



MyDHL+

Useful Tips

DHL Express - Excellence. Simply delivered.

MyDHL+

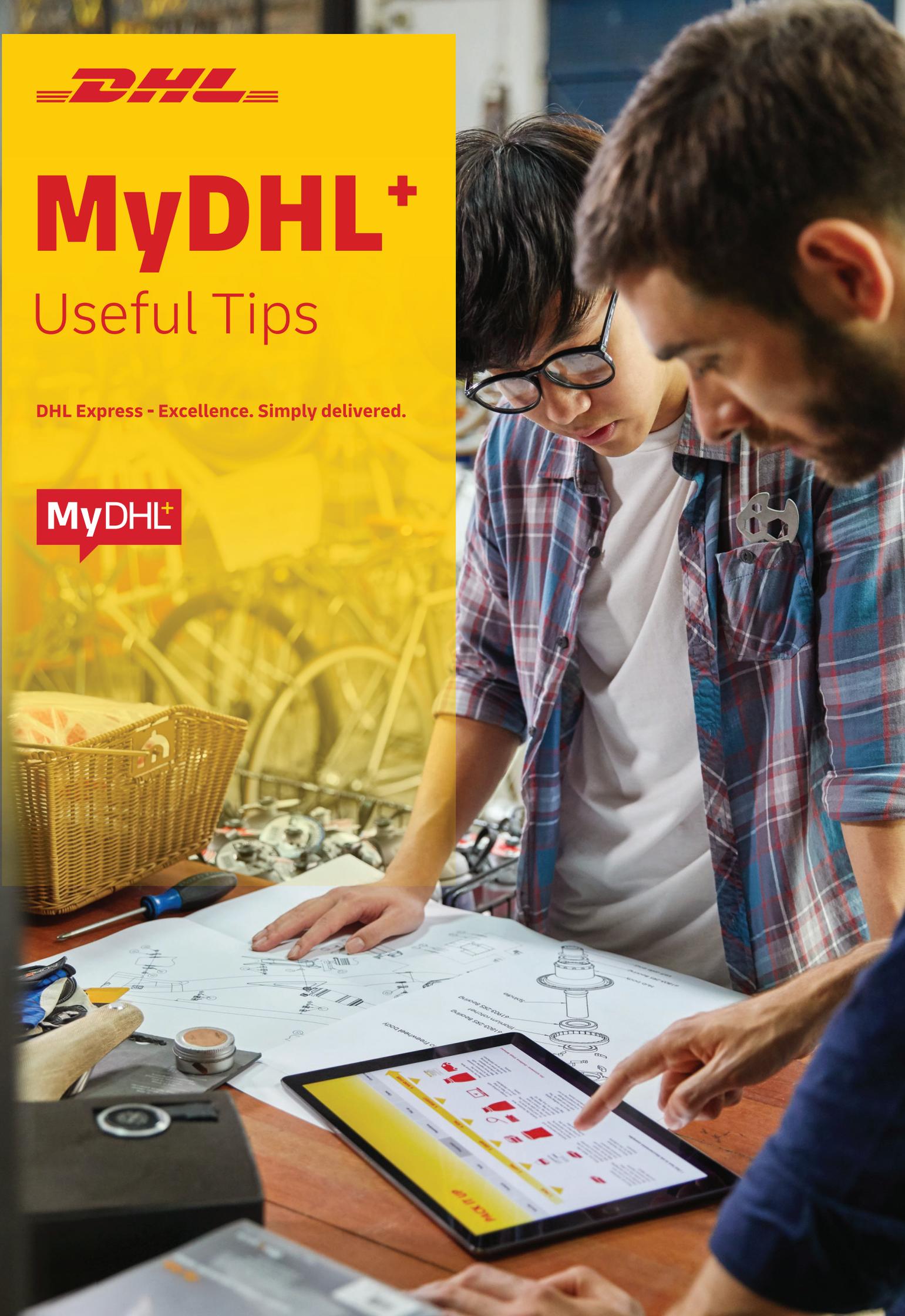


TABLE OF CONTENTS

1. ADDRESS

How to complete the Postal Code/ Zip Code field	3
How to complete the Suburb or City field	3

2. CUSTOMS

Where to enter the VAT or EORI Number	4
Where to enter the IOSS Number	5
How to create an invoice	7
How to check Prohibited Items	8

3. DHL ACCOUNT

How to add an additional account to your profile	9
How to change the billing account number when preparing a waybill	10

4. OTHERS

How to reset the password while login is locked	11
How to prepare a local domestic shipment	12

5. eSECURE

eSecure quick reference	14
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ADDRESS

POSTAL CODE OR ZIP CODE

Send a shipment to countries with a postal code or ZIP code

To send a shipment to a country with a postal code or zip code, simply enter the postal code or zip code in the **Postal Code/ZIP Code** field, then select the matching city from the dropdown menu.

