



# MyDHL+

## Useful Tips

DHL Express - Excellence. Simply delivered.



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# ADDRESS

## POSTAL CODE OR ZIP CODE

### Send a shipment to countries with a postal code or ZIP code

To send a shipment to a country with a postal code or zip code, simply enter the postal code or zip code in the **Postal Code/ZIP Code** field, then select the matching city from the dropdown menu.

The form shows the following fields:

- Company: ABCDE TESTING COMPANY ✓
- Country/Territory: United States of America ✓
- Address: 12 ABC BUILDING ✓
- Address 2: 188 ABC STREET ✓
- Address 3: (empty)
- ZIP Code: 100Q (with dropdown menu open showing options like 10000 NEW YORK, 10001 NEW YORK, 10002 KNICKERBOCKER, 10002 NEW YORK, 10003 NEW YORK, 10004 BOWLING GREEN)
- City: (empty)
- State: (empty)

A red arrow points from the dropdown menu to the final form state, which is:

- ZIP Code: 10000 ✓
- City: NEW YORK ✓
- State: New York ✓
- Postal Code: 75002 ✓
- City: Paris ✓
- State: Ile-de-France ✓

### Send a shipment to countries without a postal code or ZIP code

To send a shipment to a country without a postal code or zip code system, please enter the city in the **Suburb** field, e.g. Ho Chi Minh, then select the matching city from the dropdown menu.

The form shows the following fields:

- Company: ABCDE TESTING COMPANY ✓
- Country/Territory: Vietnam ✓
- Address: 12/F ABC TESTING BUILDING ✓
- Address 2: 188 ABC TESTING STREET ✓
- Address 3: (empty)
- Suburb: HO CHI (with dropdown menu open showing options like HO CHI MINH HO CHI MINH, HO CHI MINH HO CHI MINH CITY, HO CHI MINH HOCHIMINH, HO CHI MINH SAIGON)
- City: (empty)

A red arrow points from the dropdown menu to the final form state, which is:

- Suburb: HO CHI MINH ✓
- City: HO CHI MINH ✓

# CUSTOMS

## VAT OR EORI NUMBER

### VAT (Value-added Tax) or EORI (Economic Operators Registration and Identification) number

Please enter your VAT number in the **VAT/Tax ID** field and EORI number in the **EORI Number** field after entering the address.

To

Name  
DHL Express France ✓

Business Contact

Company ⓘ  
DHL Express France ✓

Country/Territory  
France ✓

Address  
Immeuble Le Mermoz ✓

Address 2  
53 Avenue Jean Jaurès ✓

Address 3  
CS 80014 ✓

Postal Code City State  
93351 ✓ LE BOURGET ✓ CEDEX ✓

Email Address

Phone Type Code Phone  
Mobile ▼  33 ✓ 0 82 51 00 080 \_\_\_\_\_ ✓

SMS Enabled

[+ Add Another](#)

VAT/Tax ID

EORI Number

Residential Address

[Notes about this contact](#)

[Clear Address](#)

VAT/Tax ID

EORI Number

[Next](#)

# CUSTOMS

## IOSS Number

### Send a shipment to European countries with your IOSS (Import One Stop Shop) number

If you are a registered IOSS seller, please enter your IOSS number in the **Tax ID** field when sending a shipment to European countries. The **Tax ID** field is located under the **Customs Declaration** section. Please enter a valid IOSS identification number, which starts with "IM", followed by a 10-digit number.

#### Customs Declaration

##### Additional Parties

Are there other parties involved in the shipment?

Yes  No



- As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.
- If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment.

##### Tax Payment for this Shipment

Tax numbers you used to pay taxes for this shipment (for local customs authorities)

Tax ID

IMO40123456d



Next

# CUSTOMS

## CREATING AN INVOICE

### Create a commercial invoice on MyDHL+

To create a commercial invoice for your shipment, please enter the **Item Description** and **Commodity Code** (HS Code).

