



# MyDHL+

GUIDE TO SHIPMENT CREATION

**DHL Express – Excellence. Simply delivered.**



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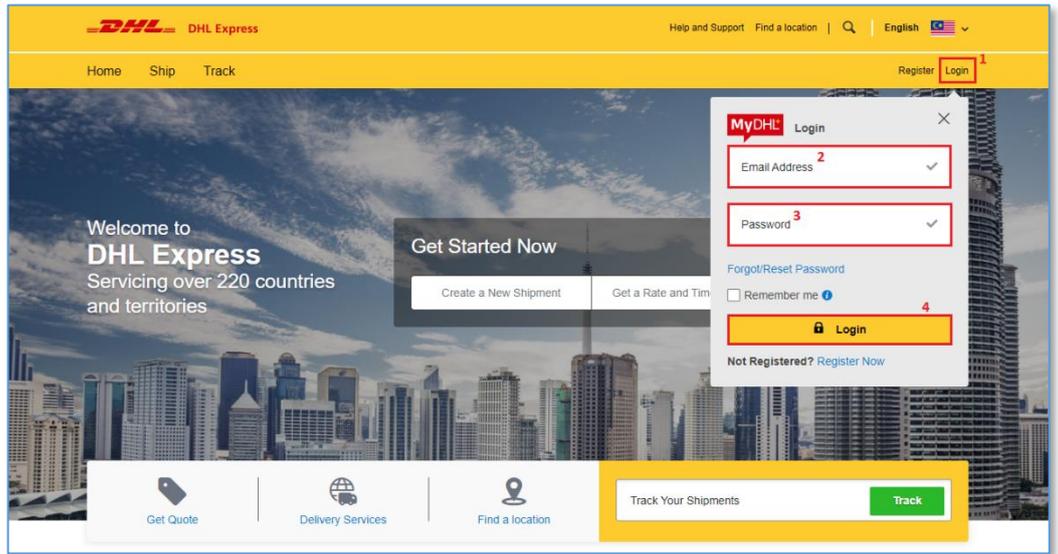
## LOGIN TO MYDHL+

- Enter the website at <https://mydhl.express.dhl/my/en/home.html>
- Click Login on the top right.
- Enter your registered email address and password.
- Click Login to enter.

### HELPFUL TIP

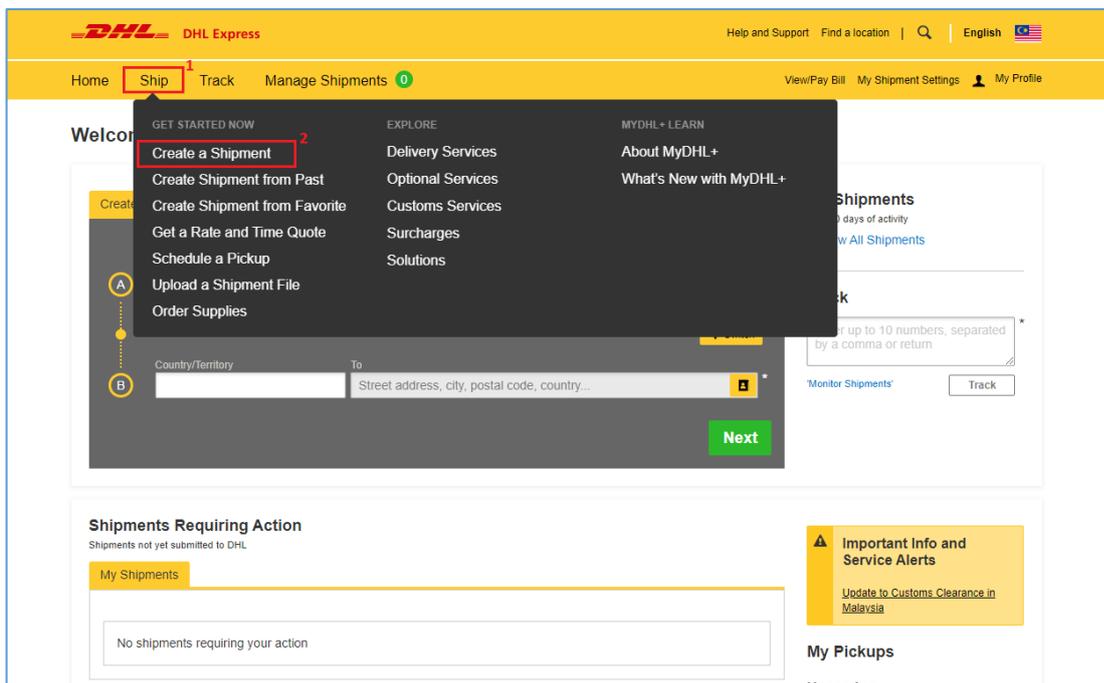
If your login is locked or you've forgotten your password, click on **"Forgot/Reset Password"** and check your email for the link.

Due to security policy, your login password will expire every 3 months and you're required to update the password.



## 1.0 CREATING A SHIPMENT

Click on **'Ship'** then click on **'Create a Shipment'** to begin.



## 1.1 ADDRESS DETAILS

- Fill in the mandatory columns marked with asterisk (\*) symbol.
  - The **'From'** section with your details
  - The **'To'** section with the receiver's details.
- Once complete click **'Next'**

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 notification badge '3'). On the right, there are links for 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. Below the navigation, there are buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The main form is divided into 'From' and 'To' sections. A blue arrow points to a 'Switch' button between the two sections, with the text 'Click 'Switch' to create an import or return shipment' above it. The 'From' section is filled with details for DHL Express Malaysia, and the 'To' section is partially filled with details for Singapore. A 'Next' button is visible at the bottom right.

### HELPFUL TIP

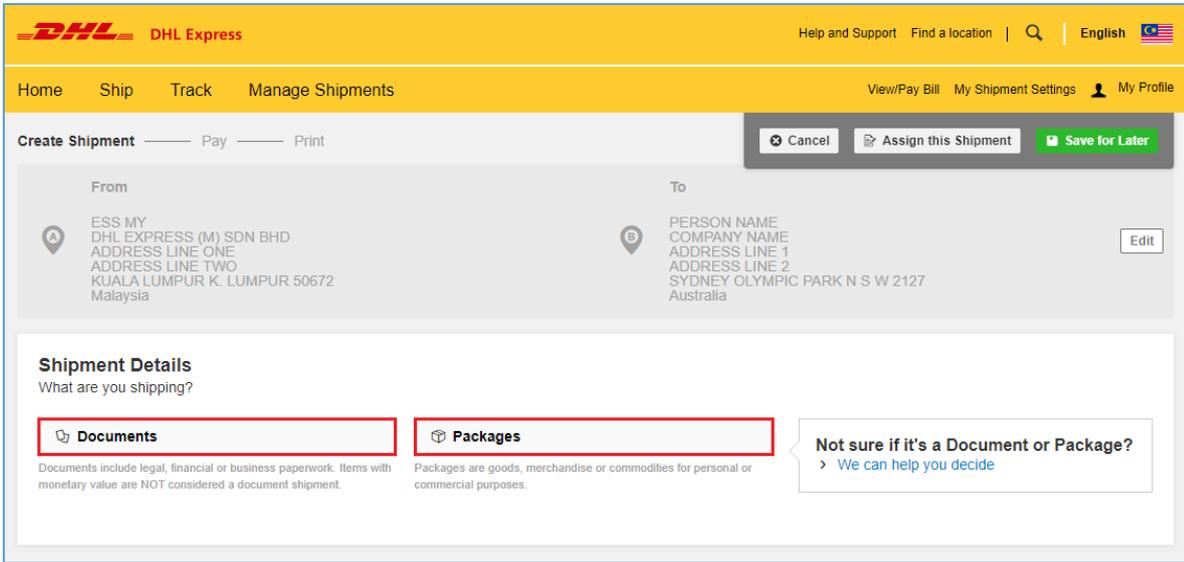
The **'Business Contact'** tick box under the **'Name'** field requires the shipper to indicate if the shipper and/or receiver is a business entity.