The screenshot shows a shipping form with the following fields:

- Company: ABCDE TESTING COMPANY
- Country/Territory: United States of America
- Address: 12 ABC BUILDING
- Address 2: 188 ABC STREET
- Address 3: (empty)
- ZIP Code: 1000
- City: (dropdown menu open)
- State: (dropdown menu open)

The dropdown menu for the City field is open, showing a list of options:

- 10000 NEW YORK
- 10001 NEW YORK
- 10002 KNICKERBOCKER
- 10002 NEW YORK
- 10003 NEW YORK
- 10004 BOWLING GREEN

A red dashed arrow points from the ZIP Code field to the dropdown menu. To the right, a callout box shows two examples of how the ZIP Code, City, and State fields are populated:

- ZIP Code: 10000, City: NEW YORK, State: New York
- Postal Code: 75002, City: Paris, State: Ile-de-France

Send a shipment to countries without a postal code or ZIP code

To send a shipment to a country without a postal code or zip code system, please enter the location in the **Suburb** field, e.g., VIETNAM □ DISTRICT, then select the matching address from the dropdown menu.

The screenshot shows a shipping form with the following fields:

- Country/Territory: Vietnam
- Address: (empty)
- Address 2: (empty)
- Address 3: (empty)
- Suburb: DISTRICT
- City: (dropdown menu open)

The dropdown menu for the City field is open, showing a list of options:

- DISTRICT 1-BEN NGHE WARD HO CHI MINH
- DISTRICT 1-BEN THANH WARD HO CHI MINH
- DISTRICT 1-CAU KHO WARD HO CHI MINH
- DISTRICT 1-CAU ONG LANH WARD HO CHI MINH
- DISTRICT 1-CO GIANG WARD HO CHI MINH
- DISTRICT 1-DA KAO WARD HO CHI MINH
- Select One

A red dashed arrow points from the Suburb field to the dropdown menu. To the right, a callout box shows two examples of how the Suburb and City fields are populated:

- Suburb: DISTRICT, City: HO CHI MINH

CUSTOMS

VAT OR EORI NUMBER

VAT (Value-added Tax) or EORI (Economic Operators Registration and Identification) number

Please enter your VAT number in the **VAT/Tax ID** field and **EORI number** in the EORI Number field after entering the address.

To

Name
DHL Express France ✓

Business Contact

Company ⓘ
DHL Express France ✓

Country/Territory
France ✓

Address
Immeuble Le Mermoz ✓

Address 2
53 Avenue Jean Jaurès ✓

Address 3
CS 80014 ✓

Postal Code
93351 ✓

City
LE BOURGET ✓

State
CEDEX ✓

Email Address

Phone Type
Mobile ▾

Code
FR 33 ✓

Phone
0 82 51 00 080 _____ ✓

SMS Enabled

Add Another

VAT/Tax ID

EORI Number

Residential Address

[Notes about this contact](#)

[Clear Address](#)

Next

VAT/Tax ID

EORI Number

CUSTOMS

IOSS NUMBER

Send a shipment to European countries with your IOSS (Import One Stop Shop) number

If you are a registered IOSS seller, please enter your IOSS number in the **Tax ID** field when sending a shipment to European countries. The **Tax ID** field is located under the **Customs Declaration** section. Please enter a valid IOSS identification number, which starts with 'IM', followed by a 10-digit number.

Customs Declaration

Additional Parties

Are there other parties involved in the shipment?

Yes No

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)

Tax ID

[Next](#)

CUSTOMS

CREATING AN INVOICE – CREATING AN ICS2 COMPLIANT INVOICE

Create a commercial invoice on MyDHL+

To create a commercial invoice for your shipment, please enter the **Item Description** and **Commodity Code** (HS Code).

Shipment Details

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.

You'll need a customs invoice for this shipment – DHL can create it for you!

1 **Create Invoice** ✓

Using my shipment information

Use My Own Invoice

I have a printed invoice

Prohibited Items

Some items that are prohibited when shipping to France include:

- Animals, fish, birds (live)
- Seeds
- Bullion (of any precious metal)

[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? ⓘ

Select One *

2 **1** **Item Description** [View Prohibited Items](#)

"Sports footwear; tennis shoes basketball shoes gym shoes training shoes and the like" - "Footwear with

3 **Commodity Code** ⓘ

6404.11.000 [Q](#) ✓ [Copy](#)

If your shipment contains two or more items, please click **Add Another Item** to enter additional item details. The system will validate the information entered with a green tick next to the relevant field. Entering the full description of each item will facilitate the customs clearance process.

