

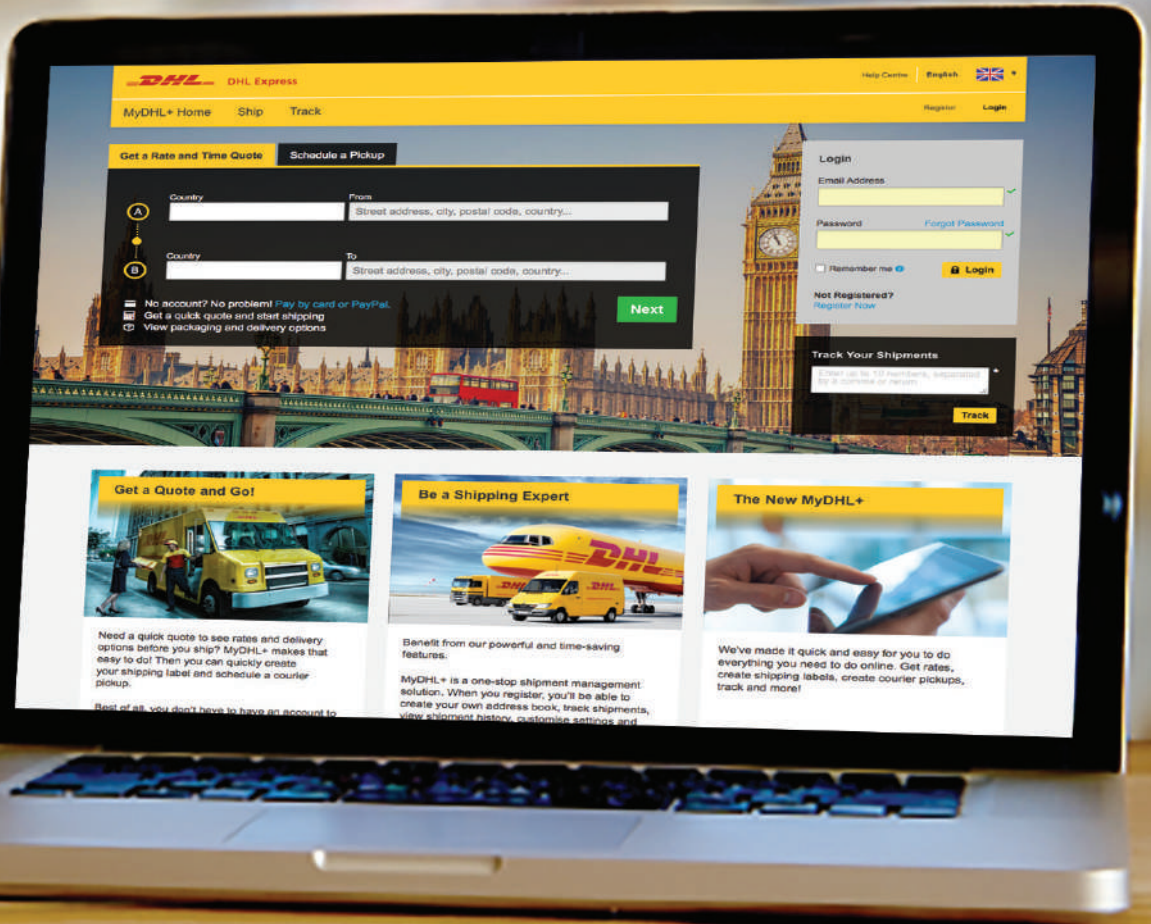
MyDHL+



# MyDHL+

## USER GUIDE

DHL Express – Excellence. Simply delivered.



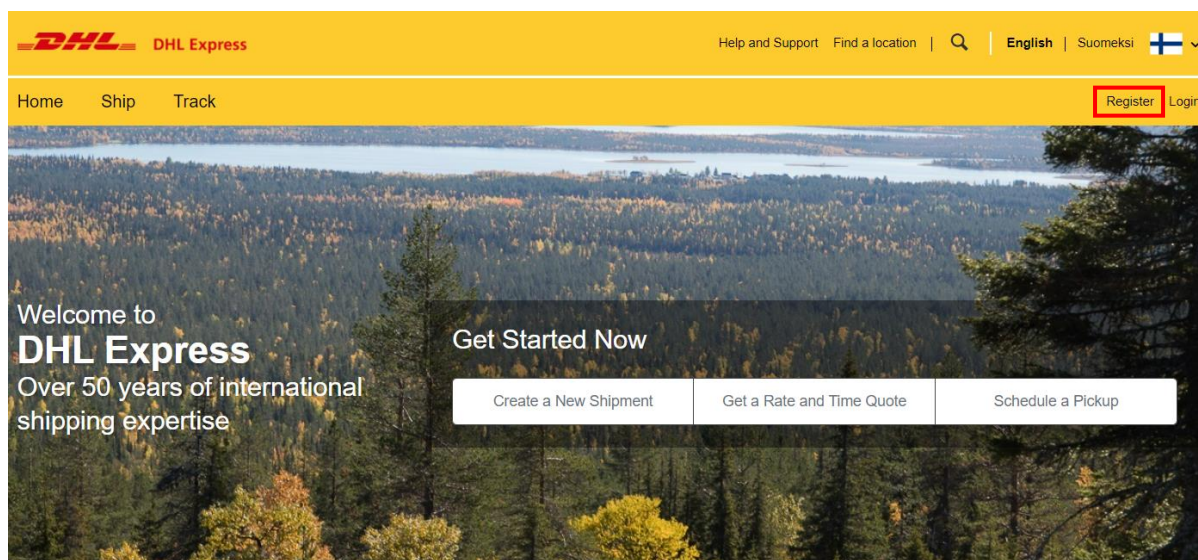
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## Registering to MyDHL+

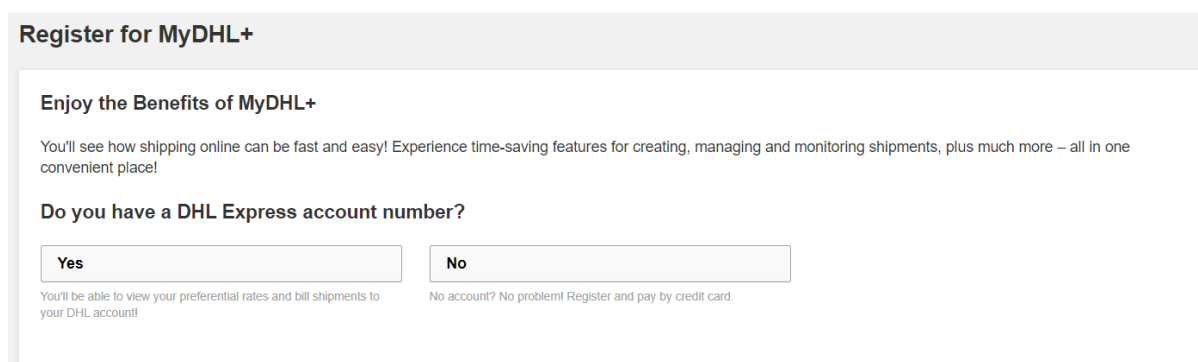
As a rule, you should create your MyDHL+ account yourself once our Sales department has opened an account number for you, but it is also possible to create your account without an account number. In this case, you will be able to use a credit card or PayPal to pay for the shipment charges.

The registration is started via the **Register** button on the MyDHL+ front page:



If you're registering to use the Finnish MyDHL+, make sure you can see the Finnish flag in the top right corner of the page.

The first part of the registration process asks if you have an account number for DHL Express

The image shows a registration form titled 'Register for MyDHL+'. It starts with the heading 'Enjoy the Benefits of MyDHL+' and a paragraph: 'You'll see how shipping online can be fast and easy! Experience time-saving features for creating, managing and monitoring shipments, plus much more – all in one convenient place!'. Below this is the question 'Do you have a DHL Express account number?'. There are two radio button options: 'Yes' and 'No'. Under 'Yes', it says 'You'll be able to view your preferential rates and bill shipments to your DHL account!'. Under 'No', it says 'No account? No problem! Register and pay by credit card.'.

If you have already gotten your account number from your sales representative, select **Yes**. If you do not have your account number yet, you can still create your account and add the number later once you receive it.

If you have selected **Yes** to having an account number, you will be asked to type it in and give it a nickname

## Register for MyDHL+

### Enjoy the Benefits of MyDHL+

You'll see how shipping online can be fast and easy! Experience time-saving features for creating, managing and monitoring shipments, plus much more – all in one convenient place!

#### Do you have a DHL Express account number?

Yes



No

You'll be able to view your preferential rates and bill shipments to your DHL account!

No account? No problem! Register and pay by credit card.

#### Enter Your DHL Account Number

Account Number \* Type Shipper Account Nickname

Next

You can enter a DHL account now. Once you start using MyDHL+, you can add more accounts and manage account settings.

You can determine the **Nickname** for the account yourself. The nickname will be shown in your MyDHL+ profile with the account number and helps you in telling apart different account numbers in your profile.

If you do not have an account number, you will be asked if you wish to open one.

Regardless whether you have an account number or not, you will be asked to fill in your contact details next

I would like to receive informational emails and promotional offers from DHL.

If you do not have a Finnish phone number, you can change the phone number country code by erasing the code from the field and typing in the correct country code. This will give you a list of countries where you can select the correct one.

Please note that the country code should not include the **+ sign**, but only the numbers in the country code.

If you are using the auto-fill option of your browser and the site does not accept the phone number, make sure that your phone number has not been inserted as the country code in full.