#### Shipment Details

**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.

**You'll need a customs invoice for this shipment – DHL can create it for you!**

**Create Invoice** ✓  
Using my shipment information

**My Own Invoice**  
I have a printed invoice

**Prohibited Items**  
Some items that are prohibited when shipping to France include:  
Animals, fish, birds (live)  
Seeds  
Bullion (of any precious metal)  
[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 \*

### Describe each unique item in your shipment separately

[Quick Guide for Describing Items](#)

I would like to see estimated duties and taxes for my shipment

1	<b>Item Description</b> ✓ "Sports footwear, tennis shoes, basketball shoes, gym shoes, training shoes and the like" - "Footwear with"	<a href="#">View Prohibited Items</a>	<b>Commodity Code</b> ⓘ 6404.11.000 ✓ <input type="text" value="Q"/>	<input type="button" value="Copy"/>				
<b>Quantity</b> ✓ 1	<b>Units</b> ✓ Pieces	<b>Item Value</b> ✓ 50.00 <input type="text" value="HKD"/>	<b>Net Weight</b> ⓘ ✓ 0.5 kg	<b>Gross Weight</b> ⓘ ✓ 0.5 kg	<b>Where was the item made?</b> ⓘ ✓ Hong Kong SAR, China			
Total Units 1		Total Net Weight 0.5 KG		Total Gross Weight 0.5 KG		Number of Pallets <input type="text"/>		<input type="button" value="Add Another Item"/>

If your shipment contains two or more items, please click **"Add Another Items"** to enter additional item details. The system will validate the information entered with a green tick next to the relevant fields. Entering the full descriptions of each item will facilitate the customs clearance process.

### Describe each unique item in your shipment separately

[Quick Guide for Describing Items](#)

I would like to see estimated duties and taxes for my shipment

1	<b>Item Description</b> ✓ "Sports footwear, tennis shoes, basketball shoes, gym shoes, training shoes and the like" - "Footwear with"	<a href="#">View Prohibited Items</a>	<b>Commodity Code</b> ⓘ 6404.11.000 ✓ <input type="text" value="Q"/>	<input type="button" value="Copy"/>				
<b>Quantity</b> ✓ 1	<b>Units</b> ✓ Pieces	<b>Item Value</b> ✓ 50.00 <input type="text" value="HKD"/>	<b>Net Weight</b> ⓘ ✓ 0.5 kg	<b>Gross Weight</b> ⓘ ✓ 0.5 kg	<b>Where was the item made?</b> ⓘ ✓ Hong Kong SAR, China			
Total Units 1		Total Net Weight 0.5 KG		Total Gross Weight 0.5 KG		Number of Pallets <input type="text"/>		<input type="button" value="Add Another Item"/>

# CUSTOMS

## CREATING AN INVOICE

### Use your own invoice

You are also encouraged to enter the full descriptions of each item when using your own invoice to facilitate the customs clearance process.

#### Shipment Details

**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 France include:

- Animals, fish, birds (live)
- Seeds
- Evilion (of any precious metal)

[View Prohibited Items](#)

**You'll need a customs invoice for this shipment – DHL can create it for you!**

**Create Invoice**

Using my shipment information

**Use My Own Invoice** ✓

I have a printed invoice

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

Commercial ▼

**Summarize the contents of your shipment (in detail)** ?

Such as: mobile phones, women's shirts, boy's jacket \*

Invoice Number ?

**Invoice Value**

Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges) \* HKD

[Add Charges](#)

**Total Invoice Value**

...-- HKD

### Enter the full descriptions of each item

#### Customs Declaration

##### Additional Parties

Are there other parties involved in the shipment?

Yes  No



- As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.
- If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment.

##### Tax Payment for this Shipment

Tax numbers you used to pay taxes for this shipment (for local customs authorities)

Provide the applicable tax number

Such as: IOSS, VOEC or LVG

##### Item Details

Enter item details to create a digital record of your shipment.

[Add Items](#)

##### Additional Customs Documents

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

[Add Another](#)

[Next](#)

# CUSTOMS PROHIBITED ITEMS

Click “**View Prohibited Items**” to view the list of prohibited items for your destination country under the **Shipment Details** and **Item Description** sections.