Describe each unique item in your shipment separately

[Quick Guide for Describing Items](#)

I would like to see estimated duties and taxes for my shipment

1 **Item Description** [View Prohibited Items](#)

"Sports footwear; tennis shoes basketball shoes gym shoes training shoes and the like" - "Footwear with" ✓

Commodity Code ⓘ

6404.11.000 [Q](#) ✓ [Copy](#)

Quantity	Units	Item Value	Net Weight	Gross Weight	Where was the item made?
1 ✓	Pieces ✓	50.00 ✓ HKD	0.5 ✓ kg	0.5 ✓ kg	Hong Kong SAR, China ✓

Total Units 1 Total Net Weight **0.5 KG** Total Gross Weight **0.5 KG** Number of Pallets

Add Another Item ➕

CUSTOMS

CREATING AN INVOICE

Use your own invoice

You are also encouraged to enter the full description of each item when using your own invoice to facilitate the customs clearance process.

Shipment Details

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 France include:

- Animals, fish, birds (live)
- Seeds
- Bullion (of any precious metal)

[View Prohibited Items](#)

You'll need a customs invoice for this shipment – DHL can create it for you!

Create Invoice

Using my shipment information

Use My Own Invoice ✔

I have a printed invoice

What is the purpose of your shipment?

Commercial ✔

Summarize the contents of your shipment (in detail)

Such as: mobile phones, women's shirts, boy's jacket

Invoice Number

Invoice Value

Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges) * HKD

Add Charges

Total Invoice Value

--- HKD

Enter the full descriptions of each item.

Customs Declaration

Additional Parties

Are there other parties involved in the shipment?

Yes No

- 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, VCEC or LVG

Item Details

Enter item details to create a digital record of your shipment.

Add Items

Additional Customs Documents

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

Add Another

CUSTOMS

PROHIBITED ITEMS

Click **View Prohibited Items** to view the list of prohibited items for your destination country under the **Shipment Details** and **Item Description** sections.

Shipment Details

Documents ✔

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

Describe the documents in your shipment

Select a description +

Packages

Packages are goods, merchandise or commodities for personal or commercial purposes.

Reference (appears on shipping label/waybill)

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)

Is it a document?

Some items you might think are documents are not – check before completing your shipment.

[> Help me determine if my item is a document](#)

Prohibited Items

Some items that are prohibited when shipping to France include:

- Animals, fish, birds (live)
- Seeds
- Bullion (of any precious metal)

[View Prohibited Items](#)

Next

OR

Describe each unique item in your shipment separately

[Quick Guide for Describing Items](#)

I would like to see estimated duties and taxes for my shipment

1	<p>Item Description View Prohibited Items</p> <input -="" footwear="" type="text" value="Sports footwear, tennis shoes, basketball shoes, gym shoes, training shoes and the like" with"=""/>	<p>Commodity Code +</p> <input type="text" value="6404.11.000"/> Q ✔	<p><input type="button" value="Copy"/></p>		
Quantity	Units	Item Value	Net Weight	Gross Weight	Where was the item made?
1	Pieces	50.00 HKD	0.5 kg	0.5 kg	Hong Kong SAR, China

Total Units 1

Total Net Weight **0.5 KG**

Total Gross Weight **0.5 KG**

Number of Pallets

[Add Another Item](#)

ACCOUNT

ADDITIONAL BILLING ACCOUNT

Add an additional DHL billing account to your MyDHL+ profile

To add an additional billing account to your profile, select **My Shipment Settings**, then **My DHL Accounts**. Next, click **Add Existing DHL Account** and enter the **Account Number** and a **Nickname** for it. Select the account type (**Shipper Account** or **Payer Account**), then click **Add**.

Step 1: In the top navigation bar, click on **My Shipment Settings**.

Step 2: In the settings dropdown menu, click on **My DHL Accounts**.

Step 3: In the **Saved Accounts** section, click on the **Add Existing DHL Account** button.

Step 4: In the **Add Existing DHL Account** form, enter a **Nickname** and the **Account Number**.

Step 5: Select the account type:

- Shipper Account**
 - Account associated with shipping activity
 - Can be used to pay for shipping charges
- Payer Account**
 - Account used to pay for shipping charges

Step 6: Click the **Add** button to complete the process.

