



MYDHL+ IMPORT (REMOTE BOOKING) SHIPMENT CREATION GUIDE

DHL Express – Excellence. Simply delivered.



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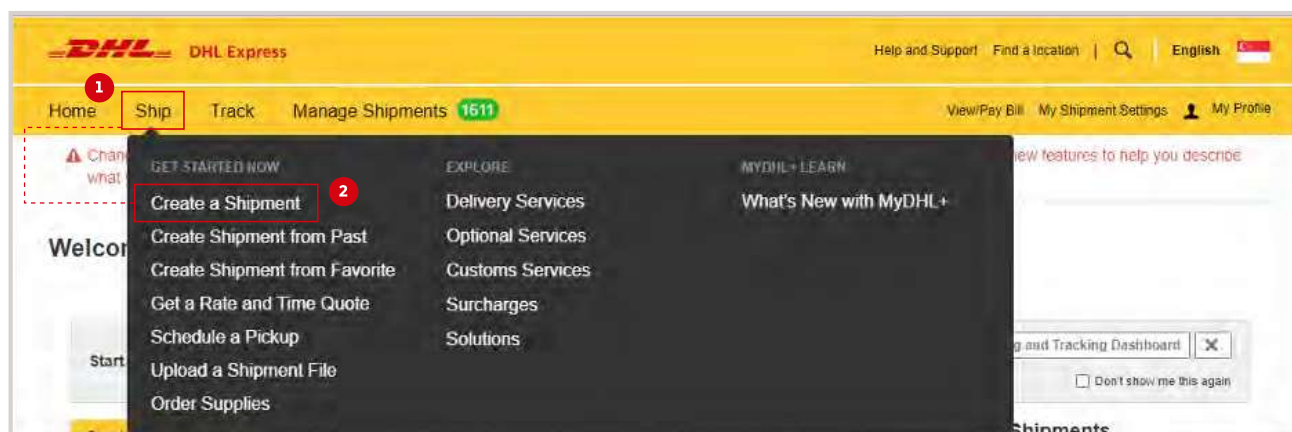
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STEP 1:

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

STEP 2:

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



STEP 3:

Click **Switch** and fill out the shipper details under the **From** section on your screen's left. If the receiver is not in Singapore, you may edit the receiver address under the **To** section.

All fields with the symbol * are mandatory. Those without the symbol * are optional, and can be left blank. Click **Next** to move on.

The screenshot displays the 'Create Shipment' interface with the following details:

- Navigation Bar:** Home, Ship, Track, Manage Shipments (1511), View/Pay Bill, My Shipment Settings, My Profile.
- Buttons:** Cancel, Assign this Shipment, Save for Later.
- From Section (Left):**
 - Name: DEFAULT SHIPPER NAME *
 - Business Contact: ☐
 - Company: DHL Express 2 *
 - Country/Territory: Singapore *
 - Address: 1 Tai Seng Drive *
 - Address 2: Level 2 *
 - Address 3: (blank)
 - Postal Code: 535215 *
 - City: SINGAPORE *
 - State: (blank)
 - Residential Address: ☐
 - Email Address: ecommerce.sg@dhl.com *
 - Phone Type: Office, Code: 65, Phone: (blank), Extension: (blank)
 - Add Another button
 - VAT/Tax ID: Enter HOSSE in Customs Declaration section
 - Updated status, Clear Address link
- Switch Button:** A button labeled 'Switch' with a double-headed arrow, located between the 'From' and 'To' sections.
- To Section (Right):**
 - 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: (blank)
 - Postal Code: 81400 *
 - City: SENAI *
 - State: JOHOR *
 - Residential Address: ☐
 - Email Address: testshipment@yopmail.com *
 - Phone Type: Office, Code: 60, Phone: 01-673 89102, Extension: (blank)
 - Add Another button
 - VAT/Tax ID: Enter HOSSE in Customs Declaration section
 - Notes about this contact: Save as New Contact, Update Contact
 - Clear Address link

A callout box points to the 'To' section with the text: **Click here to save the Receiver Records in Address Book**

STEP 4:

Select shipment type and input Customs Invoice Data which is the whole section of **Tell Us What You're Shipping**. It is important to provide your Customs Invoice Data here 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.