You may save the receiver address by clicking on **'Save as New Contact'** and select from the **'Address Book'** for next shipment.

If you have a DHL **import account**, you can create imports from around the world by simply clicking **"Switch"**.

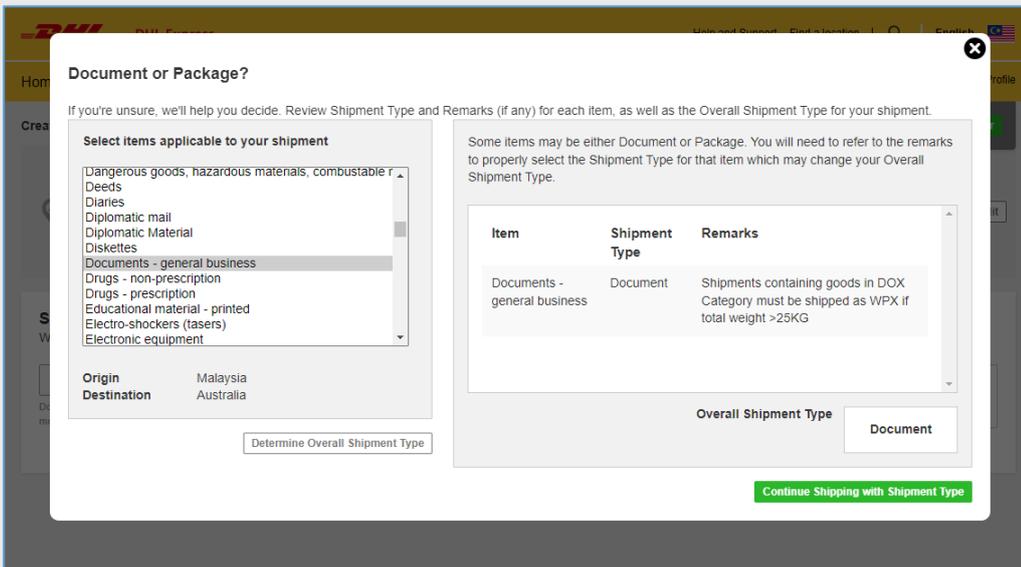
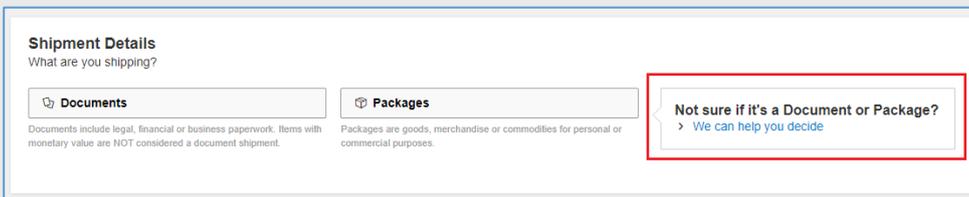
## 1.2 SHIPMENT DETAILS

Select either 'Documents' or 'Packages' according to your shipment type.



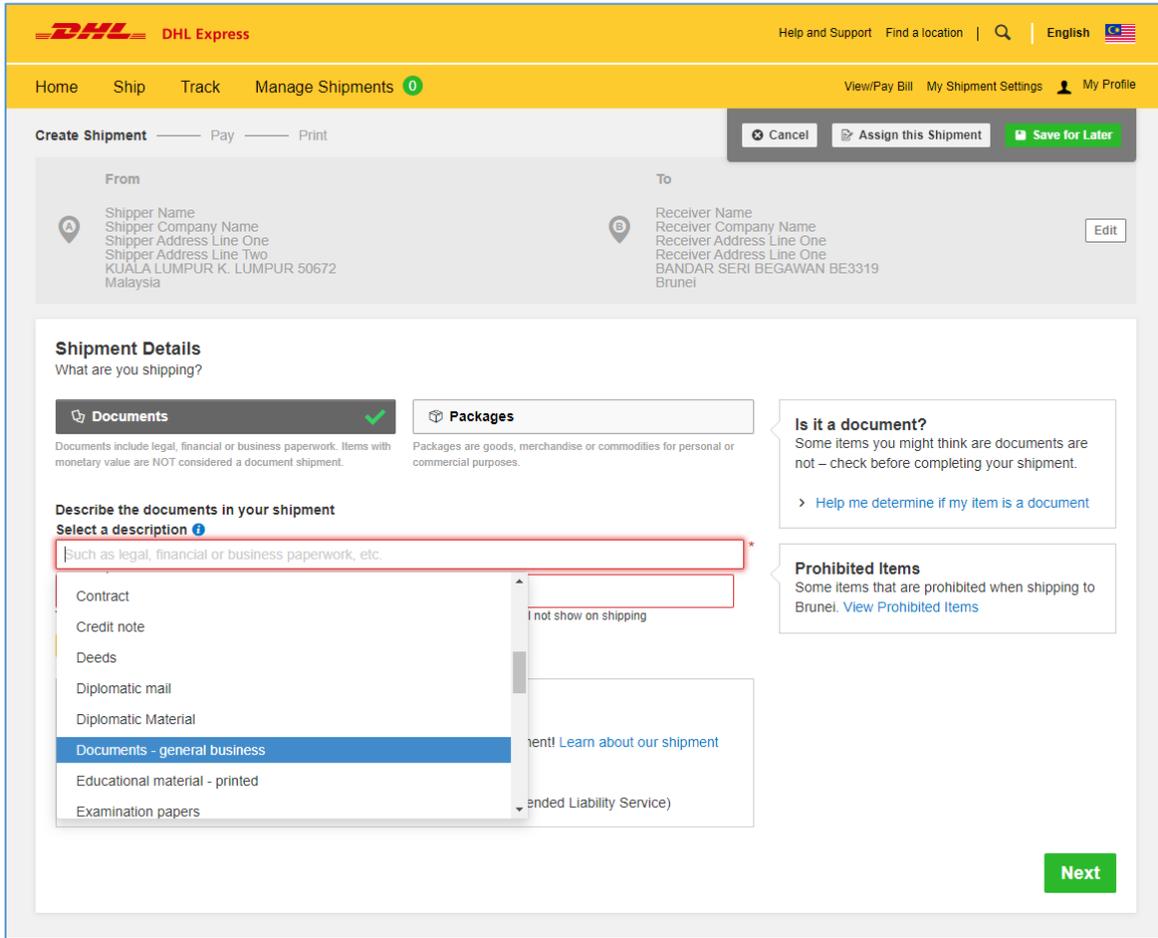
### HELPFUL TIP

Determine if your items should be declared as a document or a package by clicking on the helpful links on the side of the selections.



