MYDHL+ IMPORT (REMOTE BOOKING) SHIPMENT CREATION GUIDE

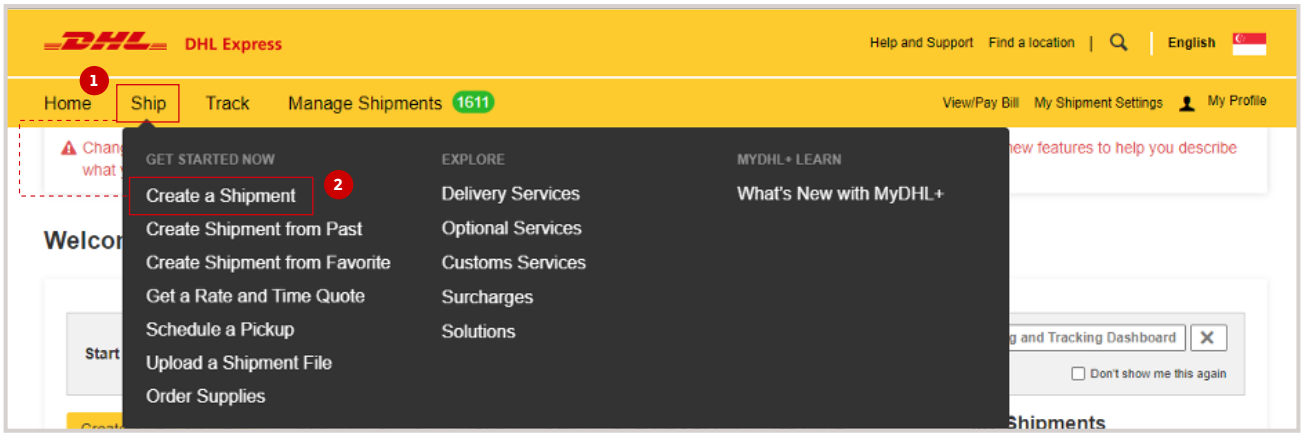
DHL Express – Excellence. Simply delivered.

STEP 1:

Login to MyDHL+ at **mydhl.express.dhl/sg/en/auth/login.html**

STEP 2:

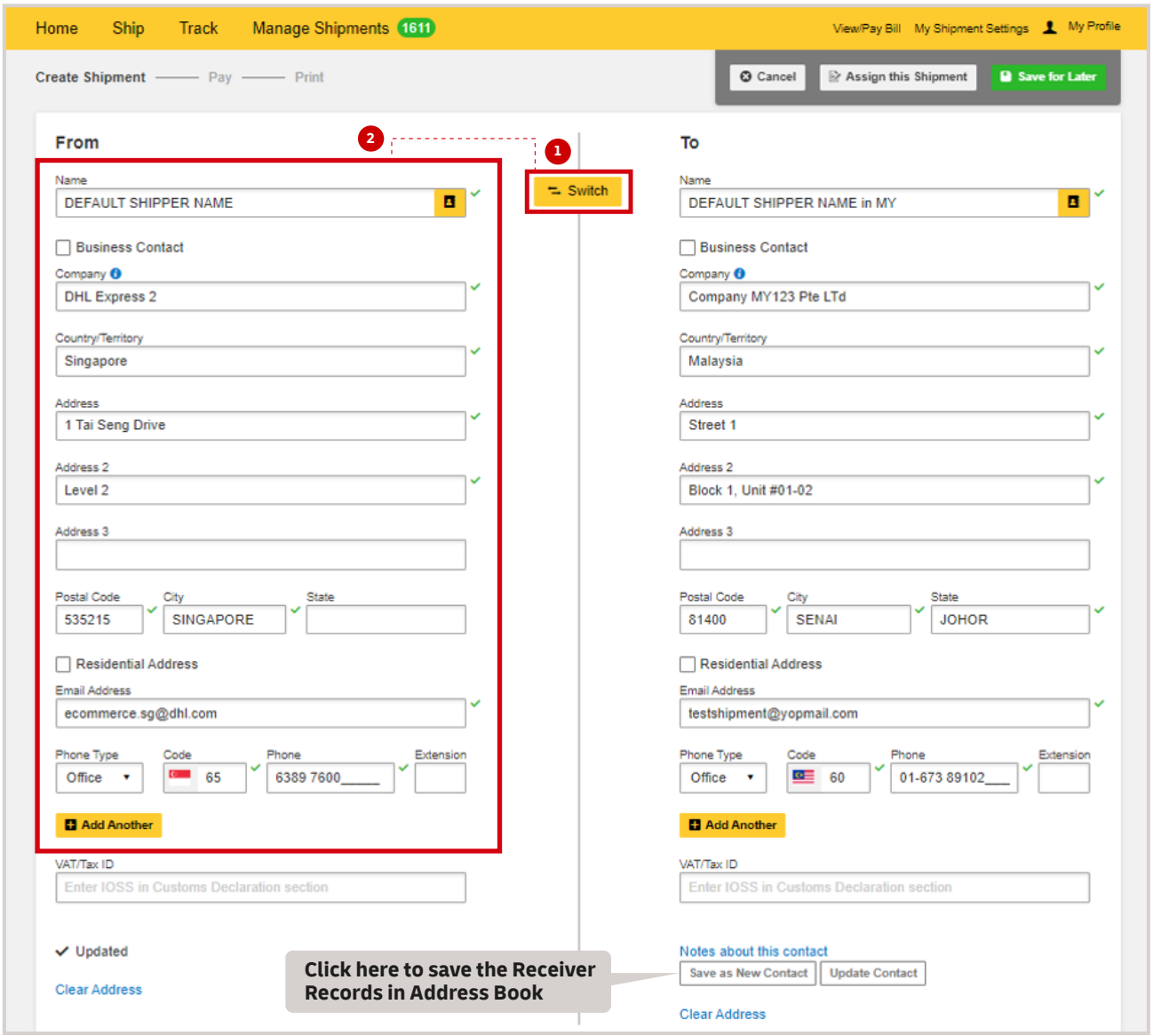
Click **Ship** > **Create a Shipment**



STEP 3:

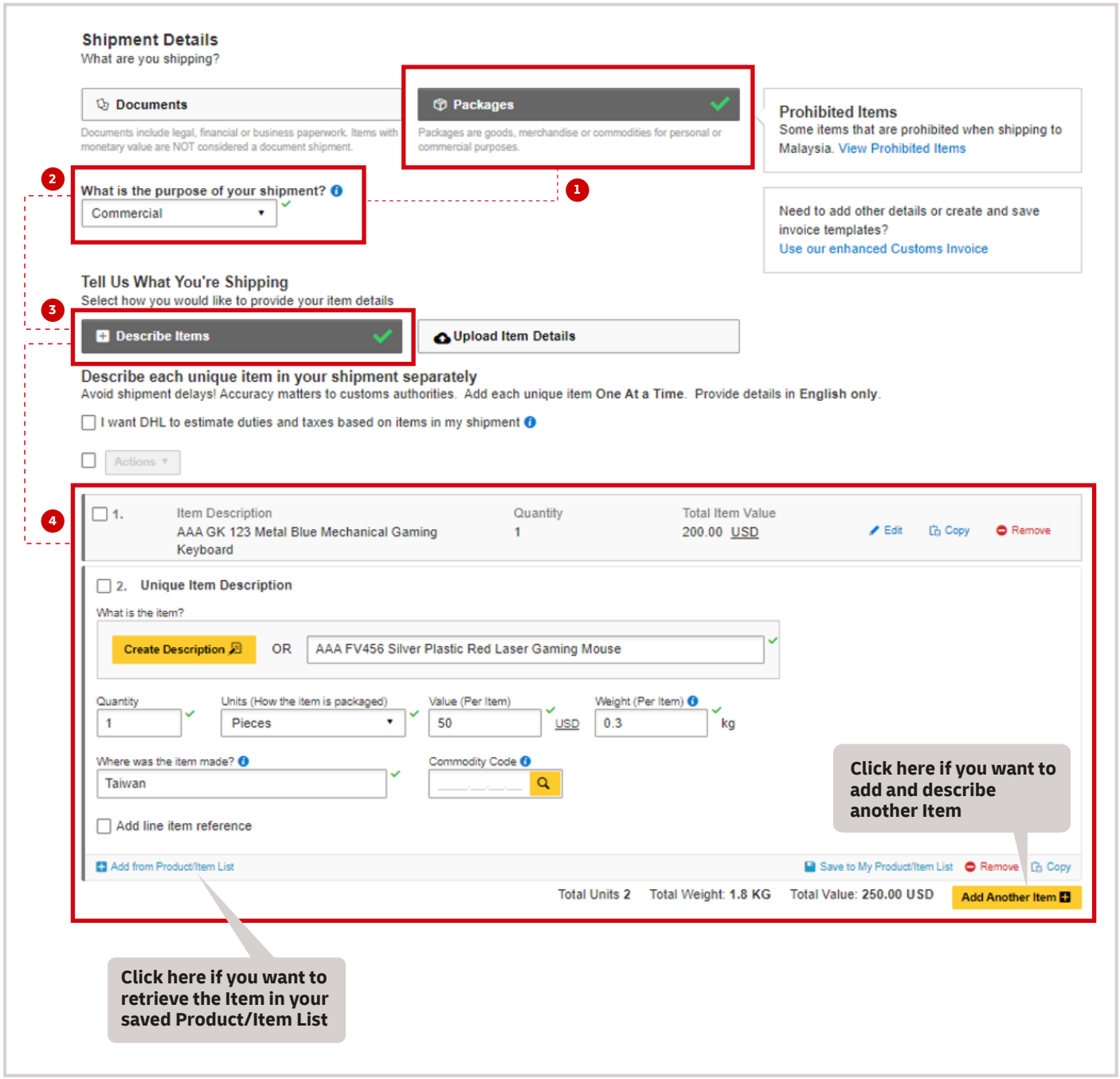
Click **Switch** and fill out the shipper details under the **From** section on your screen's left. If the receiver is not in Singapore, you may edit the receiver address under the **To** section.