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

What is the purpose of your shipment? 2
Commercial

Tell Us What You're Shipping
Select how you would like to provide your item details

Describe Items 3 ✓
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

☐ Acknowledge

Item Details Table:

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?
 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](#)

Callouts:

- 1: Packages selection
- 2: What is the purpose of your shipment?
- 3: Describe items button
- 4: Item details form

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

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) 250.00 USD

Add Charges

☐ 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

Total Invoice Value
(for customs purposes)

250.00 USD

Next

Annotations:

- 1: Points to the shipment description field.
- 2: Points to the 'Next' button.
- Shipment reference is optional (points to the Reference field).
- Tick this box to buy insurance for your shipment (points to the insurance checkbox).

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: Your Own Package ✓ Quantity: 1 ✓ Weight: 1 kg ✓ Length: 10 cm ✓ Width: 20 cm ✓ Height: 30 cm ✓

Total Packages: 1 Total Weight: 1 KG

Add Another Package

Click here if you want to add another packaging

2

Next

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.

The screenshot shows a web form titled "How will you pay?". It contains several fields and checkboxes. Red boxes and numbers 1 through 4 indicate the sequence of steps to follow:

- Step 1:** A red box highlights the dropdown menu "What shipper account will be used for this shipment?" with the selected value "61XXX8005 - My Own Account".
- Step 2:** A red box highlights the dropdown menu "How will duties and taxes be paid?" with the selected value "Receiver will pay".
- Step 3:** A red box highlights the dropdown menu "Select customs terms of trade" with the selected value "DAP - Delivered at Place".
- Step 4:** A red box highlights the green "Next" button.

Other visible elements include a checked checkbox "Use this account to pay for transportation charges", an unchecked checkbox "Remember these payment options for the" followed by a "Ship FROM address" dropdown, and a section titled "Additional customs details are needed for this shipment" with a note: "In order to complete this shipment you are required to provide the following details for customs."

STEP 9:

Select the shipment date and choose your delivery service option.

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

The screenshot shows a date selection interface titled "I'm sending my shipment on". At the top, a row of date buttons for November 4 (Today) through November 10 is displayed, with November 4 highlighted in yellow. Below this, three columns are visible: "Delivery Date" showing November 7 (Monday), "Delivered By" showing "End of Day", and "Estimated Price" showing "SGD 77.06" with a "Details" link. A green "Select" button is highlighted with a red border. To the right, a promotional box for "EXPRESS WORLDWIDE" states "Get it there faster! With EXPRESS WORLDWIDE, you can get your shipment delivered faster." and another box for "GoGreen Climate Neutral Shipping" is at the bottom right.

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.) Click **Next**.

The screenshot shows the "Optional Services" section with a list of checkboxes: "GoGreen Climate Neutral", "Active Data Logger", "Neutral Delivery", "Direct Signature", "Signature Release", "Sale in Transit", and "Dangerous Goods". A green "Next" button is highlighted with a red border at the bottom right.

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.

The screenshot shows a web form titled "Upload Your Customs Documents". It contains instructions about uploading customs invoices and a signature. A red dashed line with numbered circles highlights the flow from the "Would you like to upload image files?" question to the "Next" button.

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? **1**

☒ 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

2 [Next](#)

STEP 12a:

Select **Shipper will schedule pickup** if the shipper needs to arrange a courier pickup for this shipment. Click **Next** to move on.

Do you want to schedule a courier pickup?

1 **Shipper will schedule pickup** ✓

I will propose pickup date and time

DHL will email shipper to confirm date, time and readiness

The shipper will be notified to schedule a pickup when you send your shipment instructions.
☐ Don't show me this again

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

Assign this shipment to shipper to complete
[Assign this Shipment](#)

2 **Next**

Proceed to **page 17** for the necessary steps to complete pickup request.

STEP 12b:

Select **I will propose pickup date and time** if you need to arrange a courier pickup for this shipment. Then select the pickup time window. Click **Next** to move on.

Do you want to schedule a courier pickup?

