

MyDHL+

REFERENCE GUIDE:

Remote Booking (Import)



Customer Facing IT Malaysia

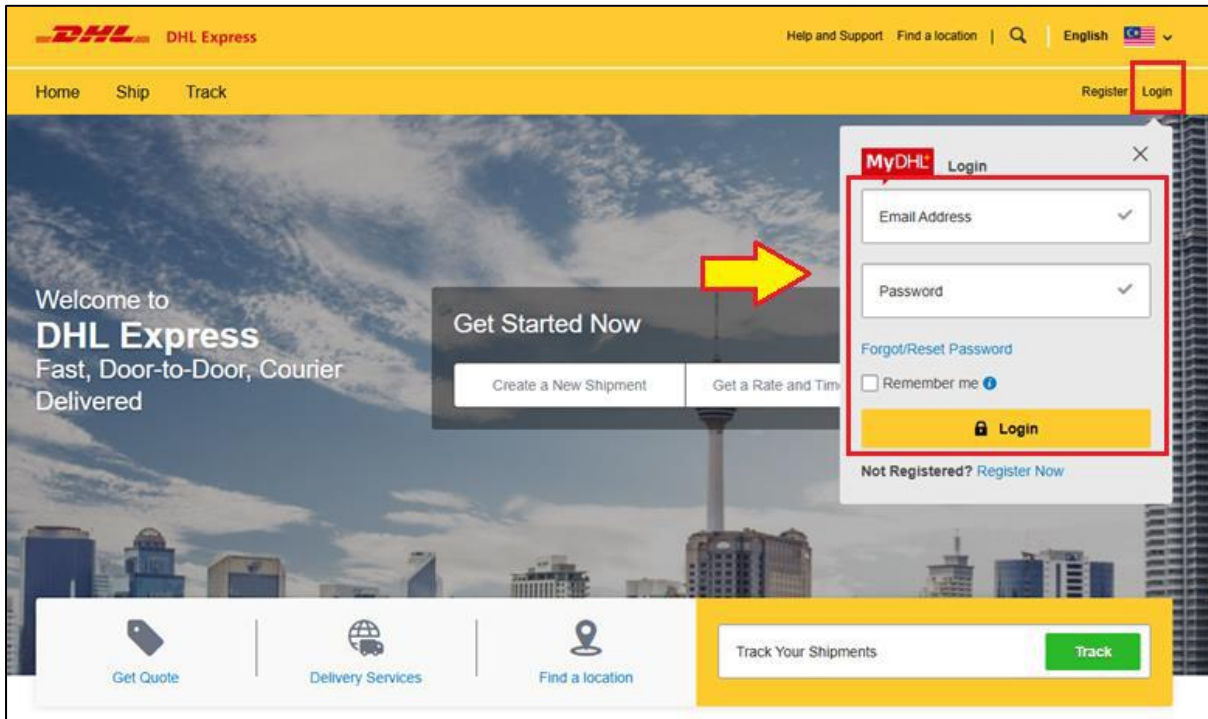
Questions? [Contact Technical Support Online](#)

TABLE OF CONTENTS

LOGIN TO MYDHL+	2
1.0 CREATE A SHIPMENT	2
1.1 ADDRESS DETAILS.....	3
1.2 SHIPMENT DETAILS	4
1.2.1 SHIPMENT DETAILS – DOCUMENTS.....	4
1.2.2 SHIPMENT DETAILS – PACKAGES.....	5
1.3 CUSTOMS INVOICE DETAILS	7
1.4 PACKAGING TYPE	7
1.5 PAYMENT OPTIONS.....	8
1.6 DELIVERY OPTIONS.....	9
1.7 OPTIONAL SERVICES.....	10
1.8 DIGITAL CUSTOMS INVOICE	11
1.9 SCHEDULING A PICKUP	12
1.10 RETURN LABEL	13
1.11 SHIPMENT COST SUMMARY.....	13
2.0 SEND DOCUMENTS.....	14