## 1.2.1 SHIPMENT DETAILS - DOCUMENTS

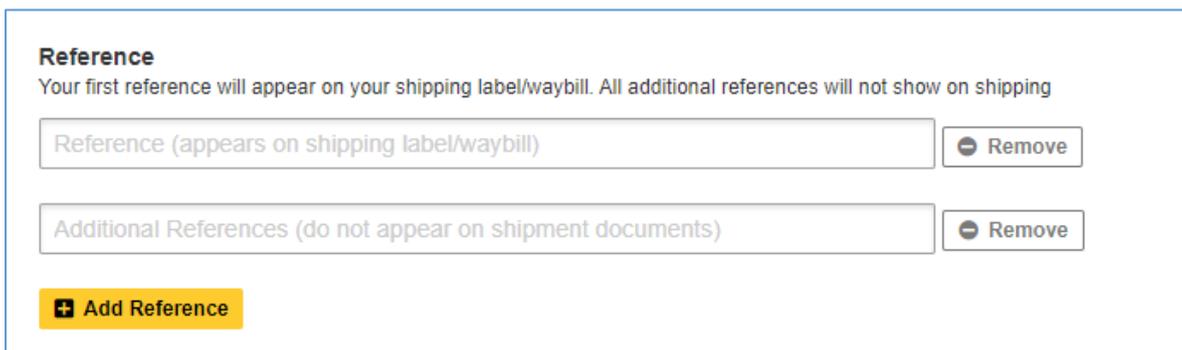
Select the document type from the dropdown list available.



**Optional:** You may include any shipping reference in this section.

Click on **+ Add Reference** if you have any references you need to add to be included in the waybill such as PO number, payment invoice no, etc.

Do note that only the first reference will be printed on the physical waybill. You may add up a maximum of 50 references.



You may also opt to protect your document by selecting the ‘Extended Liability’ insurance service.

- Selection of this is recommended if you are sending valuable documents such as passports, visa applications or regulatory certificates.
- In the event of full or partial loss to a document shipment, a fixed compensation will be paid.
- Charges: MYR 25.00 per shipment

**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)

In the rare event of physical loss of your documents, DHL will compensate for the cost of recovery with a fixed lump sum of MYR 1800.

## 1.2.2 SHIPMENT DETAILS – PACKAGES

For package shipment, please indicate the purpose of your shipment.

- For Repair and Return shipments, please indicate the serial number of the item for K2 declaration.
- Shipments declared under Return for Repair and Temporary Export will be subjected to “Temporary Import Export” service charge.

**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 Singapore. [View Prohibited Items](#)

**What is the purpose of your shipment?** ⓘ

Select One

- Gift
- Commercial
- Personal, Not for Resale
- Sample
- Return for Repair
- Return after Repair
- Return to Seller
- Temporary Export
- Diplomatic Material

Need to add other details or create and save invoice templates?  
[Use our enhanced Customs Invoice](#)

**Next**

## A. Describe Items

Next, you will be prompted to provide information about the items you are shipping. By entering the **itemized list in your shipment**, this will help customs authorities in classifying your shipment accurately and speed up the clearing of your shipment.

Enter your item details as accurately as possible or you may use the ‘Create Description’ button to help. Click on **Add Another Item** after entering the first item if you have additional items to be declared.

**Tell Us What You're Shipping**  
Select how you would like to provide your 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 would like to see estimated duties and taxes ⓘ  
You must provide a 6-12 digit item code for each unique item in your shipment.

---

**1. Unique Item Description**

What is the item? [Quick Guide for Describing Items](#)

OR

Commodity Code ⓘ

OR

Quantity  ✓     
 Units (How the item is packaged)  ✓     
 Value (Per Item)  \* **MYR**     
 Weight (Per Item) ⓘ  \* kg

Where was the item made? ⓘ  \*

Tax Paid  
 Add line item reference

[Add from Product/Item List](#)

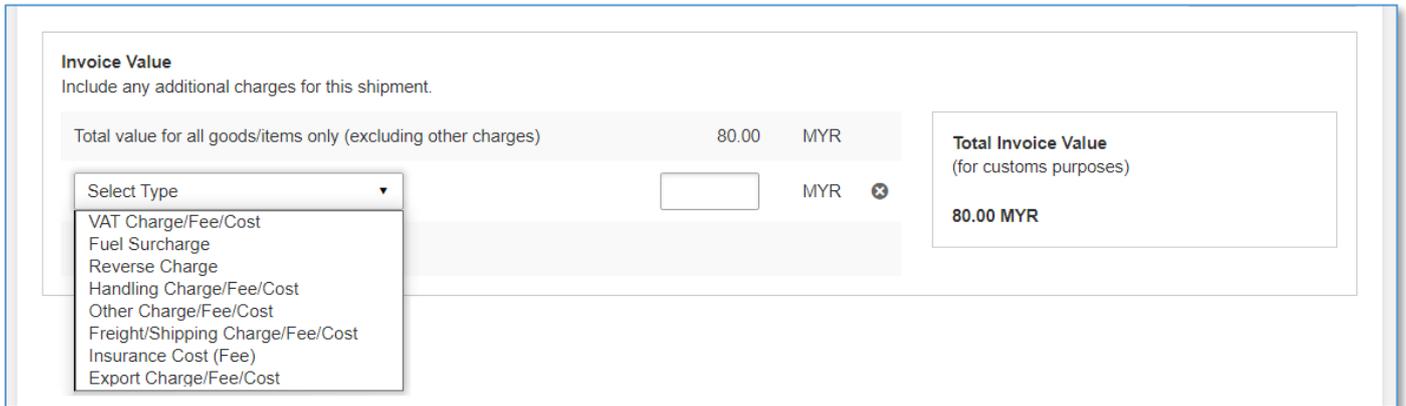
Total Units **1**   
 Total Weight: --- KG   
 Total Value: --- MYR

### HELPFUL TIP

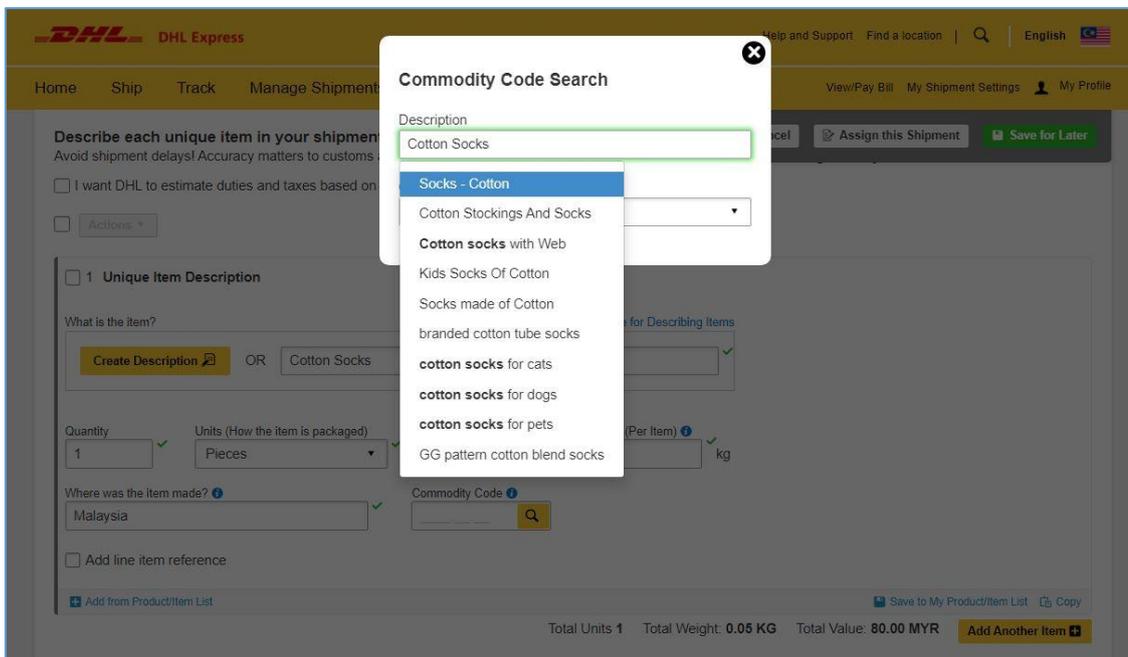
- Declare the quantity for each individual items in your shipment and select the units on how it was packed.
- The value per item can be entered up to 5 decimal places (e.g.: 0.00001 MYR)
  - Total Value cannot be less than 2 decimal places
- To declare in other currencies, click on “MYR” to display the list of currencies available.
- Weight (per item) is up to 5 decimals places (e.g.: 0.00001 kg) excluding any packaging materials
- ‘Where was the item made’ section refers to the country where the item was originally made, grown, or produced. If unsure, please follow the origin country of export.
- Please input the import HS code if available – this field is optional, unless if “I would like to see estimated duties and taxes” checkbox is ticked ✓