Your password should meet the following criteria:

- at least 8 characters
- at least one lower case letter
- at least one upper case letter
- at least one number
- at least one special character

For safety reasons, the MyDHL+ password expires every 90 days.

**Create Your Login** 🔒

Email Address \*

Password \*

Your password must

- ✓ be at least 8 characters
- ✓ contain 1 lowercase letter
- ✓ contain 1 uppercase letter
- contain 1 number
- contain 1 special character, such as: !@#\$\$%^?

Once you have filled in your contact information, you will be asked to accept the terms and conditions and the privacy and cookies policy. You will also be asked to select one of the images shown on the page.

#### Accept Terms

- I accept the DHL Express [Terms and Conditions](#) and [Digital Customs Invoice Terms and Conditions](#)
- I accept the DHL Express [Privacy and Cookies Policy](#)

Click or select the **Airplane**

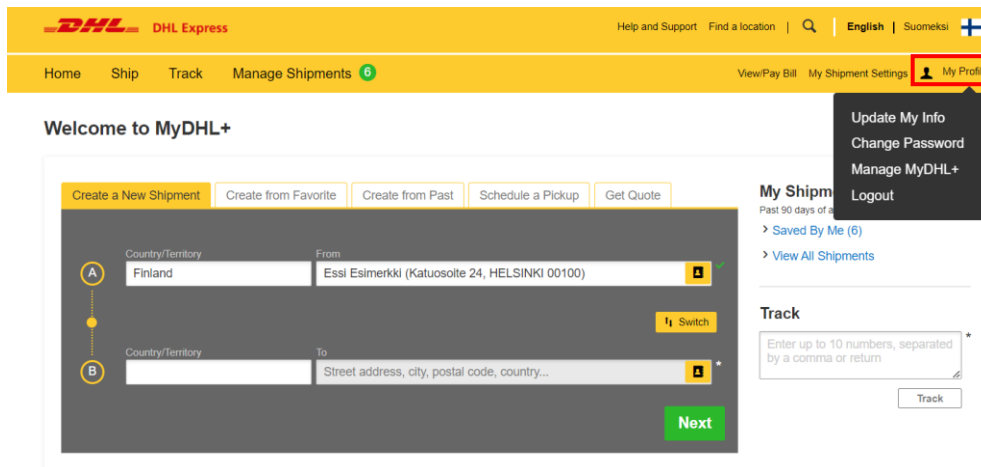
☞ Refresh

**Register**

After a successful registration, you will receive a link to activate your account. The link is valid for 24 hours, but if for any reason you are unable to activate the account before the link expires, please contact Technical support for an new link.

## Customization

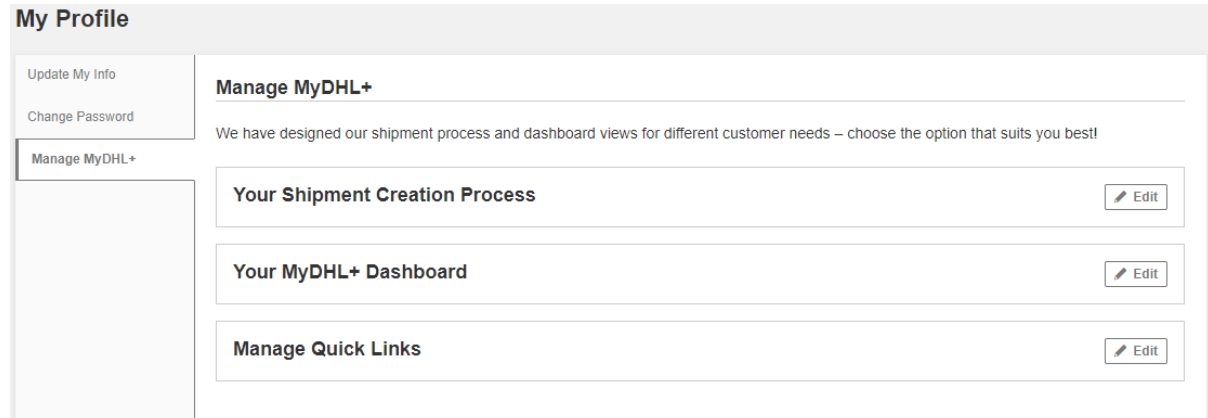
When you first log in to MyDHL+, we recommend familiarizing yourself with the customization options found in the **My Profile** menu and updating them based on your needs.



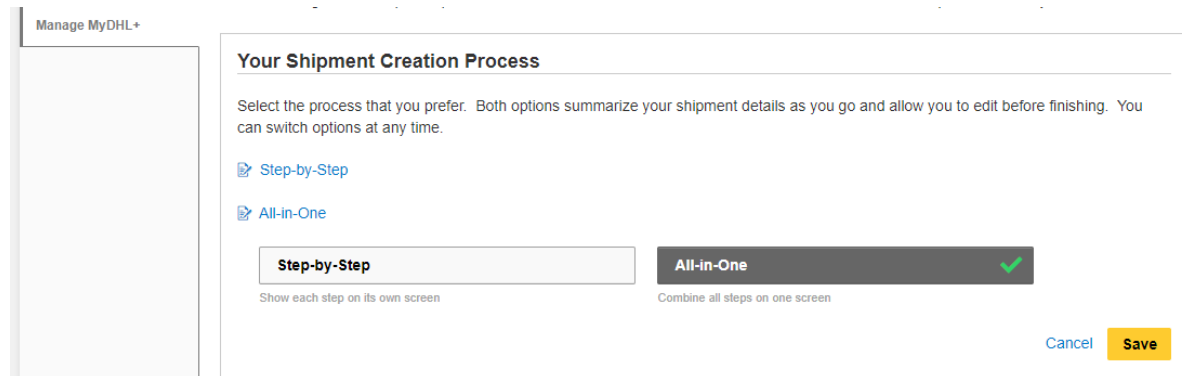
On the **Update My Info** page you can update all your contact information except for your email address. We recommend adding your address here before creating your first shipment.

If you need to update your email address, please contact technical support either by email or by phone.

On the **Manage MyDHL+** page you can change how you view MyDHL+ based on your needs.

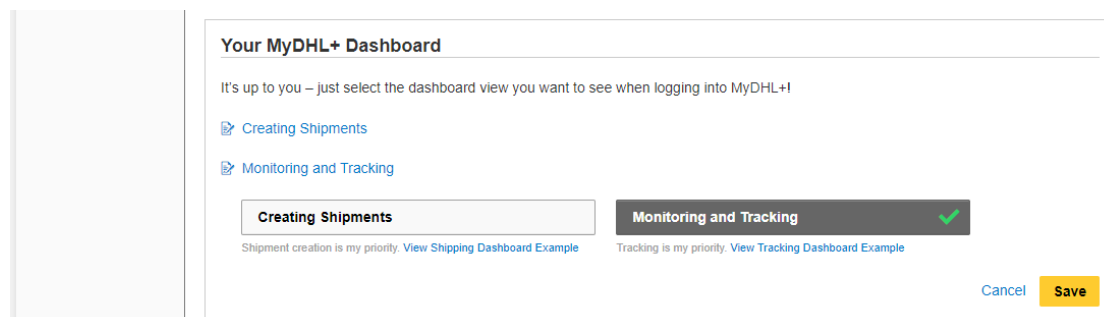


Under the **You Shipment Creation Process** setting you can choose between **Step-by-Step** or **All-in-One** view when creating shipments.



In the Step-by-Step view you have one phase of the shipment creation process open at a time, and you will be able to proceed to the next one only after all the mandatory information has been filled in. If you select the All-in-One view, you will have most of the phases available right away when beginning the shipment creation.

**Your MyDHL+ Dashboard** setting allows you to choose between the Creating Shipments and Monitoring and Tracking views when you log in into MyDHL+.



The **Creating Shipments** view is the default view, it places the address fields for sender and receiver on the front page to quickstart the shipment creation. The **Monitoring and Tracking** view places a field for tracking numbers on the front page to make it quicker to track shipments.

On the **Manage Quick Links** settings you can create your own quick links for pages you need to visit often.

### Manage Quick Links

<input type="checkbox"/> Link Name ▾	URL	
<input type="checkbox"/> FINTARIC	<a href="https://asiointi.tulli.fi/asiointipalvelu/fintaric/">https://asiointi.tulli.fi/asiointipalvelu/fintaric/</a>	<input type="button" value="Delete"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Google	<a href="http://www.google.com">http://www.google.com</a>	<input type="button" value="Delete"/> <input type="button" value="Edit"/>
<input type="checkbox"/> Postinumerohaku	<a href="https://www.posti.fi/fi/postinumerohaku">https://www.posti.fi/fi/postinumerohaku</a>	<input type="button" value="Delete"/> <input type="button" value="Edit"/>

These links will be shown on the MyDHL+ front page, below your upcoming and previous pick-ups.