1 **I will propose pickup date and time** ✓

DHL will email shipper to confirm date, time and readiness

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

Assign this shipment to shipper to complete
[Assign this Shipment](#)

Important

- DHL will email shipper to confirm date, time and readiness
- Shipper can reschedule or cancel a pickup if there is a conflict with your requested date and time.
- Please ensure your shipper will have the shipment and all the paperwork ready at pickup

I'm sending my shipment on **May 26 Today** [Edit](#)

Pickup Window – When courier may arrive and shipment is ready

Earliest 2:45 pm Latest 4:30 pm

12:00 am 4:00 am 8:15 am 12:15 pm 4:30 pm

Please allow at least 15 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 4:15 pm.

Click and drag the yellow tag to select the timing

Where should the courier pick up the shipment?
Reception

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

Pickup Address

Default Shipper name in Malaysia
ABC company
Block 2, unit #02-02
SENAI, JOHOR, 81400
test@yopmail.com
+60 18-988 8888
[Edit](#)

[Disclaimer and Important Details](#)

2 **Next**

Note: Please refer to Page 14 for detailed steps on Scheduling and Confirming the Pickup

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:

After checking your cost summary, click **Accept and Continue** to confirm the shipment and proceed to the next page.

Shipment Cost Summary

EXPRESS WORLDWIDE
Mon, 29 May, 2023 - End of Day

Volumetric Weight  1.421 kg
Total Weight 1.5 kg
Chargeable Weight 1.5 kg

Transportation Charges	SGD	63.65
Fuel Surcharge	SGD	18.57
Emergency Situation	SGD	2.10
Total	SGD	84.32

Get your shipment delivered by 10:30 am for just 32.07 SGD more.

Upgrade Now!

Add shipment protection for just 15.00 SGD more!

Upgrade Now!

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](#).

Accept and Continue

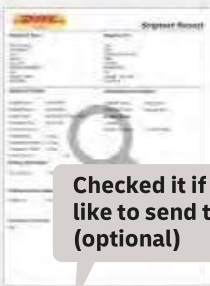
STEP 15:

You will see this page if you have created the DHL Invoice and not uploaded it. Click **Send Documents** to send the selected documents to the shipper, including the shipping label and Customs Invoice.

Create Shipment ☒ — Pay ☒ — Print

Send Documents to Shipper

Email your documents now or download and email them later.



Checked it if you would like to send to the shipper (optional)

☒ Label (Waybill) ☒ Customs Invoice ☐ Receipt

Number of Copies Number of Copies

Your shipment is not completed until you have sent your documents to the shipper

 **Download Documents**

 **Send Documents**

I will download my documents and email them later

I will use MyDHL+ to email my documents now

Your Tracking Number
4018389152
Piece # 1:
JD014600010993101168

Pickup Confirmation
Number CBJ230527688709

Pickup Details
Sat, May 27, 2023
Between 10:00 am and 12:00 pm

☆ Save as Favorite

It is crucial that you click **“Send Documents”** to complete the process.

STEP 16:

Shipment confirmation page. There are many other optional actions that you can do here:

- 1 Set up status notifications so that we will notify you when the shipment reaches certain checkpoints.
- 2 Share shipment details with anyone via email.
- 3 You can **Save as Favorite**, **Reprint Documents**, or **Download Documents** from your shipment.
- 4 Continue creating another shipment by clicking **Create Another Shipment**.

The screenshot shows the 'Shipment Confirmation' page with a progress bar at the top: 'Create Shipment' (checked), 'Pay' (checked), and 'Print' (checked). The main heading is 'Shipment Confirmation' with a green checkmark icon.

Important

- Your shipping instructions and documents have been sent to your shipper.

Want Status Notifications?

Set up email or text notifications for this shipment's progress - for you or others!

[Get and Send Notifications](#)

Want to Share?

Shipment details have been emailed to 1 [Contacts](#), per your Share settings.

Select shipment details you want to email to others:

☒ Tracking Number	☒ Label (Waybill)
☒ Pickup Confirmation Number	☒ Shipment Receipt
☒ Shipment Details	☒ Customs Invoice

[Share](#)

Save Shipment Defaults

Save these defaults to use for future shipments.