All fields with the symbol * are mandatory. Those without the symbol * are optional, and can be left blank. Click **Next** to move on.



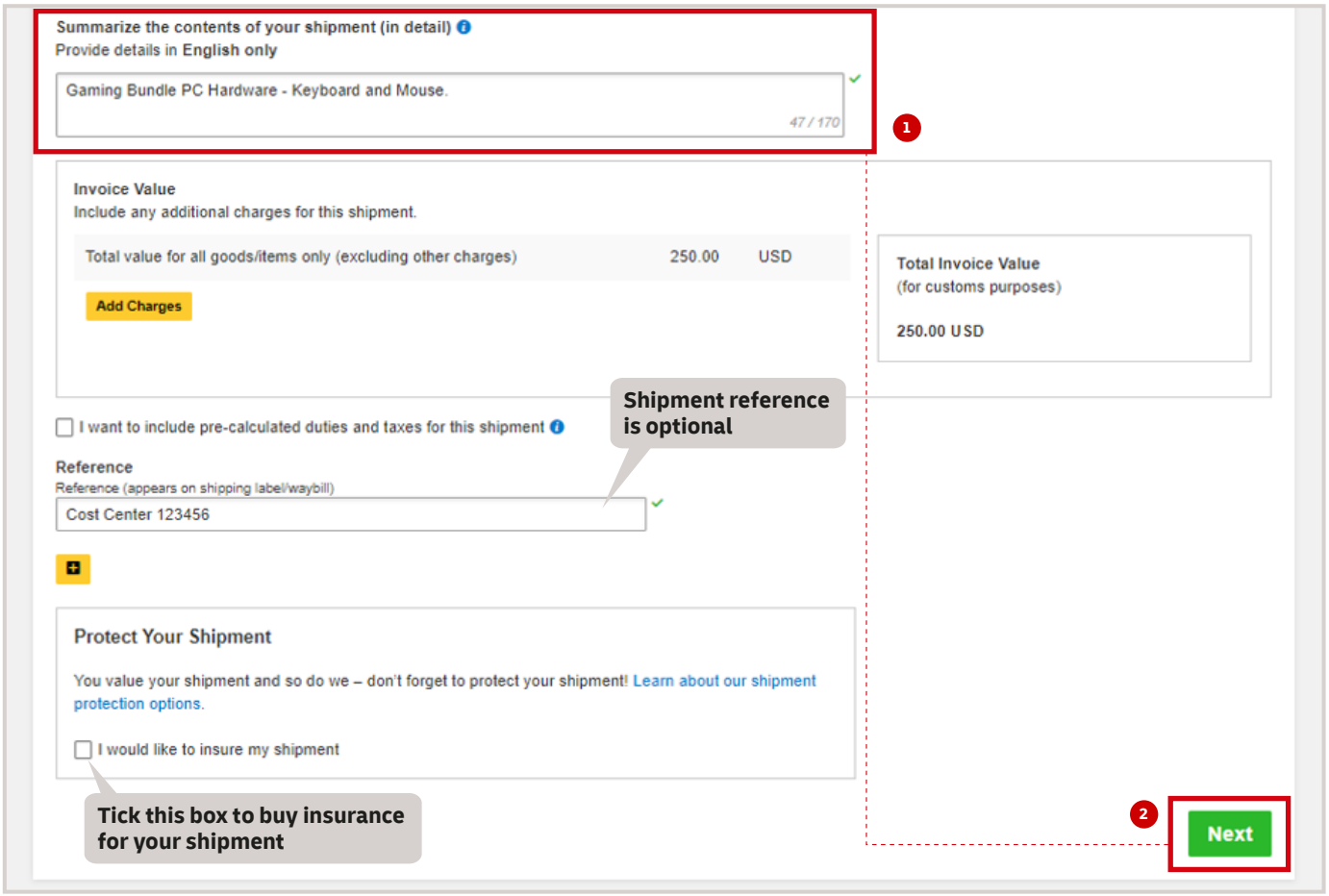
STEP 4:

Select shipment type and input Customs Invoice Data which is the whole section of **Tell Us What You're Shipping**. It is important to provide your Customs Invoice Data here to speed up customs clearance and minimize the risk of clearance issues.



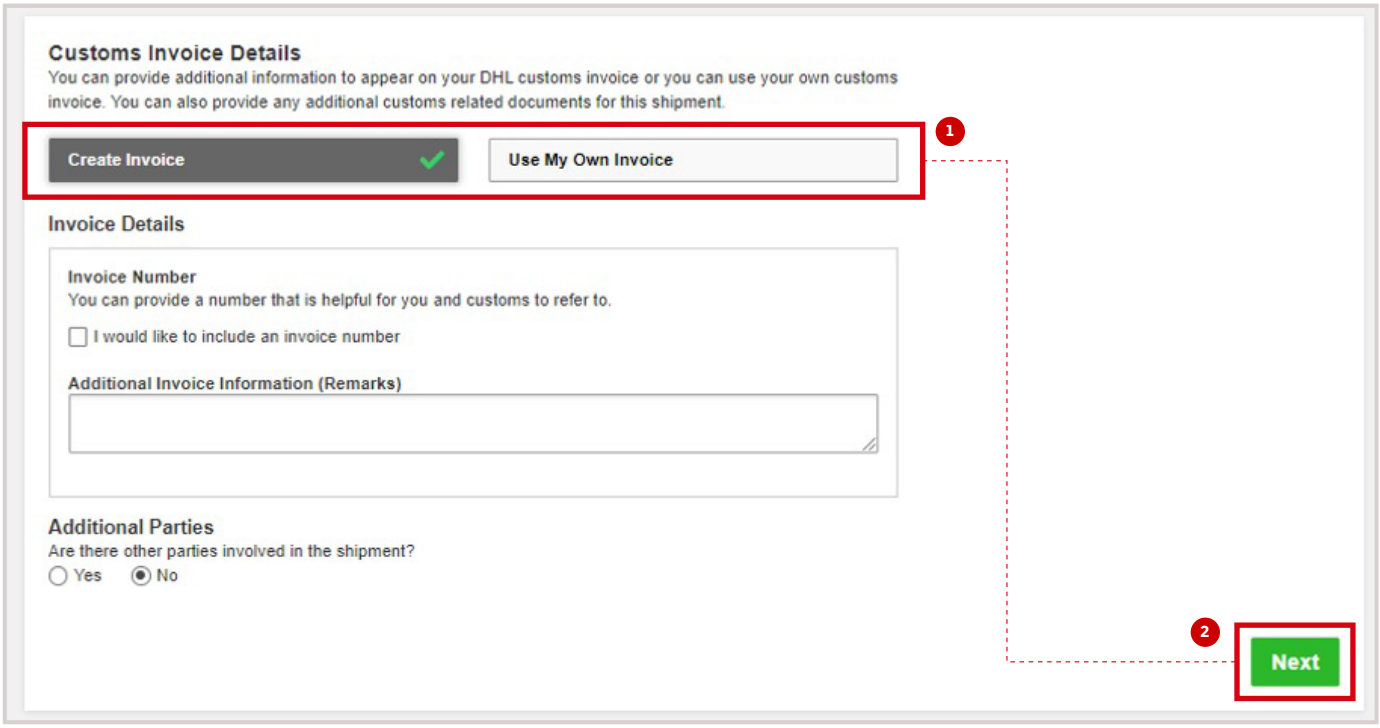
STEP 5:

Summarize your shipment description (If multiple items) in detail. Click **Next** to move on.



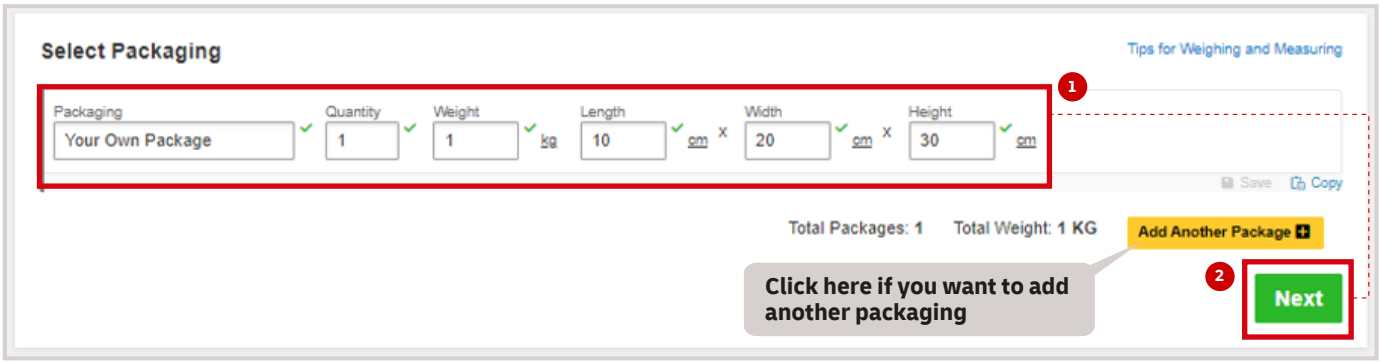
STEP 6:

Select **Create Invoice** to create a DHL-generated Invoice (using your provided item data) OR **Use My Own Invoice** to use your own invoice. Click **Next** to move on.