#### My Pickups

##### Upcoming

No pickups

##### Previous Pickups

No pickups

[View All](#)

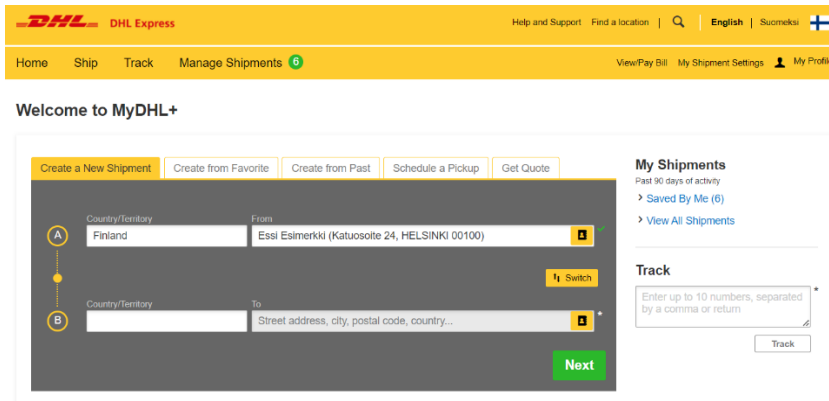
#### Quick Links

- > [Google](#)
- > [Postinumerohaku](#)
- > [FINTARIC](#)



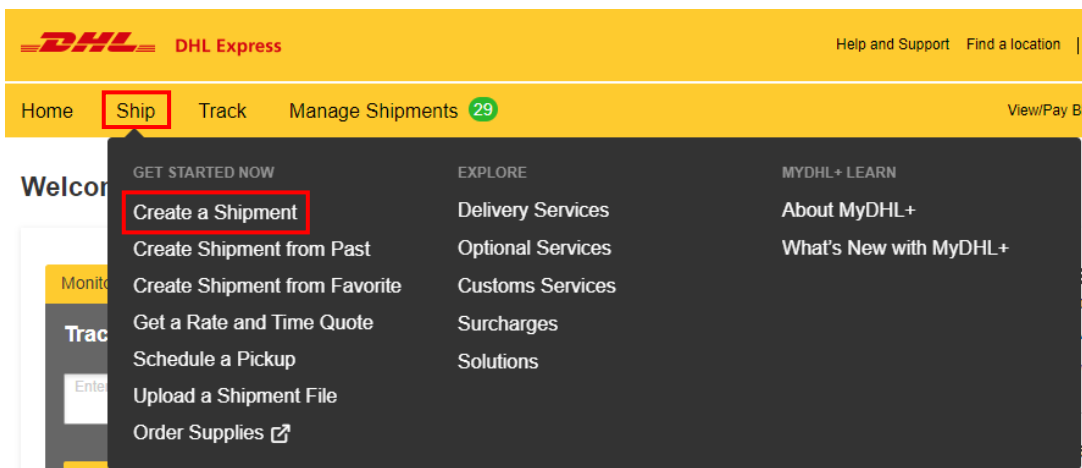
## Shipment creation

The shipment creation process can start with filling in the **A** and **B** fields on the MyDHL+ front page, where A is the sender and B the receiver address.



The screenshot shows the MyDHL+ interface. At the top, there is a yellow navigation bar with the DHL logo and 'DHL Express' on the left, and 'Help and Support', 'Find a location', 'English', and 'Suomeksi' on the right. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a '6' notification badge). The main content area is titled 'Welcome to MyDHL+'. It features a 'Create a New Shipment' button and several tabs: 'Create from Favorite', 'Create from Past', 'Schedule a Pickup', and 'Get Quote'. The 'Create a New Shipment' form is active, showing 'Country/Territory' and 'From' fields. The 'From' field is filled with 'Finland' and 'Essi Esimerkki (Katuosote 24, HELSINKI 00100)'. There is a 'Switch' button between the 'From' and 'To' fields. The 'To' field is empty, with a placeholder 'Street address, city, postal code, country...'. A 'Next' button is at the bottom right of the form. To the right of the form, there is a 'My Shipments' section with 'Past 90 days of activity', 'Saved By Me (6)', and 'View All Shipments'. Below that is a 'Track' section with a text input field for tracking numbers and a 'Track' button.

The other option is to start the process by selecting **Create a Shipment** from the **Ship** menu on the top of the page.



Both options will open the address page of the shipment creation.

Create Shipment — Pay — Print Cancel Save for Later

Group Switch Group Switch Group

**From**

Name: Sanna Kallio ✓

Business Contact

Company: DHL Sanna ✓

Country/Territory: Finland ✓

Address: Testing 123 ✓

Address 2:

Address 3:

Postal Code: 00100 ✓ City: HELSINKI ✓ State:

Residential Address

Email Address: sanna.kallio@dhl.com ✓

Phone Type: Mobile Code: 49 ✓ Phone: 5555 555 ✓

SMS Enabled

[Add Another](#)

VAT/Tax ID:

EORI Number:

[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: ? Phone:  \*

SMS Enabled

[Add Another](#)

EORI Number:

[Notes about this contact](#)

The mandatory fields have been marked with an asterisk \*, and fields that have been correctly filled are marked with a green checkmark: ✓.

The system will automatically assign the address in your **profile** as the sender. The receiver address can be either typed in, or selected from you address book if it has been added there. In most cases, the system does not validate the information typed in the following fields: Name, Company, Address, Address 2 and Address 3.

The input to the sender email address field is validated by the system and should be recognized as an email address. The phone numbers have been configured by each country to match their phone number configuration. As a default, the phone number country code is the same as the receiver country, but changing the country code is possible by erasing the default country code and typing another code that matches the receiver phone number. The code field should not include the +-sign, only the numbers.

Postal Code \* City \* State

100

- 1000 VIENNA
- 1000 WIEN
- 1004 VIENNA
- 1004 WIEN

3 ✓ Phone \*

The correct Postal code – City -pairs have been configured in the system, and the best way to insert them is to type in the postal code, and then select the correct city from the list. The State will be filled in automatically if it is configured as necessary information by the country.

The VAT/Tax ID's and EORI numbers are not mandatory, but we encourage you to fill them in if they are known. As of 25.05.2024 the Finnish Customs are requiring the EORI number for shipments being sent to or received from outside the EU.

Some countries have more requirements for what is considered mandatory information, more on this under **Exceptions**.

## Document shipment

A document shipment is a shipment that contains only different types of documents. Countries have different specifications for what constitutes as a document shipment and what kind of contents require customs declarations.

Regardless of whether your document shipment is sent within or outside EU, the creation starts with selecting **Documents** on the **Shipment Details** page.

The shipment description for a document shipment needs to be selected from the drop-down menu that opens when the **Select a description** field is clicked on. If you are unable to find a fitting description for your shipment from the list, you can verify that your shipment can be sent as a document shipment via the **Help me determine if my item is a document** button on the right side of the page. If your shipment is verified to be a document shipment, select the most fitting description from the list.

### 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.

Describe the documents in your shipment

Select a description ⓘ

Documents - general business ✓

#### Add Shipment References

Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Reference (appears on shipping label/waybill) \*

**+** Add Reference

#### 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)

#### 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 Austria. [View Prohibited Items](#)

The **Shipment reference** is a reference that will help you in telling your shipments apart, our only requirement is that your reference includes two characters. The reference can for example be a project number, name of the sender or receiver or something else that has been agreed upon in your company. The first shipment reference is printed on the waybill, but possible additional references will not be visible on the shipment documents.

You will have the option to add the **Document Extended Liability Service** for your shipment. Using this service will grant you a pre-determined compensation should your shipment disappear partly or in full during transportation. The rate for the service is 5 EUR/shipment as of 03/2024.

## Intra-EU non-Document shipment

A non-document shipment that is sent within the EU does not need a customs declaration. The only information needed regarding the shipment's contents is a content description in English, and a reference.

**Shipment Details**  
What are you shipping?

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 Austria. [View Prohibited Items](#)

**Summarize the contents of your shipment (in detail)** ⓘ  
Provide details in English only

Examples:  
For multiple items: 2 Mobile Phones, 3 Women's Shirts, 1 Boy's Jacket  
For a single item type: 2 Mobile Phones 0 / 170

**Add Shipment References**  
Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Reference (appears on shipping label/waybill) \*

The **Shipment reference** is a reference that will help you in telling your shipments apart, our only requirement is that your reference includes two characters. The reference can for example be a project number, name of the sender or receiver or something else that has been agreed upon in your company. The first shipment reference is printed on the waybill, but possible additional references will not be visible on the shipment documents.

Declaring the value for an intra-EU shipment is not necessary unless you want to insure your shipment.

**What is the value of your shipment?**

Value

**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

The insurance value is at most the value of your shipment. The rate for the insurance depends on the insurance value, on 03/2024 the rate is 1% of your insurance value, but a minimum of 11 EUR.

## Dutiable shipment

Shipments sent outside the EU that contains other items than documents need to be declared. MyDHL+ will recognize when a shipment is sent outside the EU and ask for the necessary information needed for dutiable shipments.

**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 Norway. [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? ⓘ

Select One \*  
Gift  
Commercial  
Personal, Not for Resale  
Sample  
Return for Repair  
Warranty Replacement  
Warranty Replacement (Proforma Invoice)  
Intercompany use only  
Used Exhibition Goods to Origin  
Temporary Export / Import  
Diplomatic Goods  
Samples for Certification

Use your DHL customs invoice or you can use your own customs related documents for this shipment.

The first information the system asks for is the purpose of your shipment. The most fitting option from the list needs to be selected before you can proceed with the shipment creation.

### Tell Us What You're Shipping

Select how you would like to provide your 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 would like to see estimated duties and taxes ⓘ  
You must provide a 6-10 digit item code for each unique item in your shipment.

**1. Unique Item Description**

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

OR

Commodity Code ⓘ

OR

Quantity  Units (How the item is packaged)  Value (Per Item) \*  EUR Weight (Per Item) ⓘ \*  kg

Where was the item made? ⓘ

Tax Paid  
 Add line item reference

Total Units 1 Total Weight: -- KG Total Value: -- EUR

All items in the shipment should be listed individually, and the item description, commodity code, value, weight and origin country should be entered as accurately as possible. While the Commodity Code is not mandatory, we highly recommend filling it in to prevent any delays for your shipment.