☐ EXPRESS WORLDWIDE

☐ Box 2 (Shoe)

☐ PACKAGE

[Save](#) [Edit](#)

Your Tracking Number
4018389152

Pickup Confirmation Number
CBJ230527688709

Pickup Details
Sat, May 27, 2023
Between 10:00 am and 12:00 pm
[View all scheduled pickups](#)

[☆ Save as Favorite](#)

[🖨️ Reprint Documents](#)

[📄 Download Documents](#)

[Create Return Label](#)

[Create Another Shipment](#)

Callouts:

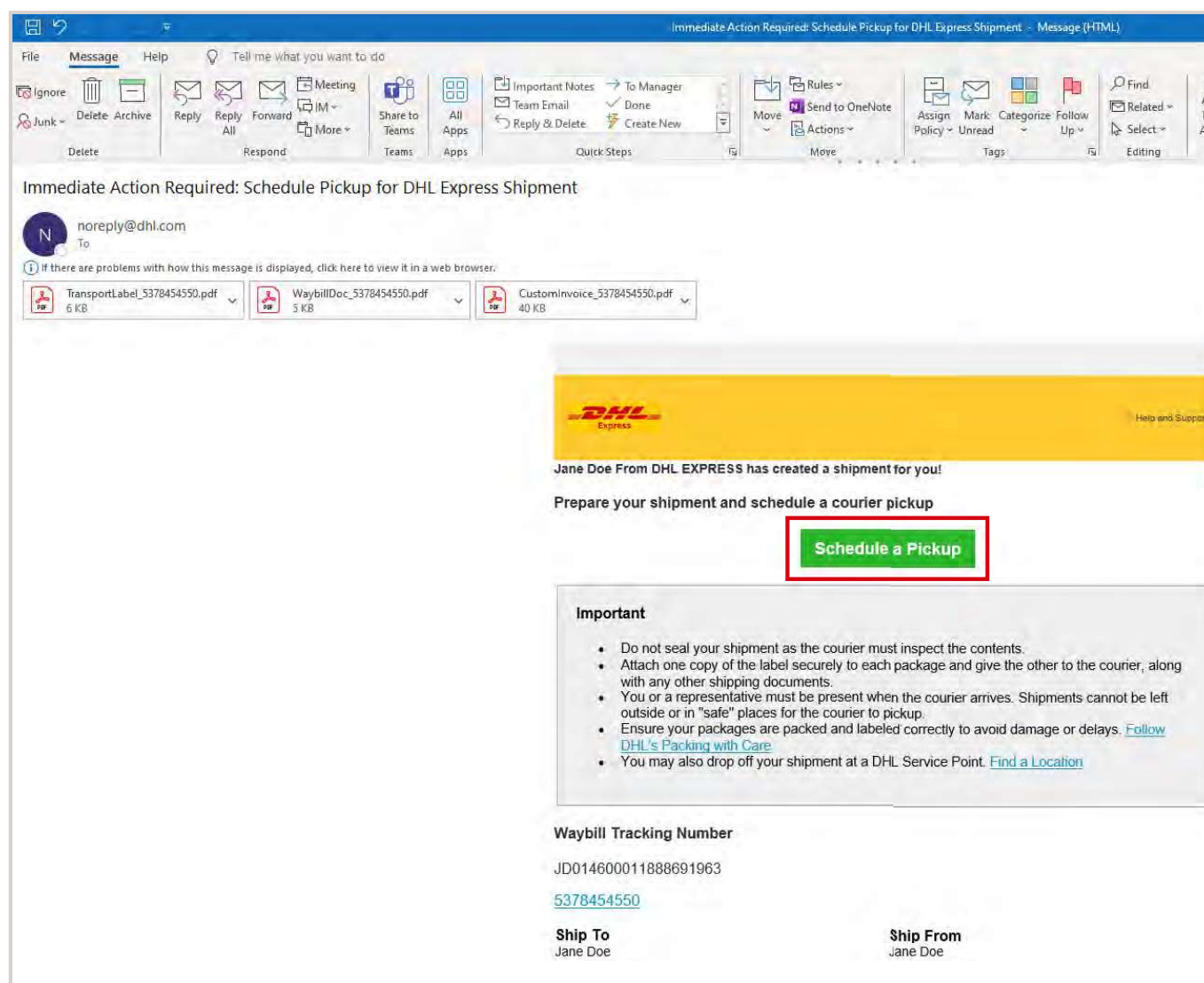
- Setup status notification by checkpoint** (points to 'Get and Send Notifications')
- Share shipment details via email** (points to 'Share')