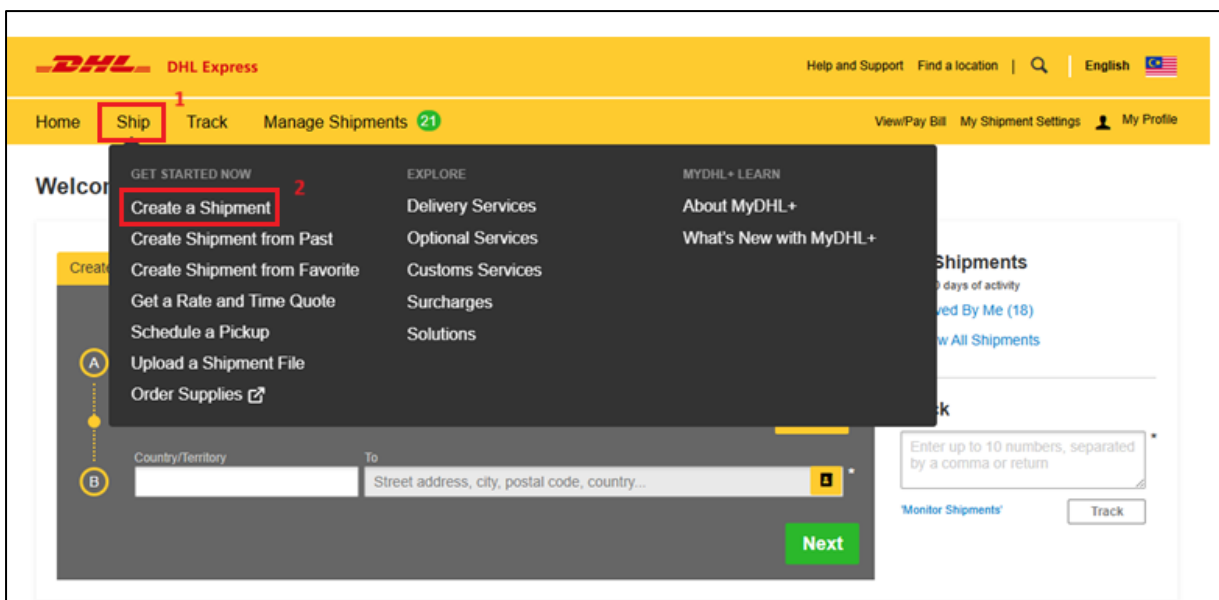
LOGIN TO MYDHL+

1. Go to the website at <https://mydhl.express.dhl/my/en/home.html>.
2. Click 'Login' at the top right.
3. Enter your registered email address and password.
4. Click 'Login' to enter.



1.0 CREATE A SHIPMENT

Click on 'Ship,' then click on 'Create a Shipment' to get started.



1.1 ADDRESS DETAILS

1. Click 'Switch' and fill out the shipper details in the 'From' section on the left side of your screen.
If the receiver is outside of Malaysia, you can edit the receiver's address in the 'To' section.
2. Please note that all fields marked with an asterisk (*) are mandatory, while those without are optional and can be left blank. Click 'Next' to proceed.

The screenshot displays the DHL Express 'Create Shipment' interface. The top navigation bar includes 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a '25' badge). The main header shows 'DHL Express' and links for 'Help and Support', 'Find a location', 'English', and a user profile icon. Below the navigation bar, there are buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'.

