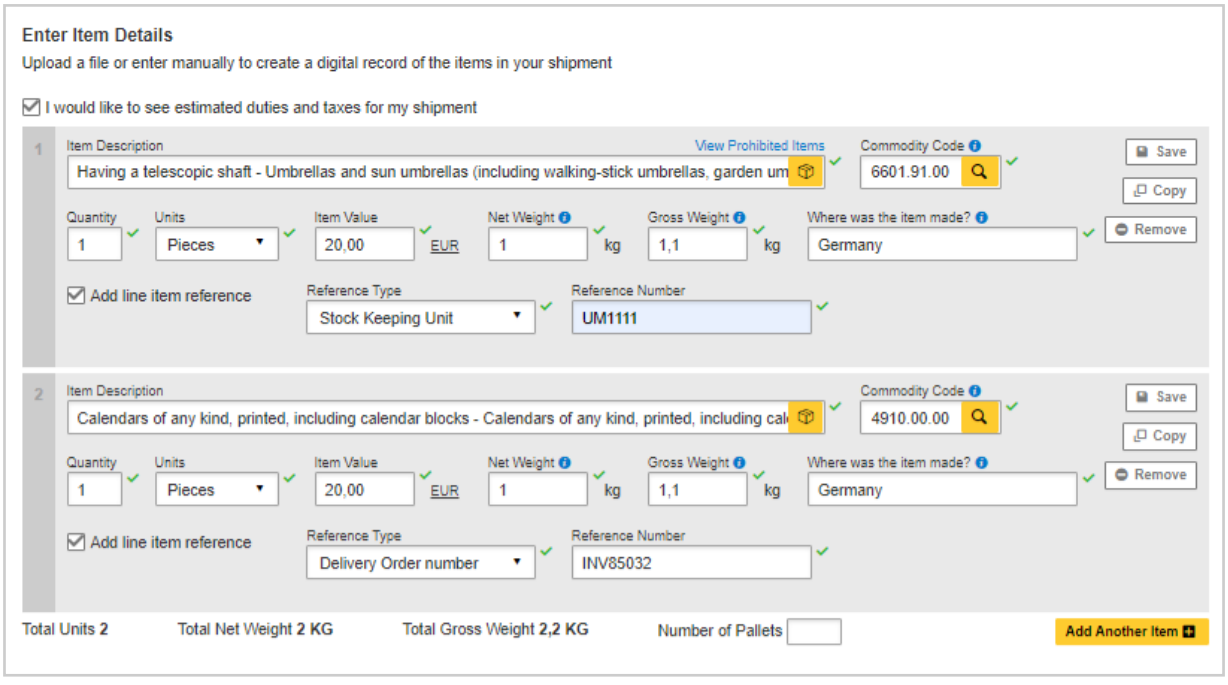
Choose to create a customs invoice or use your own invoice for subsequent shipments. Set a default purpose for your shipment and the items within, if it is standard across all your shipments. Indicate default, Terms of Trade, for your shipments (if any), and if additional customs documentations are usually included with your shipment.

Image 15



If you tick the checkbox for 'I will supply line item references', a checkbox for line item references will appear for you to tag a reference number for your group of items in subsequent shipment creations, as shown in the image below. Supplying the reference number to your item description is important because it can help in accelerating the customs clearance process.