ACTION REQUIRED FOR SHIPPER TO SCHEDULE AND CONFIRM PICKUP

***If the shipper does not act on both selections, no pickup will be notified to the courier.**

Selecting Shipper will schedule pickup:

The shipper will receive a shipment confirmation email as shown in the sample below. The shipper needs to click **Schedule a Pickup** to trigger the pickup request.



Shipper will see the Schedule a Pickup page. Select **No** > select **I have a DHL Waybill Number** > enter the waybill number provided from the email and the shipper's contact number > click **Next**.

The screenshot shows the DHL Express 'Schedule a Pickup' page. The page has a yellow header with the DHL logo and navigation links. The main content area is white. A red box labeled '1' highlights the 'No' button for 'Do you need to create a shipping label?'. Another red box labeled '2' highlights the 'I have a DHL Waybill Number' dropdown menu. A third red box labeled '3' highlights the 'Next' button. The form fields are as follows:

Field	Value
Waybill Number	5873361060
Code	60
Phone	18-988 88888

The 'Next' button is green and located at the bottom right of the form.

Fill out the pickup address and click **Next**.

Schedule a Pickup

Waybill Number 5873361060 Edit

Pickup Address

Name

DEFAULT SHIPPER NAME IN MY ✓

☐ Business Contact

Company ⓘ

COMPANY IN MY ✓

Country/Territory

Malaysia ✓

Address

Street 1 ✓

Address 2

Block 2, level 2 -02 ✓

Address 3

Postal Code

81400 ✓

City

SENAI ✓

State

JOHOR ✓

☐ Residential Address

Email Address

test@yopmail.com ✓

Phone Type

Office ▾

Code

 60 ✓

Phone

18-988 8888_ ✓

Extension

+ Add Another

Clear Address

Where should the courier pick up the shipment?

Reception ✓

Instructions for the courier

Sample: Ring the doorbell

Next

Fill out the packaging details before proceeding to the next page.

Schedule a Pickup

 Waybill Number 5873361060 Edit

From :
 DEFAULT SHIPPER NAME IN MY
 COMPANY IN MY
 Street 1
 Block 2, level 2 -02
 SENAI, JOHOR 81400
 Malaysia

Where should the courier pick up the shipment?
 Reception Edit

Instructions for the courier
 Sample: Ring the doorbell

What are we picking up?

Number of Packages	Total Weight (all packages) kg	Largest Package Size cm
1 ✓	0.5 ✓ kg	33.7 ✓ x 32.2 ✓ x 10 ✓

Next

Select the pickup time window.

Schedule a Pickup

 Waybill Number 5873361060 Edit

From :
 DEFAULT SHIPPER NAME IN MY
 COMPANY IN MY
 Street 1
 Block 2, level 2 -02
 SENAI, JOHOR 81400
 Malaysia

Where should the courier pick up the shipment?
 Reception Edit

Instructions for the courier
 Sample: Ring the doorbell

Largest Package
 1 Piece - 0.5 kg (33.7 X 32.2 X 10) cm

Packaging No Edit

When should we pickup your shipment?

Pickup Date
 2023-05-30

Pickup Window – When courier may arrive and shipment is ready

Earliest 1:15 pm Latest 4:30 pm

12:00 am 4:00 am 8:15 am 12:15 pm 4:30 pm

Please allow at least 60 minutes for your Pickup Window

Schedule Pickup

Click and drag the yellow tag to select the timing

When the pickup booking is completed, you may refer to the pickup confirmation number and details on your screen's right corner.

Schedule a Pickup

Pickup Confirmation

- Thank you for scheduling a courier pickup!
- You will be receiving a confirmation email with the pickup details.