## Shipment Details

**Documents** ✓

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

**Describe the documents in your shipment**  
Select a description ⓘ

Such as legal, financial or business paperwork, etc.

Reference (appears on shipping label/waybill)

Reference (appears on shipping label/waybill)

**Packages**

Packages are goods, merchandise or commodities for personal or commercial purposes.

**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 France include:

- Animals, fish, birds (live)
- Seeds
- Bullion (of any precious metal)

[View Prohibited Items](#)

Next

**OR**

## Describe each unique item in your shipment separately

[Quick Guide for Describing Items](#)

I would like to see estimated duties and taxes for my shipment

1	Item Description "Sports footwear; tennis shoes; basketball shoes; gym shoes; training shoes and the like" - "Footwear with	Commodity Code ⓘ 6404.11.000	Q	Copy	
Quantity	Units	Item Value	Net Weight ⓘ	Gross Weight ⓘ	Where was the item made? ⓘ
1	Pieces	50.00 HKD	0.5 kg	0.5 kg	Hong Kong SAR, China

Total Units 1      Total Net Weight **0.5 KG**      Total Gross Weight **0.5 KG**      Number of Pallets

[Add Another Item](#)



# ACCOUNT

## ADDITIONAL BILLING ACCOUNT

### Add an additional DHL billing account to your MyDHL+ profile

To add an additional billing account to your profile, select **“My Shipment Settings”**, then **“My DHL Accounts”**. Next, click on **“Add Existing DHL Account”** and enter a **Nickname** and the **Account Number**. Select the account type (**Shipper Account** or **Payer Account**), then click **“Add”**.

The screenshot shows the MyDHL+ website interface. At the top, there is a navigation bar with the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and '繁體中文'. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments', 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. A dropdown menu is open, showing various settings categories. A red arrow points to 'My DHL Accounts' under the 'MY SAVED SETTINGS' section. The background shows a 'Welcome to MyDHL+' message and a 'Create a New Shipment' form with fields for 'Country/Territory' and 'From'.

### Saved Accounts

The screenshot shows the 'Saved Accounts' section. At the top, there are buttons for 'Delete Selected', 'Request Account', and 'Add Existing DHL Account'. A red arrow points to the 'Add Existing DHL Account' button. Below this is a table with columns for 'Nickname', 'Account Number', and 'Account Type'. The table is currently empty, with a 'Delete' and 'Edit' button visible at the bottom right of the table area.

### Add Existing DHL Account

Nickname

Account Number \*

Shipper Account

- Account associated with shipping activity
- Can be used to pay for shipping charges

Payer Account

- Account used to pay for shipping charges

Add

# ACCOUNT

## ONE-OFF BILLING ACCOUNT

### Use a one-off billing account number

To add a one-off billing account number, select **“Alternate DHL Account Number”** under **“How will you pay for transportation charges?”**, and enter the billing account in the **Account Number** field.

#### How will you pay?

How will you pay for transportation charges? ✓ How will duties and taxes be paid? ✓