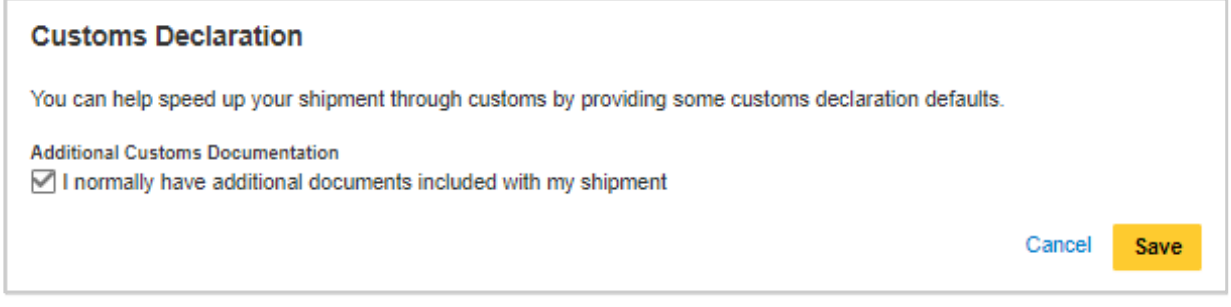
Image 16



Customs Declaration

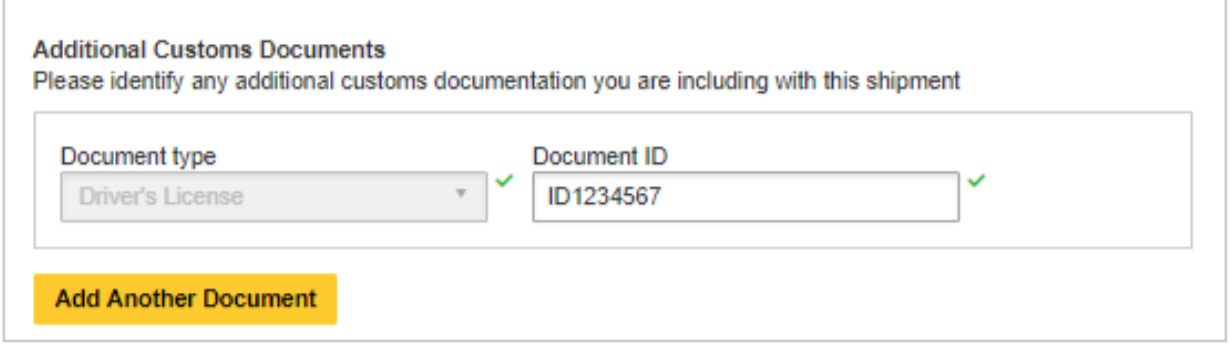
If this option is ticked checked, you will be given an option to provide additional documents with your shipment during your shipment creation process.

Image 17



It will appear as follows in your shipment creation process:

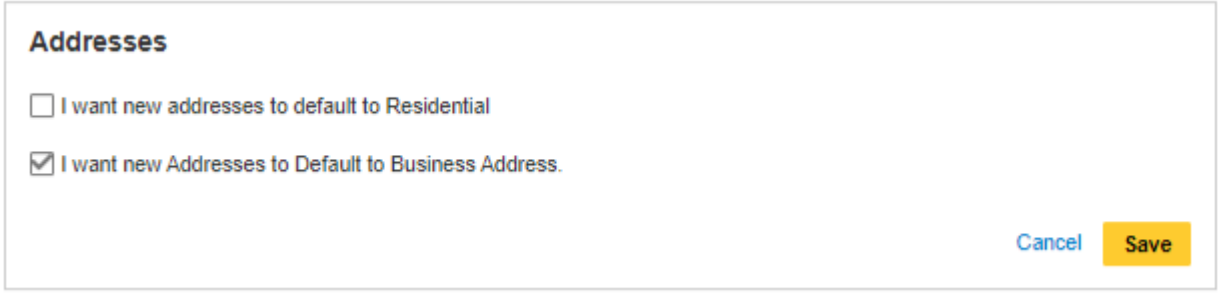
Image 18



Addresses

By ticking the checkbox 'I want new Addresses to Default to Business Address', it would automatically save subsequent addresses added to your address book as a business address.