The form is divided into two main sections: 'From' (left) and 'To' (right). The 'From' section is highlighted with a red box and labeled '2'. It contains the following fields:

- Name: ESS MY (with a dropdown arrow and a green checkmark)
- ☒ Business Contact
- Company: DHL Express Sdn. Bhd. (with a green checkmark)
- Country/Territory: Philippines (with a green checkmark)
- Address: testing 123 (with a green checkmark)
- Address 2: unnamed road (with a green checkmark)
- Address 3: (empty)
- Postal Code: 6000 (with a green checkmark)
- City: LUZ-CEBU CITY (with a green checkmark)
- ☐ Residential Address
- Email Address: essmy@dhl.com (with a green checkmark)
- Phone Type: Office (dropdown)
- Code: 60 (with a green checkmark)
- Phone: 12-345 6789 (with a green checkmark)
- Extension: (empty)
- ☒ Add Another
- VAT/Tax ID: Enter IOSS in Customs Declaration section
- Buttons: Save as New Contact, Update Contact
- Link: Clear Address

The 'To' section is labeled '1'. It contains the following fields:

- Name: SHIPPER NAME (with a dropdown arrow and a green checkmark)
- ☒ Business Contact
- Company: DHL Express Sdn. Bhd. (with a green checkmark)
- Country/Territory: Malaysia (with a green checkmark)
- Address: Level 27, Menara TM Off. (with a green checkmark)
- Address 2: Jalan Pantai Baharu (with a green checkmark)
- Address 3: (empty)
- Postal Code: 50672 (with a green checkmark)
- City: KUALA LUMPUR (with a green checkmark)
- State: K. LUMPUR (with a green checkmark)
- ☐ Residential Address
- Email Address: DHL will send shipment notifications to this email address
- Phone Type: Office (dropdown)
- Code: 60 (with a green checkmark)
- Phone: 32-241 8811 (with a green checkmark)
- Extension: (empty)
- ☒ Add Another
- VAT/Tax ID: Enter IOSS in Customs Declaration section
- Buttons: Save as New Contact, Update Contact
- Link: Clear Address

A 'Switch' button is located between the 'From' and 'To' sections, labeled '1'.

1.2 SHIPMENT DETAILS

Select either **‘Documents’** or **‘Packages’** based on your shipment type.

The screenshot shows the DHL Express 'Create Shipment' interface. At the top, there's a navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a '25' badge). Below this, the 'Create Shipment' section has tabs for 'Pay' and 'Print'. The main area displays 'From' and 'To' addresses. The 'From' address is 'ESS MY DHL Express Sdn. Bhd. testing 123 unnamed road LUZ-CEBU CITY 6000 Philippines'. The 'To' address is 'SHIPPER NAME: DHL Express Sdn. Bhd. Level 27, Menara TM O&J, Jalan Pantai Baharu KUALA LUMPUR K. LUMPUR 50672 Malaysia'. Below the addresses, there's a 'Shipment Details' section with the question 'What are you shipping?'. It features two buttons: 'Documents' and 'Packages', both highlighted with red boxes. To the right of these buttons is a link that says 'Not sure if it's a Document or Package? > We can help you decide'.

1.2.1 SHIPMENT DETAILS – DOCUMENTS

Select the document type from the dropdown list available.

This screenshot shows the 'Shipment Details' page for documents. The 'Documents' button is selected and marked with a green checkmark. Below it, there's a description field with the text 'Such as legal, financial or business paperwork, etc.' and a red asterisk indicating it's required. A dropdown menu is open, showing various document types: 'Documents - general business', 'Educational material - printed', 'Examination papers', 'Identity document', 'Invoices - not blank', 'Letter, correspondence', 'Medical Examination Result', and 'Passports'. To the right of the dropdown, there's a link that says 'Help me determine if my item is a document'. Below that, there's a section titled 'Prohibited Items' with a link to 'View Prohibited Items'. At the bottom right, there's a green 'Next' button.

You can add any shipping reference in this section by clicking 'Add Reference' and checking the box for insurance.

Add Shipment References

Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Add Reference

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 add shipment protection to my shipment (Document Extended Liability Service)

Tick this box to buy insurance for your shipment

Next

1.2.2 SHIPMENT DETAILS – PACKAGES

For package shipments, please specify the purpose of your shipment and enter the Customs Invoice Data. Providing this information digitally is crucial to expedite 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

Documents and packages are mutually exclusive. Documents cannot be shipped with packages for commercial purposes.