ACCOUNT

ONE-OFF BILLING ACCOUNT

Use a one-off billing account number

To add a one-off billing account number, select **Alternate DHL Account Number** under **How will you pay for transportation charges?**, and enter the billing account in the **Account Number** field.

How will you pay?

1	How will you pay for transportation charges? Alternate DHL Account Number	How will duties and taxes be paid? Receiver will pay
2	Account Number 	

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.

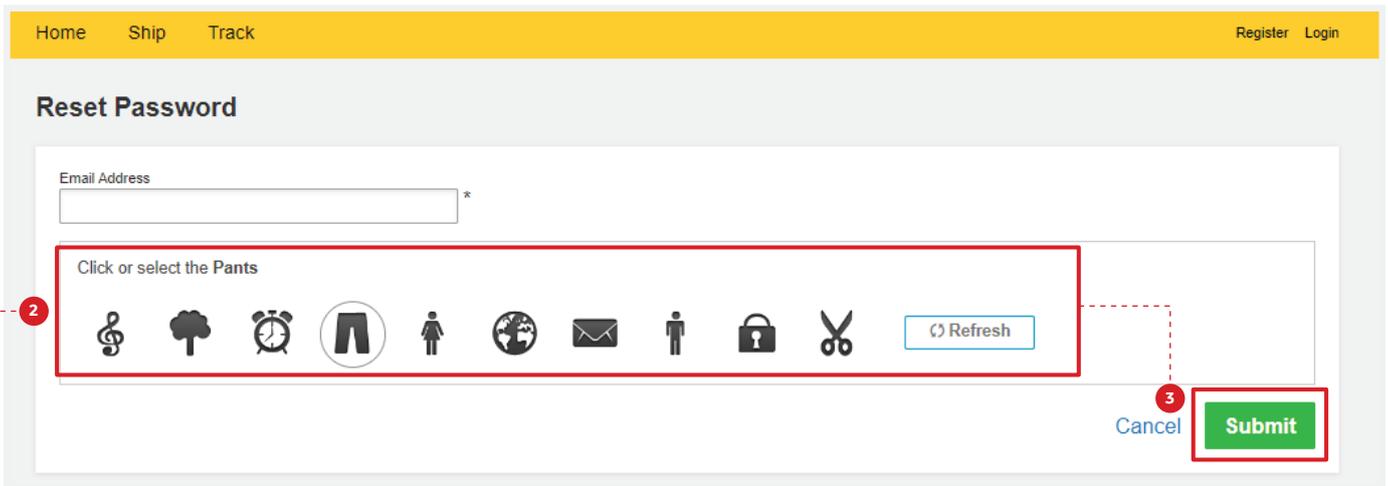
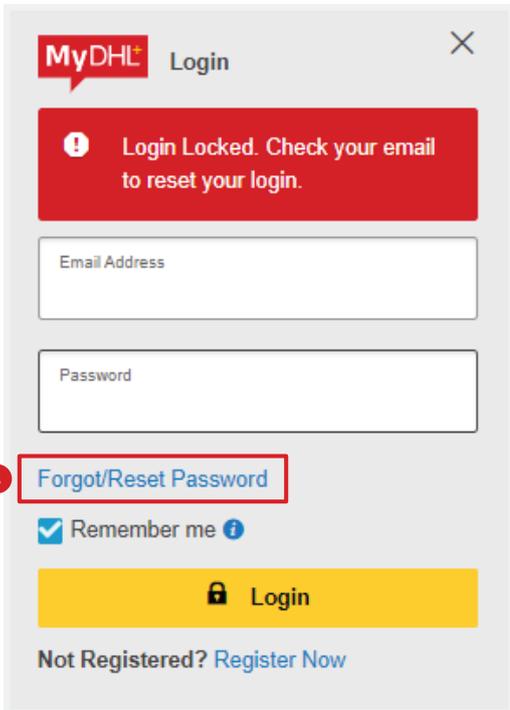
Select customs terms of trade [View Definitions](#)
DAP - Delivered at Place

[Next](#)

OTHERS

RESET PASSWORD WHILE LOGIN IS LOCKED

If **Login Locked** pops up during login, please click **Forgot/Reset Password**. Enter your registered email address and click the icon as instructed, then click **Submit**. You will receive an email to reset your MyDHL+ password within one minute.



OTHERS

HOW TO PREPARE A LOCAL DOMESTIC SHIPMENT

MyDHL+ does support the creation of a domestic waybill in Singapore. Please select **SINGAPORE** for both the shipper and receiver to proceed with your domestic shipment.

