



MYDHL⁺ SHIPMENT CREATION GUIDE

DHL Express – Excellence. Simply delivered.

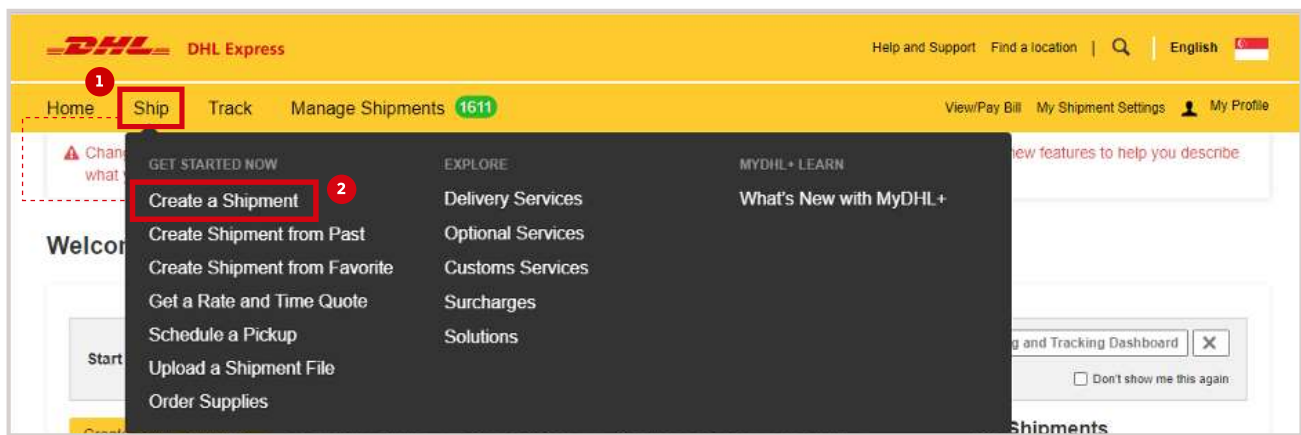


STEP 1:

Login to MyDHL+ at mydhl.express.dhl/sg/en/auth/login.html

STEP 2:

Click **Ship** > **Create a Shipment**



STEP 3:

Fill out the Receiver details. All fields with * are mandatory while those without * are optional and can be left blank. Click **Next** to move on.

The screenshot shows the 'Create Shipment' form in the MyDHL+ interface. The form is divided into two main sections: 'From' (Sender) and 'To' (Receiver). The 'To' section is highlighted with a red box, indicating it is the current step. A callout box points to the 'To' section with the text: 'Click here to save the Receiver Records in Address Book'.

From (Sender) Details:

- Name: DEFAULT SHIPPER NAME
- Business Contact: ☐
- Company: DHL Express 2
- Country/Territory: Singapore
- Address: 1 Tai Seng Drive
- Address 2: Level 2
- Address 3:
- Postal Code: 535215, City: SINGAPORE, State:
- Residential Address: ☐
- Email Address: ecommerce.sg@dhl.com
- Phone Type: Office, Code: 65, Phone: 6389 7600, Extension:
- VAT/Tax ID: Enter IOSS in Customs Declaration section

To (Receiver) Details:

- Name: DEFAULT SHIPPER NAME in MY
- Business Contact: ☐
- Company: Company MY123 Pte LTd
- Country/Territory: Malaysia
- Address: Street 1
- Address 2: Block 1, Unit #01-02
- Address 3:
- Postal Code: 81400, City: SENAI, State: JOHOR
- Residential Address: ☐
- Email Address: testshipment@yopmail.com
- Phone Type: Office, Code: 60, Phone: 01-673 89102, Extension:
- VAT/Tax ID: Enter IOSS in Customs Declaration section

Buttons and Links:

- Cancel, Assign this Shipment, Save for Later (top right)
- Switch (between From and To sections)
- Add Another (bottom of each section)
- Notes about this contact (bottom of To section)
- Save as New Contact, Update Contact (bottom of To section)
- Clear Address (bottom of each section)

STEP 4:

Select shipment type and input Customs Invoice Data. It is important to provide Customs Invoice Data digitally to speed up customs clearance and minimize the risk of clearance issues.

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.

What is the purpose of your shipment?

Commercial

Prohibited Items

Some items that are prohibited when shipping to Malaysia. [View Prohibited Items](#)

Need to add other details or create and save invoice templates?

[Use our enhanced Customs Invoice](#)

Tell Us What You're Shipping

Select how you would like to provide your item details

Describe Items

Upload Item Details

Describe each unique item in your shipment separately

Avoid shipment delays! Accuracy matters to customs authorities. Add each unique item One At a Time. Provide details in English only.