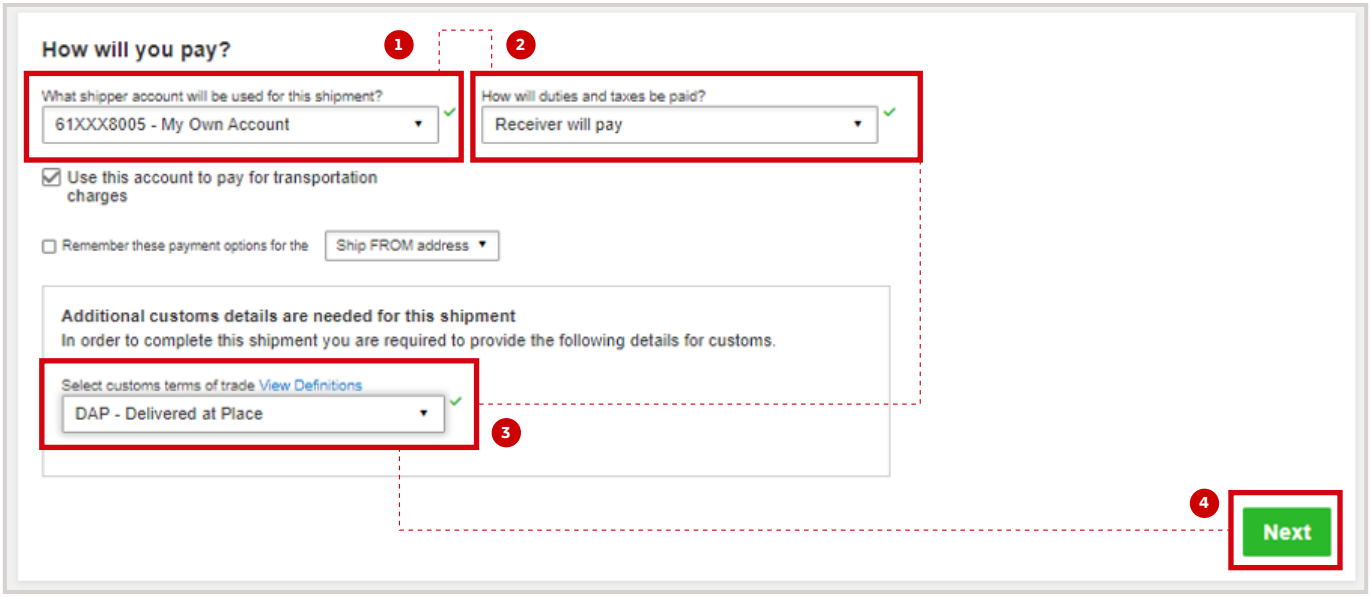
STEP 7:

Select packaging. You can add multiple packaging if you pack your shipment into multiple shipment pieces(boxes). Click **Next** to move on.



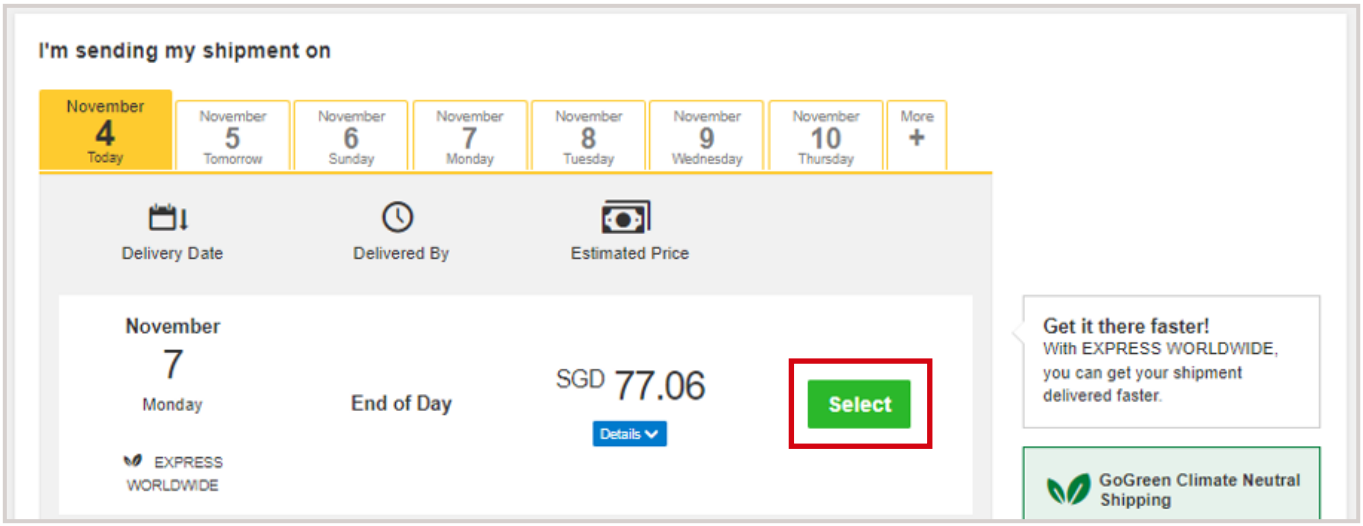
STEP 8:

Select your payment options for shipment transportation and for duties and taxes. Please select **Alternative DHL Account** if you would like to charge the fees to the receiver or third party's account number. Select your customs term of trade (Incoterms). Click **Next** move on.



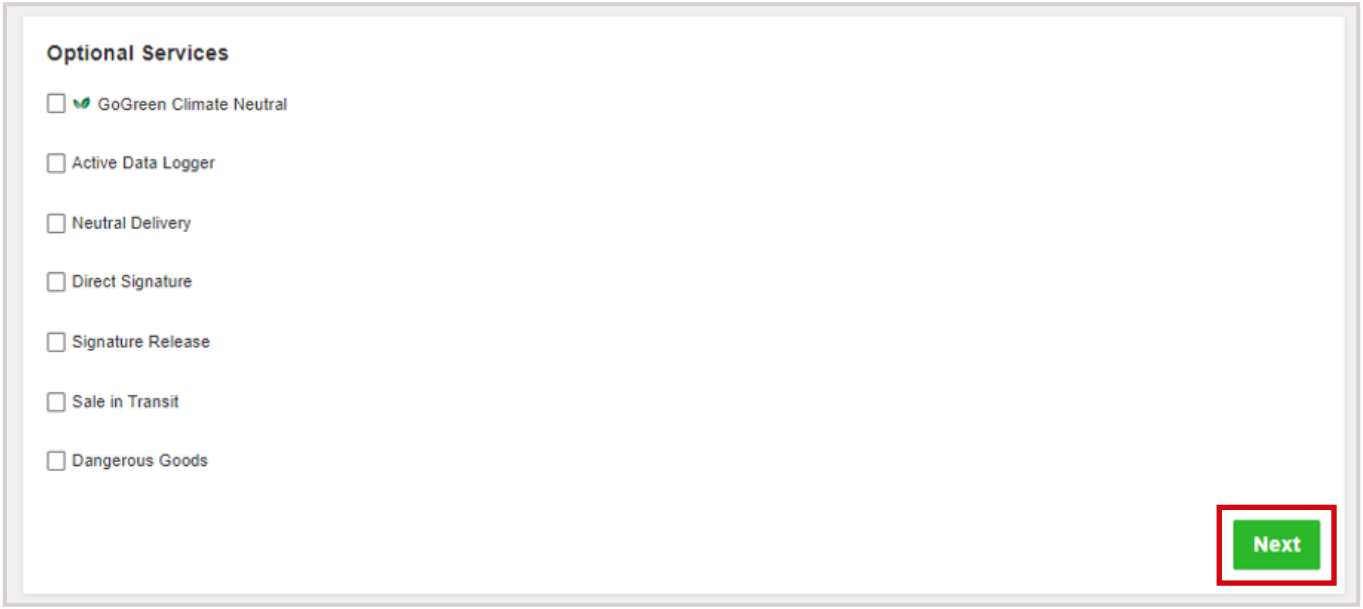
STEP 9:

Select the shipment date and choose your delivery service option.
EXPRESS WORLDWIDE is our standard delivery option. Click **Select** to move on.