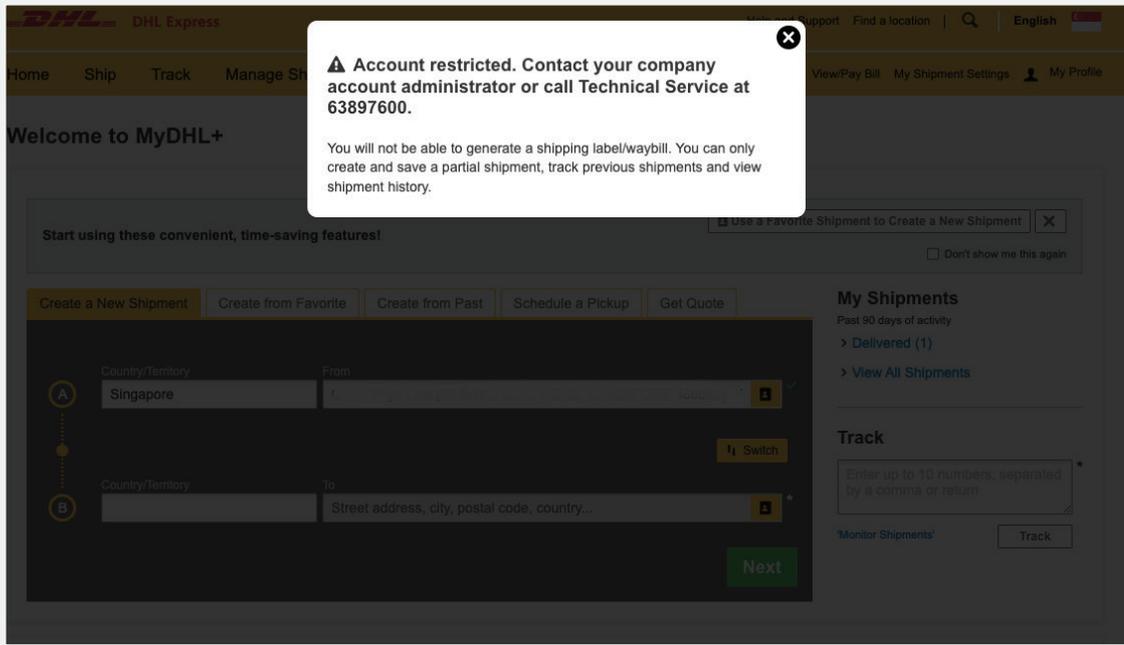
The screenshot shows the DHL Express 'Create Shipment' interface. At the top, there is a yellow navigation bar with the DHL logo and 'DHL Express' on the left, and 'Help and Support', 'Find a location', a search icon, 'English', and a flag icon on the right. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments 75', 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The main content area is titled 'Create Shipment' and includes buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The form is divided into two columns: 'From' and 'To', separated by a 'Switch' button. Each column contains the following fields:

- Name:** Text input with 'Tan' and a checkmark.
- Business Contact:** Checkbox (unchecked).
- Company:** Text input with 'DHL Test' and a checkmark.
- Country/Territory:** Text input with 'Singapore' and a checkmark.
- Address:** Text input with 'test' and a checkmark.
- Address 2:** Text input with 'test' and a checkmark.
- Address 3:** Empty text input.
- Postal Code:** Text input with '535215' and a checkmark.
- City:** Text input with 'SINGAPORE' and a checkmark.
- State:** Empty text input.
- Residential Address:** Checkbox (unchecked).
- Email Address:** Text input with 'test@dhl.com' and a checkmark.
- Phone Type:** Dropdown menu with 'Office' selected.
- Code:** Text input with '65' and a checkmark.
- Phone:** Text input with '6389 7600' and a checkmark.
- Extension:** Empty text input.
- Buttons:** 'Add Another' button.
- VAT/Tax ID:** Text input with placeholder 'Enter IOSS in Customs Declaration section'.