Image 19



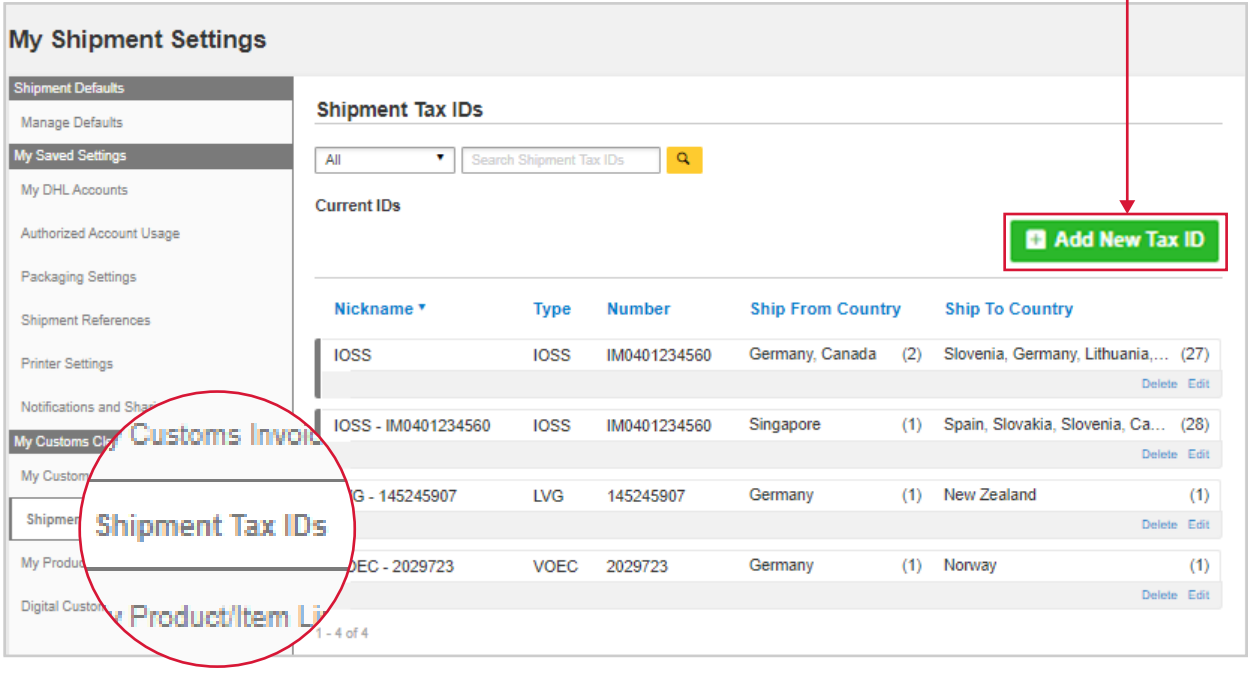
II. MY SAVED SETTINGS

Shipment Tax IDs

Set up default Shipment Tax IDs to be used for shipments travelling to specific countries by clicking on the 'Shipment Tax IDs' tab under My Saved Settings. For example, a Shipment Tax ID IM0401234560 will be assigned to all shipments departing from Singapore and arriving in Germany. All Saved Shipment Tax IDs will subsequently appear in the drop-down menu of a Tax ID field during the shipment creation process.

To add a new Tax ID, click on the green box that says 'Add New Tax ID'.

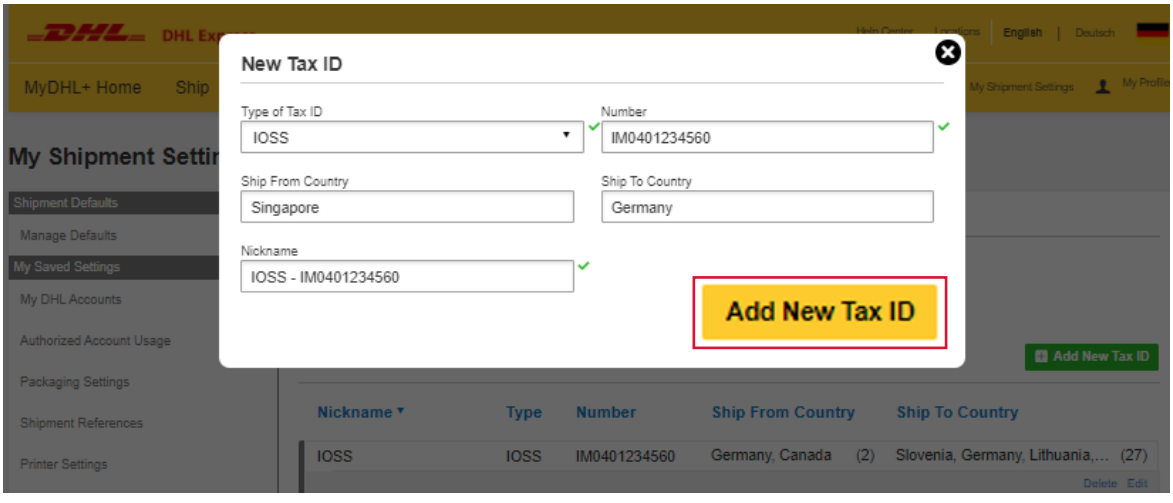
Image 20



A lightbox will open for you to fill out information about the new Tax ID. Ensure that all fields are filled in. Once that has been done, click on ‘Add New Tax ID’ to save the information.

Certain Tax IDs are only applicable when shipping between certain countries. For example, an IOSS VAT ID is relevant for shipments entering the European Union, a VOEC ID is needed for shipments entering Norway, and a LVG ID is used for shipments entering New Zealand. MyDHL+ will assist you with this by validating the information you entered.