The information can be typed in manually, or uploaded in a CSV-, TXT- or XML-file. Examples of the files and the required information can be found here:

<https://mydhl.express.dhl/fi/en/shipment/item-upload-file-guidelines.html>

When the item descriptions are filled in manually, the system validates the number of characters in the commodity code, not the commodity code itself. This means that the system is not able to tell if the entered commodity code matches the item description. If you enter a commodity code and get the notification box about an invalid commodity code, you can proceed with the shipment if you get the green checkmark next to the commodity code field: ✓. The notification is to notify that the entered commodity code is not found in MyDHL+.

After all the items in the shipment have been entered, the system will calculate the invoice value based on the values entered for the items. Additional charges for the shipment are also added here.

If the customs duties and taxes have already been added to the price the receiver has paid for the items, should these also be added here.

I want to include pre-calculated duties and taxes for this shipment [?](#)

Pre-Calculated Import Duties and Taxes for Shipment		
Import Customs Duties	<input type="text"/>	* EUR
Import Taxes (VAT/GST)	<input type="text"/>	* EUR
		<b>Total Invoice</b> (with import customs duties and taxes) <b>10,00 EUR</b>

After all the values have been entered, the system asks for the shipment reference and the possible shipment insurance.

#### Add Shipment References

Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Reference (appears on shipping label/waybill) \*

[+](#) Add Reference

#### 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)

The **Shipment reference** is a reference that will help you in telling your shipments apart, our only requirement is that your reference includes two characters. The reference can for example be a project number, name of the sender or receiver or something else that has been agreed upon in your company. The first shipment reference is printed on the waybill, but possible additional references will not be visible on the shipment documents.

Once all the required fields have been filled in, you will be able to proceed. On the next page you will be asked if you need to create a customs invoice for your shipment, or if you already have your own customs invoice you will be using.

#### 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

#### Additional Parties

Are there other parties involved in the shipment?

Yes  No

#### Additional Customs Documents

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

[+](#) Add Another

If you choose to create your customs invoice in MyDHL+, the system will use the item descriptions provided on the previous page to create your invoice. You also have the option to include an invoice number for the invoice generated in the system and add additional invoice information regarding

the invoice. You can also select to add the CITES or EUR1 declaration statements to your invoice, if you know they are needed for your shipment.

### 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.

#### 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)**

**Declaration Statements**

EUR1 (Declaration Statement)

CITES (Declaration Statement)

If you are using your own invoice for the shipment and select **Use My Own Invoice**, you can also choose to add your invoice number in the system. The customs invoice document is not uploaded here, but a bit later under **Upload your Customs Documents**.

### 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.

#### Invoice Details

**Invoice Number**  
If you number your invoices, provide the number exactly the same.

My Invoice Number

## Additional parties

If the shipment involves a third party who is not the sender or receiver, is their information added under **Additional Parties**. This is done by selecting **Yes**, and then **Add Parties**.

### Additional Parties

Are there other parties involved in the shipment?

Yes  No

For the additional parties, you will need to determine how the additional party relates to the shipment. You will also be asked to provide contact details for the party. These can either be typed



in manually or selected from your Address book. The mandatory fields are the same as the ones for sender and receiver that are filled in at the start of the shipment creation.

**Add Party**

Name  \*

Relationship  \*

This contact is a business

Company  \*

Country/Territory  \*

Residential Address

Email Address  \*

Phone Type  Code  Phone  \*

SMS Enabled

EORI Number

## Shipment weight and measurements

After the information on the contents of the shipment has been filled in, you will be asked to enter the outside measurements of your shipment. These measurements do not need to be exact, just estimated as closely as possible. They only affect the estimated rate you will be shown while creating your shipment, the final charge is determined based on the reweight at the terminal.

### Select Packaging

[Tips for Weighing and Measuring](#)

Packaging  \* Quantity  \* Weight  \* kg Length  \* cm X Width  \* cm X Height  \* cm

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

Clicking on the **Select Packaging** field opens a list of available packages to select from. These vary by country, and depend on the country the shipment is shipped from. Regardless of the shipping country, there is also always the option **My Own Package** on top of the list, which allows you to fill in the measurements and weight for your shipment yourself.

**Select Packaging**

Packaging  \* Quantity  \* Weight  \* kg

- My Own Package
- Box 2 (Cube) 26 X 15 X 15 cm
- Box 2 (Flat) 34 X 33 X 6 cm
- Box 2 (Shoe Box) 34 X 19 X 11 cm
- Box 3 33.7 X 32.2 X 10 cm
- Box 4 33.7 X 32.2 X 18 cm

## Shipment charges

After the measurements for the shipment have been filled in, the system will ask about the payment options for the shipment charges.

### How will you pay?

What shipper account will be used for this shipment?  
16XXXXXX00 ✓

Use this account to pay for transportation charges

Remember these payment options for the Ship FROM address ▾

### How will you pay?

Payment Method  
Credit Card ✓  
Credit Card  
PayPal  
Add Account

Remember these payment options for the Ship FROM address ▾

If your account has an account number or numbers added, you will be presented with a list of those numbers to select from. If your account does not have an account number, or you are not logged in, you will be presented with the options to select from **Credit Card** or **PayPal**.

### How will you pay?

What shipper account will be used for this shipment?  
16XXXXXX00 ✓

Use this account to pay for transportation charges

How will you pay for transportation charges?  
Alternate DHL Account Number ✓

Account Number \*  
[ ]

Remember these payment options for the Ship FROM address ▾

If your account has at least one account number saved, you can also use an alternate account number to pay for the shipment. This is done by selecting your own account number under **What shipper account will be used for this shipment?**, and de-selecting the **Use this account to pay for transportation charges** box. This will give you a list of account numbers saved on your account, along with the **Alternate DHL Account number** option. Selecting this will give you a box where to fill in the alternate account number.

For a dutiable shipment, you are also asked to select how the duties and taxes will be paid, and to select the customs terms of trade for the shipment. This menu has the options for your own account numbers, an **alternate DHL account number** or the receiver.

You can find more information on the customs terms of trade via the **View Definitions** link above the drop-down menu. The selection updates based on what is selected as the duties and taxes payer.

### How will you pay?

What shipper account will be used for this shipment?  
16XXXXXX00 ✓

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 ✓

## Shipment date

After selecting the payment options, you are asked to select a date for your shipment. The date is selected on the horizontal row, and you are shown a list of the available delivery options and their estimated rates on the list below, VAT included. The delivery options are listed from the fastest to the slowest.

I'm sending my shipment on

March 25 Today | March 26 Tomorrow | March 27 Wednesday | March 28 Thursday | March 29 Friday | March 30 Saturday | More +

Delivery Date | Delivered By | Estimated Price

March 27 Wednesday | 12:00 pm | € 120,00 | Select | Details

EXPRESS 12:00

March 27 Wednesday | End of Day | € 120,00 | Select | Details

EXPRESS WORLDWIDE

DHL rate estimate as of Mar 25, 2024, 4:57 PM

[Disclaimer and Important Details](#)

If your account number has other delivery options, such as Medical Express or Economy Select activated, those will also be shown here. If they should be activated but are not shown here, please contact our technical support.

## Optional services

On the next page you can choose which optional services you want for your shipment. The available services depend on your account agreement, and in some cases from the shipper and receiver countries of your shipment. If you are sending any Dangerous Goods, this is also where you select the necessary descriptions for your waybill.

### Optional Services

GoGreen Plus

Adult Signature

Direct Signature

Charges Apply 5,00 EUR

DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. Direct Signature service makes sure your shipments can't be re-routed, dropped in a post box or left with the neighbor.

Next

More information on each service can be found by clicking on them.

## Paperless Trade

Most countries offer the **Paperless trade** service for dutiable shipments. When using the service, you upload your customs invoice and other possible customs documents to our system while creating your shipment. You no longer need to print them out or attach the physical copies to your shipment or send them to us via email. The service is available in the system only for shipments it can be used for.

If you are using your own invoice, you upload your own invoice to the system. The maximum size for the file is 5 MB, and you can upload up to nine additional customs documents for your shipment. Before uploading your invoice, make sure the file name does not contain any Scandinavian letters (ä, ö or å).

### 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 an image of your customs invoice. Ensure your invoice is signed before uploading.

Upload Invoice Document

[Browse for File](#) or Drop Here

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 your customs invoice is created in MyDHL+, instead of being asked to upload your invoice, you are asked to upload a picture of your signature when you select to upload your customs documents. Uploading your signature is not mandatory, but you need to enter the name and title of the signer.

### Upload Your Customs Documents

You can electronically submit the customs invoice DHL has created for you, along with any other customs documents (as image files). If you do not electronically submit your customs documents, you will need to print and provide them with your shipment.

Would you like to electronically submit your customs documents?

Yes

DHL will create an electronic customs invoice from the details you've provided for this shipment. You can upload an image of your signature for the invoice.

Signer's Name  ✓ Signer's Title  ✗

Upload Signature

[Browse for File](#) or Drop Here

File Type Allowed: GIF, JPEG, PNG  
Maximum file size: 1 MB

Upload Other Customs Documents (Optional)

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

[Next](#)

If you are creating a shipment and don't get the option to upload your customs invoice for Paperless Trade, you will need to print out your invoice and attach it to your shipment. In addition to that, you can also send your customs documents to our customs department via email, ([express.vientihuolinta@dhl.com](mailto:express.vientihuolinta@dhl.com)) allowing them to start processing your shipment before it arrives at our terminal.