Prohibited Items

Some items that are prohibited when shipping to Canada. [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?

Sample

Tell Us What You're Shipping

Select how you would like to provide your item details

Describe Items

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 would like to see estimated duties and taxes

You must provide a 6-12 digit item code for each unique item in your shipment.

Upload Item Details

1. Unique Item Description

What is the item?

Create Description OR Book

Commodity Code

Lookup Code OR **Check Code**

Quantity: 1 Units (How the item is packaged): Pieces Value (Per Item): 1 MYR Weight (Per Item): 0.01 kg

Where was the item made? Malaysia

☐ Add line item reference

[Add from Product/Item List](#)

[Save to My Profile](#) [Copy](#)

Total Units: 1 Total Weight: 0.01 KG Total Value: 1.00 MYR **Add Another Item**

Click here if you would like to add and describe another item.

Summarize the contents of your shipment (if there are multiple items) in detail. Then, click 'Next' to continue.

1

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

Stationery - Book and pen
25 / 170

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)
2.00 MYR
Add Charges

Total Invoice Value
(for customs purposes)
2.00 MYR

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

Add Shipment References
Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Add Reference
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

Next

1.3 CUSTOMS INVOICE DETAILS

Select 'Create Invoice' to generate a DHL invoice using the provided item data or choose 'Use My Own Invoice' to upload your own invoice. Enter the invoice number and click 'Next' to proceed.

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.

My Invoice Number

25.08.2025 ✓

Additional Invoice Information (Remarks)

Additional Parties

Are there other parties involved in the shipment?

☐ Yes ☒ No

Additional Customs Documents

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

Add Another

Next

1.4 PACKAGING TYPE

Click on the 'Packaging' column to see the packaging options:

1. Document: Common types are 'Express Envelope' or 'DHL Express Polybag (Flyer).'
2. Packages: If using your own box, select 'Your Own Package' at the top of the list.
3. Enter the quantity and weight for each box.
4. If you have multiple packages with different weights/dimensions, click on 'Add Another Package'.

Select Packaging

Tips for Weighing and Measuring

Packaging

Quantity

Weight

Length

Width

Height

Your Own Package ✓

1 ✓

0.5 kg ✓

* cm x

* cm x

* cm

Your Own Package

Custom Dimensions

DHL Express Polybag (Flyer)

0 X 0 X 0 cm

Box 2 (Shoe Box)

33.7 X 18.2 X 8.1 cm

Box 3

33.7 X 32.2 X 9.2 cm

Box 4

33.7 X 32.2 X 18 cm

Box 5 (Jumbo Small)

Save

Copy

Total Packages: 1

Total Weight: 0.5 KG

Add Another Package +

Next

1.5 PAYMENT OPTIONS

By default, your registered DHL account will be used for transportation charges, and duties and taxes will be marked as 'Receiver will pay.' You can register multiple accounts in your profile.

If you want to cover the duties and taxes, select your account or enter the third-party account number that will cover these charges. Duties and taxes are set by the destination's customs authorities. An additional service charge of MYR 80.00 per shipment applies for DTP service.

How will you pay?

What shipper account will be used for this shipment?
Your DHL Account

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.

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

Next

For transportation charges paid by the receiver or a third party, please uncheck the checkbox and select 'Alternate DHL Account Number' to enter the payer's DHL account number. The shipper account will be your registered DHL account number.

How will you pay?

What shipper account will be used for this shipment?
Your DHL Account

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

How will you pay for transportation charges?
Alternate DHL Account Number

Account Number

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

Untick this option to charge to the third-party account number

1.6 DELIVERY OPTIONS

Choose your shipment date (**highlighted in yellow**) to see the estimated delivery dates below. Note that delivery times depend on customs clearance for parcel shipments.

