



MYDHL⁺ SHIPMENT CREATION GUIDE

DHL Express – Excellence. Simply delivered.

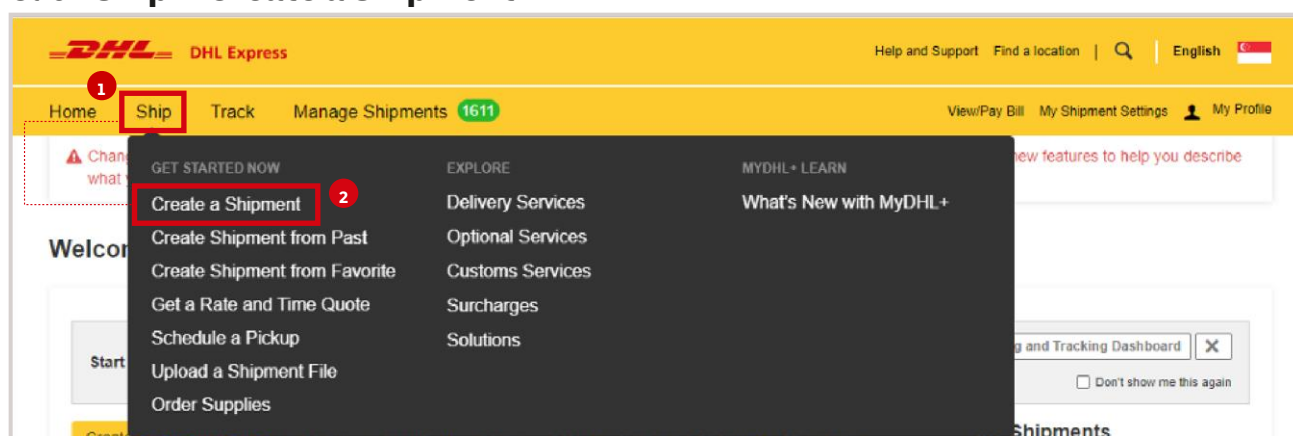


STEP 1:

Login to MyDHL+ at <https://mydhl.express.dhl/lk/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 displays the DHL shipment creation interface. At the top, there is a navigation bar with links: Home, Ship, Track, Manage Shipments (1611), View/Pay Bill, My Shipment Settings, and My Profile. Below this is a sub-header with 'Create Shipment' and buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'.

The main form is divided into two columns: 'From' and 'To'. A 'Switch' button is located between them. The 'To' column is highlighted with a red border. Both columns contain the following fields:

- Name:** Text input field with a dropdown arrow and a green checkmark.
- Business Contact:** Checkbox.
- Company:** Text input field with a dropdown arrow and a green checkmark.
- Country/Territory:** Text input field with a green checkmark.
- Address:** Text input field with a green checkmark.
- Address 2:** Text input field with a green checkmark.
- Address 3:** Text input field.
- Postal Code:** Text input field with a green checkmark.
- City:** Text input field with a green checkmark.
- State:** Text input field with a green checkmark.
- Residential Address:** Checkbox.
- Email Address:** Text input field with a green checkmark.
- Phone Type:** Dropdown menu.
- Code:** Text input field with a green checkmark.
- Phone:** Text input field with a green checkmark.
- Extension:** Text input field.
- VAT/Tax ID:** Text input field.

At the bottom of each column, there is an 'Add Another' button. Below the 'To' column, there is a 'Notes about this contact' section with 'Save as New Contact' and 'Update Contact' buttons, and a 'Clear Address' link.

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

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.

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](#)

What is the purpose of your shipment?

Commercial

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

AAA FV456 Silver Plastic Red Laser Gaming Mouse

Quantity: 1

Units (How the item is packaged): Pieces

Value (Per Item): 50 USD

Weight (Per Item): 0.3 kg

Where was the item made?: Taiwan

Commodity Code:

☐ Add line item reference

[Add from Product/Item List](#)

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

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

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

1

Invoice Value
Include any additional charges for this shipment.