You may indicate additional charges involved in handling your shipment such as handling fee, packaging, insurance, etc. if applicable.

Click on **Add Charges** and a drop-down will be displayed for you to indicate the type of fees involved. It is important to declare all additional fees that make up the total value of your shipment as it determines how quickly your goods can move through the customs process. This section is **optional**.



**Optional:** Preset commodity types are available and will appear as a drop-down when you enter a brief description of your product. Choose whichever is most similar to your item and a commodity code will be assigned to it.



**Optional:** Please provide pre-calculated duties and taxes on the commercial invoice (if the receiver pays them as part of the price of goods being shipped)

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

**Pre-Calculated Import Duties and Taxes for Shipment**

Import Customs Duties	<input type="text"/>	*	MYR
Import Taxes (VAT/GST)	<input type="text"/>	*	MYR

**Total Invoice**  
(with import customs duties and taxes)

--- MYR

**Optional:** You may include your shipment reference in the field below. Click on the **Add Reference** sign to add additional reference if applicable. You may add up to 50 references in a single shipment. Please note that only the first reference will be printed on the waybill.

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

You may also opt to protect your shipment by selecting the insurance service.

- We recommend this comprehensive protection for your valuable or personal shipments, giving you peace of mind in the unlikely event of physical damage or loss.
- Please enter the value of the shipment you want to insure. For 100% protection, please input the amount to be the same as your total goods declared value.
- Charges: MYR 55.00 for item value below RM5,000 or 1% of the insured value if higher

**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

**What is the value you want to insure?**  \* MYR

Additional charges may apply

Click [HERE](#) for more information on shipment protection options.

## B. Upload a File – Multiple Line-Item Details

If you have multiple line-items, you may use the upload feature to provide the details. **Sample template** of the upload file is available on the right. Acceptable formats are TXT, CSV and XML only.

To ensure a successful upload – follow the guidelines to create and set up your file properly. You can save time by using one of our sample files. Just download the preferred file, edit it with your item details, save and upload it.

The screenshot displays the 'Shipment Details' form. At the top, there are two tabs: 'Documents' and 'Packages'. The 'Packages' tab is selected and has a green checkmark. Below the tabs, there is a section for 'What is the purpose of your shipment?' with a dropdown menu set to 'Commercial'. To the right, there is a 'Prohibited Items' section with a link to 'View Prohibited Items'. Below that, there is a section for 'Need to add other details or create and save invoice templates?' with a link to 'Use our enhanced Customs Invoice'. The main section is 'Tell Us What You're Shipping', with two tabs: 'Describe Items' and 'Upload Item Details'. The 'Upload Item Details' tab is selected and has a green checkmark. Below this, there is a section for 'Upload a File with Item Details' with a list of guidelines and a 'Select File Format' dropdown set to 'CSV'. There are also fields for 'Field Delimiter' (comma), 'Text Delimiter' (double quote), and 'Character Set' (UTF-8). At the bottom, there is an 'Upload File' section with a 'Browse for File or Drop Here' button and a note that the file type allowed is CSV and the maximum file size is 5 MB. On the right side, there is a red-bordered box titled 'First time uploading a file?' containing links for 'TXT Sample File', 'CSV Sample File', 'XML Sample File', and 'Upload Tips and File Guidelines'.

After file has been uploaded, you can view the list of items that was uploaded by clicking on [View Items](#). If you have items that are not in the list, you may click on [Add Another Item](#) to add additional items.

- The item list in the uploaded file cannot be amended, you will need to correct the source file and reupload with the correct data.

For more details, please refer to “MyDHL+ Reference Guide – Invoice Line-Items Upload”.

## 1.3 CUSTOMS INVOICE DETAILS

You will have an option either to: -

### 1. Create Invoice

- If you do not have your own invoice – this will be created using DHL invoice template
- Invoice number field is mandatory for export from Malaysia, please enter an invoice number of any format (e.g.: *INV\_DDMMYY*)

### 2. Use My Own Invoice

- Please indicate your invoice number for this shipment

#### 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  \*

**Additional Invoice Information (Remarks)**

#### Additional Parties

Are there other parties involved in the shipment?

Yes  No

**Next**

### IMPORTANT NOTE !

For customs clearance in Malaysia, please note:

- Commercial customs invoices must contain an invoice number on the invoice.
- The Royal Malaysian Customs Department no longer allows Pro Forma customs invoices. Any shipment (export or import) that has a Pro Forma invoice attached will experience delays in the clearance and delivery.
- Domestic parcel shipments to/from Sabah, Sarawak, and Free Trade Zone (FTZ) areas require a customs invoice for clearance.

If there are **any additional parties** involved in this shipment, you may declare their information by clicking on 'Add Parties'.

**Additional Parties**

Are there other parties involved in the shipment?

Yes  No

**Add Parties**

A light box will open for you to fill out information about the additional parties involved. You may import the existing contact details directly from your address book or input their details manually. Multiple parties can be added to a single shipment consecutively.

**Add Party**

Name  \*

This contact is a business

Company  \*

Country/Territory  \*

Residential Address

Email Address  \*

DHL will send shipment notifications to this email address

Phone Type  Code  \* Phone  Extension

EORI Number

Enter IOSS in Customs Declaration section

**Relationship**

Select One

- Importer
- Payer
- Exporter
- Broker
- Buyer
- Seller

**Shipments to EU & other applicable destinations:** In the Shipment Tax ID field, you are urged to enter the relevant Tax ID number (if applicable), depending on the destination countries of your dutiable shipments. For example, enter your IOSS number for dutiable shipments entering the European Union if you have paid your Value Added Tax (VAT) in advance.

**i**

- As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.
- If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment.

**Tax Payment for this Shipment**

Tax numbers you used to pay taxes for this shipment (for local customs authorities)

Provide the applicable tax number

Such as: IOSS, VOEC or LVG

## 1.4 PACKAGING TYPE

Click on the **‘Packaging’** column to see the dropdown list of packaging selections.