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

☐ Actions

Item Description	Quantity	Total Item Value	
1. AAA GK 123 Metal Blue Mechanical Gaming Keyboard	1	200.00 USD	Edit Copy Remove

2. Unique Item Description

What is the item?

[Create Description](#) OR

Quantity: Units (How the item is packaged): Value (Per Item): USD Weight (Per item): kg

Where was the item made? Commodity Code

☐ Add line item reference

[Add from Product/Item List](#) [Save to My Product/Item List](#) [Remove](#) [Copy](#)

Total Units 2 Total Weight: 1.8 KG Total Value: 250.00 USD [Add Another Item](#)

Click here if you want to add and describe another item

Click here if you want to retrieve the Item in your saved Product/Item List

Click here if you want to save this item into your Product/Item List for future use

STEP 5:

Summarize your shipment description (If multiple items) in detail.
Click **Next** to move on.

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

Gaming Bundle PC Hardware - Keyboard and Mouse. 47 / 170

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)250.00USD

Add Charges

Total Invoice Value
(for customs purposes)

250.00 USD

☐ I want to include pre-calculated duties and taxes for this shipment ⓘ

Reference
Reference (appears on shipping label/waybill)

Cost Center 123456

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

Tick this box to buy insurance
for your shipment

1

2

Next

STEP 6:

Select **Create Invoice** to create a DHL-generated Invoice (using your provided item data) OR **Use My Own Invoice** to use your own invoice. Click **Next** to move on.

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.

1 **Create Invoice** **Use My Own Invoice**

Invoice Details

Invoice Number
You can provide a number that is helpful for you and customs to refer to.
☐ I would like to include an invoice number

Additional Invoice Information (Remarks)

Additional Parties
Are there other parties involved in the shipment?
☐ Yes ☒ No

2 **Next**

STEP 7:

Select packaging. You can add multiple packaging if you pack your shipment into multiple shipment pieces (boxes). Click **Next** to move on.

Select Packaging Tips for Weighing and Measuring

1 **Packaging** **Quantity** **Weight** **Length** **Width** **Height**
Your Own Package 1 1 kg 10 cm x 20 cm x 30 cm

Total Packages: 1 Total Weight: 1 KG **Add Another Package**

2 **Next**

Click here if you want to add another packaging

STEP 8:

Select your payment options for shipment transportation and for duties and taxes. Please select **Alternative DHL Account** if you would like to charge the fees to the receiver or third party's account number. Select your customs term of trade (Incoterms). Click **Next** move on.

How will you pay?

1 What shipper account will be used for this shipment?
61XXX8005 - My Own Account ✓

2 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.

3 Select customs terms of trade [View Definitions](#)
DAP - Delivered at Place ✓

4 **Next**

STEP 9:

Select the shipment date and choose your delivery service option.

EXPRESS WORLDWIDE is our standard delivery option. Click **Select** to move on.

I'm sending my shipment on

November 4 Today, November 5 Tomorrow, November 6 Sunday, November 7 Monday, November 8 Tuesday, November 9 Wednesday, November 10 Thursday, More +

Delivery Date: November 7 Monday
Delivered By: End of Day
Estimated Price: SGD 77.06

Select

Get it there faster! With EXPRESS WORLDWIDE, you can get your shipment delivered faster.

GoGreen Climate Neutral Shipping

STEP 10:

Select **Optional Services** to add to your shipment. The list of available optional services depends on your account agreement (e.g., Dangerous Goods, Sale in Transit, etc.)

Optional Services

- ☐ GoGreen Climate Neutral
- ☐ Active Data Logger
- ☐ Neutral Delivery
- ☐ Direct Signature
- ☐ Signature Release
- ☐ Sale in Transit
- ☐ Dangerous Goods

Next

STEP 11:

If the destination country supports Paperless Trade (PLT), you will see this page and you can decide to upload the DHL-generated Invoice or your own invoice here. Click **Next** to move on.

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

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.

Upload Signature

[Browse for File](#)

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

STEP 12:

Select **Yes – Schedule Pickup** if you need to arrange a courier pickup job for this shipment. Then select the pickup time window. Click **Next** to move on.

Do you want to schedule a courier pickup?

Yes – Schedule Pickup ✓ **No**

Drop off at DHL Service Point

TSA Privacy Notification
Please read [TSA Privacy Act](#) notification

QR code option is available at select locations.

