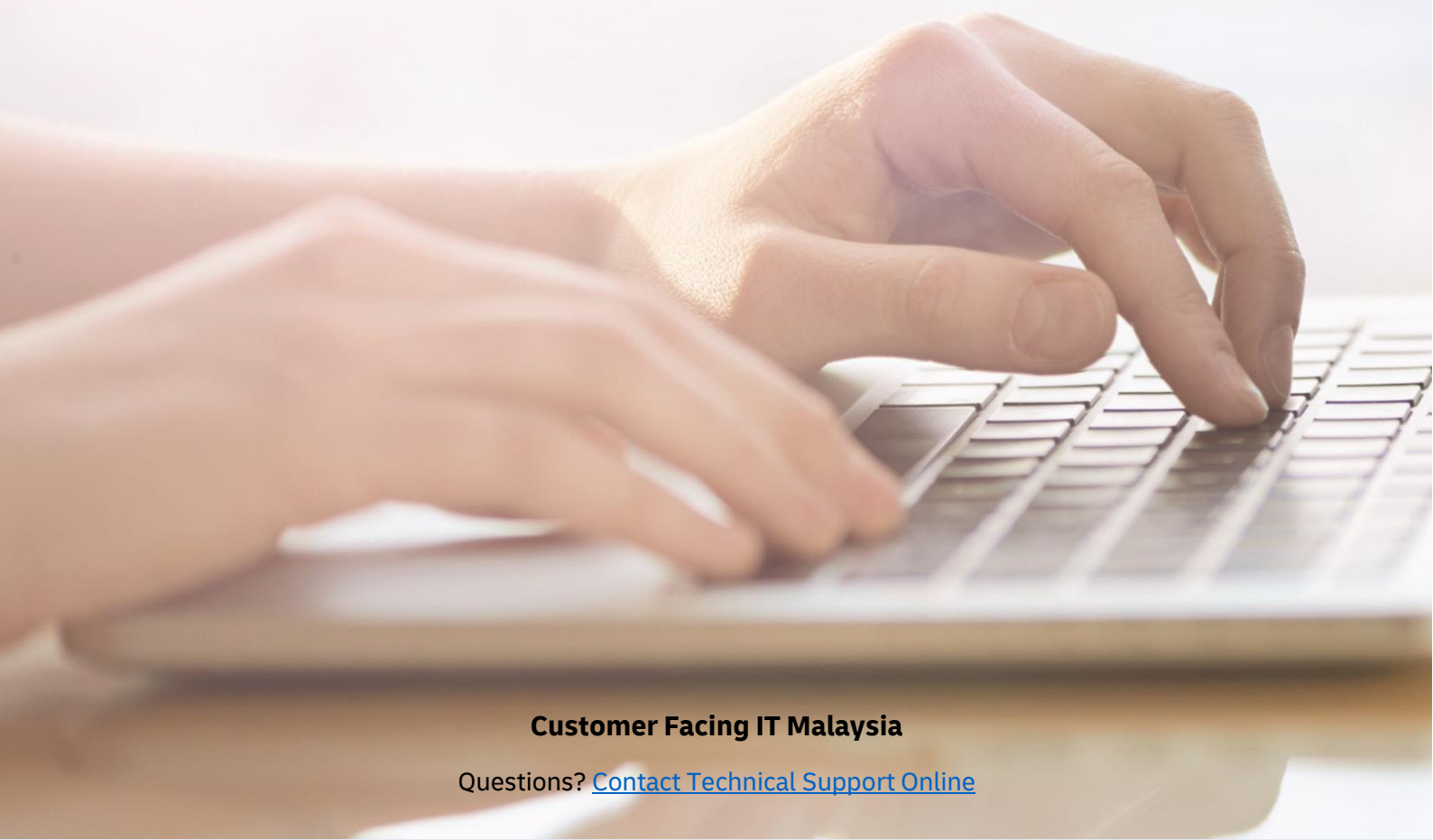


MyDHL+

REFERENCE GUIDE:

Authorized Account Usage



Customer Facing IT Malaysia

Questions? [Contact Technical Support Online](#)

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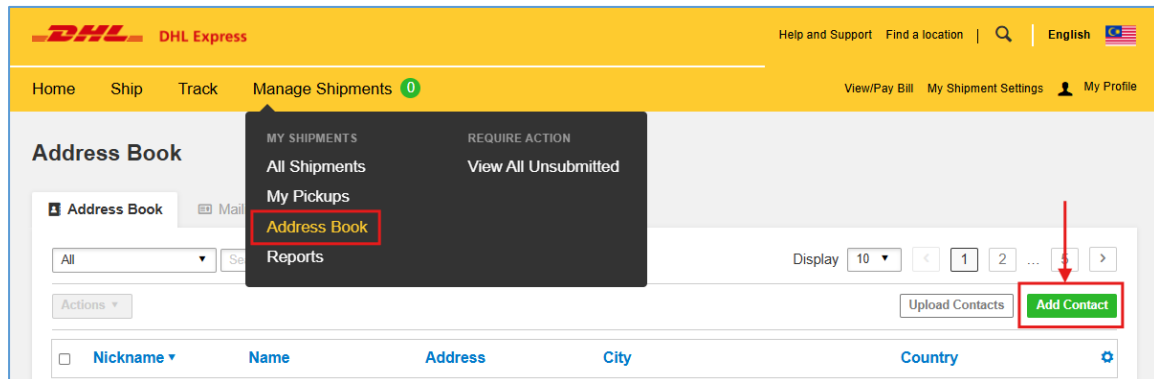
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GRANTOR: ACCOUNT HOLDER

A. Save Shipper Address

1. Log in to MyDHL+ with your registered email address and password
2. Save the shipper details in the Address Book.
 - a) Go to Manage Shipments > Address Book > Click **Add Contact**.