1. **Document:**
  - Common packaging type are either **‘Express Envelope’** or **‘DHL Express Polybag’**
2. **Packages:**
  - If you’re using your own box, select **‘Your Own Package’** on the top of the list.
3. Fill in the Quantity (per box/packaging) and the Weight of each box.
4. If you have more than one package that is of different weight/dimension, click on

**Add Another Package** ➕

The screenshot shows the 'Select Packaging' interface. At the top right, there is a link for 'Tips for Weighing and Measuring'. The main form has a 'Packaging' dropdown menu with a red border, currently showing 'Select Packaging'. To its right are input fields for 'Quantity' (set to 1), 'Weight' (with a unit of 'kg'), 'Length' (with a unit of 'cm'), 'Width' (with a unit of 'cm'), and 'Height' (with a unit of 'cm'). Below the dropdown is a list of packaging options: 'Your Own Package' (Custom Dimensions), 'DHL Express Polybag (Flyer)' (0 X 0 X 0 cm), 'Box 2 (Shoe Box)' (34 X 18 X 8 cm), 'Box 3' (34 X 32 X 9 cm), 'Box 4' (34 X 32 X 18 cm), 'Box 5 (Jumbo Small)' (34 X 32 X 35 cm), 'Box 6' (42 X 36 X 37 cm), 'Box 7' (48 X 40 X 39 cm), 'Box 8 (Jumbo Large)' (54 X 45 X 41 cm), and 'Tube (Large)' (97.6 X 17.6 X 15.2 cm). On the right side of the form, there are 'Save' and 'Copy' icons, a 'Total Packages: 1' and 'Total Weight: --KG' summary, an 'Add Another Package' button, and a green 'Next' button.

### HELPFUL TIP

DHL defined packaging has fixed dimensions and maximum weight limit. If you’re sending more than the defined limit, please select ‘Your Own Package’ in order to proceed.

Malaysia maximum dimension (LxWxH) cm = (300x300x183) cm

DHL’s Shipment charges are calculated according to the higher of actual or volumetric weight per piece and any piece may be re-weighed and re-measured by DHL to confirm this calculation.

## 1.5 PAYMENT OPTIONS

By default, your registered DHL account will appear for transportation charges and the duties and taxes will be under 'Receiver will pay'. You can have more than one account registered in the profile.

If you wish to absorb the duties and taxes charges, please select your account, or enter the 3<sup>rd</sup> party account number that will bear the duties and taxes. Duties and taxes service and charges are determined by the destination customs authorities. There will be an additional service charge of MYR80.00 per shipment for DTP service.

<p><b>Duty Tax Paid</b></p>	<p>Duties and taxes can be billed to the shipper or third party. <a href="#">Show Less</a> ^</p> <p>DHL can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed.</p> <p>Charges apply whenever duties, taxes or other regulatory fees occur and shipper has requested that those are to be billed outside of the destination country.</p>	<p>Per Shipment</p>	<p>MYR 80 or 2% of the fiscal charge, if higher</p>
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**How will you pay?**

What shipper account will be used for this shipment? ✓

How will duties and taxes be paid? ✓

Use this account to pay for transportation charges

Remember these payment options for the

**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](#) ✓

[Next](#)

**HELPFUL TIP**

Typical errors of the account include: -

The Usage of this Account Requires Approval	Account Restricted
<p>Please check with the eSecure admin/account owner for the approval. Please refresh the page after obtaining the approval notification through email from eSecure for it to be updated.</p>	<p>The account you're using is either under stopped credit status or is inactive, please check with your DHL account manager to reactivate the account.</p>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>How will you pay?</b></p> <p>How will you pay for transportation charges?</p> <input type="text" value="DHL Account Number"/> *                 </div> <div style="border: 1px solid #ccc; padding: 2px; font-size: 0.8em; margin-bottom: 5px;"> <p>The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>How will you pay?</b></p> <p>What shipper account will be used for this shipment?</p> <input type="text" value="DHL Account Number"/> *                 </div> <div style="border: 1px solid #ccc; padding: 2px; font-size: 0.8em; margin-bottom: 5px;"> <p>Account restricted</p> <p><input checked="" type="checkbox"/> Use this account to pay for transportation charges</p> </div>

For transportation charges paid by receiver or 3rd party, please un-tick the checkbox and select **'Alternate DHL Account Number'** to enter the payer DHL account number. The shipper account will be your registered DHL account number.

The screenshot shows a form titled "How will you pay?". It contains several fields and checkboxes:

- "What shipper account will be used for this shipment?" with a dropdown menu set to "Your DHL Account" and a green checkmark.
- "How will duties and taxes be paid?" with a dropdown menu set to "Receiver will pay" and a green checkmark.
- A checkbox labeled "Use this account to pay for transportation charges" which is currently unchecked. A red box highlights this checkbox, and a red arrow points to it with the text "Untick this to charge to alternate DHL account".
- "How will you pay for transportation charges?" with a dropdown menu set to "Alternate DHL Account Number" and a green checkmark.
- An "Account Number" input field with an asterisk.
- A checkbox labeled "Remember these payment options for the" followed by a dropdown menu set to "Ship FROM address".
- A section titled "Additional customs details are needed for this shipment" with the text "In order to complete this shipment you are required to provide the following details for customs." Below this is a dropdown menu for "Select customs terms of trade" set to "DAP - Delivered at Place" with a green checkmark and a link to "View Definitions".
- A green "Next" button in the bottom right corner.

**HELPFUL TIP**

The **Customs Terms of Trade** or more commonly known as **Incoterms** are a set of rules that define the responsibilities of sellers and buyers for the delivery of goods under sales contracts for domestic and international trade.

You can click on **'View Definitions'** or click [HERE](#) for more information on the list of selections.

This is a close-up of the "Additional customs details are needed for this shipment" section. It shows the text "In order to complete this shipment you are required to provide the following details for customs." followed by "Select customs terms of trade" and a link to "View Definitions" which is circled in red. Below this is a dropdown menu set to "DAP - Delivered at Place" with a green checkmark.

This does not determine the duties and taxes billing.  
For duties and taxes billing option, please refer to the previous page.

## 1.6 DELIVERY OPTIONS

Select your shipment date (in yellow) and the estimated delivery dates will be shown below. Estimated delivery date and time is subjected to customs clearance for parcel shipments.

The product selection varies depending on the destination and limits that you have entered. Normal delivery option is under **‘Express Worldwide’**. Time definite service will be incurred a premium when selected.

Price shown is an estimate based on destination, the higher net weight or volumetric weight, the declared value entered, and services opted in the Shipment Details section above.

- Click on **‘Details’** at the bottom of the price to show breakdown charges.

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

- Click **‘Select’** to proceed to the next page.

The screenshot shows the 'I'm sending my shipment on' section of the DHL interface. At the top, there is a calendar for April 2025 with dates from the 23rd to the 29th. The 23rd is highlighted as 'Today'. Below the calendar are three columns: 'Delivery Date', 'Delivered By', and 'Estimated Price'. Three delivery options are listed for April 24th (Thursday):

Delivery Date	Delivered By	Estimated Price
April 24 Thursday EXPRESS 10:30	10:30 am	MYR [redacted] <a href="#">Details</a> <a href="#">Select</a>
April 24 Thursday EXPRESS 12:00	12:00 pm	MYR [redacted] <a href="#">Details</a> <a href="#">Select</a>
April 24 Thursday EXPRESS WORLDWIDE	End of Day	MYR [redacted] <a href="#">Details</a> <a href="#">Select</a>

Two informational boxes are present on the right side of the interface:

- Get it there faster!** With EXPRESS 10:30, 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](#)

At the bottom left, it says 'DHL rate estimate as of Apr 23, 2025, 11:33 AM' and provides a link for [Disclaimer and Important Details](#).