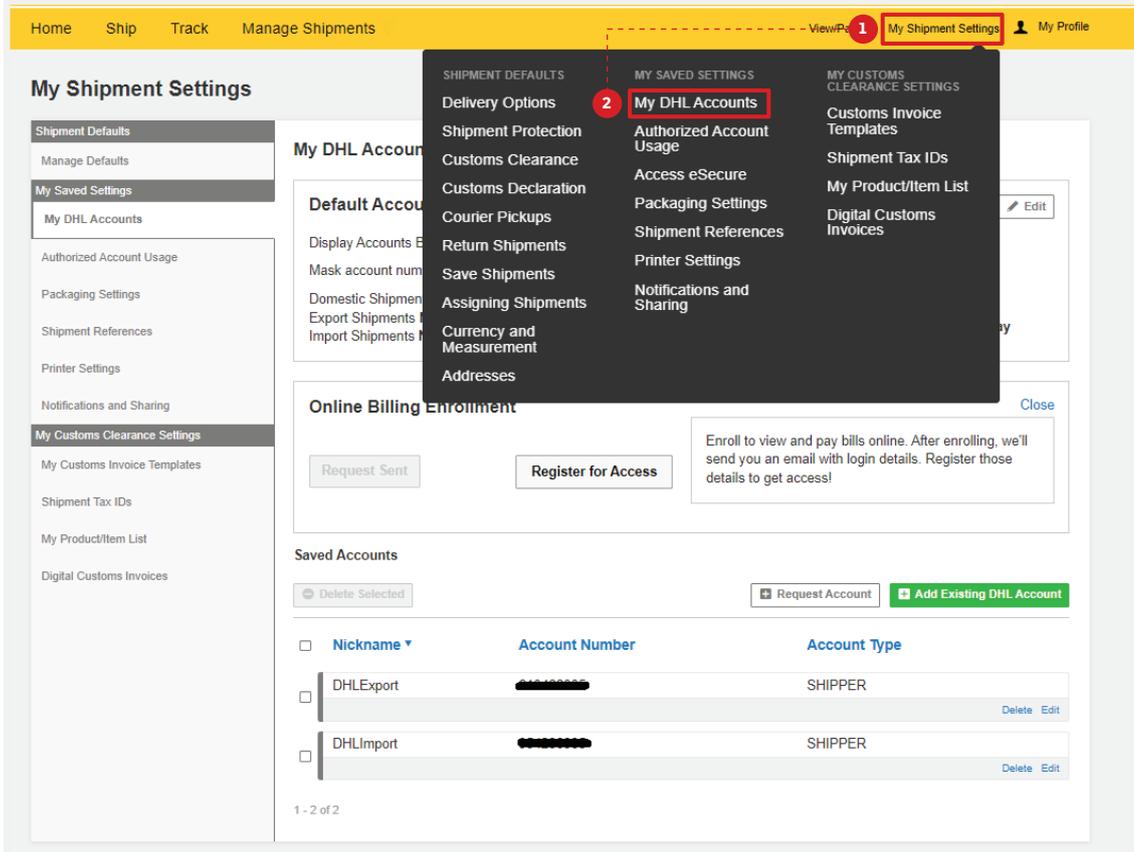
OTHERS

ACCOUNT RESTRICTED ERROR MESSAGE

If you encounter the following error message after logging into MyDHL+, please check on your account status by clicking **My Shipment Settings** **My DHL Accounts**.



The restricted account number might be invalid due to inactivity or account stop.