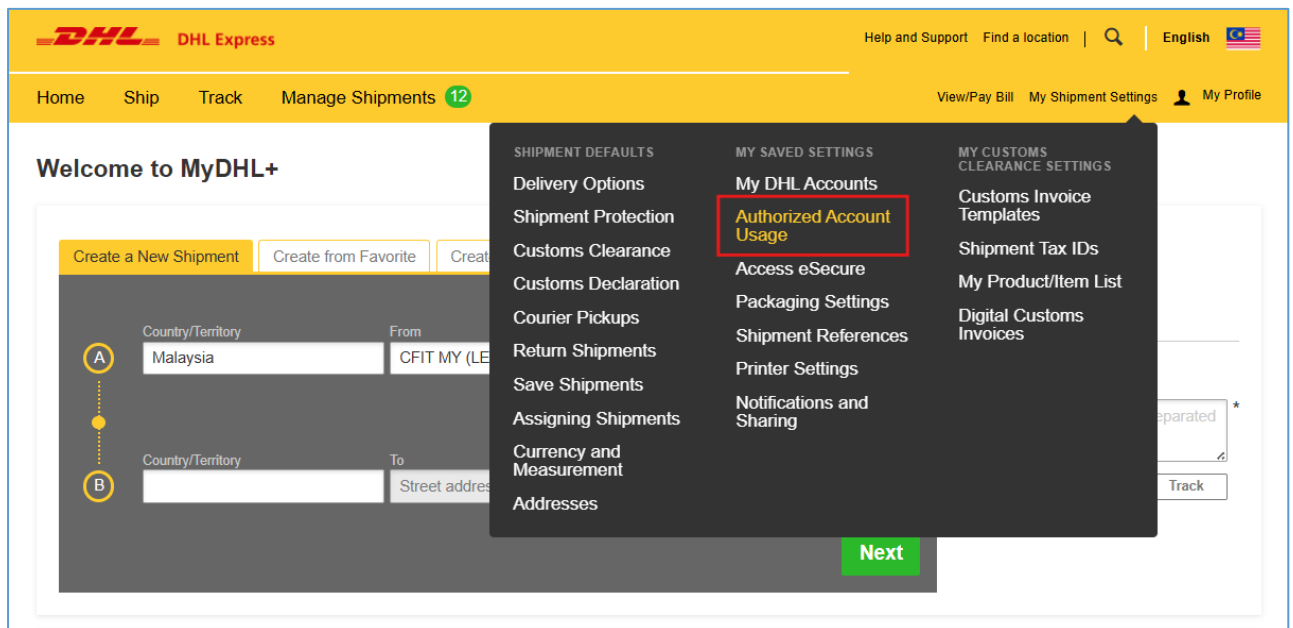


- b) Enter the grantee/shipper details and Click **Save**.

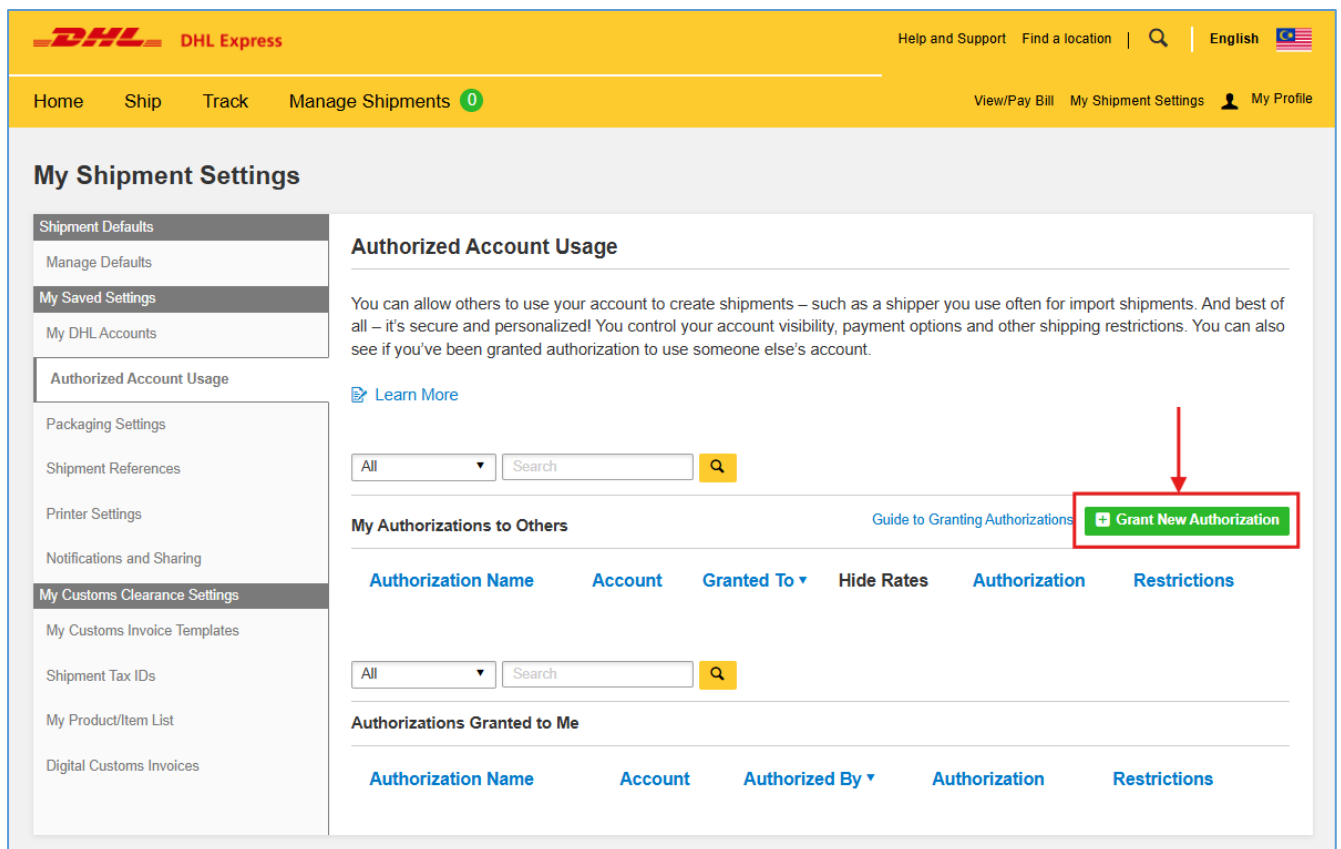
The screenshot shows the 'Add New Contact' form in the DHL Express MyDHL+ web interface. The form is titled 'Add New Contact' and has a 'Cancel' button and a 'Save' button at the top right. The form is divided into two main sections: 'Contact Details' and 'Phone Details'. Under 'Contact Details', there are fields for 'Name' (First Name and Last Name), 'Company', 'Nickname', 'Country/Territory' (set to 'Malaysia'), 'Address', 'Address 2', 'Address 3', 'Postal Code', 'City', and 'State'. There are also checkboxes for 'Residential Address' and 'Business Contact' (which is checked). Under 'Phone Details', there are fields for 'Email Address', 'Phone Type' (set to 'Office'), 'Code' (set to '60'), 'Phone', and 'Extension'. There's also a 'VAT/Tax ID' field and a 'Notes about this contact' text area. At the bottom, there's a section 'Is this a Favorite?' with checkboxes for 'Favorite ship TO address' and 'Favorite ship FROM address'. A box on the right says 'Save this contact as a Favorite to quickly select from your Address Book!'. There's also an 'Add Another' button.