Alternate DHL Account Number ▼ Receiver will pay ▼

Account Number \*

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](#) ✓

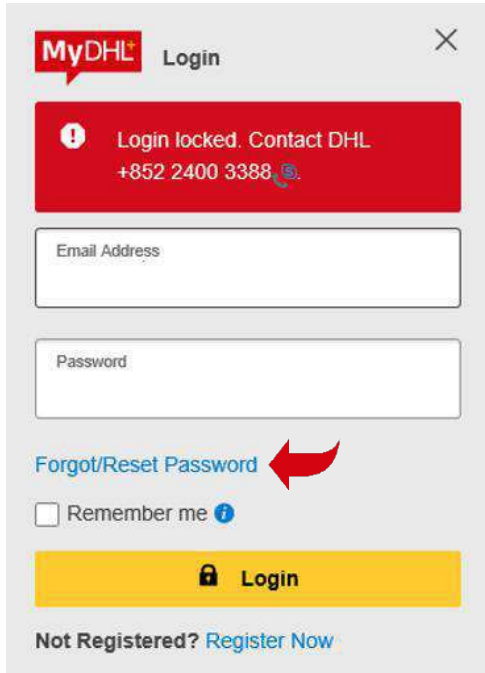
DAP - Delivered at Place ▼

Next

# OTHERS

## RESET PASSWORD WHILE LOGIN IS LOCKED

If “Login Locked” pops up during login, please click “**Forgot/Reset Password**”. Enter your registered email address and click the icon as instructed, then click “**Submit**”. You will receive an email to reset your MyDHL+ password within one minute.



The screenshot shows the MyDHL+ Login interface. At the top left is the MyDHL+ logo and the word 'Login' with a close button (X). A red error banner displays a warning icon, the text 'Login locked. Contact DHL +852 2400 3388', and a small globe icon. Below the banner are two input fields: 'Email Address' and 'Password'. A blue link 'Forgot/Reset Password' is highlighted with a red arrow pointing to it from the right. Below this link is a 'Remember me' checkbox with an information icon. A yellow 'Login' button with a lock icon is positioned below the checkbox. At the bottom, there is a link 'Not Registered? Register Now'.

### Accept Terms

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



The screenshot shows a tag selection interface. It starts with the instruction 'Click or select the Tag' followed by a red arrow pointing to the first tag icon. There are ten icons in a row: a bar chart, a tree, a cloud, a t-shirt, an umbrella, a globe, a balloon, scissors, a leaf, and a footprint. A hand cursor is pointing at the globe icon. To the right of the icons is a 'Refresh' button with a circular arrow icon.

## **OTHERS**

### **HOW TO PREPARE A LOCAL DOMESTIC SHIPMENT**

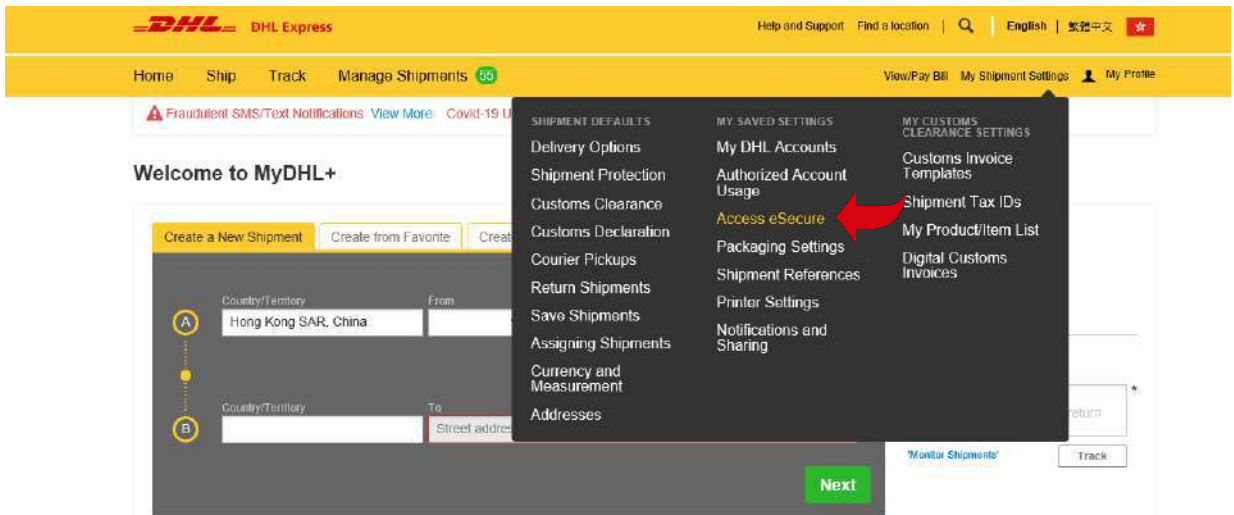
MyDHL+ currently does not support the creation of a domestic waybill in Hong Kong. Please contact our 24-hour Domestic Customer Service Hotline at 2710 8111 for more details.

