



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 <u>mandatory</u>. Those without the symbol * are <u>optional</u>, and can be left blank. Click **Next** to move on.

Home Ship Track Manage Shipments 1611	View/Pay Bill My Shipment Settings 上 My Profile
Create Shipment — Pay — Print	Cancel Assign this Shipment Save for Later
From	То
Name DEFAULT SHIPPER NAME	Name DEFAULT SHIPPER NAME in MY
Business Contact	Business Contact
DHL Express 2	Company MY123 Pte LTd
Country/Territory Singapore	Country/Territory Malaysia
Address 1 Tai Seng Drive	Address Street 1
Address 2	Address 2 Block 1, Unit #01-02
Address 3	Address 3
Postal Code City State	Postal Code City State
Residential Address	Residential Address
Email Address ecommerce.sg@dhl.com	Email Address testshipment@yopmail.com
Phone Type Code Phone Extension Office	Phone Type Code Phone Extension
Add Another	Add Another
VAT/Tax ID Enter IOSS in Customs Declaration section	VAT/Tax ID Enter IOSS in Customs Declaration section
✓ Updated Click here to save the Receiver Clear Address Records in Address Book	Notes about this contact Save as New Contact Update Contact
	Clear Address

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 <u>speed up customs clearance and minimize the risk of clearance issues</u>.

Decuments include least feature at huriness paperunds items up	Packages b Packages an acode, manhanding or commodities for	Prohibited Items
monetary value are NOT considered a document shipment.	 Packages are goods, merchandise or commodities to commercial purposes. 	Malaysia. View Prohibited Items
What is the purpose of your shipment? Commercial	1	Need to add other details or create and save invoice templates? Use our enhanced Customs Invoice
Tell Us What You're Shipping Select how you would like to provide your item detail	8	
E Describe Items	Upload Item Details	
Describe each unique item in your shipmer	t saparatoly	
Avoid shipment delays! Accuracy matters to customs	authorities. Add each unique item One At a Ti	me. Provide details in English only.
I want DHL to estimate duties and taxes based or	items in my shipment 🚺	
Actions T		
I. Item Description AAA GK 123 Metal Blue Mechanical Keyboard	Quantity Gaming 1	Total Item Value 200.00 USD
2. Unique Item Description		
What is the item?		
Create Description 2 OR AAA FV456	Silver Plastic Red Laser Gaming Mouse	~
	y	
Quantity Units (How the item is packaged)	Value (Per Item) Velight (Per Item) 0.3	em) 🕚 🗸 kg
Where was the item made? 0	Commodity Code ()	Click here if you want to
Taiwan	Q	add and describe
Add line item reference		another Item
Add from Braduct/Item List		🕒 Sous to My Productition List 🗢 Resource 12: 0
	Total Unite 2 To	tal Weight: 1.8 KG Total Value: 250.00 USD
		Add Another Item

STEP 5:

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

		47 / 170	0
Invoice Value Include any additional charges for this shipment.			
Total value for all goods/items only (excluding other charges)	250.00	USD	Total Invoice Value
Add Charges			(for customs purposes)
			250.00 U SD
	Chiamanta		
] I want to include pre-calculated duties and taxes for this shipment ()	is optional	eference	
eference			
rference (appears on shipping label/waybill) Cost Center 123456	~~		
Protect Your Shipment			
Protect Your Shipment You value your shipment and so do we – don't forget to protect your ship protection options.	oment! Learn about ou	ır shipment	
Protect Your Shipment You value your shipment and so do we – don't forget to protect your ship protection options. I would like to insure my shipment	oment! Learn about ou	ır shipment	

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.

Create Invoice	ny additional customs rel	Use My Own Invoice	
nvoice Details			
Invoice Number	at is helpful for you and	sustants to refer to	
I would like to include an	invoice number		
Additional Invoice Informa	tion (Remarks)		
Additional Parties			
Are there other parties involved	I in the shipment?		
0			

STEP 7:

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

Select Packaging		Tips for Weighing and Measuring
Packaging Quantity Weight Length Your Own Package 1 4 1 4 10 4 4	Width Height 20 Sm X 30 Sm	Save Ph Conv
	Total Packages: 1 Total Weight: 1 KG	Add Another Package
	Click here if you want to add another packaging	2 Next

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.