## Shipment pick-up

In the next phase you are asked if you need a courier to pick up your shipment. If you do not want a courier to pick up your shipment, have already scheduled a pickup for the day or you have agreed on a scheduled pickup with your sales representative, you can select **No** and proceed to the next page.

The screenshot shows a form titled "Do you want to schedule a courier pickup?". There are two buttons: "Yes - Schedule Pickup" and "No". The "No" button is selected, indicated by a green checkmark. To the right, there is a "TSA Privacy Notification" box with the text "Please read [TSA Privacy Act](#) notification". Below the buttons, there is a link "Where can I drop off my shipment?". At the bottom right, there is a green "Next" button.

If you have not yet scheduled a pickup for the day and want our courier to pick up your shipment, select **Yes – Schedule Pickup**. You will be able to set the pickup window and address.

The screenshot shows the same form as above, but with "Yes - Schedule Pickup" selected. Below the buttons, there is a "Pickup Window" section. It shows the date "April 16 Today" and a timeline from 11:00 am to 6:00 pm. The "Earliest" pickup time is 4:15 pm and the "Latest" is 6:00 pm. Below the timeline, it says "Please allow at least 90 minutes for your Pickup Window. The latest time a request can be made for pickup today is 4:30 pm".

Below the pickup window, there is a dropdown menu "Where should the courier pick up the shipment?" with "Select One" selected. To the right, there is a "Pickup Address" section with the following details: "Essi Esimerkki", "Example Oy", "Test road", "HELSINKI, 00100", "example@test.com", and "+358 50 555555". There are "Edit" and "Make my default pickup address" buttons.

Below the pickup address, there is a text area "Instructions for the courier" with the placeholder text "Provide other instructions you'd like the courier to receive". There is also a link "Disclaimer and Important Details". At the bottom right, there is a green "Next" button.

If you have not added a default pickup address in your settings, the pickup address will default to the **From** address of your shipment. In addition to the pickup address, the system will ask you to define the pickup location at the pickup address in the **Where should the courier pick up the shipment?**

menu. The available definitions depend on the country the shipment is sent from, but all countries have the option **Other**, that allows you to type in the location.

The available pickup window depends on the postal code the shipment is sent from. If the pickup is not possible for the selected shipment date, you will be asked to change the shipment to a later date. You will also be shown an error message if the beginning of the pickup window has already passed, or the pickup window would start in only a few minutes. In this case the beginning of the pickup window should be moved forward a little.

### Return shipment

After scheduling the pickup, the system gives you the opportunity to create a return waybill for your shipment.

If you know the shipment will be sent back to you, or you want to give the receiver the possibility of returning the shipment, you can create the return waybill for your shipment at this point and print out the return waybill to be sent with your shipment. This allows the receiver to easily return the shipment by just attaching the new waybill on the shipment and contacting their local DHL Express to schedule the pickup. In order to create a return shipment, your MyDHL+ account needs to have an import number added to it.

### Import shipment

Creating an import shipment in MyDHL+ does not differ from creating an export shipment. When you have an import account number you can use, you can create the shipment with your own MyDHL+ credentials.

When creating an import shipment, the **Sender** address is always the address the shipment is physically departing from. Other differences between import and export shipments are in scheduling the pickup and printing out the shipment documents.

#### Import shipment pick-up

The import shipment pick-up is not scheduled right away when creating the shipment like for export shipments, but the system will give two options: **Shipper will schedule pickup**, in which case the sender of the shipment will need to contact their local DHL Express and schedule the pickup with them, or schedule the pickup using their local MyDHL+.

The other pickup option is **I will propose pickup date and time**, which will enable you to set a proposal for the pickup that the sender will need to confirm or edit if needed. The sender has eight hours to react to the pickup proposal, and should they fail to react to it, the pickup will be scheduled based on your proposal. Due to the reaction time granted to the sender, a pickup scheduled like this will in most cases be completed on the next working day, even if the system allows setting the original pickup proposal for the current day.

If you need to schedule a pickup for the current date, you should select **Shipper will schedule pickup** and schedule the pickup yourself via the MyDHL+ site of the shipper country, or by contacting the shipper's local DHL Express yourself.

#### Import shipment printing

The other difference in export and import shipments is the printing of the shipment documents. For export shipment, the system will proceed to printing after the shipment is completed, but for import

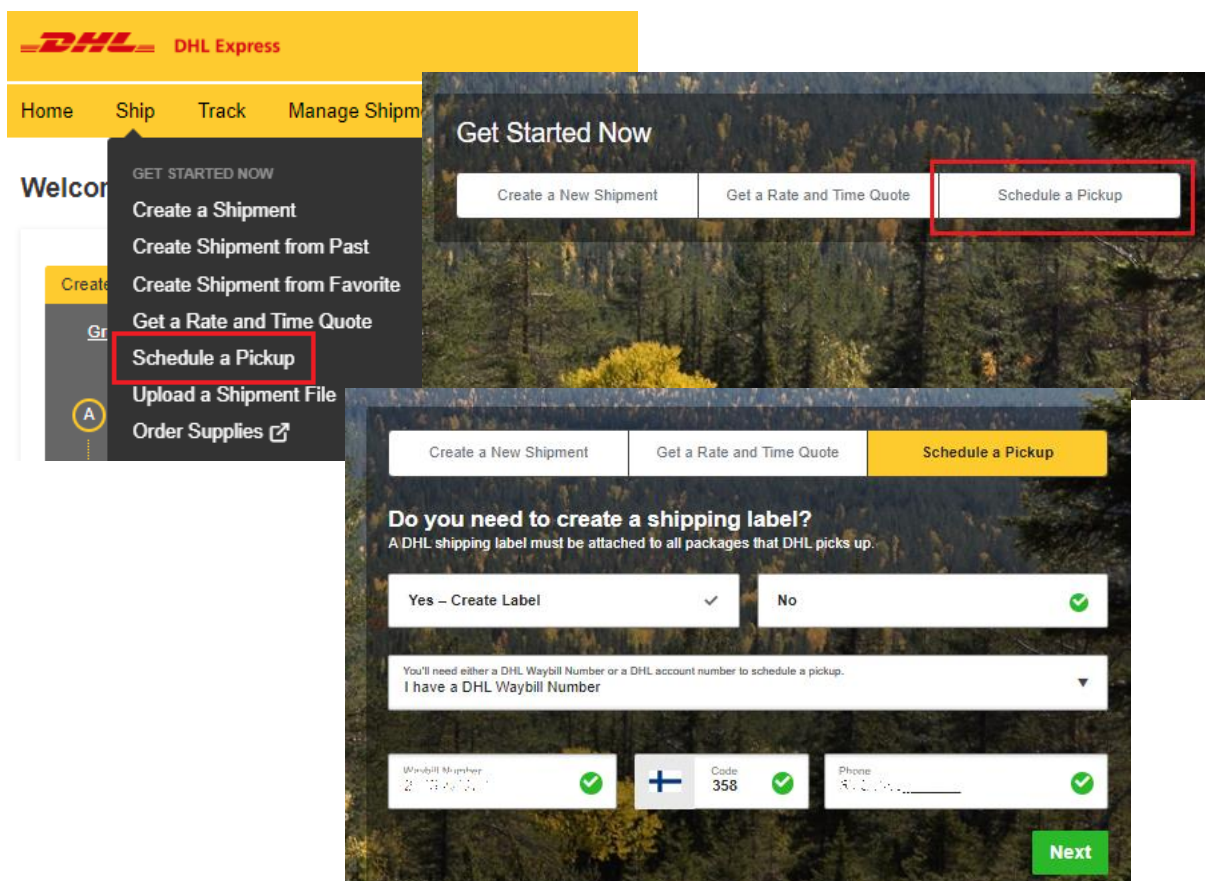
shipments the system will instead offer the options of downloading your shipment documents, or for sending them to the sender. If you want to send the shipment documents to the sender using MyDHL+, you will be presented with a form to write an email to the sender. The system will copy the email receiver address from the sender information and you will need to type in the subject and message for the email. The sender of the email will be [noreply@dhl.com](mailto:noreply@dhl.com) as default, but you can replace it with another address if needed.

### Import shipment without an account number

If you do not have an import number, are import shipments created via the MyDHL+ of the country the shipment is sent from. The payment is done using a credit card, but please note that not all countries accept credit cards issued in other countries. Such countries are for example India and China.

## Scheduling pickups

It is possible to schedule the pickup also after the shipment has been completed and the documents have been printed out. You can schedule the pickup from the **Schedule a Pickup** -selection in the **Ship** menu, or if you are not logged in, using the **Schedule a Pickup** button on the frontpage



The **Schedule a pickup** on the frontpage opens a questionnaire about if there is already a shipment label for your shipment. If the label has not been created yet, you will be redirected to create a shipment. If you already have a shipment label, you are asked to fill in the waybill number and the phone number of the shipper.

## Schedule a Pickup

### Do you need to create a shipping label?

A DHL shipping label must be attached to all packages that DHL picks up.

You'll need either a DHL Waybill Number or a DHL account number to schedule a pickup.

Waybill Number

Code

Phone

Clicking **Next** on the front page, or selecting the **Schedule a Pickup** in the **Ship** menu opens a page where you are asked to enter the waybill number and phone number of the sender. If these were entered on the front page, you will not have to enter them again.

It is possible to proceed without entering the phone number, but if this is not entered, you will need to type in the pickup address. If the phone number is entered, the system will retrieve the pickup address from the shipment data.

The **Next** button will bring you to a page where you can check and confirm the pickup address.