Product options vary by destination and the limits you've entered. The normal delivery option is **'Express Worldwide,'** and selecting a time-definite service will incur an additional charge.

The price shown is an estimate based on the destination, weight, declared value, and selected services.

- Click **'Details'** at the bottom of the price for a breakdown of charges.

If you selected transportation charges under an alternate account, no price will be displayed.

- Click **'Select'** to proceed to the next page.

I'm sending my shipment on

August 26 Today

August 27 Tomorrow

August 28 Thursday

August 29 Friday

August 30 Saturday

August 31 Sunday

September 1 Monday

More +

Delivery Date

Delivered By

Estimated Price

August 27 Wednesday

EXPRESS 10:30

10:30 am

MYR

Details

Select

August 27 Wednesday

MEDICAL EXPRESS

10:30 am

MYR

Details

Select

August 27 Wednesday

EXPRESS 12:00

12:00 pm

MYR

Details

Select

August 27 Wednesday

EXPRESS WORLDWIDE

End of Day

MYR

Details

Select

Get it there faster!

With MEDICAL EXPRESS, you can get your shipment delivered faster.

GoGreen Plus – Carbon Reduced Shipping

CO2 emissions from air transport are reduced (inset) through the use of Sustainable Aviation Fuel.

Learn More

DHL rate estimate as of Aug 26, 2025, 10:48 AM

[Disclaimer and Important Details](#)

9 | Page

1.7 OPTIONAL SERVICES

DHL provides a variety of Optional Services, allowing you the flexibility to select the service that best meets your needs when using our express delivery services globally.

- Please be aware that the available Optional Services may differ based on the destination.
- Additional charges may apply.
- For the most up-to-date information on service charges, please visit the DHL website: <https://mydhl.express.dhl/my/en/ship/optional-services.html>.

Optional Services
☐ Diplomatic Mail
☐  GoGreen Plus
☐ Hold for Collection
☐ Neutral Delivery
☐ Adult Signature
☐ Direct Signature
☐ No Signature Required
☐ Dangerous Goods

Next

1.8 DIGITAL CUSTOMS INVOICE

This service is only for international parcel shipments and is also known as Paperless Trade (PLT). With this service, you don't need to print customs paperwork for your shipment.

Click '**Browse for File**' to upload documents like invoices, packing lists, or MSDS. The clarity of the uploaded image depends on the original file. If you selected 'Create Invoice' earlier, please update the signer's name, designation, and upload a digital signature (optional).

Digital Customs Invoices are available for many countries, and the list is expanding. If this service isn't available for your destination country, it won't be an option, and you will need to print two copies.

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 ¹

Upload an image of your customs invoice. Ensure your invoice is signed before uploading.

Upload Invoice Document

 [Browse for File](#) or Drop Here

File Type Allowed: JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF
Maximum file size: 5 MB
File name: English Only

☐ Upload Other Customs Documents (Optional)

Limit of 5 MB for all files uploaded per shipment

0 Bytes of 5 MB

²

Next

1.9 SCHEDULING A PICKUP

1. Select 'Shipper' to schedule a pickup if the shipper needs to arrange a courier for this shipment. Click 'Next' to continue.

Do you want to schedule a courier pickup?

Shipper will schedule pickup ✓

I will propose pickup date and time

DHL will email shipper to confirm date, time and readiness

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

1 The shipper will be notified to schedule a pickup when you send your shipment instructions.
[Don't show me this again](#)

Next

2. Select 'I will propose pickup date and time' if you need to arrange a courier for this shipment. Then choose the pickup time window. Click 'Next' to continue.

Do you want to schedule a courier pickup?