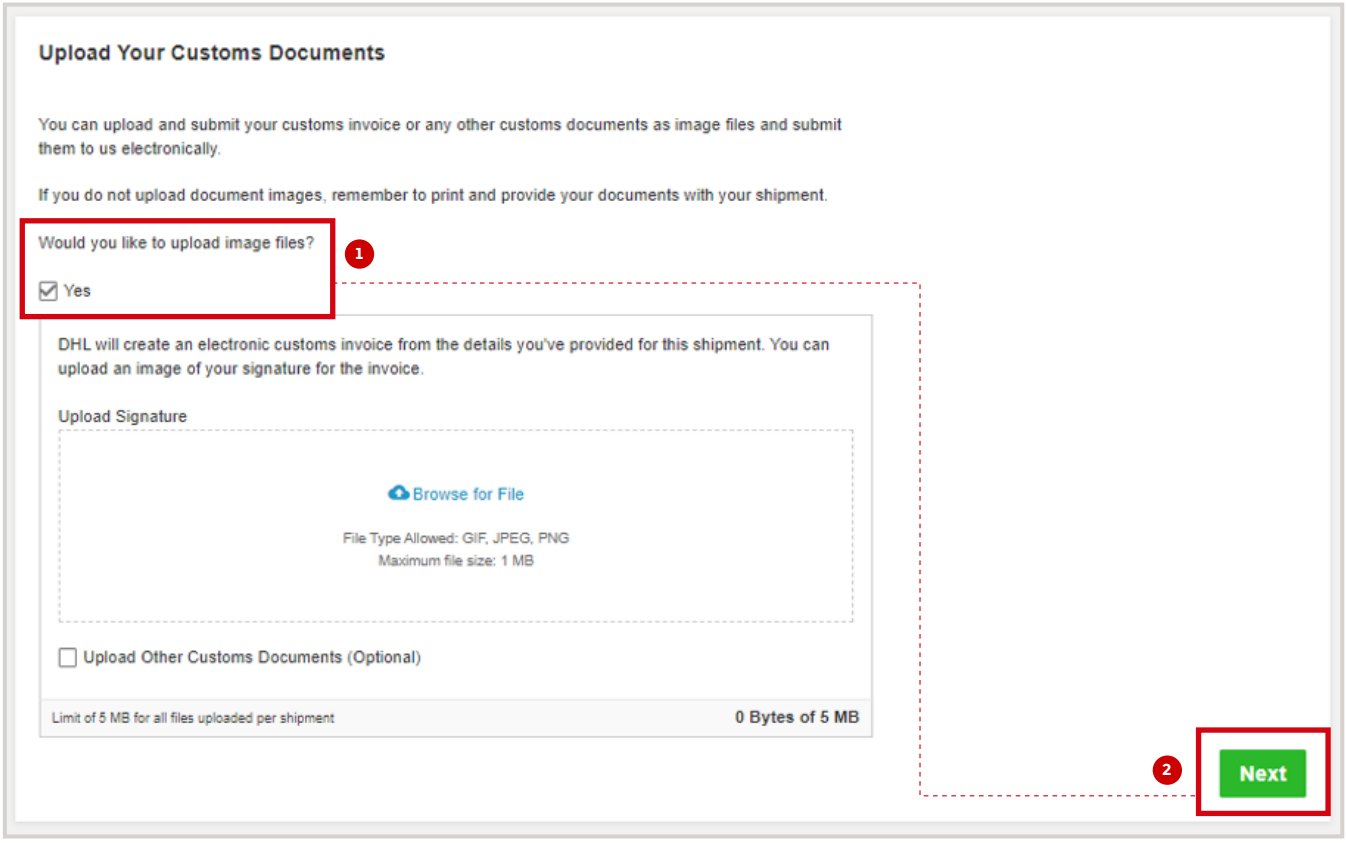
STEP 10:

Select **Optional Services** to add to your shipment. The list of available optional services depends on your account agreement (e.g., Dangerous Goods, Sale in Transit, etc.)
Click **Next**.



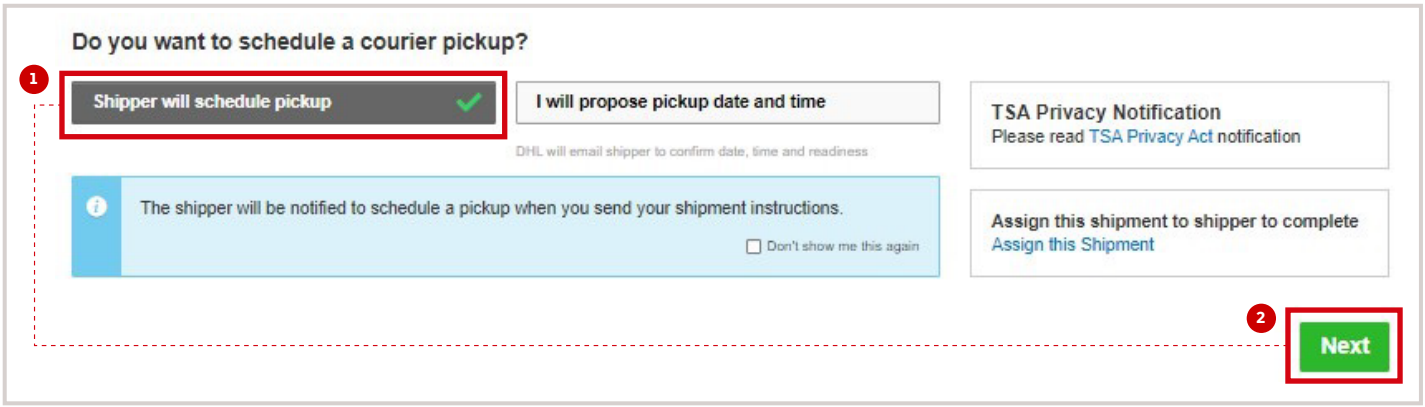
STEP 11:

If the destination country supports Paperless Trade (PLT), you will see this page and you can decide to upload the DHL-generated Invoice or your own invoice here.
Click **Next** to move on.



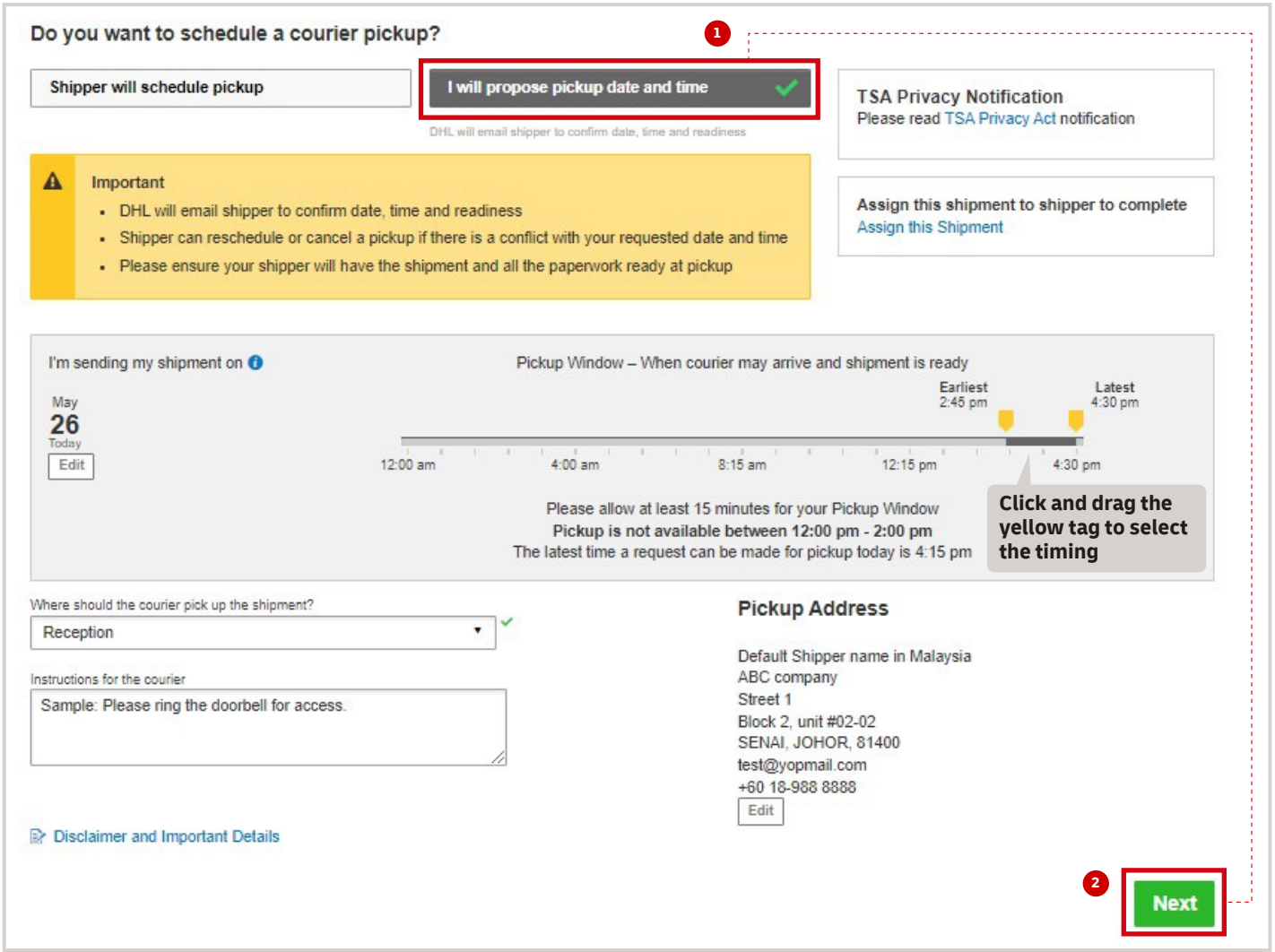
STEP 12a:

Select **Shipper will schedule pickup** if the shipper needs to arrange a courier pickup for this shipment. Click **Next** to move on.