## Pickup Address

Name

Where should the courier pick up the shipment?

Business Contact

Company

Provide details to assist courier in finding the location

Country/Territory

Instructions for the courier

Address

Address 2

Address 3

Postal Code

City

State

Residential Address

Email Address

Phone Type

Code

Phone

SMS Enabled

[Clear Address](#)



In addition to the pickup address, you will be asked to give a pickup location in the pickup address, and on the following pages you are asked to enter the weight of the heaviest box, the amount of boxes and the measurements of the largest box in your shipment, and give a timeframe for when your shipment can be picked up. After these have been entered, you can schedule your pickup and you will get a pickup confirmation number.

**What are we picking up?**

Number of Packages    Total Weight (all packages) kg    Largest Package Sizecm

1 ✓    1 ✓ kg    35 ✓ x 27,5 ✓ x 2 ✓

**Next**

The available pickup window depends on the postal code the shipment is sent from. If the pickup is not possible for the selected shipment date, you will be asked to change the shipment to a later date.

**When should we pickup your shipment?**

Pickup Date  
2024-06-03

Pickup Window – When courier may arrive and shipment is ready

Earliest 12:15 pm    Latest 6:00 pm

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

Please allow at least 90 minutes for your Pickup Window  
The latest time a request can be made for pickup today is 4:30 pm

**Schedule Pickup**

You will also be shown an error message if the beginning of the pickup window has already passed, or the pickup window would start in only a few minutes. In this case the beginning of the pickup window should be moved forward a little.

For a shipment not sent from Finland, it is not possible to schedule the pickup via the Finnish MyDHL+ after the shipment has been completed. Scheduling the pickup is however possible through the MyDHL+ of the country the shipment is sent from.

You can access the MyDHL+ sites of different countries via the flag menu in the top right corner of the page when you are not logged in to your MyDHL+ account. Do not log in after switching to another country. You can change the language into English from the top right corner of the page. The pickup is scheduled from the **Schedule a pickup** form on the front page, or through the **Schedule a pickup** in the **Ship** menu.

## Exceptions

For some countries, there are exceptions in shipment creation for inbound and/or outbound shipments due to local requirements. We are highlighting some of them here, but should you have any questions regarding additional information required for some country, we recommend contacting the local DHL Express for that country, or the local sender/receiver.

## Brazil

For shipments sent to Brazil, the address information is filled in based on the postal code of the receiver. We recommend starting the Brazilian address by filling in the postal code, as this will automatically fill in the information in the **Address** field, as well as the **City** and **State**.

For shipments sent to Brazil, the system requires either the **CNPJ** (companies) or the **CPF** (private persons) number, and the company's **IE** or the private person's **RG** number.

The IE/RG number can be replaced with **isento/ISENTO/Isento**, if the shipment does not require the IE/RG number. If you do not have the numbers or you are encountering problems in filling them in, our recommendation is to contact the Brazilian receiver.

In addition to the identification information, shipments to Brazil need to be classified either as service type **Formal** or **Informal**. More information on the service types can be found [here](#).

Creating an import shipment from Brazil is not possible in all cases due to the local requirements in Brazil, and in order to create an import shipment, the recommendation is to begin the process yourself, and then assign the shipment to the Brazilian sender who completes the process.

If you can provide the NFe details, you can also create the shipment yourself. In other cases, the shipment should be assigned to the sender.

## Chile

For shipments sent to Chile, the receiver VAT ID is mandatory, and there is no option for leaving it blank.

## India

For shipments sent to India, the Indian officials require the filling in of a **KYC document** and an authorization letter.

**IMPORTANT** Don't show me this again

All **Non-Document (WPX)** shipments to India require:

- Consignee's Know Your Customer documents (KYC: Government recognized identify and address proof) to be presented to customs for shipment clearance.
- Import clearance cannot start unless Consignee's KYC documents and Authorization Letter (POA) are uploaded.

**For Individuals**  
Consignee's KYC Documents such as: Passport, Voter ID, Driver's License, Permanent Account Number (PAN) and Authorization Letter (POA).

**For Companies**  
Company's Import and Export Certificate (IEC), KYC and POA.

- For import shipments billed to a Consignee in India, DHL India will coordinate with the Consignee for the KYC and POA documents.
- For import shipments billed by DHL Origin/Pickup country, shipper should inform the Consignee to upload POA and KYC documents.
- Consignee Email Address or Mobile Number are required (must appear on the waybill).

[Upload KYC and POA documents](#)

[View Details](#)

### [Upload KYC and POA documents](#)




The documents can also be uploaded by the receiver if they have not provided you with them. This is done on the Indian DHL page linked above.

Package shipments from India also need additional information. When selecting **Packages**, the system will first ask whether your shipment is a **Gift/Sample Shipment** or a **Cargo Shipment**. The distinction is based on the value of the shipment, shipments valued less than 50 000 INR are usually **Gift/Sample Shipments** and shipments valued over 50 000 INR are usually **Cargo Shipments**.


The selected shipment type affects the available purposes of your shipment. For **Gift/Sample**, the available options are **Personal, Not for Resale** and **Sample**, and for **Cargo**, the options are either **Commercial**, **Return for Repair** or **Return after Repair**.

## Shipment Details





What are you shipping?

 <b>Documents</b>	 <b>Packages</b> 
<p>Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.</p>	<p>Packages are goods, merchandise or commodities for personal or commercial purposes.</p>

### What is your shipment type?


<b>Gift/Sample Shipment</b> 	<b>Cargo Shipment</b>
<p>Usually shipments with a total value less than 50,000 INR</p>	<p>High value shipments and usually shipments with a total value more than 50,000 INR</p>

### What is the purpose of your shipment?


<p>Select One </p> <ul style="list-style-type: none"> <li>Gift</li> <li>Personal, Not for Resale</li> <li>Sample</li> </ul>	<h4>What is your shipment type?</h4>	<b>Cargo Shipment</b> 
	<b>Gift/Sample Shipment</b>	
	<p>Usually shipments with a total value less than 50,000 INR</p>	<p>High value shipments and usually shipments with a total value more than 50,000 INR</p>
	<h4>What is the purpose of your shipment? </h4>	
<p>Select One </p> <ul style="list-style-type: none"> <li>Commercial</li> <li>Return for Repair</li> <li>Return after Repair</li> </ul>		


For shipments departing from India, there are also requirements to fill in information regarding the **Goods and Services Tax**.

#### India Goods and Services Tax (GST) Details

India Tax ID/Personal ID   \*

Number  \*

GST Invoice Number  \*      GST Invoice Date  

Invoice Number  \*      Invoice Date  

We recommend contacting the Indian sender for assistance in filling in these details.

## United States

For shipments sent to the US valued over 2500 USD, the local customs authorities require an Employer Identification Number. The receiver address form has a field where this should be filled in.

**IMPORTANT** Don't show me this again

For shipments to the United States of America with a value of 2,500 USD or more, if the Recipient is a company:

- Customs authorities require an Employer Identification Number (EIN)
- To help avoid customs clearance delays, we encourage shippers to provide the EIN on behalf of the Recipient when creating the shipment

Type of ID (for Proof of Identity) ⓘ

Select One ▼

Select One

Employer Identification Number

For shipments sent from the US, the local authorities require **Electronic Export Filing**. The Foreign Trade Regulations (FTR) 30.37(a) exemption can be used for shipments valued under 2500 USD, in which case you can just select the exemption and proceed with the shipment creation process.

**Electronic Export Filing**

Most shipments under USD 2,500 are filed under Foreign Trade Regulations (FTR) 30.37(a) exemption. Would you like to file your export this way?

Yes – file as FTR 30.37(a) exemption  No

For shipments valued more than 2500 USD the Electronic Export Filing is required, and you will be given three options to select from.

The first option **FTR – I will use a Foreign Trade Regulations exemption** can be used when you know you can use of the exemptions for your export filing.

**Electronic Export Filing**

If your shipment does not requires an Electronic Export Filing, then select a Foreign Trade Regulation (FTR) exemption code for the dutiable shipment.

Yes – file as FTR 30.37(a) exemption  No

Select an export filing option

FTR - I will use a Foreign Trade Regulations exemption ▼

Foreign Trade Regulations (FTR) Exemptions ⓘ [Lookup FTR Codes](#)

Select One ▼ \*

A list of the FTR codes can be found [here](#).

If you have your own International Transaction Number, you can file your shipment yourself.

### Electronic Export Filing

If your shipment does not requires an Electronic Export Filing, then select a Foreign Trade Regulation (FTR) exemption code for the dutiable shipment.

Yes – file as FTR 30.37(a) exemption  No

Select an export filing option

ITN - I have an International Transaction Number ▼

Internal Transaction Number (ITN) [What is an ITN?](#) [What is a Port of Export?](#)  
\* [Get an ITN, login to AES](#)

More information on the Internal Transaction Number can be found [here](#).

As the third option, DHL Express can take care of the filing for you. If this option is selected, the system will ask you to fill in all the necessary information.

### Electronic Export Filing

If your shipment does not requires an Electronic Export Filing, then select a Foreign Trade Regulation (FTR) exemption code for the dutiable shipment.

Yes – file as FTR 30.37(a) exemption  No

Select an export filing option

EEI - I want DHL to be my EEI filing agent ▼

By continuing you are electing DHL to be your EEI filing agent with AESDirect for each commodity in your shipment valued over \$2,500 and for each commodity going to specific destinations that require an EEI submission regardless of value. Once you've completed your shipment label, we'll handle the EEI processing for you. You don't need to wait for an ITN and won't need to add it to your waybill.