☐ **Want to Notify Others?**
Send an email or SMS text message about this pickup.

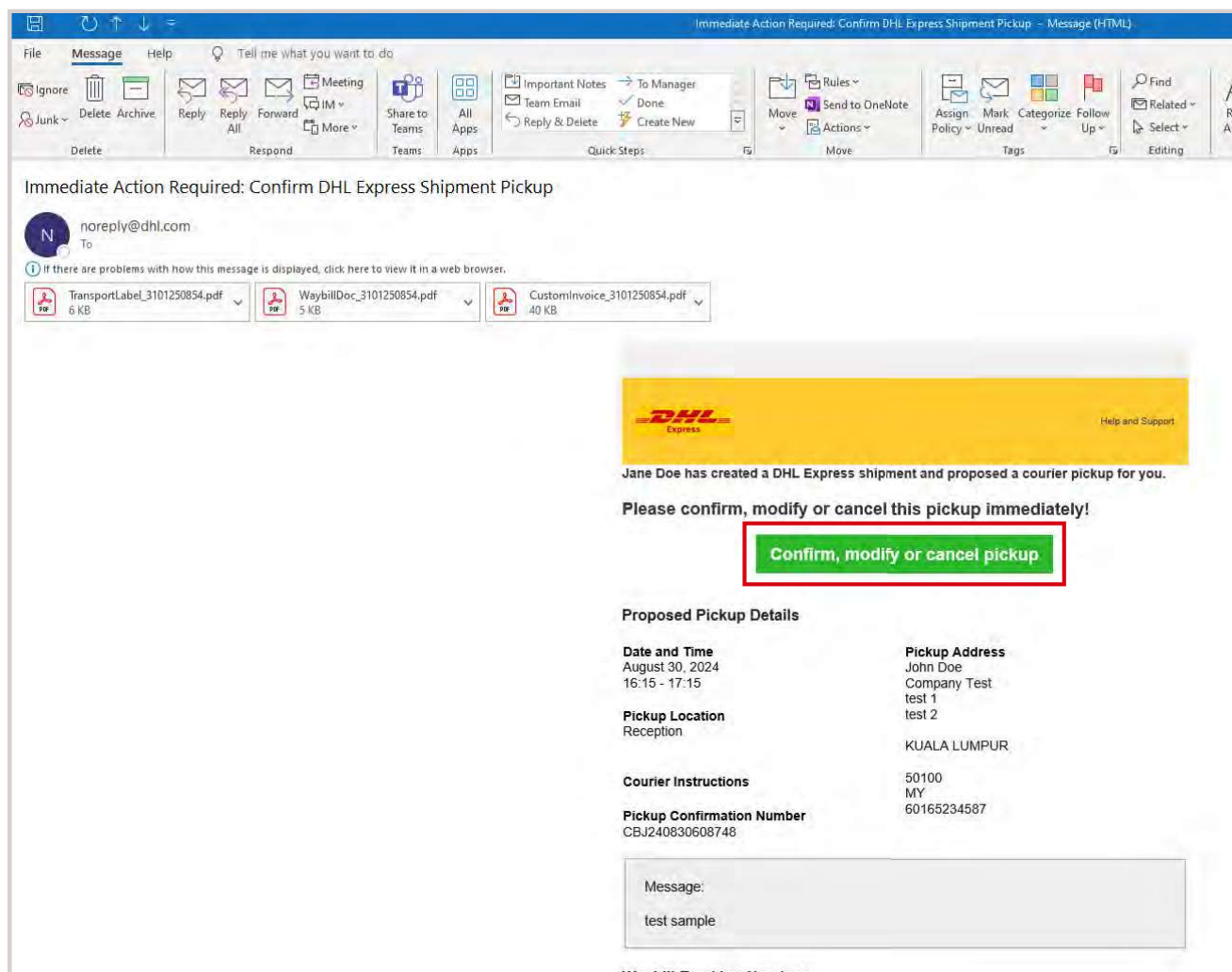
Enjoy Time Saving Benefits
Make shipping internationally quick and easy! Save addresses, access shipment history, track shipment status and more.
Register for MyDHL+ now!