STEP 12b:

Select **I will propose pickup date and time** if you need to arrange a courier pickup for this shipment. Then select the pickup time window. Click **Next** to move on.



STEP 13:

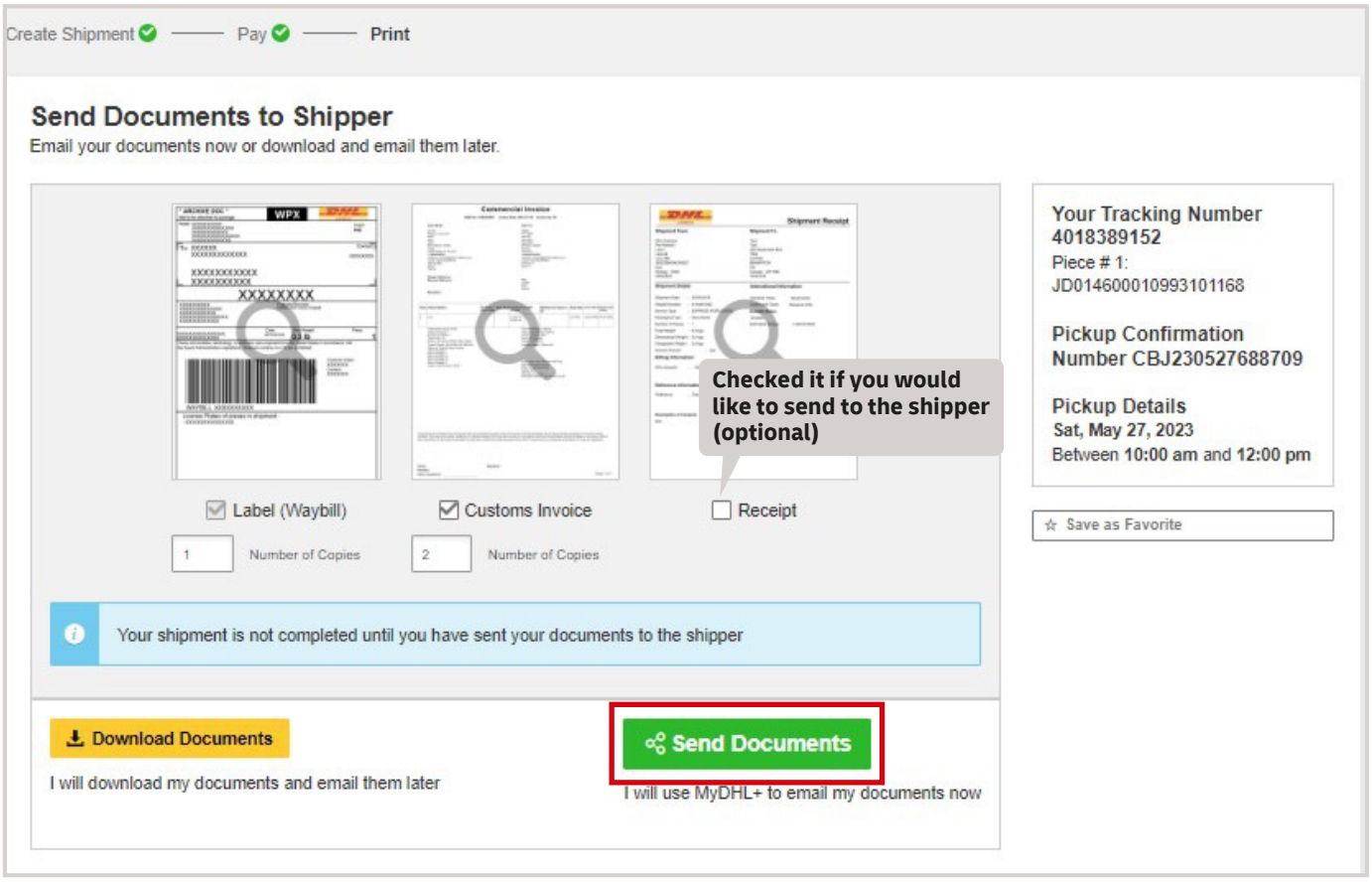
Click **No** (selected by default) if you don't need to create a return label.
Click **Next** to move on.

STEP 14:

After checking your cost summary, click **Accept and Continue** to confirm the shipment and proceed to the next page.

STEP 15:

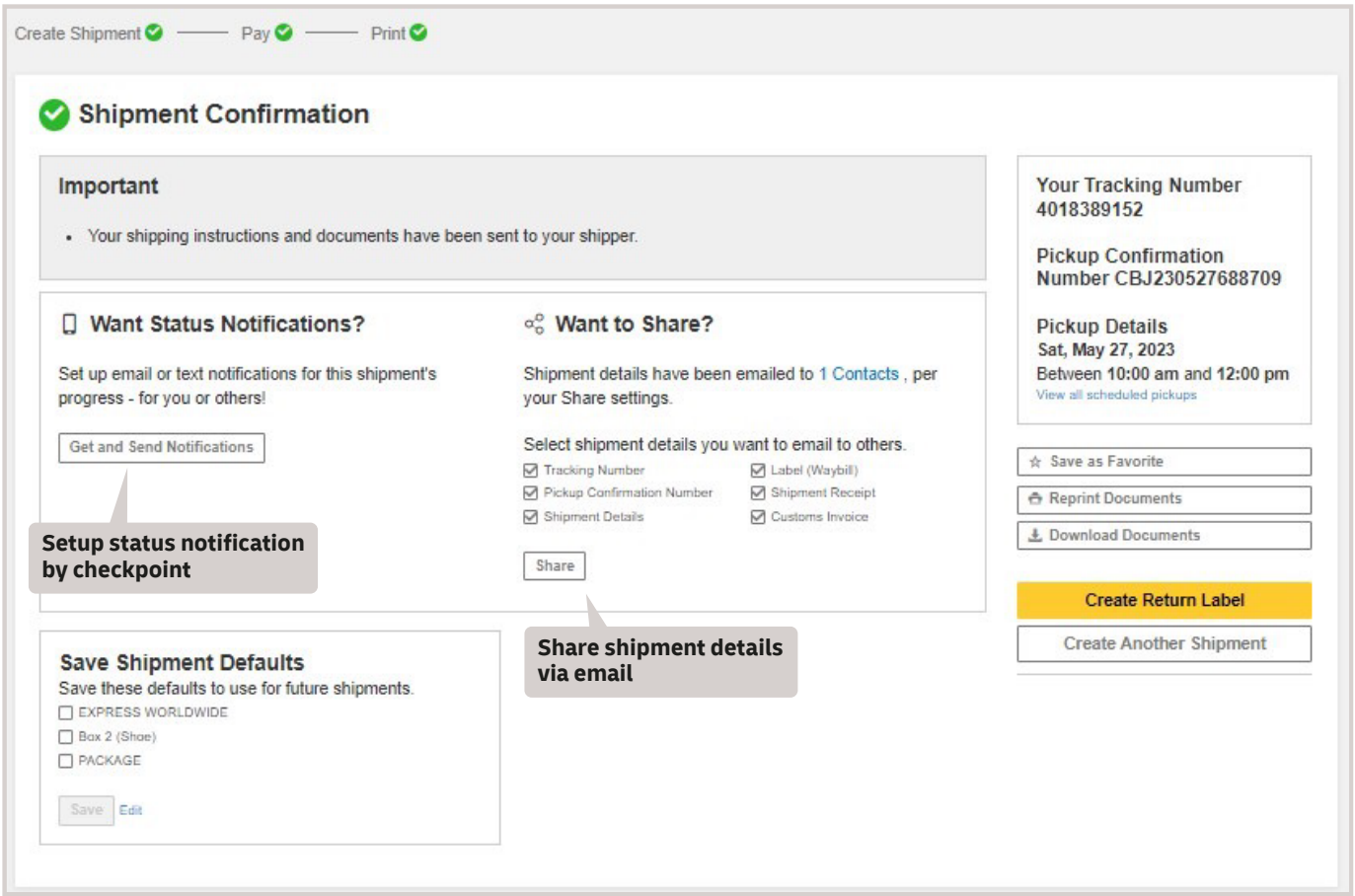
You will see this page if you have created the DHL Invoice and not uploaded it. Click **Send Documents** to send the selected documents to the shipper, including the shipping label and Customs Invoice.



STEP 16:

Shipment confirmation page. There are many other optional actions that you can do here:

1. Set up status notifications so that we will notify you when the shipment reaches certain checkpoints.
2. Share shipment details with anyone via email.
3. You can **Save as Favorite**, **Reprint Documents**, or **Download Documents** from your shipment.
4. Continue creating another shipment by clicking **Create Another Shipment**.