Describe each unique item in your shipment separately

#### 1. Unique Item Description

Item Description:  \*

Schedule B:  OR  \*

License Type:  License Number:  ECCN:

Export Code:  ✓ Commodity Origin:  \* Total Weight:  \* kg  \* EUR  
0 lb

**Invalid**

**i** DHL uses the origin country's (ship from) unit of measurement – so we've converted it automatically for this shipment.

Total Weight **0 kg** / 0 lb Shipment Value **0.00 EUR**

Employer Identification Number (EIN) **i**  
 \*

Sender and Receiver are related

Although not all the fields on the form have been marked as mandatory, it is highly recommended that you fill out the form in full. Should you have any questions regarding the form, we recommend contacting either the shipper or DHL Express in the US for assistance. Their contact information can be found [here](#).

## User types

MyDHL+ has different user types. It is possible to use the system as a non-corporate user, in which case the **All shipments** page will show shipments created only by the login you're using, or it is possible to create Corporate accounts that are used by multiple users who each log in using their own email address. The users of a corporate account share an address book and the All Shipments page, and the corporate administrators have access to Admin Settings where they can edit the settings for all users.

### Non-corporate

Non-corporate users are users whose account is not a part of a corporate account. All accounts that are not created by a corporate admin are non-corporate accounts as default, but they can be moved or upgraded to a corporate account if needed. User accounts in corporate accounts cannot be separated once added to one, and should be deleted and created again if the user needs to continue using the system as a non-corporate user or in a different corporate account.

### Corporate

A Corporate account has one or more users who all log in to MyDHL+ using their own email addresses and passwords. All Corporate-type accounts have at least one Admin user, but there can be multiple. If wanted, all users in the Corporate account can be Admin users.

It is not possible to transfer users between Corporate accounts. If a user needs to be transferred to another Corporate account, their account needs to be deleted and created from scratch under the new Corporate account.

Users in a Corporate account can be divided into different groups who all have different settings. Different groups can for example have different account numbers that they use, and their own shipments. Each group can also have their own admin users.

### Admin user

The admin users have access to **Admin settings**, where they can make changes to the settings of the entire corporate account. They can also make changes to the users, groups and account numbers of the corporate account, and can view shipments made by all corporate users. The corporate administrators can edit their own default settings in the **My Shipment Settings** menu where changes do not affect the settings of other users.

### End user

Users that are not Corporate Administrators are Corporate End Users. As default, the End users do not have access to shipments created by other users. The End Users can edit their own default settings in the **My Shipment Settings** menu where changes do not affect the settings of other users, and they do not have access to the Admin Settings.

### User groups

The users can be divided into different user groups based on the account numbers and other settings, such as additional services, they need. Each user needs to belong to at least one group, but there is no maximum number of groups the user can belong to.

Each group also needs to have at least one admin user who can edit some group-level settings, based on the corporate-level settings.

If the user belongs to multiple groups, they have one default group under which they create shipments. The users can switch between groups when needed via the menu on the top right corner of the page.



## Shipment settings

In the **My Shipment Settings** menu each user can edit their own settings and shipment defaults. The edit made here do not affect the settings or shipment creation process of other possible users.

**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

**Manage Defaults**

Save time creating shipments! Setting up defaults allows you to tailor the process to your needs and frequently used selections.

[Learn More](#)

- Delivery Options** [Edit](#)
- Shipment Protection** [Edit](#)
- Customs Clearance** [Edit](#)
- Declarations** [Edit](#)
- Customs Declaration** [Edit](#)
- Courier Pickups** [Edit](#)
- Return Shipments** [Edit](#)
- Saving Shipments** [Edit](#)
- Assigning Shipments** [Edit](#)
- Currency and Measurement** [Edit](#)
- Addresses** [Edit](#)

Under the **Delivery Options** setting it is possible to set the default shipment type to either Document or Package, in which case you do not need to make the selection each time you create a new shipment. You can also set a default **Ship to** country for your shipment, and select the default delivery option.

**Delivery Options**

I want to default to this type of shipment

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.

My default destination country/territory (Ship To) should be

My default delivery option should be

EXPRESS WORLDWIDE - (WPX) ▼

[Cancel](#) [Save](#)

**Shipment Protection**

If Shipment Protection is available for the delivery options I'm selecting, I always want to add it for:

**Package shipments**  
 Yes  
 No

**Document shipments**  
 Yes  
 No

[Clear Default](#) [Cancel](#) [Save](#)

Under **Shipment Protection** it is possible to determine whether or not the shipments have protection added on them as default, or select that the protection is never added for the shipments.

Under **Customs Clearance** it is possible to select defaults for shipments that require customs clearance. It can be set whether the shipments will be created using own invoice, or whether the invoices will be created in MyDHL+, what the default purpose of shipment is, whether the contents of the shipment will be typed manually or uploaded and what the file type, delimiter and encoding for the file are.

It is also possible to set a default shipment description and value, if shipments with the same content are sent often.

The default customs term of trade can also be set here, as well as the option to always include an invoice number for your own invoices.

**Customs Clearance**

For customs invoices, I want my default to be

Create Invoice  
Using my shipment information

Use My Own Invoice  
I have a printed invoice

**My default shipment purpose should be**

**My default option for adding item details should be**

Add Items  
Preferred option when you have shipments with one or a few items

Upload Items  
Preferred option for when you have shipments with several or many items

**When uploading items, my file defaults should be**

File Type:

Field Delimiter   
 Text Delimiter

Character Set:

**My default shipment description should be**

**My default shipment value should be** ⓘ  
 EUR

I will have my own invoice number

**I will use this customs terms of trade** [View Definitions](#) ⓘ

[Digital Customs Invoices](#) | [Customs Invoice Templates](#)

[Clear Default](#) [Cancel](#) [Save](#)

All defaults can be edited during the shipment creation process.

**Declarations**

Print CITES Declaration

Print EUR1

[Cancel](#) [Save](#)

Under **Declarations** it is possible to set the CITES and/or EUR1 customs declarations to be printed as default if you know your shipments often require them.

For more information regarding CITES and EUR1, please contact the [Finnish Customs](#).

Under the next **Customs Declaration** selection you can find the option to select whether or not your shipments normally have additional documents included with them. These are possible certificates and declarations, but not the actual customs invoice and possible additional documents such as the packing list. **EIKÖ**

### Customs Declaration

You can help speed up your shipment through customs by providing some customs declaration defaults.

**Additional Customs Documents**

I normally have additional documents included with my shipment

[Cancel](#) [Save](#)

Under **Courier pickups** it is possible to set defaults regarding your shipment pickups.

### Courier Pickups

If you schedule pickups as you create a shipment, you can set up defaults for your most used preferences (not applicable for regularly scheduled pickups).

Always send me a reminder email on the day of the scheduled pickup

I want my export pickup default to be

Select One

**Import Shipments**

I want my import pickup default to be

I will propose pickup date and time

Always send me an email when my shipper schedules, modifies or cancels my request

[Cancel](#) [Save](#)

You can set a default pickup address, or select that you have already scheduled a pickup in which case the shipment creation process will skip over the pickup scheduling page. If you choose **Yes – schedule pickup**, you are asked to fill in a default pickup address. If a default pickup address is not set, the system will use the shipper address of the shipment as the pickup address.

I want my export pickup default to be

Select One

Select One

Yes – schedule pickup

No (I have a pickup scheduled already)

No (I will drop off my shipment at a DHL location)

I will propose pickup date and time

Under **Courier Pickups** you can also select a default for import shipments.

**Import Shipments**

I want my import pickup default to be

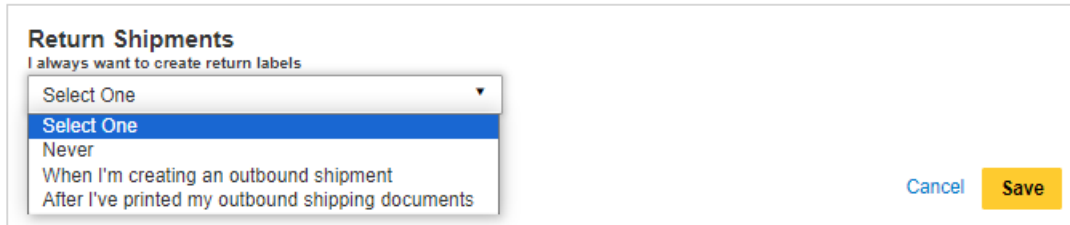
I will propose pickup date and time

Shipper will schedule pickup

I will propose pickup date and time

If **Shipper will schedule pickup** is selected, the system will use it as default for the shipment.

Regardless of which option is selected, the system will not skip the pickup scheduling page for import shipments, and you can still propose a pickup date and time for your shipment if needed without having to change the selection.



**Return Shipments**  
I always want to create return labels

Select One

Select One

Never

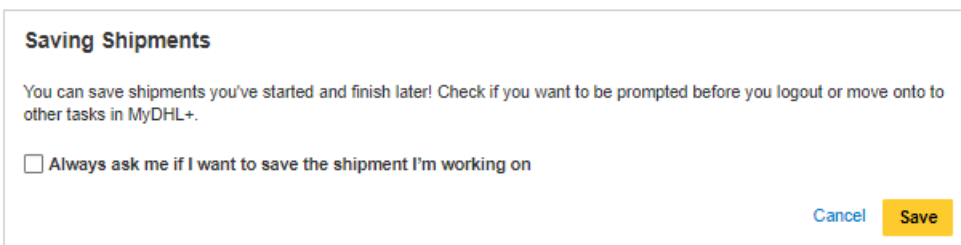
When I'm creating an outbound shipment

After I've printed my outbound shipping documents

Cancel Save

Under **Return shipments** you can select if you want to create a return label for your shipment. If **Never** is selected, the system will skip over the page during the shipment creation. If no selection is made, the system will ask about creating the return label for every shipment.