Pickup Confirmation
Number CBJ230530005527

Scheduled Pickup Time
05/30/2023 1:15 pm - 4:30 pm
Pickup Address
DEFAULT SHIPPER NAME IN
MY
COMPANY IN MY
test@yopmail.com
+60 18-988 8888
SENAI, 81400
Malaysia
If you need to modify or cancel
your pickup, please contact
Customer Service at 1 800 888
388 (Toll free) or +603 7964 2800
(overseas).

Selecting I Will Propose Pickup Date and Time:

Contact the shipper and inform them to click **Confirm, modify or cancel pickup** from the email received if you have scheduled the pickup on their behalf.



The shipper will see this page after clicking **Confirm, modify or cancel pickup**. They must click **Confirm Pickup** to trigger courier pickup.

Manage This Pickup

Pickup Address DEFAULT SHIPPER NAME IN MALAYSIA ABC COMPANY Street 1 Block 2 #02-02 SENAI, JOHOR 81400 Malaysia 	Pickup Location Reception Courier Instructions Test Package Size 1 (34 X 19 X 11) cm Total Weight 1.5 kg Edit
Pickup Date 5/31/2023 	Earliest Pickup Time 0:00 Latest Pickup Time 16:30 Edit

STEP 17:

Once the shipment is completed,
Your Tracking details will be displayed.

Send Documents to Shipper

Email your documents now or download and email them later.



☒ Label (Waybill)

1

Number of Copies



☒ Customs Invoice

2

Number of Copies



☐ Receipt

Your shipment is not completed until you have sent your documents to the shipper

 **Download Documents**

I will download my documents and email them later

 **Send Documents**

I will use MyDHL+ to email my documents now

Download Documents to your PC.

Send Documents to your Sender's email.

Your Tracking Number
3755541694
Piece # 1:
JD014600011798468974

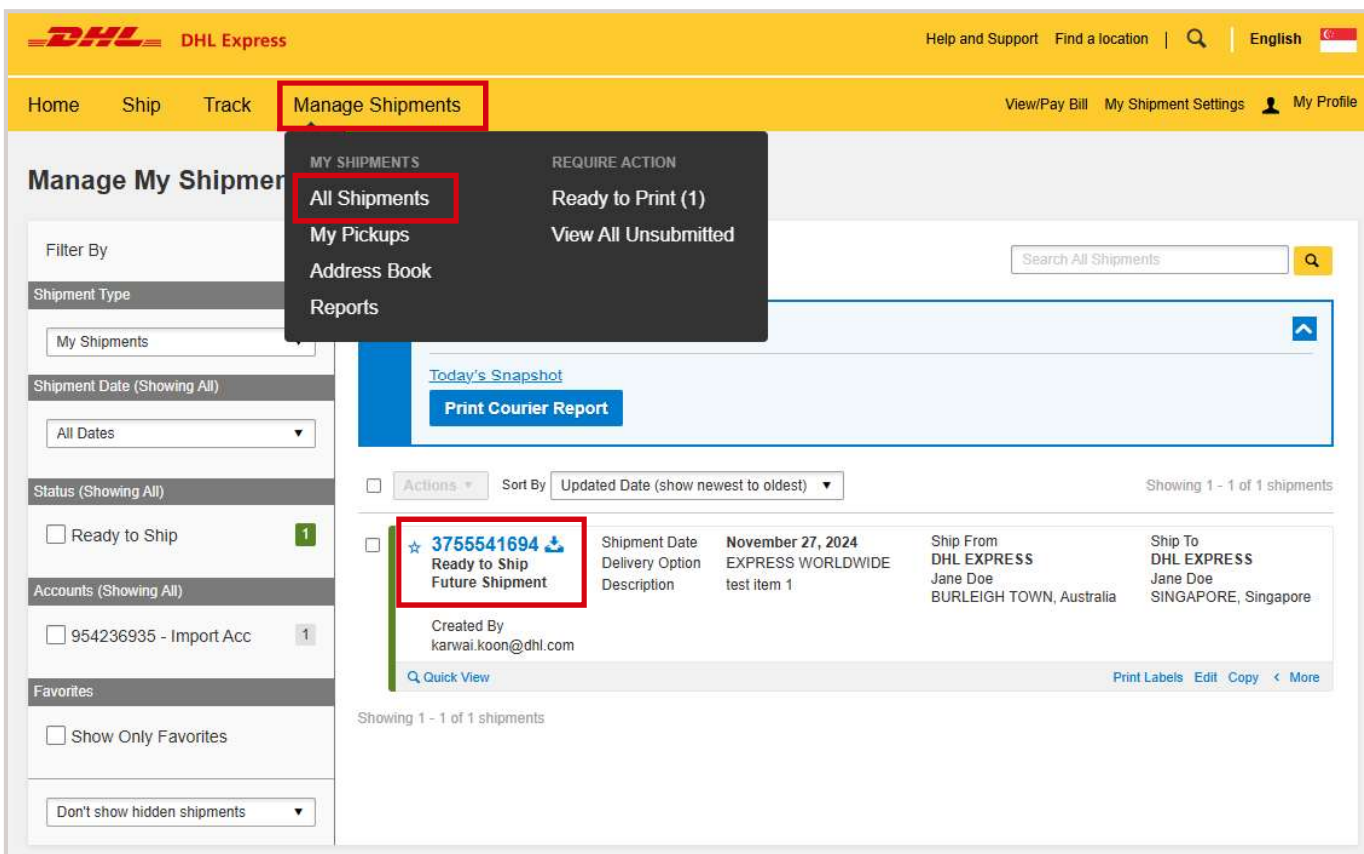
Pickup Confirmation Number
CBJ241127694981