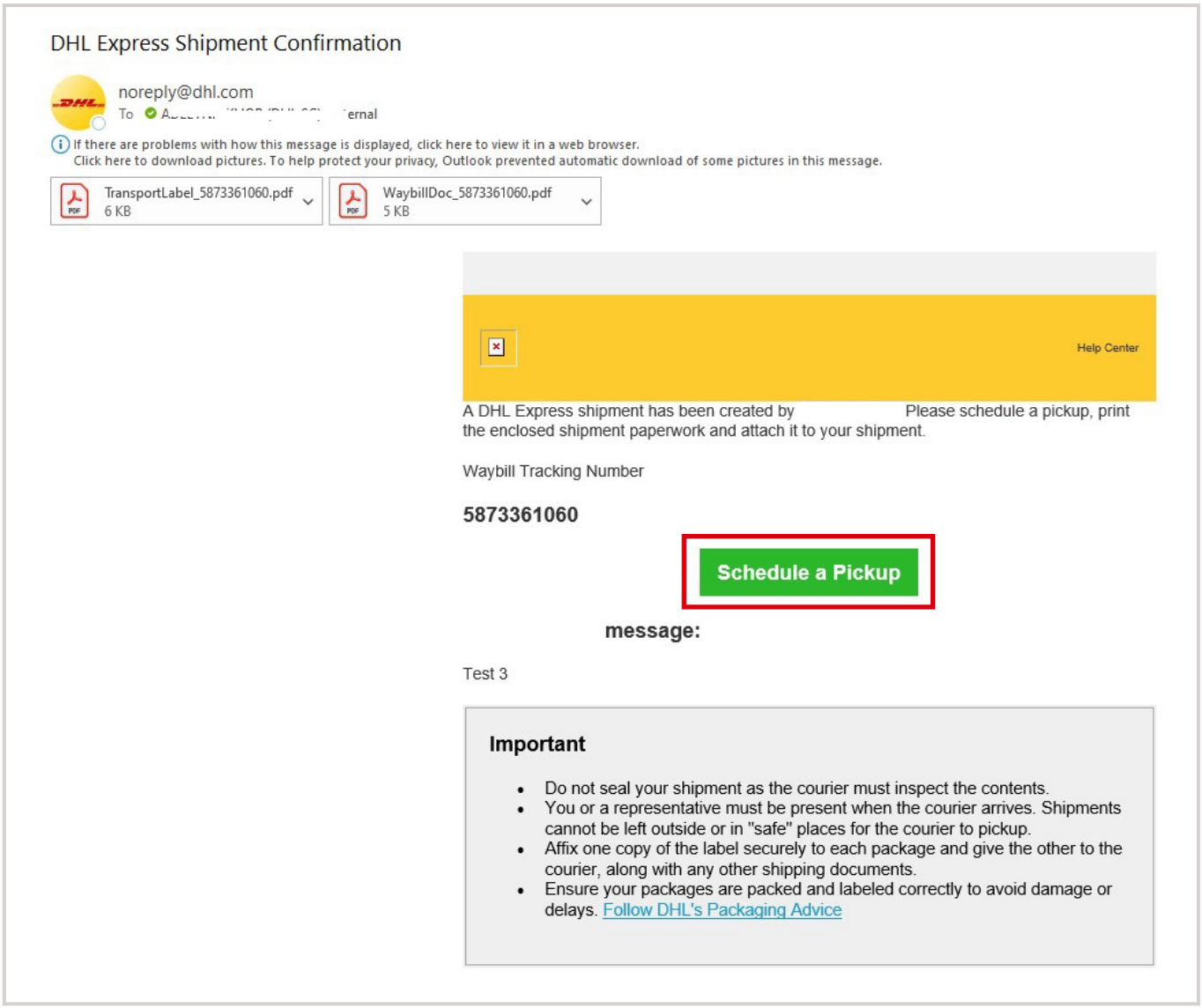


ACTION REQUIRED FOR SHIPPER TO SCHEDULE AND CONFIRM PICKUP

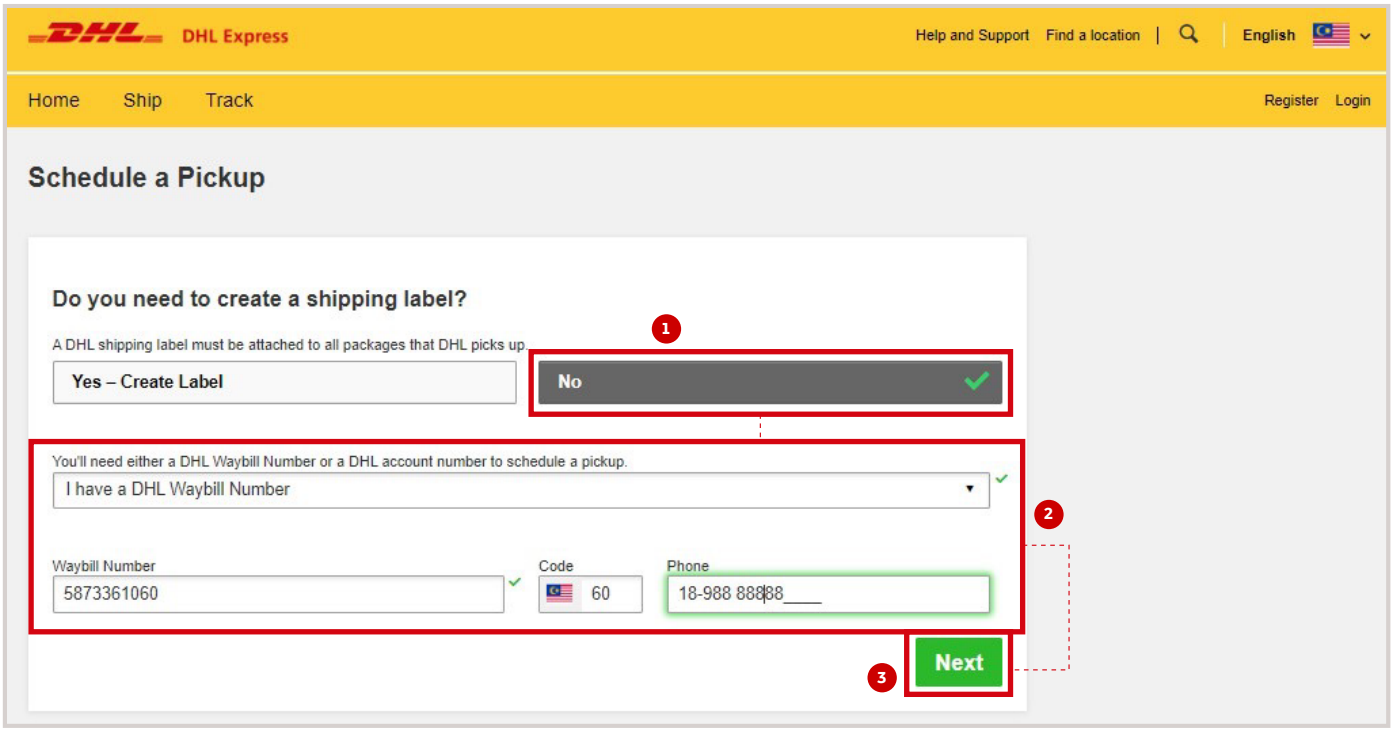
***If the shipper does not act on both selections, no pickup will be notified to the courier.**

Selecting Shipper will schedule pickup:

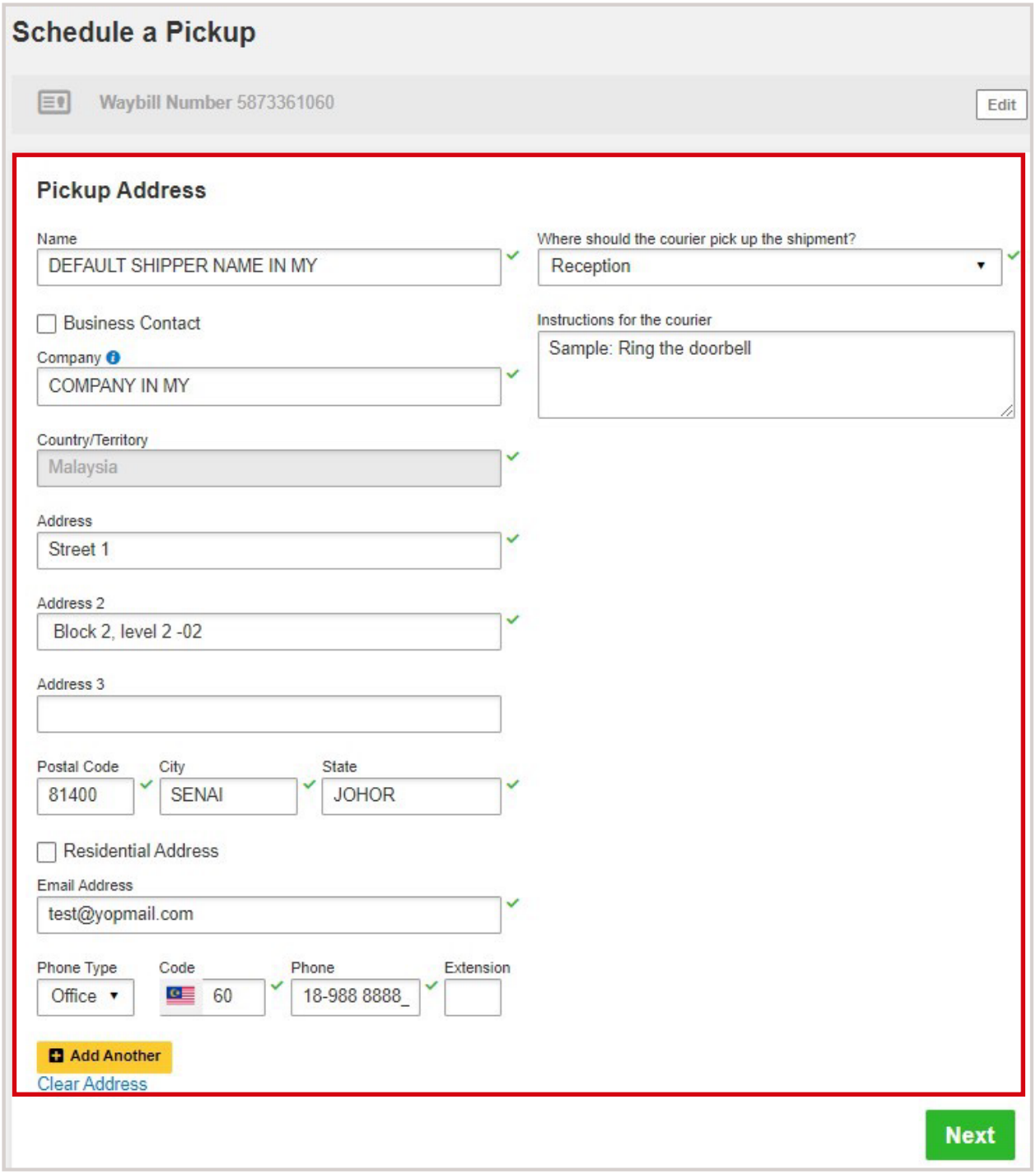
The shipper will receive a shipment confirmation email as shown in the sample below. The shipper needs to click **Schedule a Pickup** to trigger the pickup request.