Shipper will schedule pickup

I will propose pickup date and time ✓

DHL will email shipper to confirm date, time and readiness

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 **September 9** Today [Edit](#)

Pickup Window – When courier may arrive and shipment is ready

Earliest 2:30 pm Latest 7:00 pm

9:30 am 11:45 am 2:15 pm 4:30 pm 7:00 pm

Please allow at least 120 minutes for your Pickup Window
The latest time a request can be made for pickup today is 5:00 pm

Where should the courier pick up the shipment?
Select One

Instructions for the courier
Provide other instructions you'd like the courier to receive

[Disclaimer and Important Details](#)

Pickup Address

amira
dhl express
contoh
SINGAPORE, 238858
essmy@dhl.com
+65 8888 8888

[Edit](#)

Next

1.10 RETURN LABEL

- This option is generally intended for return delivery shipments (2-way).
- If you are sending a 1-way shipment, please click 'No' to continue.

Do you need a return label?

Label is valid for 3 Months

Yes – Create Label

No

Next

1.11 SHIPMENT COST SUMMARY

The shipment cost summary shows the estimated total charges for your shipment.

- The amount will only be displayed for transportation charged to the shipper's account.
- If you need to change any details, click 'Edit' on the fields above.
- Once everything is confirmed, click '**Accept and Continue**' to proceed.
- If you need to make changes after confirmation, please create a new waybill.

Shipment Cost Summary

EXPRESS WORLDWIDE
Thu, 28 Aug, 2025 - End of Day

Volumetric Weight 1.997 kg
Total Weight 2 kg
Chargeable Weight 2 kg

Transportation Charges	MYR
Fuel Surcharge	MYR
Total	MYR

Get your shipment delivered by 10:30 am for just 499.63 MYR more.
Upgrade Now!

Add shipment protection for just 55.00 MYR 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

- If you have opted for Digital Customs Invoice service, please click '**Submit**' for the files to be uploaded.

Digital Customs Invoice is Complete


Do you want to electronically submit the following documentation to customs now?


Submit

2.0 SEND DOCUMENTS



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

It is important that you click **'Send Documents'** to complete the process.




[Help and Support](#) | [Find a location](#) | [English](#) 

[Home](#) | [Ship](#) | [Track](#) | [Manage Shipments](#) | [View/Pay Bill](#) | [My Shipment Settings](#) | [My Profile](#)

[Create Shipment](#)  | [Pay](#)  | [Print](#)

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



Pickup confirmation email will be sent along with the selected paperwork

Your Tracking Number

Piece # 1:

JD

Pickup Confirmation Number CBJ221031

Pickup Details

Mon, Oct 31, 2022

Between 4:00 pm and 6:00 pm

[☆ Save as Favorite](#)

14 | Page

Check the recipient's email address and enter your message to the shipper, then click **'Send'**.

- The shipper will receive an email with the paperwork.
- You will be redirected to the **'Shipment Confirmation'** page after sending the waybill to the shipper or after clicking **'Complete Shipment'**.

The screenshot displays the DHL Remote Booking (Import) interface. At the top, there are links for 'Help and Support' and 'Find a local office'. The main form area includes fields for 'To' (essmy@dhl.com), 'From' (noreply@dhl.com), and 'Subject' (DHL Express Shipment Confirmation). Below these is a dropdown menu for 'Email import shipment details in the following language' set to 'English'. A 'Message' field contains the text 'Please print the paperwork and confirm the pickup'. Under the 'Attachments' section, two documents are shown: 'Label (Waybill)' and 'Customs Invoice'. The 'Label (Waybill)' document includes a barcode and various tracking details. The 'Customs Invoice' document includes a table for 'Item Description' and 'Quantity'. A green 'Send' button is located at the bottom right of the form.