Under **Saving shipments** you can set MyDHL+ to ask if you want to save the shipment you're working on when you leave the page while your shipment is still unfinished.



**Saving Shipments**

You can save shipments you've started and finish later! Check if you want to be prompted before you logout or move onto to other tasks in MyDHL+.

Always ask me if I want to save the shipment I'm working on

Cancel Save

If this is not selected, the system will not ask about saving your unfinished shipment, and there is a risk of losing the process you've made in case of a timeout. The unfinished shipment is saved on the **All Shipments** list that is found under the **Manage My Shipment** menu, and you can access it using the **Edit** option.

Under **Assigning Shipments** you can select whether or not you want the option on assigning shipments to others.

When a shipment is assigned to another user, you start creating the shipment yourself, and have the option to send another user a link where they can complete the shipment. The person the shipment is assigned to does not need their own MyDHL+ account.

**Assigning Shipments**

I want the option to assign shipments

**I want these defaults when assigning shipments to others**

Display DHL accounts as

Hide account-based rates

Require Assignee to login to MyDHL+ to complete shipment

Allow Assignee to edit the pickup address for assigned shipments

**Include these instructions for assigned shipments**

**Apply these restrictions**

Maximum number of packages/pieces per shipment

Maximum weight per package/piece  
 kg

**Notify me of Assignee's actions**

If no action has been taken within

Send me reminders every

If the shipment has not been completed by the requested shipment date

When the shipment is complete

When courier pickup has been scheduled

When the shipment has been picked up by a courier

If the shipment is declined

[Cancel](#) [Save](#)

Under **Currency and Measurement** you can select your preferred unit of measure and currency.

**Currency and Measurement**

My default unit of measure should be

My default goods value currency should be

My default shipment protection value currency should be

[Cancel](#) [Save](#)

If the shipper country uses different units of measure, your entries will be converted automatically.

Under **Addresses** it can be selected that new addresses added to the address book are residential addresses, in which case they will have the Residential Address selection enabled automatically, and will have the On Demand Delivery service added.

**Addresses**

I want new addresses to default to Residential

Business Contact

[Cancel](#) [Save](#)

New addresses can also be set to be Business Contacts as default.

## Paperless Trade

On the right column in the **My Shipment Settings** menu can be found the **Digital Customs Invoices** settings. Here you can enroll to use the Paperless Trade service, which allows you to upload your customs invoice to the system and removes the need to print out the invoice and attach it to the shipment. The feature is available for most countries.

### Digital Customs Invoices

[Guide to Digital Customs Invoices](#)

Send customs invoices digitally to customs authorities for many destinations around the world. This time saving service eliminates the need to print and attach documents to your shipments. Best of all, it helps speed up clearance through customs!

This feature is available for many origin and destination countries.

[Yes, I would like to enroll](#)


We strongly recommend using the feature. Once you have selected **Yes, I would like to enroll**, you will be able to choose whether you want to create your customs invoices in MyDHL+, or if you want to use your own invoices.

### Digital Customs Invoices

[Guide to Digital Customs Invoices](#)

Send customs invoices digitally to customs authorities for many destinations around the world. This time saving service eliminates the need to print and attach documents to your shipments. Best of all, it helps speed up clearance through customs!

This feature is available for many origin and destination countries.

[Yes, I would like to enroll](#) 

Would you like DHL to create your customs invoices for you?

[Yes](#)

[No](#)

I will use a DHL generated customs invoice

I will use my own customs invoices

[View Terms and Conditions](#)

Would you like DHL to create your customs invoices for you?

Yes  No

I will use a DHL generated customs invoice I will use my own customs invoices

Upload your electronic signature and company logo files

**Signature**

Customs requires an electronic signature on digital customs invoices. Upload a file of your written signature.  
File Types: gif, jpeg, png

[Browse](#)

**Logo**

Upload your company logo file so that it appears on your invoice (optional).  
File Types: gif, jpeg, png

[Browse](#)

Please accept Terms and Conditions

Digital Customs Invoice Terms and Conditions

DHL offers a Paperless Trade ("PLT") service, permitting shippers to send certain documentation accompanying the shipment electronically (eliminating the need for printed copies of documents).

You, as "Shipper", are agreeing on your behalf and on behalf of anyone else with an interest in the shipment, that these Paperless Trade Terms shall apply in relation to all shipments sent using the PLT service.

[View Terms and Conditions](#)

[Accept and Continue](#)

If you want to create your customs invoices in MyDHL+, you will be asked to upload your signature and your company logo to the system.

The signature is mandatory, and can be entered by uploading a picture of your signature. The company logo is optional, but uploading it will print it on the top corner of invoices created in MyDHL+.

After the signature and possible logo have been uploaded, you can accept the terms and conditions and start using the service.

If you want to use your own customs invoices, all you need to do is to accept the terms and conditions, after which you can start using the service.

**Digital Customs Invoices**

[Guide to Digital Customs Invoices](#)

Send customs invoices digitally to customs authorities for many destinations around the world. This time saving service eliminates the need to print and attach documents to your shipments. Best of all, it helps speed up clearance through customs!

This feature is available for many origin and destination countries.

Yes, I would like to enroll

Would you like DHL to create your customs invoices for you?

Yes  No

I will use a DHL generated customs invoice I will use my own customs invoices

Please accept Terms and Conditions

Digital Customs Invoice Terms and Conditions

DHL offers a Paperless Trade ("PLT") service, permitting shippers to send certain documentation accompanying the shipment electronically (eliminating the need for printed copies of documents).

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[View Terms and Conditions](#)

[Accept and Continue](#)

## Authorized Account Usage

The usual way for sharing an account number with shippers is to give the number to the sender and ensuring that the shipper has authorization to use the number in eSecure. When the number is shared this way, there is no way to restrict how the authorized sender uses the number.

If there is a need to apply restrictions for the use of the account, the number should be shared using the **Authorized Account Usage** feature in MyDHL+ instead. This is found in the middle column of the **My Shipment Settings** menu.

If the user who is granting the authorization is not your eSecure administrator, will your eSecure administrator need to authorize the usage via the **Authorized Account Usage** page in eSecure, not via the **Authorized User** page.

The **Authorized Account Usage** function makes it possible to enable the use of your account for a user who does not have their own DHL Express account numbers, while giving the shipper your account number to use as payer account requires the shipper to have their own account number as well.

### Authorized Account Usage

You can allow others to use your account to create shipments – such as a shipper you use often for import shipments. And best of all – it's secure and personalized! You control your account visibility, payment options and other shipping restrictions. You can also see if you've been granted authorization to use someone else's account.

[Learn More](#)

All

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**My Authorizations to Others** [Guide to Granting Authorizations](#)

Authorization Name	Account	Granted To ▾	Hide Rates	Authorization	Restrictions
--------------------	---------	--------------	------------	---------------	--------------

All

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**Authorizations Granted to Me**

Authorization Name	Account	Authorized By ▾	Authorization	Restrictions
--------------------	---------	-----------------	---------------	--------------

A new authorization is granted by clicking on the **Grant new authorization** button. Here you can also see authorizations that you have been granted.



## Grant New Authorization

[Back](#)

**Name**

First Name and Last Name  \*

Business Contact

Email Address  \*

Email authorization details in the following language

English

Authorization Name  \*

Description

**Shipper Account** [Close](#)

Select One  \*

Use this account to pay for transportation charges

Transportation charges paid with

Select One  \*

**Duties and taxes paid with** [Close](#)

Receiver will pay (default)  ✓

**Display DHL Account as**

Select One  \*

**Rates Visibility** [Close](#)

Hide - this person will not see my account-based rates

Show - this person will see my account-based rates

You are first asked to enter the contact information of the authorized sender: their name and email address. You are also asked to enter a name for the authorization.

Next you will be able to set which account number you want to authorize the usage of, and if there are separate payer and shipper accounts. You will also need to set the payment of the possible duties and taxes.

You can also choose how your account number will be displayed for the sender, they can either see the number in full or masked, or be shown just the nickname of the number. You can also choose to hide your account-based rates from the sender.

The sender can be authorized to use your account to send to any address, or the sender or receiver address can be restricted to a pre-selected address.

You are also able to apply restrictions to the maximum package weights or number of packages, or to the pickup address. You can also require the sender to use a shipment reference.

Once the form has been filled in and saved, the authorized user will be notified by email about the new authorization. If the sender does not have a MyDHL+ account, they will also receive a link to create a MyDHL+ account.

### This Person Can Use My Account to Ship

Ship From  \*  \* Ship To  \*  \*

### Shipment Restrictions

Do you want to apply restrictions when your account is used?

No  Yes

<b>Apply these per shipment limits</b>	<b>Restrictions and maximums allowed per shipment</b>
Maximum package weight	<input type="checkbox"/> Restrict Pickup Address
<input type="text"/> kg	<input type="checkbox"/> Shipment Reference Required
Maximum number of packages	
<input type="text"/> *	

### Authorization Message Details

Include this message with this authorization

I agree to DHL [Terms and Conditions](#) and authorize my account as detailed above, including whether to show or hide my account-based rates.

[Cancel](#) [Save and Send Authorization](#)

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01530 Vantaa  
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**[mydhl.express.dhl](https://mydhl.express.dhl)**

valid: 08/2024