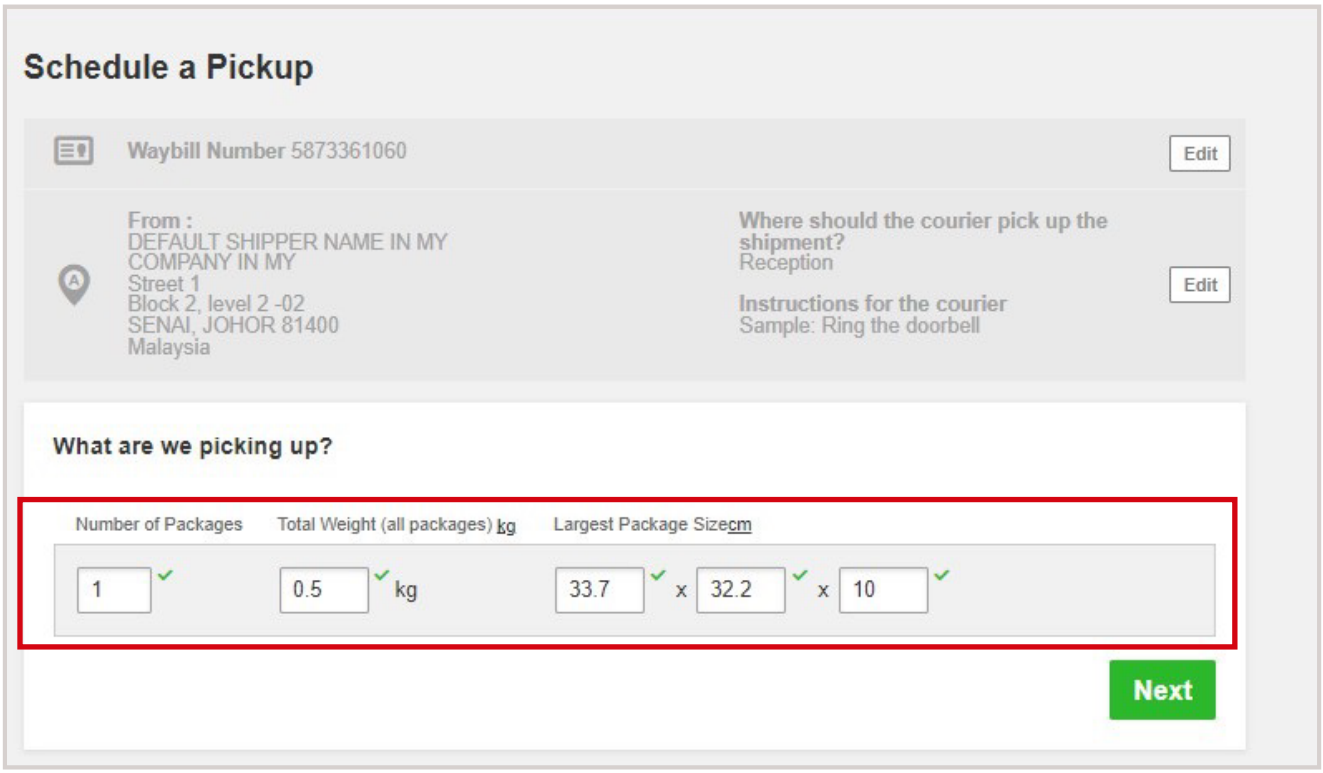
Shipper will see the Schedule a Pickup page. Select **No** > select **I have a DHL Waybill Number** > enter the waybill number provided from the email and the shipper's contact number > click **Next**.



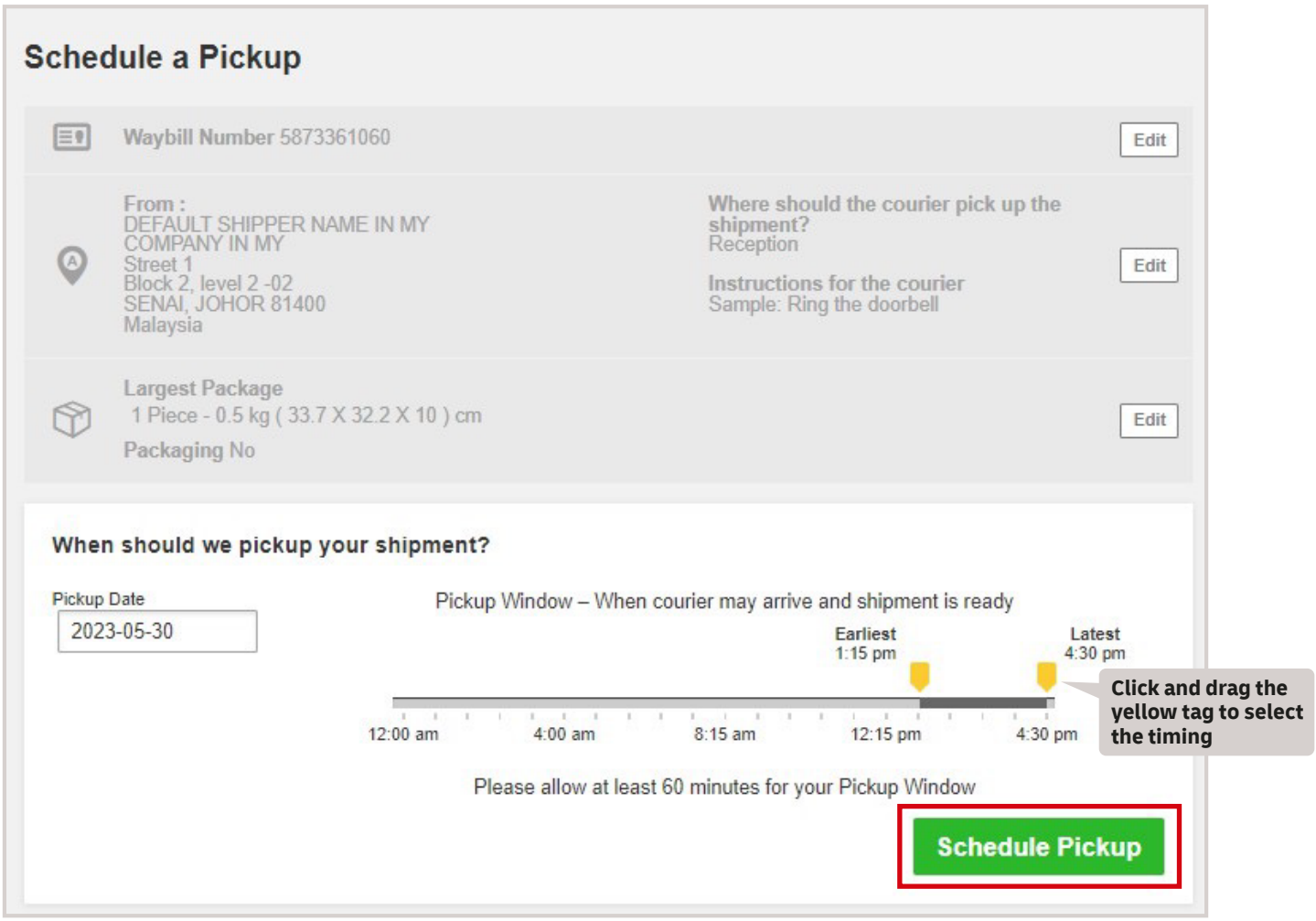
Fill out the pickup address and click **Next**.