**HELPFUL TIP**

If you encounter an error stating **‘No delivery options available’** it means that either: -

- The origin postcode/city is not offering pickup service
- The destination location is not serviceable
- The shipment weight has exceeded the maximum limit allowed

## 1.7 OPTIONAL SERVICES

DHL offers a wide range of Optional Services. In this way, we give you the flexibility to choose the service that best fits your needs when using our express delivery services worldwide.

- Please note that the Optional Services selections varies depending on the destination.
- Additional charges may apply.
- Refer to DHL website for the latest update on the service charges:  
<https://mydhl.express.dhl/my/en/ship/optional-services.html>

### Optional Services

<input type="checkbox"/>  GoGreen Plus Support low emission transportation services, facilitated by sustainable aviation fuel.	Charges Apply █████ MYR
<input type="checkbox"/> Hold for Collection Hold my shipment at the DHL delivery facility at the destination for consignee collection. DHL will notify the receiver when the shipment is ready to be collected.	Charges Apply --- MYR
<input type="checkbox"/> Neutral Delivery Keep the declared value of my shipment confidential. Do not reveal to the receiver.	Charges Apply --- MYR
<input type="checkbox"/> Adult Signature DHL will obtain a delivery signature from an adult at the stipulated delivery address.	Charges Apply 25.00 MYR
<input type="checkbox"/> Direct Signature DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. Direct Signature service makes sure your shipments can't be re-routed, dropped in a post box or left with the neighbor.	Charges Apply 25.00 MYR
<input type="checkbox"/> No Signature Required Authorize DHL to leave the shipment in a designated place without a delivery signature.	Charges Apply --- MYR

[Next](#)

## 1.8 DIGITAL CUSTOMS INVOICE

This service is only applicable for international parcel shipments. It is also known as Paperless Trade (PLT). With this service, you would no longer require to print the custom paperwork and attach to the physical shipment.

Click on **‘Browse for File’** to upload the paperwork (eg: invoice, packing list, MSDS). Uploaded image clarity depends on original file. If you have selected “Create Invoice” in the earlier section, you would need to update the signer’s name, designation and upload the digital signature (optional).

Digital Customs Invoices is available for many origin and destination countries and the list of participating countries is continuing to grow. If Digital Customs Invoices is not available to the destination country, it will not offer for selection and you would need to print 2 copies

### Upload Your Customs Documents

You can electronically submit the customs invoice DHL has created for you, along with any other customs documents (as image files). If you do not electronically submit your customs documents, you will need to print and provide them with your shipment.  
Would you like to electronically submit your customs documents?

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.

Signer's Name Jane Doe ✓	Signer's Title Shipping Executive ✓
-----------------------------	--

Upload Signature

[Browse for File](#) or Drop Here

File Type Allowed: GIF, JPEG, PNG  
Maximum file size: 1 MB

Upload Other Customs Documents (Optional)

Upload Other Customs Documents

[Browse for File](#) or Drop Here

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

Limit of 5 MB for all files uploaded per shipment 0 Bytes of 5 MB

[Next](#)

### HELPFUL TIP

If you have more than one file to be uploaded, please tick on “Upload Other Customs Documents (Optional)” checkbox. You may select multiple files to be uploaded at a time.

Limit of 5 MB for all files uploaded per shipment up to a maximum of 10 attachment inclusive of invoice.

To set the signer’s name and signature as a default – please update it under My Shipment Settings > Digital Customs Invoices. For more details, please refer to “MyDHL+ Reference Guide - Digital Customs Invoice Settings”.

[Digital Customs Invoice Terms and Conditions](#)

## 1.9 SCHEDULING A PICKUP

You have an option to either to drop off the shipment at the nearest DHL Express Service Points or you can choose to have a courier to come and pickup your shipment.

Please do note that DHL might not be able to attend to the preferred pickup time specifically as courier will be moving around on his planned route in his coverage area.

### A. Export Pickup – from/within Malaysia

- Click **'Yes – Schedule Pickup'**
  - Click **'No'** if you have already a pickup scheduled
  - Click **'Drop off at DHL Service Point'** if you will be dropping off your shipments.
- Check the pickup date and time slider.
  - The latest time available is the booking cut-off time for your area.
- Check your Pickup Address
  - If it is in a different location, please click **'Edit'** below the address to amend
  - Click **'Save'** below the address once confirmed.
  - Pickup Address will not be printed on the waybill copy
- Select the location of the pickup and enter a pickup instruction for courier (if any).
- Click **'Next'** once confirmed

**Do you want to schedule a courier pickup?**

**Yes – Schedule Pickup**  **No**  **Drop off at DHL Service Point**

QR code option is available at select locations.

---

I'm sending my shipment on **September 2 Tomorrow**

**Pickup Window – When courier may arrive and shipment is ready**

Earliest 9:30 am Latest 5:30 pm

9:30 am 11:30 am 1:30 pm 3:30 pm 5:30 pm

Please allow at least 60 minutes for your Pickup Window

---

Where should the courier pick up the shipment?

**Pickup Address**

ESS MY  
DHL EXPRESS (M) SDN BHD  
ADDRESS LINE ONE  
ADDRESS LINE TWO  
KUALA LUMPUR, K. LUMPUR, 50672  
essmy@dhl.com  
+60 3-2241 8611