# ESECURE

## QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

### Step 1: Login to MyDHL+

After logging in, you can “Access eSecure” menu under **My Shipment Settings**.



### Step 2: Whitelist users

The Customer Administrator can whitelist shippers by email address and company domain:

- The **Authorized User** feature allows for the approval or rejection of individual email addresses
- The **Authorized Domain** feature allows the Customer Administrator to grant DHL Express Account access to all users with an email address under the specified company domain

The screenshot shows two configuration pages. The top page is titled 'Authorized User' and contains a form with fields for 'Email ID', 'Account Number', 'Status' (with a dropdown menu showing 'Approved', 'Rejected', 'Pending'), and 'Origin'. Below the form are 'Search' and 'Reset' buttons. A green banner indicates '46 records found'. Below this is a table with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. The table contains three rows of data.

The bottom page is titled 'Authorized Domain' and contains a form with fields for 'Domain Name', 'Account Number', 'Origin', 'Status' (with a dropdown menu showing 'Active', 'Inactive'), and 'Company Name'. Below the form are 'Search' and 'Reset' buttons. A green banner indicates '3 records found'. Below this is a table with columns: 'Domain Name', 'Account Number', 'Origin', 'Company', 'Status', 'Assigned By', and 'Modified Date'. The table contains three rows of data.

# ESECURE

## QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

### Step 3: Add more account admins if needed

If more than one Customer Administrator is needed, the first Customer Administrator can easily add new Customer Administrator here.

Once eSecure security is enabled, all future attempts to access your DHL Express Account in MyDHL+ or eMailship by unauthorized users will trigger an approval request to account admins.

Account admins can approve or reject requests by clicking the buttons in the email or accessing the MyDHL+ eSecure Menu. Upon approval or rejection, the requestor will be notified via email.

**Customer Administrators**

Account Number:

Email ID:

First Name:

Last Name:

Company Name:

Origin:

Status:

16 records found

Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status	Action
61	harrywu@dhl.co	Harry	Wu	DHL - ECOM SECTION INTERNAL USE FOR TESTING	HONG KONG SAR, CHINA	Active	<input type="button" value="Edit"/>
63	daniel.cc.chan@d	Daniel	Chan	DHL - ECOM SECTION INTERNAL USE FOR TESTING	HONG KONG SAR, CHINA	Active	<input type="button" value="Edit"/>

### New Requestor

A new email address attempting to use an eSecure-enabled DHL Express Account will be treated as a new requestor. The requestor will receive an email notification and the Customer Administrator will receive an email requesting approval.



Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you have any questions or need technical assistance, please contact us at or [hkgwebmaster@dhl.com](mailto:hkgwebmaster@dhl.com)

Regards  
DHL eSecure Team

# ESECURE

## QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

The requestor will be notified of your decision.

- **Request Approved**



Dear Sir / Madam,

Your request to use the DHL Express Account 95XXXXXX44 has been approved.

If you have any questions or need technical assistance, please contact us at or [hkgwebmaster@dhl.com](mailto:hkgwebmaster@dhl.com)

Regards  
DHL eSecure Team

- **Request Declined**



Dear Sir / Madam,

Your request to use the DHL Express Account 95XXXXXX44 has been rejected. Please contact the account administrator to request for the approval.


If you have any questions or need technical assistance, please contact us at [hkgwebmaster@dhl.com](mailto:hkgwebmaster@dhl.com)

Regards  
DHL eSecure Team


## Connect with us

### **DHL Express (Hong Kong) Limited**

Level 20  
348 Kwun Tong Road  
Kwun Tong, Kowloon  
Hong Kong

 Ready to ship? Get a quote from [MyDHL+](#)

 Call Customer Services on (852) 2400 3388

 Find your nearest [DHL ServicePoint](#)

Valid: 08/2021

The information in this guide is correct as of  
07/2021.

DHL reserves the right to amend or modify any of the  
information at any time.