B. Grant Authorization

3. Go to My Shipment Settings > Select **Authorized Account Usage**.



4. Click 'Grant New Authorization' button.



5. Complete grant authorization details.

- a) Select the saved shipper details from the Address Book.
 - a. If user email is not registered with MyDHL+ yet, they will receive a link to register
- b) Choose the shipper account from your account list
- c) Select for '**Use this account to pay** for transportation charges'.
- d) We recommend hiding your DHL account and rates from the shipper

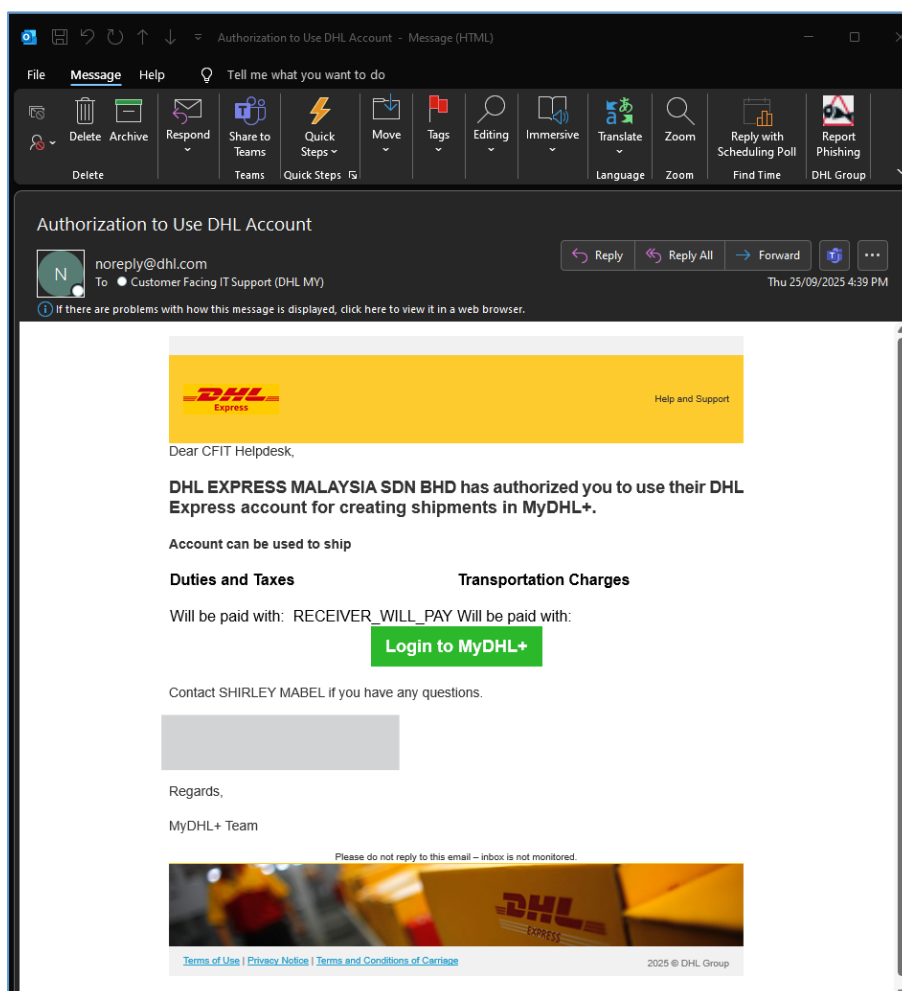
6. Once all mandatory fields have been entered, Click '**Save and Send Authorization**'