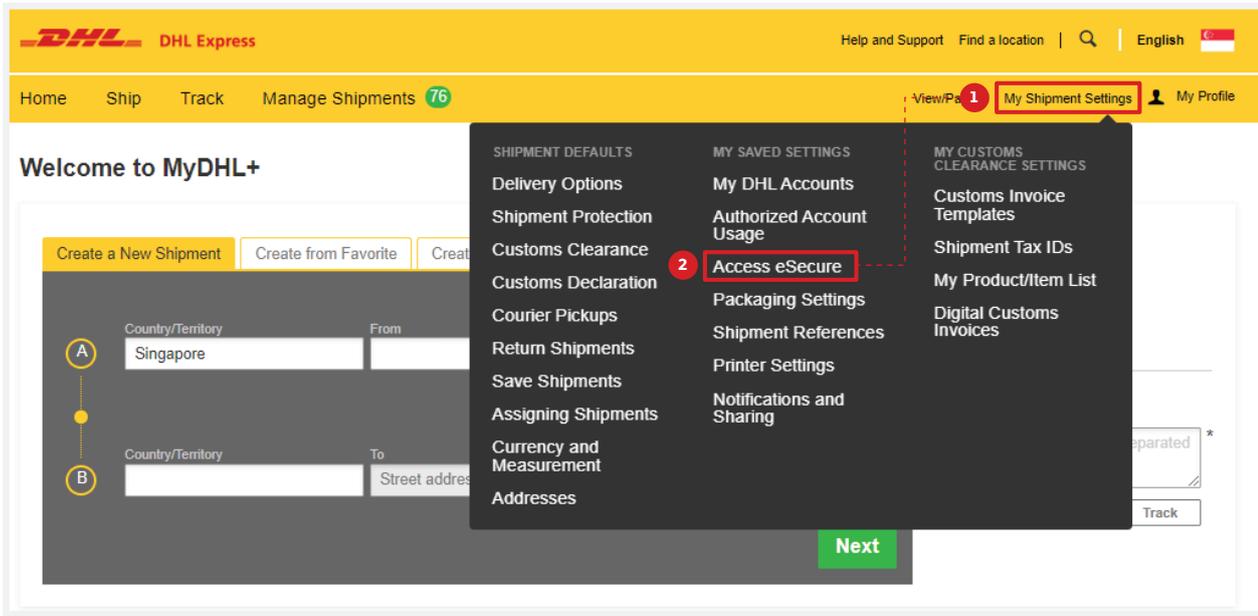


eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 1: Login to MYDHL+

After logging in, you can access the eSecure menu by clicking **Access eSecure** under **My Shipment Settings**.



eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 2: Whitelist users

The Customer Administrator can whitelist shippers by email address and company domain:

- **The Authorized User** feature allows for the approval or rejection of individual email addresses.
- **The Authorized Domain** feature allows the Customer Administrator to grant DHL Express Account access to all users with an email address under the specified company domain.

The screenshot displays the eSECURE Customer Administrator interface, divided into two main sections: Authorized User and Authorized Domain. Red boxes and lines highlight the labels for each section.

Authorized User Section:

- Fields: Email ID, Account Number, Status (Approved, Rejected, Pending), Origin (HONG KONG SAR, CHINA).
- Buttons: Search, Reset.
- Summary: 46 records found.
- Table Columns: Email ID, Account Number, Origin, Status, Assigned By, Modified Date.
- Table Data:

Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input type="checkbox"/> bobheng@gmail.com	65141737	HONG KONG SAR, CHINA	Approved	daniel.ob.chan@dhl.com	13-Jan-20
<input type="checkbox"/> bobheng@hk-dhl.com	65141737	HONG KONG SAR, CHINA	Approved	bong.hung@dhl.com	22-Jan-20
<input type="checkbox"/> bong.hung@dhl.com	65141737	HONG KONG SAR, CHINA	Approved	daniel.ob.chan@dhl.com	25-Oct-19

Authorized Domain Section:

- Fields: Domain Name, Account Number, Origin (HONG KONG SAR, CHINA), Status (Active, Inactive), Company Name.
- Buttons: Search, Reset.
- Summary: 3 records found.
- Table Columns: Domain Name, Account Number, Origin, Company, Status, Assigned By, Modified Date.
- Table Data:

Domain Name	Account Number	Origin	Company	Status	Assigned By	Modified Date
<input type="checkbox"/> @xxxx.com	011417	HONG KONG SAR, CHINA	DHL - ECOM SECTION INTERNAL USE FOR TESTING	Inactive	demeriben@hotmail.com	03-Sep-20
<input type="checkbox"/> @xxxx.com	011417	HONG KONG SAR, CHINA	DHL - ECOM SECTION INTERNAL USE FOR TESTING	Inactive	demeriben@hotmail.com	03-Sep-20
<input type="checkbox"/> @dhl.com	011417	HONG KONG SAR, CHINA	DHL - ECOM SECTION INTERNAL USE FOR TESTING	Inactive	kerry.siu@dhl.com	26-May-18