How will you pay?
What shipper account will be used for this shipment? How will duties and taxes be paid? 61XXX8005 - My Own Account 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

STEP 9:

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

November 4 Today	mber Krow Sunday	November 7 Monday	November 8 Tuesday	November 9 Wednesday	November 10 Thursday	More +	
Delivery Date	Deliver	ed By	Estimated	Price			
November 7 Monday	End o	f Day	SGD 77	7.06	Selec		Get it there faster! With EXPRESS WORLDWIDE, you can get your shipment delivered faster.
V EXPRESS WORLDWIDE			Details				GoGreen Climate Neutral Shipping

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**.

Optional Services	
☐ ₩ GoGreen Climate Neutral	
Active Data Logger	
Neutral Delivery	
Direct Signature	
Signature Release	
Sale in Transit	
Dangerous Goods	
	Next

STEP 11:

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

Upload Your Customs Documents	
You can upload and submit your customs invoice or any other customs documents as imag them to us electronically.	ge files and submit
If you do not upload document images, remember to print and provide your documents with	th your shipment.
Would you like to upload image files? Ves	
DHL will create an electronic customs invoice from the details you've provided for this sh upload an image of your signature for the invoice.	hipment. You can
Upload Signature	
G Browse for File File Type Allowed: GIF, JPEG, PNG Maximum file size: 1 MB	
Upload Other Customs Documents (Optional)	
Limit of 5 MB for all files uploaded per shipment	0 Bytes of 5 MB
	2 Next

STEP 12a:

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

Shipper will schedule pickup	I will propose pickup date and time	TSA Privacy Notification
	DHL will email shipper to confirm date, time and readiness	Please read TSA Privacy Act notification
The shipper will be notified to so	chedule a pickup when you send your shipment instructions.	Assign this shipment to shipper to complet Assign this Shipment

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.

Shipper will schedule pickup	I will propose pickup date	and time 🗸	TSA Privacy No	tification
	DHL will email shipper to confirm date,	time and readiness	Please read TSA P	rivacy Act notification
 Important DHL will email shipper to confirm dat Shipper can reschedule or cancel a Please ensure your shipper will have 	te, time and readiness pickup if there is a conflict with your req a the shipment and all the paperwork re	uested date and time ady at pickup	Assign this shipn Assign this Shipme	nent to shipper to complete ent
I'm sending my shipment on 1 ^{May}	Pickup Window – 1	When courier may arrive and s	hipment is ready Earliest 2:45 pm	Latest 4:30 pm
Edit	12:00 am 4:00 am Please allow a Pickup is no The latest time a m	8:15 am at least 15 minutes for your Pic ot available between 12:00 pn equest can be made for pickup	12:15 pm kup Window n - 2:00 pm today is 4:15 pm	4:30 pm Click and drag the yellow tag to select the timing
nere should the courier pick up the shipment?	~	Pickup Addı	ess	
Reception		Default Shipper	name in Malaysia	
structions for the courier		ABC company		
structions for the courier Sample: Please ring the doorbell for access.	11	Street 1 Block 2, unit #02 SENAI, JOHOR, test@yopmail.co +60 18-988 8888 Edit	-02 81400 m }	

STEP 13:

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

Nevt
HEAL

STEP 14:

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

Shipment Cost Summary				
EXPRESS WORLDWIDE	Transportation Charges	SGD	63.65	Get your shipment
Mon, 29 May, 2023 - End of Day	Fuel Surcharge	SGD	18.57	delivered by 10:30 am for
Volumetric Weight () 1.421 kg	Emergency Situation	SGD	2.10	just 32.07 SGD more.
Chargeable Weight 1.5 kg	Total	SGD	84.32	opgrade now:
				Add shipment protection for just 15.00 SGD more! Upgrade Now!
Terms and Conditions				
By clicking on Accept and Continue I am ag	preeing to Terms and Conditions, and declare that this ship	ment does not	include any l	Prohibited Items .
				Accept and Continue