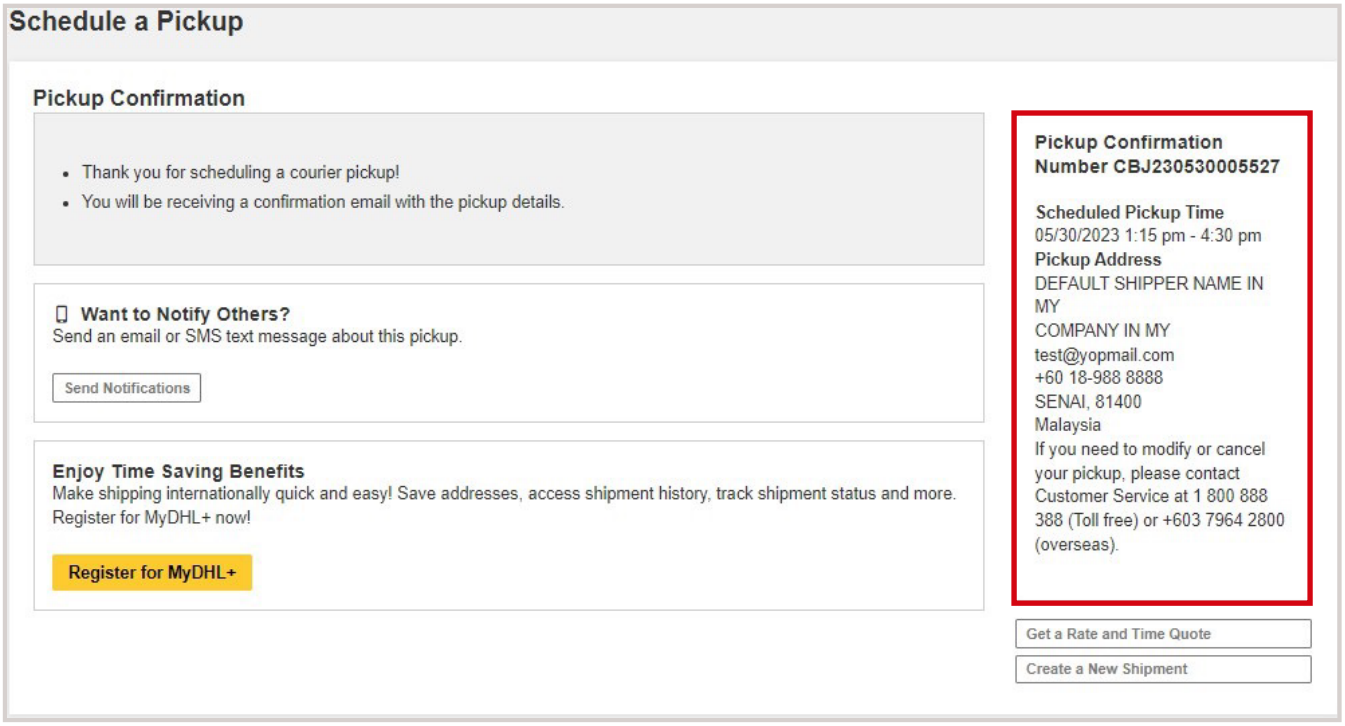
Fill out the packaging details before proceeding to the next page.



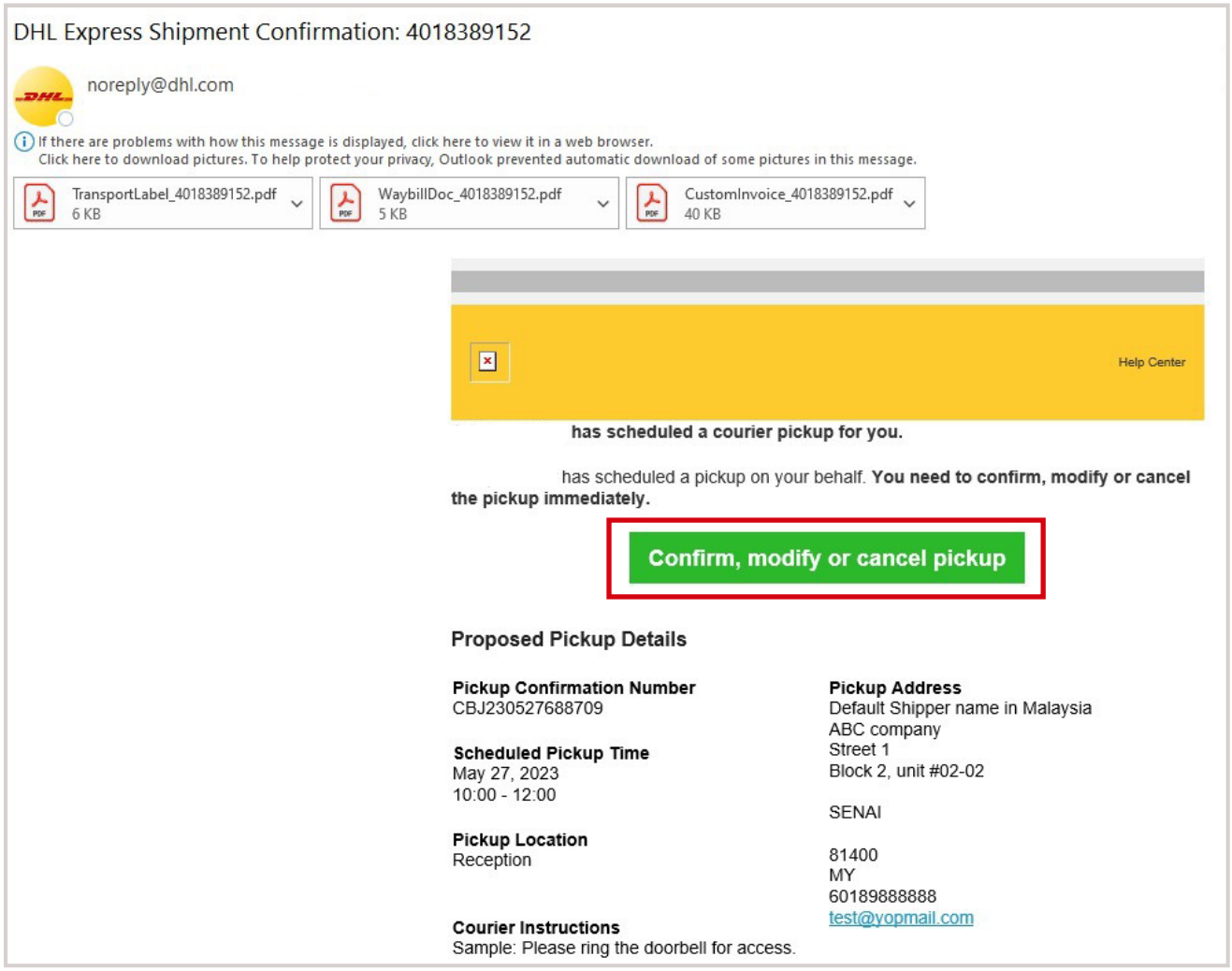
Select the pickup time window.



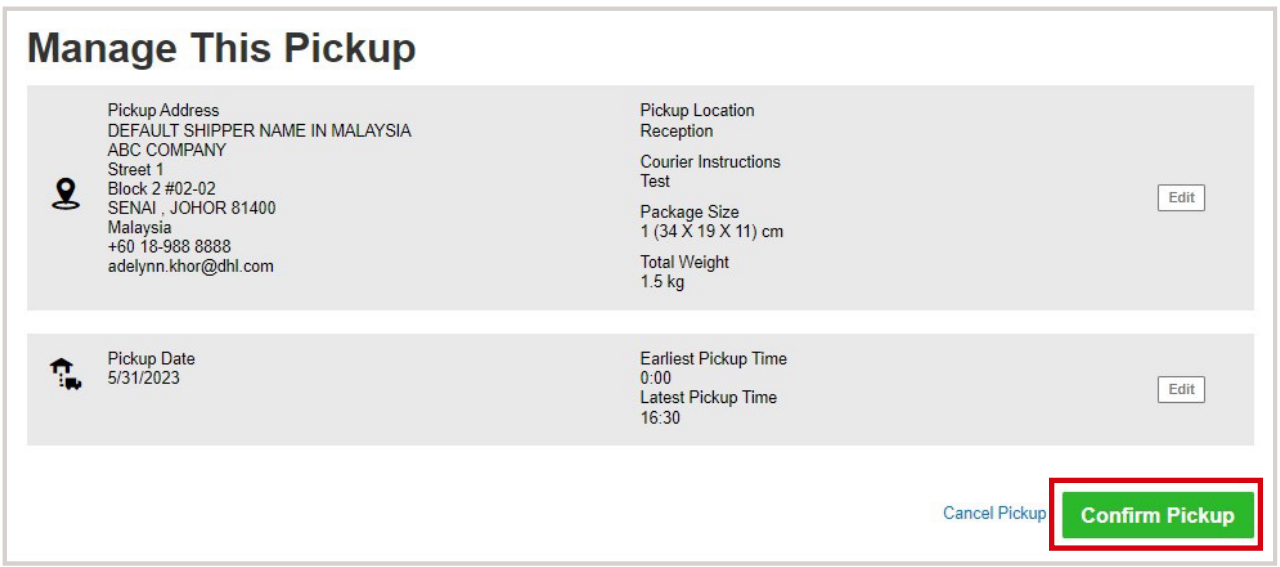
When the pickup booking is completed, you may refer to the pickup confirmation number and details on your screen's right corner.



Selecting I Will Propose Pickup Date and Time:
Contact the shipper and inform them to click **Confirm, modify or cancel pickup** from the email received if you have scheduled the pickup on their behalf.



The shipper will see this page after clicking **Confirm, modify or cancel pickup**. They must click **Confirm Pickup** to trigger courier pickup.



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.

DHL Singapore **DHL Express Singapore** **@DHLExpressSG** **DHL Express**