eSECURE

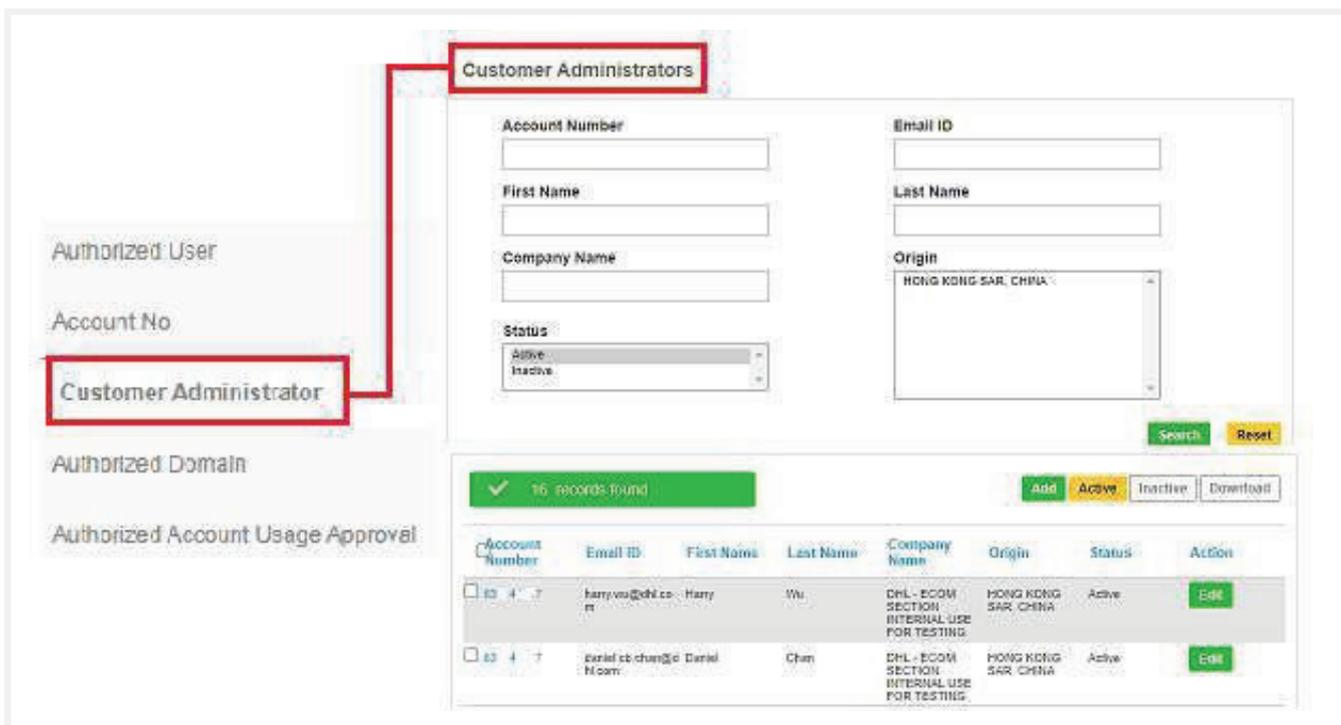
QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 3: Add more account admins if needed

If more than one Customer Administrator is needed, the first Customer Administrator can easily add a new Customer Administrator here.

Once eSecure security is enabled, all future attempts to access your DHL Express Account on MyDHL+ or eMailship by unauthorized users will trigger an approval request to account admins.

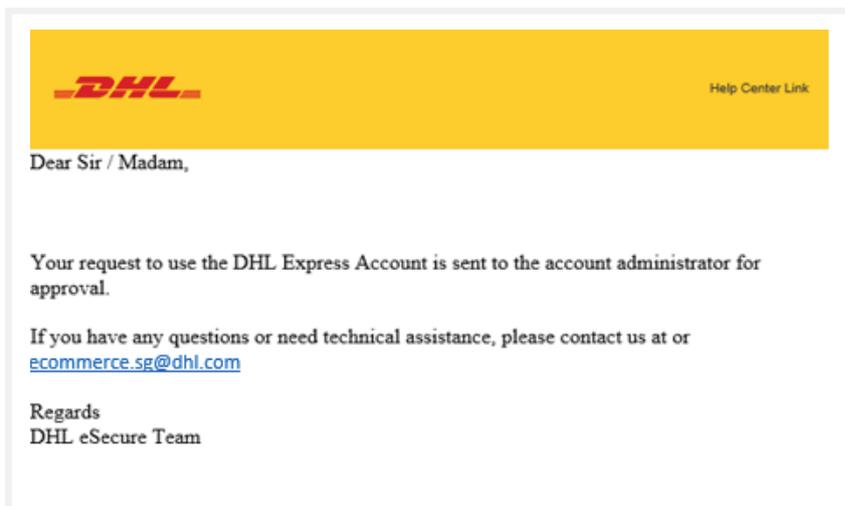
Account admins can approve or reject requests by clicking the approval button in the email or accessing the MyDHL+ eSecure Menu. Upon approval or rejection, the requestor will be notified via email.



New Requestor

A new email address attempting to use an eSecure-enabled DHL Express Account will be treated as a new requestor.

The requestor will receive an email notification and the Customer Administrator will receive an email requesting approval.



eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

The requestor will be notified of your decision.

Request Approved

Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account 95XXXXXX44 has been approved.

If you have any questions or need technical assistance, please contact us at or ecommerce.sg@dhl.com

Regards
DHL eSecure Team

Request Declined

Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account 95XXXXXX44 has been rejected. Please contact the account administrator to request for the approval.

If you have any questions or need technical assistance, please contact us at ecommerce.sg@dhl.com

Regards
DHL eSecure Team

Connect with us

DHL Express (Singapore) Pte Ltd

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services on **1800 285 8888**
-  Find your nearest [DHL Service Point](#)

Valid: 10/2023

The information in this guide is correct as of 10/2023.

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