- a. You may revoke the authorization any time

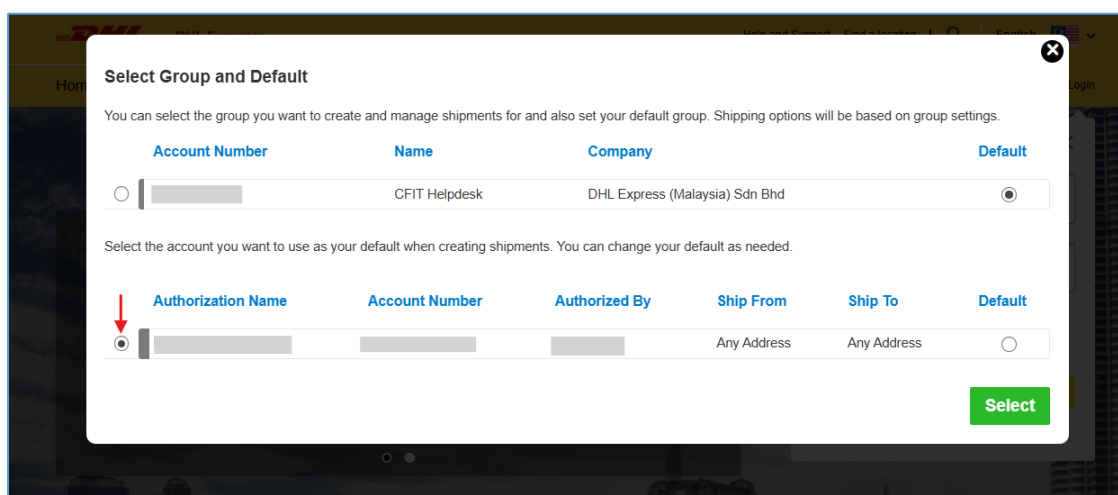
GRANTEE: SHIPPER

C. Authorization Notification

1. Shipper will receive an email notification with the link to Login to MyDHL+

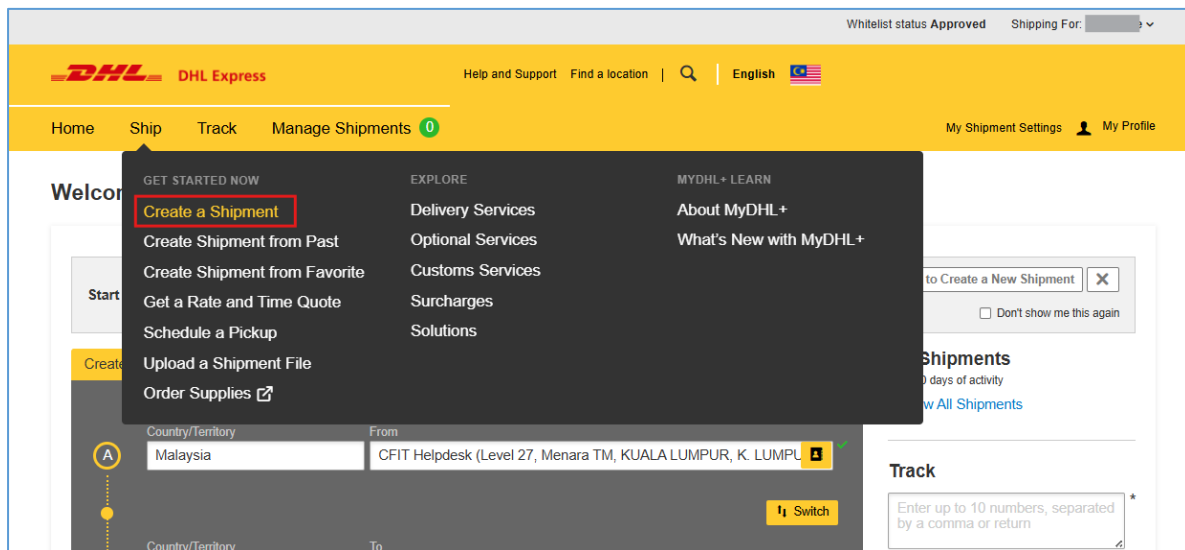


2. Once logged in, select the authorization granted in the pop-up to proceed.



D. Creating Shipment

3. Click **Ship** > **Create a Shipment** to begin



4. Fill up all the mandatory fields marked with asterisk (*)

A screenshot of the DHL Express 'Create Shipment' form. The form is divided into two main sections: 'From' and 'To'. The 'From' section includes fields for Name (CFIT Helpdesk), Business Contact (checked), Company (DHL Express (Malaysia) Sdn Bhd), Country/Territory (Malaysia), Address (Level 27, Menara TM), Address 2 (Off Jalan Pantai Baharu), Address 3, Postal Code (50672), City (KUALA LUMPUR), and State (K. LUMPUR). The 'To' section includes fields for Name (First Name and Last Name), Business Contact (unchecked), Company, Country/Territory, Residential Address (unchecked), Email Address (DHL will send shipment notifications to this email address), Phone Type (Office), Code (?), Phone, and Extension. A 'Switch' button is located between the two sections. The form also has 'Cancel' and 'Save for Later' buttons at the top right.

5. Kindly ensure pickup is being scheduled by clicking on “**Yes – Schedule Pickup**”

Do you want to schedule a courier pickup?

Yes – Schedule Pickup ✓

QR code option is available at select locations.

I'm sending my shipment on **September 26 Today**

Pickup Window – When courier may arrive and shipment is ready

Earliest 12:00 pm Latest 5:30 pm

12:00 pm 1:15 pm 2:45 pm 4:00 pm 5:30 pm

Please allow at least 60 minutes for your Pickup Window
The latest time a request can be made for pickup today is 4:30 pm

Where should the courier pick up the shipment?
 ✓

Total Pickup Weight
 kg ✓

Instructions for the courier

[Disclaimer and Important Details](#)

Pickup Address

CFIT Helpdesk
DHL Express (Malaysia) Sdn Bhd
Level 27, Menara TM
Off Jalan Pantai Baharu
KUALA LUMPUR, K. LUMPUR, 50672

E. Waybill Printing

6. Once completed, click “**Print Selected Documents**” and select your preferred printer.

Whitelist status Approved Shipping For:

DHL Express Help and Support Find a location English



Home Ship Track Manage Shipments **1** My Shipment Settings My Profile

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

Your Tracking Number

Piece # 1:
JD0

Pickup Confirmation Number CBJ250926

Pickup Details
Fri, Sep 26, 2025
Between 4:30 pm and 5:30 pm

7. To create another shipment with the same authorization, repeat from step 3.

The information in this guide is correct as of September 2025.

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

DHL Express (Malaysia) Sdn Bhd

Level 27, Menara TM,
Off Jalan Pantai Baharu,
50672 Kuala Lumpur.