Image 21



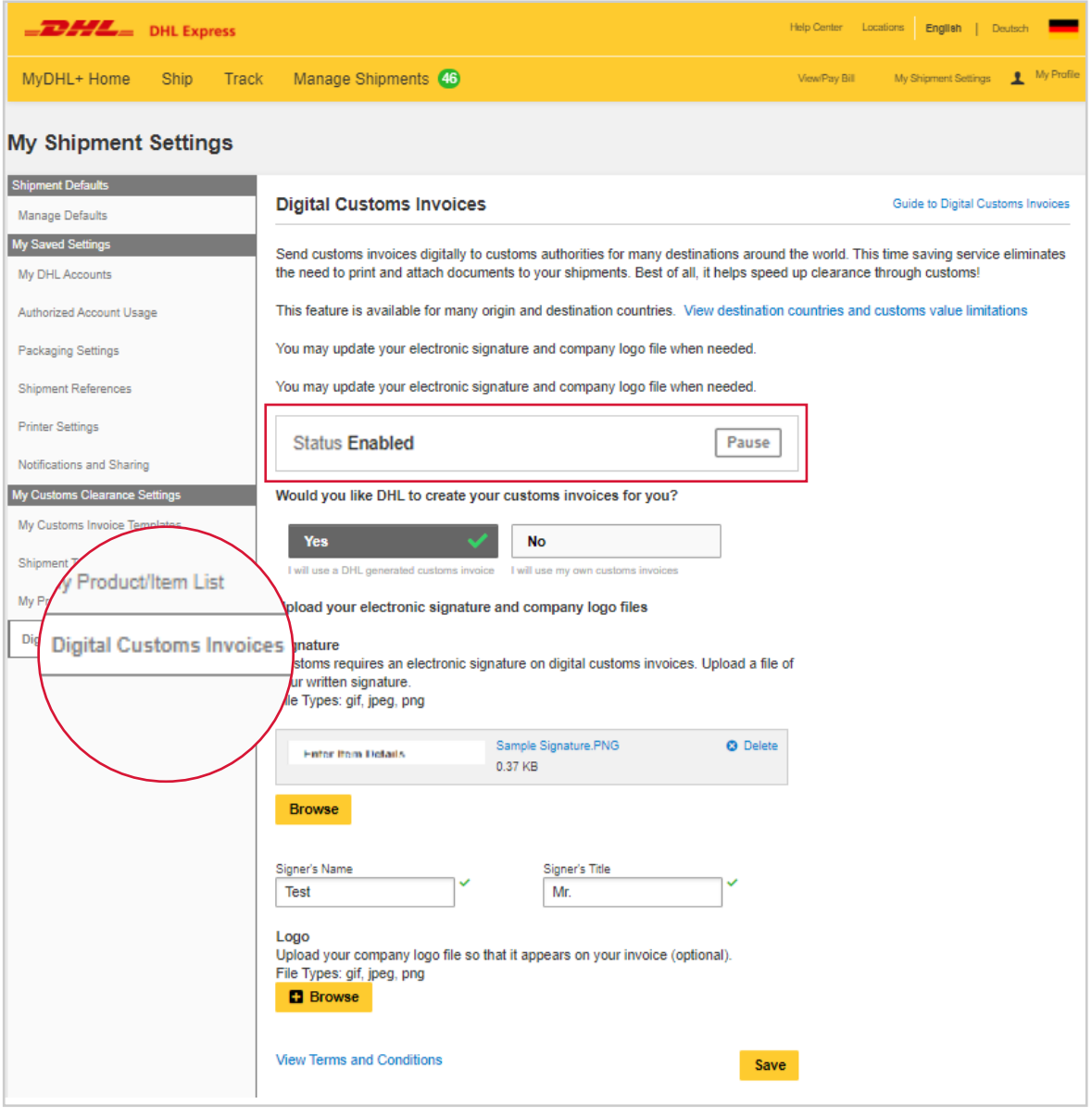
III. MY CUSTOMS CLEARANCE SETTINGS

Digital Customs Invoices

You can activate the sending of customs invoices digitally to local customs authorities for many destination countries around the world to eliminate the need to print and attach documents to your shipments, as well as speed up your customs clearance process.

Click on the 'Digital Customs Invoices' tab on the left navigation and fill out the required information.
An electronic signature is required to activate this feature while uploading a company logo is optional.