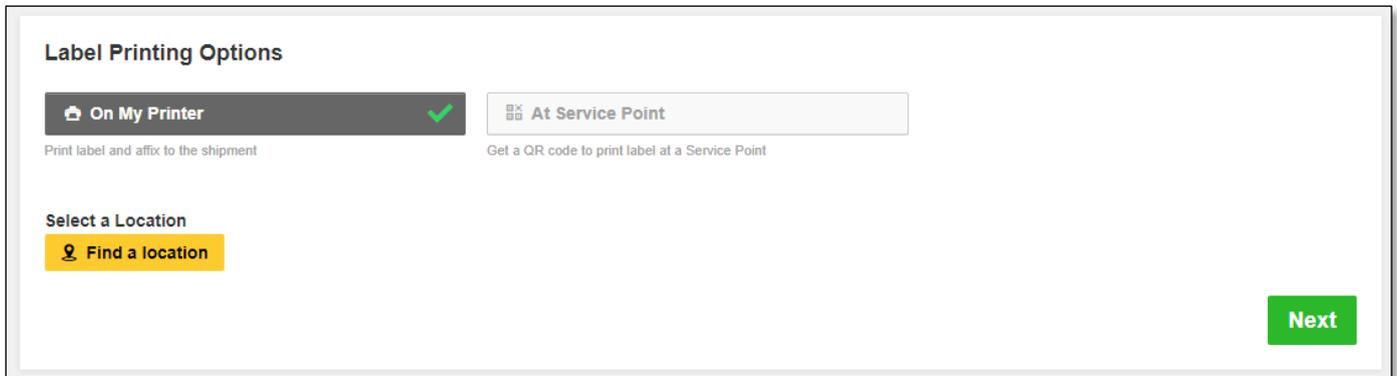
Total Pickup Weight  
 kg

Instructions for the courier

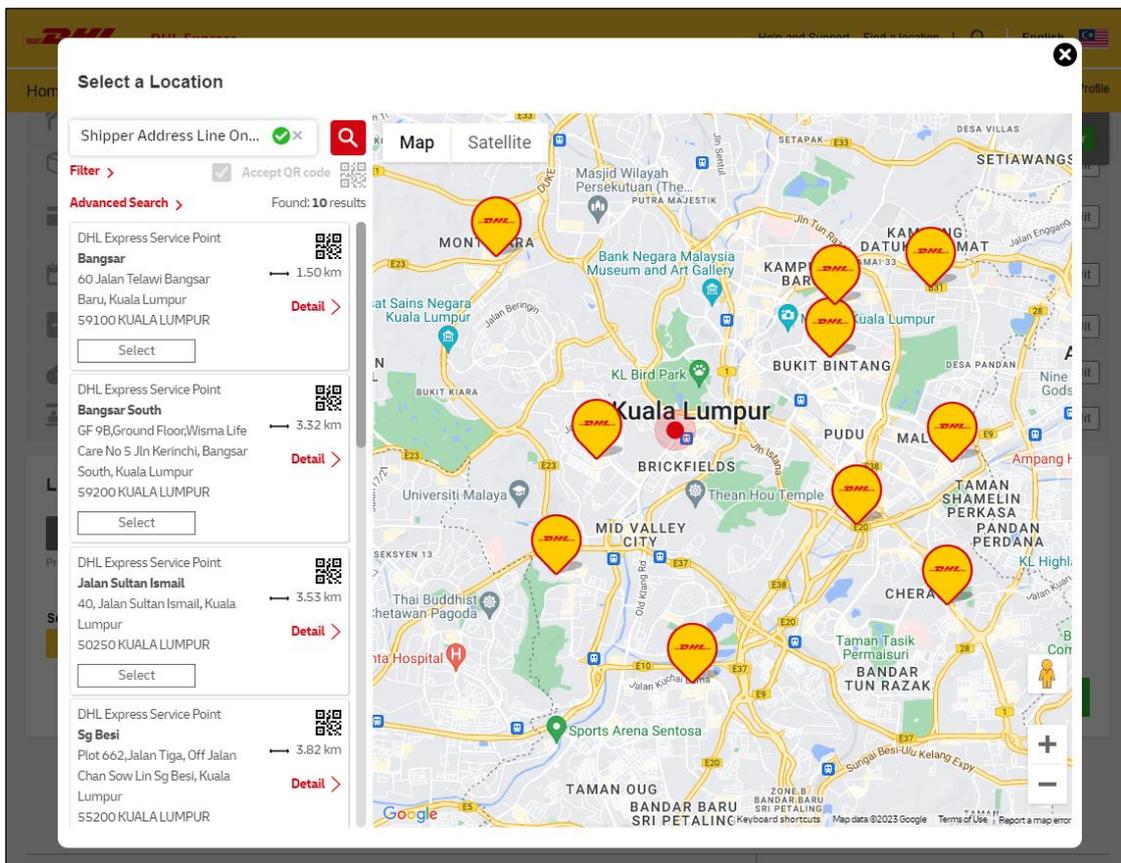
[Disclaimer and Important Details](#)

For “**Drop Off at Service Point**” option, you will have 2 selection of label printing:

- On My Printer – Print the required paperwork and affix to the shipment to be dropped off.
- ~~At Service Point~~ – This option is currently not offered for account payment.



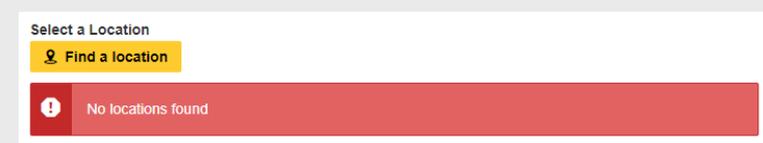
Select your preferred drop-off location from the list.



**HELPFUL TIP**

Service Point location offered is within 20km radius only.

If you encountered an error below – please re-select the courier pickup option as “No” to proceed.



## B. Import Pickup – from other countries/territories

- Click on **‘I will propose pickup date and time’** if you’ll be arranging the pickup on behalf of the shipper.
  - Please send the pickup confirmation email to the shipper by clicking on **‘Send Documents’** after shipment completion – refer to [Page 24](#) for more details.

### HELPFUL TIP

Remote Booking (import pickup) commitment is to schedule a collection within **24 to 48 business hours for AP region** & within **48 to 72 business hours for US and EU regions** with the exception of delays due to shipment unavailability or any inability to make direct contact with the shipper.

- You may opt for shipper to arrange pickup if shipment is not ready yet.
- Default pickup address would be the same as the shipper’s address.
  - If pickup is from a different location, click on **‘Edit’** at the bottom and click **‘Save’** once amended.
- Click **‘Next’** once confirmed.

**Do you want to schedule a courier pickup?**

[Assign this Shipment](#)

DHL will email shipper to confirm date, time and readiness

**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 22 Today**

Pickup Window – When courier may arrive and shipment is ready

Earliest 2:00 pm Latest 5:45 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?

Instructions for the courier

[Disclaimer and Important Details](#)

**Pickup Address**

Person Name  
Company Name  
Address Line One  
Address Line Two  
SINGAPORE, 680008  
shipper@email-domain.com  
+65 6234 5678

## 1.10 RETURN LABEL

- This is typically meant for return delivery shipment (2-way).
- If you're only sending a 1-way shipment, please click **'No'** to proceed.

Do you need a return label?

Label is valid for 3 Months

## 1.11 SHIPMENT COST SUMMARY

- Shipment cost summary is the **estimated total breakdown charges** for your shipment.
  - Amount will only be shown for transportation charged to shipper account
- If you need to amend any details, click **'Edit'** on the fields above.
- Once details are confirmed, click **'Accept and Continue'** to proceed.
  - If you need to amend any details after confirmation, please create a new waybill.

**Shipment Cost Summary**

**EXPRESS WORLDWIDE**  
Thu, 5 Sep, 2024 - End of Day

Volumetric Weight 20.295 kg  
Total Weight 25 kg  
Chargeable Weight 25 kg

Transportation Charges	MYR	[Redacted]
Shipment Protection	MYR	
Fuel Surcharge	MYR	
<b>Total</b>	<b>MYR</b>	

**Additional Details**  
[View Estimated Landed Cost](#)  
[View Estimated Duties and Taxes](#)

*Duties and Taxes may be charged by United States of America*

**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](#).

Get your shipment delivered by midday for just 63.25 MYR more.

- 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?

## 2.0 WAYBILL PRINTING

The shipper is required to print the shipping label (waybill) as it contains all the information DHL needs to know to keep your package moving through the network to its ultimate destination. Along with a shipping label (waybill), shipments may also need other documents such as a customs invoice or destination specific documents to accompany the shipment.

- Select the paperwork that you want to print and click **‘Print Selected Documents’**
- **Documents:**
  - You will only need to print out one set of the Transport Label that contains 3 barcodes
- **Packages:**
  - You will need to print out one set of the Transport Label that contains 3 barcodes
  - If you have opted for digital customs invoice, the documentation has been uploaded to DHL’s server and do not need to be printed.
  - If digital customs invoice wasn’t selected or unavailable, please print out the Waybill Doc that contains 1 barcode and 2 copies of invoice to pass to the courier during pickup.

**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 Selected Documents** → Click the GREEN button to print and manifest the shipment

**Your Tracking Number**  
[Redacted]

Piece # 1:  
JD [Redacted]

**Pickup Confirmation Number CBJ221031** [Redacted]

**Pickup Details**  
Mon, Oct 31, 2022  
Between 4:15 pm and 4:30 pm

☆ Save as Favorite

### HELPFUL TIP

**DO NOT** print from the image as it is only a preview.

Preview image will contain the wording of “DO NOT PRINT – SAMPLE ONLY” and is not valid for shipping.