STEP 15:

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

The process of the second seco	Reserved to the second	Image: Note of the second to the shipper (optional)	4018389152 Piece # 1: JD014600010993101168 Pickup Confirmation Number CBJ230527688709 Pickup Details Sat, May 27, 2023 Between 10:00 am and 12:00 pr
1 Number of Capies	2 Number of Copies		

STEP 16:

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

- 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**.

Shipment Confirmation		
Important Your shipping instructions and documents have been 	n sent to your shipper.	Your Tracking Number 4018389152 Pickup Confirmation Number CBJ230527688709
Want Status Notifications? Set up email or text notifications for this shipment's progress - for you or others!	 o^o_o Want to Share? Shipment details have been emailed to 1 Contacts , per your Share settings. 	Pickup Details Sat, May 27, 2023 Between 10:00 am and 12:00 pm View all scheduled pickups
Get and Send Notifications	Select shipment details you want to email to others.	☆ Save as Favorite
	Pickup Confirmation Number Shipment Receipt	Reprint Documents
etup status notification	Share	1 Download Documents
ycheckpolit		Create Return Label
Save Shipment Defaults Save these defaults to use for future shipments.	Share shipment details via email	Create Another Shipment
Box 2 (Shoe)		
PACKAGE		

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.

DHL Express Shipment Confirmation	
noreply@dhl.com To O Access and the state of the state i If there are problems with how this message is displayed, click h Click here to download pictures. To help protect your privacy, C	nere to view it in a web browser. Dutlook prevented automatic download of some pictures in this message.
TransportLabel_5873361060.pdf VaybillDoc 6 KB S KB	:_5873361060.pdf
	Help Center
	A DHL Express shipment has been created by Please schedule a pickup, print the enclosed shipment paperwork and attach it to your shipment.
	Waybill Tracking Number
	5873361060
	Schedule a Pickup
	message:
	Test 3
	 Important Do not seal your shipment as the courier must inspect the contents. You or a representative must be present when the courier arrives. Shipments cannot be left outside or in "safe" places for the courier to pickup. Affix one copy of the label securely to each package and give the other to the courier, along with any other shipping documents. Ensure your packages are packed and labeled correctly to avoid damage or delays. Follow DHL's Packaging Advice

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**.

DHL Express	Help and Support Find a location Q, English 🛄 🗸
Home Ship Track	Register Login
Schedule a Pickup	
Do you need to create a shipping label? A DHL shipping label must be attached to all packages that DHL picks up Yes - Create Label	✓
You'll need either a DHL Waybill Number or a DHL account number to schedule a pickup.	
Waybill Number Code Phone 5873361060 ✓	Next

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

chedule a Pickup			
Waybill Number 5873361060			E
Pickup Address			
Name		Where should the courier nick up the shipment?	
DEFAULT SHIPPER NAME IN MY	~	Reception	•
		Instructions for the courier	
Busiliess Contact		Sample: Ring the doorbell	
Company ()	~	campie. Fang are deerbeit	
COMPANY IN MY			
Country/Territory			
Malaysia	×		
Address			
Street 1	~		
Address 2			
Block 2, level 2 -02	~		
Address 3			
Postal Code City State			
81400 SENAI JOHOR	~		
Residential Address			
 Email Address			
test@yopmail.com	~		
Phone Type Code Phone E	xtension		
Office • 60 * 18-988 8888_ *			
Add Another			
Clear Address			
			Nex