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

Shipment reference is optional

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

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.

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

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](#)

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

Save Copy

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

Click here if you want to add another packaging

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.

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.

The screenshot shows the 'I'm sending my shipment on' section. At the top, there's a row of date buttons for November 4 (Today), 5 (Tomorrow), 6 (Sunday), 7 (Monday), 8 (Tuesday), 9 (Wednesday), 10 (Thursday), and a 'More +' button. 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' dropdown. A green 'Select' button is highlighted with a red box. To the right, a callout box says 'Get it there faster! With EXPRESS WORLDWIDE, you can get your shipment delivered faster.' Below that is a 'GoGreen Climate Neutral Shipping' button.

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.)

The screenshot shows the 'Optional Services' section with a list of services, each with an unchecked checkbox: '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 box in the bottom right corner.

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](#)

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

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


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




☒ Label (Waybill)

Number of Copies





☒ Customs Invoice

Number of Copies



☐ 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 / *30-2821*

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


Day Time


C-PLT


Ref: Cost Center 123456

Pce/Shpt Weight
1.0 kg

Piece
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

Print invoice (If applicable).

Commercial Invoice

AWB No: 0007547332 Invoice Date: 2022-11-04 Invoice No:

SHIP FROM:
DHL Express J
DEFAULT SHIPPER NAME
1 Tai Seng Drive
Level 2
Singapore, 638215
Singapore
+6563070000
ecommerce.sg@dhl.com
Trader Type:PRIVATE
VAT No:
EORI:
TAX ID:

SHIP TO:
Company MY123 Pte Ltd
DEFAULT SHIPPER NAME IN MY
Street 1
Block 1, Unit #01-02
SINGAPORE, 61400
Johor
Malaysia
+60107385102
toby@mymerchandise.com
Trader Type:PRIVATE
VAT No:
EORI:

Shipper Reference: Cost Center 123456
Receiver Reference:

Remarks:

Item	Description	Commo- dity Code	GST paid	Item Weight / Gross Total Weight	COO	Reference Type & ID	QTY	Unit Value	Sub Total Value
1	AAA GK123 Metal Blue Mechanical Gaming Keyboard		N	1.500 kg 1.500 kg	CHINA, PEOPLES REPUBLIC		1.00 PCS	200.00 USD	200.00 USD
2	AAA P456 Silver Plastic Red Laser Gaming Mouse		N	0.300 kg 0.300 kg	TAIWAN		1.00 PCS	50.00 USD	50.00 USD

Total Goods Value:
Total Invoice Amount:
Currency Code:
Terms of Payment:
Terms of Trade:
Place of Incoterms:
Reason for Export:
Type of Export:
Total Net Weight:
Total Gross Weight:

200.00 USD
250.00 USD
USD
Delivered at Place
Commercial
Commercial Purposes/Sale
1.800kg
1.000kg

Total line items:
Number of Items:
Total units:
Package Marks / Other info:

2
2.0
Z.0

Payee of GST / VAT:
Duty / Taxes paid:
Require Proforma:
Duty / No-duty service:
Carrier:
Ultimate Consignee:
Exemption Citation:

Receiver Will Pay
No
DHL

We hereby certify that the information contained in the invoice is true and correct and that the contents of this shipment are as stated above.

Name: DEFAULT SHIPPER NAME
Position:
Date of Signature: _____

Signature: _____
Company Stamp

Page 1 of 1

Print

1 sheet of paper

Destination

Pages

Copies

Color

More settings

1

SINCO_FX_PRINTER 0

All

1

Black and white

2

Print

Cancel

Connect with us

DHL Keells Pvt Ltd – Sri Lanka



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



Call Customer Services on **+94 114 798 600** or Technical Support Helpdesk on **+94 114 798 620**



Find your nearest [DHL Service Point](#)

The information in this guide is correct as of 07/2025.

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