## 2.1 REPRINT / DOWNLOAD

- After waybill is printed, shipment data will be manifested.
- You will see the Shipment Confirmation page below.
- If you need to reprint or download, click on the options on the bottom left.
- Shipment is completed once the paperwork is printed. You may either logout or create another shipment if any.

The screenshot displays the DHL Express 'Shipment Confirmation' page. At the top, there is a navigation bar with the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and a Malaysian flag. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments' on the left, and 'View/Pay Bill', 'My Shipment Settings', and 'My Profile' on the right. The main content area starts with a progress indicator showing 'Create Shipment' (checked), 'Pay' (checked), and 'Print' (checked). The 'Shipment Confirmation' section features a green checkmark and a message: 'Your shipment has been successfully created and your customs invoice has been transmitted digitally to customs. View Digital Customs Invoice'. An 'Important' section lists instructions: 'Ensure your packages are packed and labeled correctly to avoid damage or delays. Follow DHL's Packaging Advice.' and 'If this is your last shipment of the day, remember to print your end-of-day courier report.' Below this are two sections: 'Want Status Notifications?' with a 'Get and Send Notifications' button, and 'Want to Share?' with checkboxes for 'Tracking Number', 'Pickup Confirmation Number', 'Shipment Details', 'Label (Waybill)', 'Shipment Receipt', and 'Customs Invoice', along with a 'Share' button. On the right side, there are boxes for 'Your Tracking Number', 'Pickup Confirmation Number CBJ221031', and 'Pickup Details' for 'Mon, Oct 31, 2022' between '4:15 pm' and '4:30 pm'. At the bottom right, there are buttons for 'Save as Favorite', 'Reprint Documents', 'Download Documents', 'Create Return Label', and 'Create Another Shipment'. The 'Reprint Documents' and 'Download Documents' buttons are highlighted with a red rectangular box.

## 2.2 SEND PAPERWORK (IMPORT SHIPMENTS)

- Click on **'Send Documents'** to send the paperwork and pickup confirmation to your shipper.
- The air waybill and customs invoice (if any) have to be printed for collection.

**DHL Express** | 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.

<input checked="" type="checkbox"/> Label (Waybill)	<input checked="" type="checkbox"/> Customs Invoice	<input type="checkbox"/> Receipt
<input type="text" value="1"/> Number of Copies	<input type="text" value="2"/> Number of Copies	

**Your Tracking Number**  
[Redacted]  
Piece # 1:  
JD [Redacted]  
**Pickup Confirmation Number CBJ221031** [Redacted]  
**Pickup Details**  
Mon, Oct 31, 2022  
Between 4:00 pm and 6:00 pm

☆ Save as Favorite

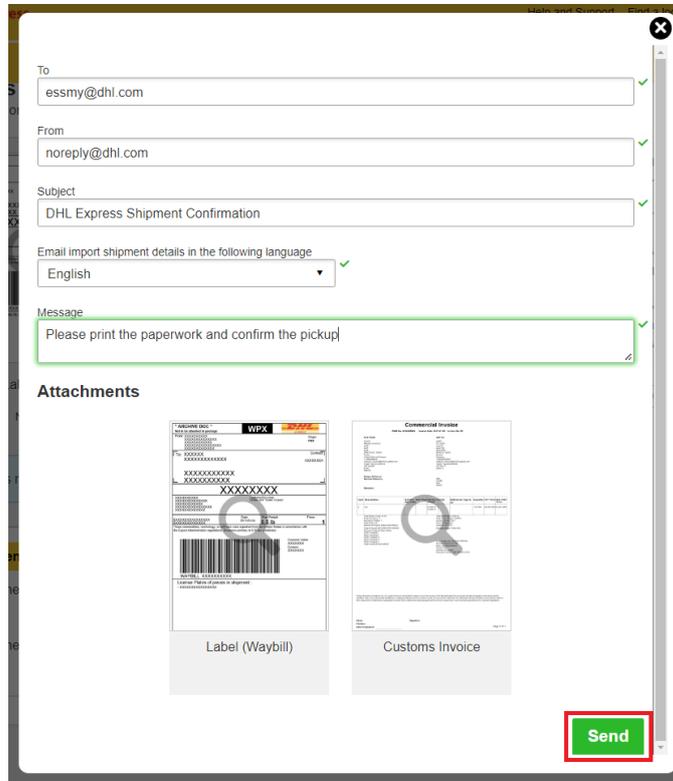
**Download Documents**  
I will download my documents and email them later

**Send Documents**  
I will use MyDHL+ to email my documents now

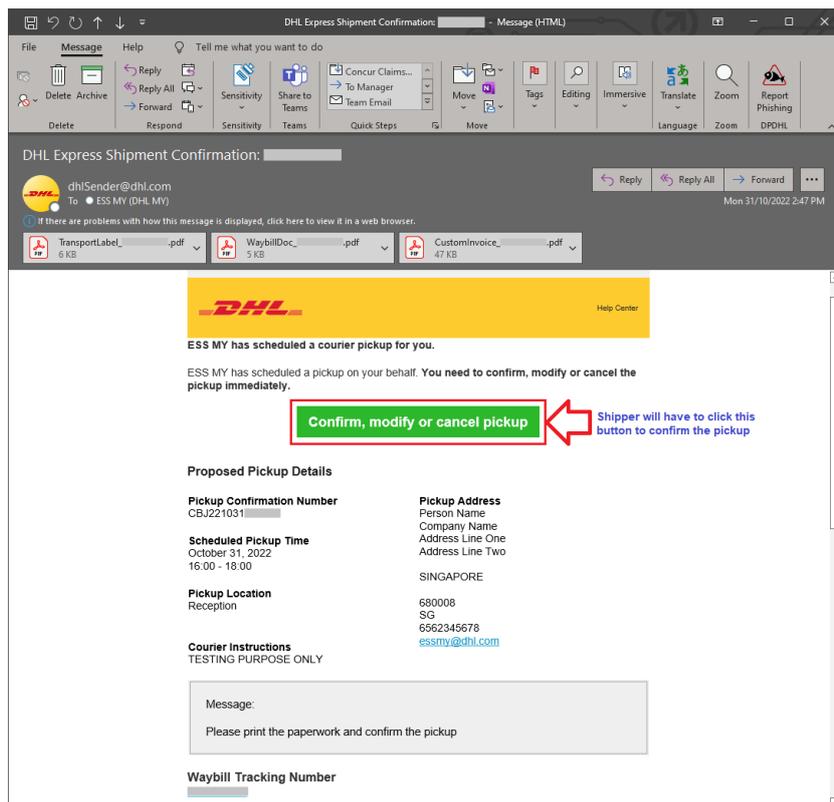
**Pickup confirmation email will be sent along with the selected paperwork**

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

- Check the recipient email address and enter your message to the shipper then click **'Send'**
- Shipper would then receive an email with the paperwork.
- You will be redirected to page **'Shipment Confirmation'** after sending the waybill to the shipper or after clicking **'Complete Shipment'**.



- Shipper will receive an email below once the send button is clicked. Shipper will have to confirm the pickup or modify/cancel if there are any changes.



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

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

**DHL Express (Malaysia) Sdn Bhd**

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50672 Kuala Lumpur.