To:

From:

Subject:

Email import shipment details in the following language:

Message:

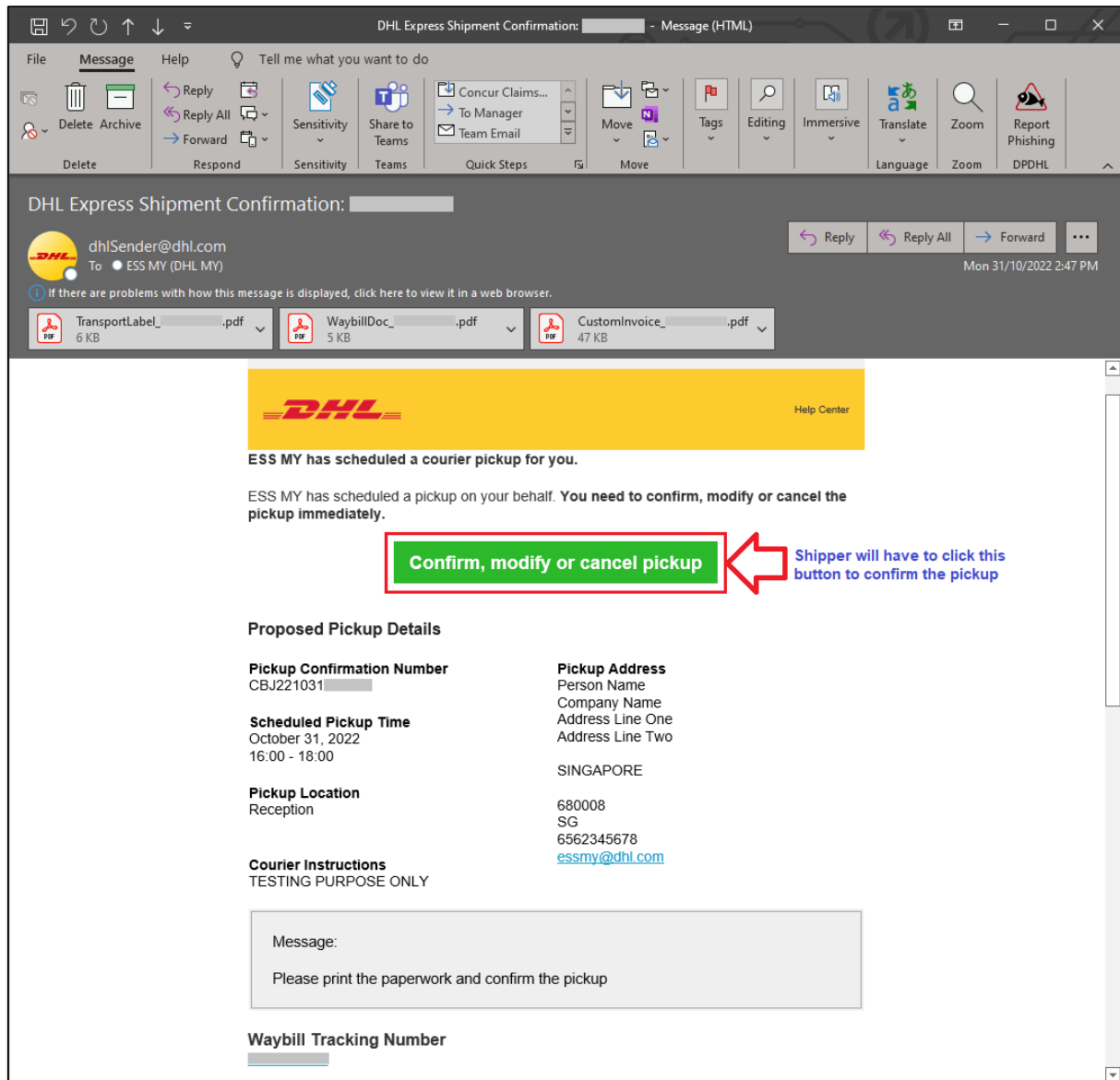
Attachments

Label (Waybill)

Customs Invoice

Send

- The shipper will receive the email below once the '**Send**' button is clicked. The shipper must confirm the pickup or modify/cancel it if there are any changes.



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.