Pickup Details
Wed, Nov 27, 2024
Between 2:00 pm and 4:00 pm

☆ Save as Favorite

STEP 18:

You can trace back your shipment Records by clicking on Manage Shipments > All Shipments.



STEP 19:

You can click on the WayBill Number to further view details of shipment.

- Indicating WayBill & Pick Up Confirmation with Courier.
- If you notice that the Pick Up Confirmation is empty, it means the Pick Up is not yet been arranged

Shipment Details

◀ Back

Edit

Copy

Download

Cancel Shipment

Create Return Label

Outbound

Make Favorite

Hide (from Manage Shipments list)

Waybill Number 3755541694

Shipment Date 11/27/2024

Pickup Confirmation CBJ241127694981

Pickup Window 2:00 pm - 4:00 pm

Status Ready to Ship

Future Shipment

Ship From

Jane Doe (Business Address)

DHL EXPRESS

test address 1

BURLEIGH TOWN

4220

Australia

test1@dhl.com

VAT/Tax ID

Ship To

Jane Doe (Business Address)

DHL EXPRESS

test address 1 test address 2

SINGAPORE

532987

Singapore

VAT/Tax ID

Shipment Details

Shipper's Reference

Additional Reference

Delivery Option

Shipment Type

Number of Pieces

Piece ID

Total Weight

Volumetric Weight

Chargeable Weight

EXPRESS WORLDWIDE

Packages

1

JD014600011798468974 (2 kg)

2 kg

0.2 kg

2 kg

Customs Information

Declared Value

Dutiable Status

Total Charge

Digital Customs Invoice

MRN

100 SGD

Dutiable

185.58 SGD

No

Description of Contents

test item 1

Billing Information

Payment Method

Duties and Taxes

Terms of Trade

DHL Account

Receiver will pay

Delivered at Place

This box will show you the Billing Account Number being used.

STEP 20:

As you scroll down, you can still Re-send Documents if the Shipper did not receive it. You can also Print or Download the documents to your PC.

Shipment Documents

◀ Back Edit Copy Download Cancel Shipment Create Return Label

XXXXXXX

☒ Label (Waybill) ☒ Customs Invoice ☐ Receipt

1 Number of Copies 2 Number of Copies

Send Selected Documents

[Print Selected Documents](#) | [Print Downloaded Documents](#)

Notifications

Status notifications not sent

Set Up Notifications

Share

Shipment details not shared with others

Share Shipment Details

STEP 20a:

You can set up notification as well to be notified via email.

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.