Image 22

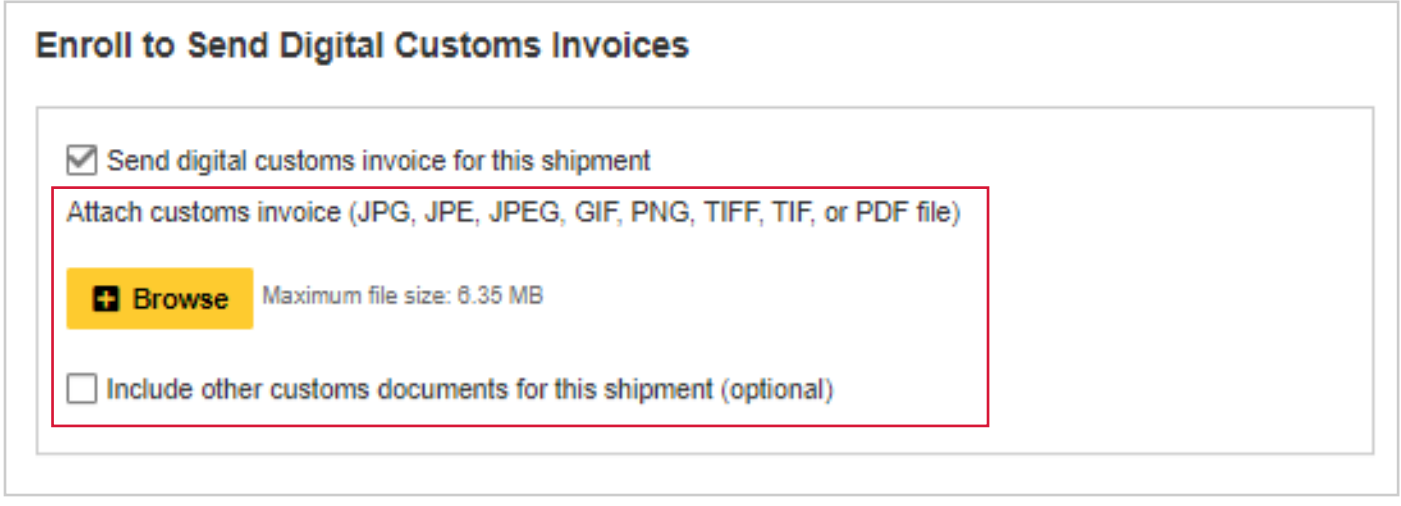


By proceeding, you are consenting to the Paperless Trade Terms. Once that is done, you would be successfully enrolled.

Once you have enabled Digital Customs Invoices, an option to upload your invoice can be found whenever you create a new shipment as shown below.

To send in a digital copy of your customs invoice, tick the checkbox that says 'Send digital customs invoice for this shipment' and upload your customs invoice.