I'm sending my shipment on **November 4 Today** [Edit](#)

Pickup Window – When courier may arrive and shipment is ready

Earliest 4:00 pm Latest 6:00 pm

9:30 am 12:15 pm 3:15 pm 6:00 pm 9:00 pm

Please allow at least 120 minutes for your Pickup Window
Pickup is not available between 12:00 pm - 2:00 pm
The latest time a request can be made for pickup today is 7:00 pm

Where should the courier pick up the shipment?
Reception ✓

Total Pickup Weight
1 kg ✓

Instructions for the courier
Sample: Please ring the doorbell for access.

[Disclaimer and Important Details](#)

Pickup Address

DEFAULT SHIPPER NAME
DHL Express 2
1 Tai Seng Drive
Level 2
SINGAPORE, 535215
ecommerce.sg@dhl.com
+65 6389 7600

[Edit](#) [Make my default pickup address](#)

Next

STEP 13:

Click **No** (selected by default) if you don't need to create a return label. Click **Next** to move on.

Do you need a return label?

Label is valid for 3 Months

Yes – Create Label **No** ✓

Next

STEP 14:

Click **Accept and Continue** to confirm the shipment and proceed to the printing page.

Shipment Cost Summary

EXPRESS WORLDWIDE
Mon, 7 Nov, 2022 - End of Day

Volumetric Weight 1.2 kg
Total Weight 1 kg
Chargeable Weight 1.5 kg

Terms and Conditions

By clicking on Accept and Continue I am agreeing to [Terms and Conditions](#), and declare that this shipment does not include any [Prohibited Items](#).

Transportation Charges	SGD	56.17
Fuel Surcharge	SGD	18.79
Emergency Situation	SGD	2.10
Total	SGD	77.06

Add shipment protection for just 15.00 SGD more!

Upgrade Now!

Accept and Continue

STEP 15a:


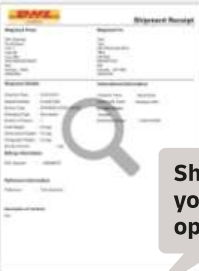
The below page is shown when you upload or use your own invoice. Click the **Print Waybill** to print the shipping label.

Create Shipment — Pay — Print

Print and You're Done!

Print and preview your documents

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

☒ Label (Waybill)
 ☐ Receipt

Print Waybill

Print Other Documents

[Download Print App](#)

Your Tracking Number
7856845135
Piece # 1:
JD014600010434718437

Pickup Confirmation Number
CBJ221104065434

Pickup Details
Fri, Nov 4, 2022
Between 4:00 pm and 6:00 pm

☆ Save as Favorite

Shipment Receipt is for your own record. It is optional to be printed

STEP 15b:

The below page is shown when you use the DHL-generated Invoice instead of uploading your own. Click the print buttons to print the shipping documents, including the shipping label and Customs Invoice.

Create Shipment

Pay

Print

Print and You're Done!

Print and preview your documents

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

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

Waybill

☒ Label (Waybill)

Number of Copies

Commercial Invoice

☒ Customs Invoice

Number of Copies

Shipment Receipt

☐ Receipt

Print Waybill

Print Other Documents

[Download Print App](#)

Your Tracking Number
6607547332
Piece # 1:
JD014600010400800114

☆ Save as Favorite

STEP 16:

Select your printer and click **Print**.

EXPRESS WORLDWIDE

WPX

DHL

2022-11-24 MYDHL+ 1.0 / *30-5821*

From : DHL Express 2
DEFAULT SHIPPER NAME
1 Tai Seng Drive
Level 2
535215 SINGAPORE
Singapore

Origin:
SIN

To : Company MY123 Pte LTd
DEFAULT SHIPPER NAME in MY
Street 1
Block 1, Unit #01-02
81400 SENAI JOHOR
Malaysia

Contact:
DEFAULT SHIPPER NAME in MY


MY-JHB-GTW


C-PLT


Day Time

Ref: Cost Center 123456

Pce/Shpt Weight Piece
1.0 kg 1 / 1


WAYBILL 78 5684 5135


(2L)MY81400+48000001


(J) JD01 4600 0104 3471 8437

Contents: Gaming
Bundle P.C Hardware -
Keyboard and Mouse.

Print

1 sheet of paper

Destination

ZDesigner for DHL ZP

Pages

All

Copies

1

Paper size

User defined

Pages per sheet

1

Scale

Default

Print using system dialog... (Ctrl+Shift+P)




☐

Print

Cancel

Connect with us

DHL Express

-  Ready to ship? Get a quote from [MyDHL⁺](#)
-  Call Customer Services
-  Find your nearest [DHL Service Point](#)

Valid: 1/2025

The information in this guide is correct as of 10/2025.

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