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

Scheo	ule a Pickup	
E 9	Waybill Number 5873361060	Edit
0	From : Where should the courier pick up the shipment? DEFAULT SHIPPER NAME IN MY Shipment? COMPANY IN MY Reception Street 1 Block 2, level 2 -02 Block 2, level 2 -02 Instructions for the courier SENAI, JOHOR 81400 Sample: Ring the doorbell Malaysia Malaysia	Edit
What Num	are we picking up? wer of Packages Total Weight (all packages) kg Largest Package Sizecm	Vext

Select the pickup time window.

chee	dule a Pickup			
=1	Waybill Number 587336106	50		Edit
Ø	From : DEFAULT SHIPPER NAME I COMPANY IN MY Street 1 Block 2, level 2 -02 SENAI, JOHOR 81400 Malaysia	IN MY	Where should the courier pick shipment? Reception Instructions for the courier Sample: Ring the doorbell	up the
Ø	Largest Package 1 Piece - 0.5 kg (33.7 X 32. Packaging No	.2 X 10) cm		Edit
When Pickup 202	n should we pickup your s Date 3-05-30	shipment? Pickup Window – When d	courier may arrive and shipment is read Earliest 1:15 pm	y Latest 4:30 pm
	12	2:00 am 4:00 am	8:15 am 12:15 pm	Click and drag yellow tag to 4:30 pm the timing
		Please allow at least	60 minutes for your Pickup Window	dule Pickup

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

ickup Confirmation	
 Thank you for scheduling a courier pickup! You will be receiving a confirmation email with the pickup details. 	Pickup Confirmation Number CBJ230530005527 Scheduled Pickup Time 05/30/2023 1:15 pm - 4:30 pm Pickup Address
Want to Notify Others? Send an email or SMS text message about this pickup. Send Notifications	DEFAULT SHIPPER NAME IN MY COMPANY IN MY test@yopmail.com +60 18-988 8888 SENAI, 81400 Malaysia
Enjoy Time Saving Benefits Make shipping internationally quick and easy! Save addresses, access shipment history, track shipment status and more. Register for MyDHL+ now! Register for MyDHL+	If you need to modify or cancel your pickup, please contact Customer Service at 1 800 888 388 (Toll free) or +603 7964 2800 (overseas).
	Get a Rate and Time Quote
	Create a New Shipment

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.

DHL Express Shipment Confirmation: 401	18389152			
noreply@dhl.com	here to view it in a web browser			
Click here to download pictures. To help protect your privacy,	Outlook prevented automatic download of some picture	s in this message.		
TransportLabel_4018389152.pdf VaybillD 5 KB	oc_4018389152.pdf Vice_40 40 KB	18389152.pdf 🗸		
	×	Help Center		
	has scheduled a courier pic	kup for you.		
	has scheduled a nickup on you	behalf You need to confirm modify or cancel		
	the pickup immediately.	benan. Four need to commit, mouny of cancer		
Confirm, modify or cancel pickup				
	Proposed Pickup Details			
	Pickup Confirmation Number CBJ230527688709	Pickup Address Default Shipper name in Malaysia ABC company		
	Scheduled Pickup Time	Street 1 Block 2, unit #02,02		
	10:00 - 12:00	SENAI		
	Pickup Location Reception	81400 MY 60189888888		
	Courier Instructions Sample: Please ring the doorbell for access.	test@yopmail.com		

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

Manage This Pickup		
manage mie i lokup		
Pickup Address DEFAULT SHIPPER NAME IN MALAYSIA	Pickup Location Reception	
Street 1 Block 2 #02-02	Courier Instructions Test	544
SENAL, JOHOR 81400 Malaysia	Package Size 1 (34 X 19 X 11) cm	Edit
adelynn.khor@dhl.com	Total Weight 1.5 kg	
Pickup Date 5/31/2023	Earliest Pickup Time 0:00 Latest Pickup Time 16:30	Edit
		Cancel Pickup Confirm Pickup

Connect with us

DHL Express (Singapore) Pte Ltd

- Ready to ship? Get a quote from MyDHL⁺
- **a** Call Customer Services on **1800 285 8888**
- **•** Find your nearest <u>DHL Service Point</u>

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.