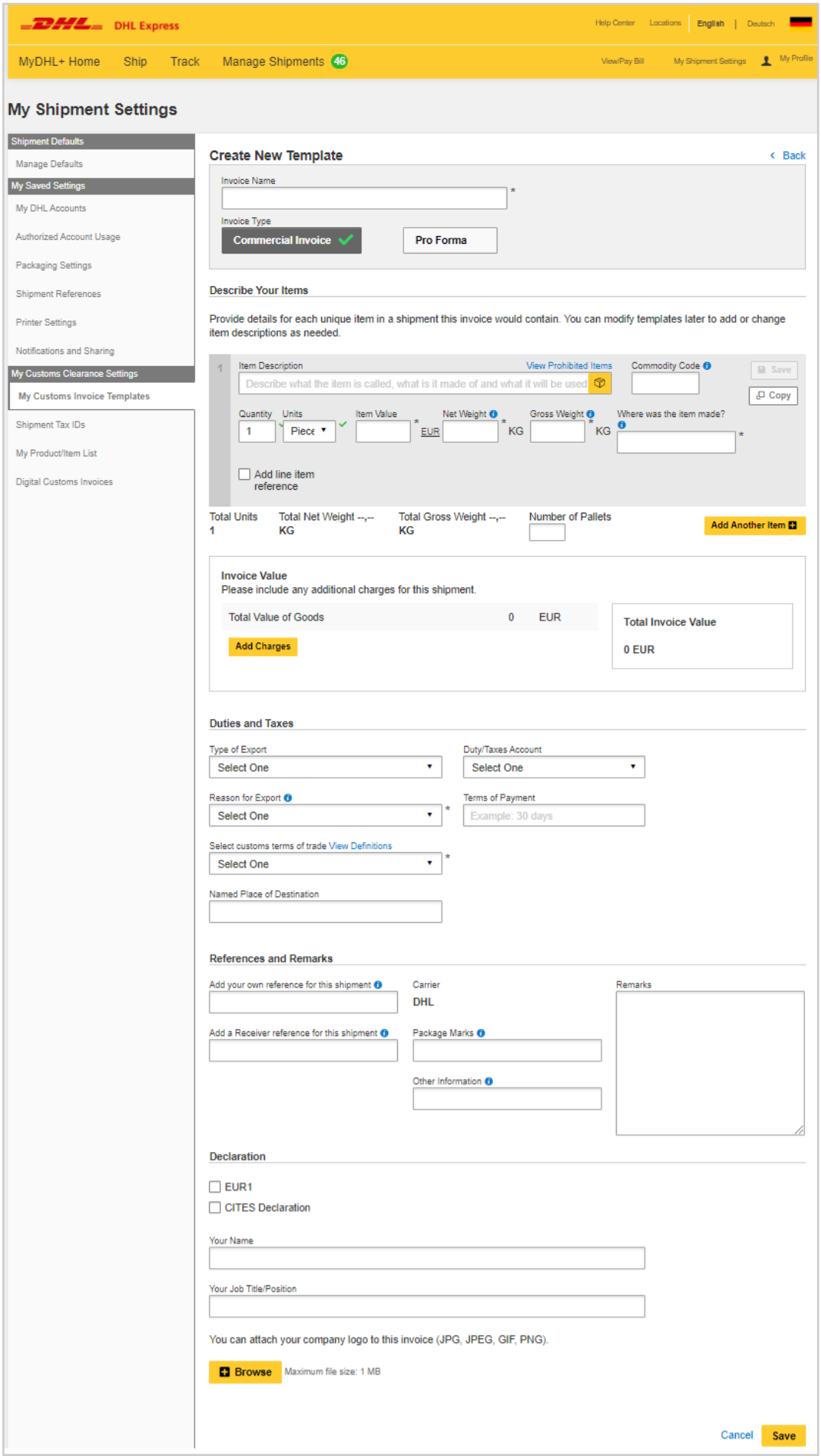
Image 23



My Customs Invoice Template

If you are a frequent user or MyDHL+, you may choose to create default customs invoice templates to automatically populate the fields when creating an invoice for subsequent shipments. This can be set up in 'My Customs Invoice Templates'. All invoice-related information can be supplied in this section.

Image 24


DHL Express
Help Center
Locations
English
Deutsch
MyDHL+ Home
Ship
Track
Manage Shipments 46
View/Pay Bill
My Shipment Settings
My Profile
My Shipment Settings
Shipment Defaults
Manage Defaults
My Saved Settings
My DHL Accounts
Authorized Account Usage
Packaging Settings
Shipment References
Printer Settings
Notifications and Sharing
My Customs Clearance Settings
My Customs Invoice Templates
Shipment Tax IDs
My Product/Item List
Digital Customs Invoices
Create New Template
Back
Invoice Name
Invoice Type
Commercial Invoice
Pro Forma
Describe Your Items
Provide details for each unique item in a shipment this invoice would contain. You can modify templates later to add or change item descriptions as needed.
Item Description
View Prohibited Items
Describe what the item is called, what is it made of and what it will be used
Commodity Code
Save
Copy
Quantity
Units
Piece
Item Value
EUR
Net Weight
KG
Gross Weight
KG
Where was the item made?
Add line item reference
Total Units
1
Total Net Weight --,--
KG
Total Gross Weight --,--
KG
Number of Pallets
Add Another Item
Invoice Value
Please include any additional charges for this shipment.
Total Value of Goods
0
EUR
Add Charges
Total Invoice Value
0 EUR
Duties and Taxes
Type of Export
Select One
Duty/Taxes Account
Select One
Reason for Export
Select One
Terms of Payment
Example: 30 days
Select customs terms of trade View Definitions
Select One
Named Place of Destination
References and Remarks
Add your own reference for this shipment
Carrier
DHL
Remarks
Add a Receiver reference for this shipment
Package Marks
Other Information
Declaration
EUR1
CITES Declaration
Your Name
Your Job Title/Position
You can attach your company logo to this invoice (JPG, JPEG, GIF, PNG).
Browse
Maximum file size: 1 MB
Cancel
Save

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