

MyDHL⁺



MYDHL⁺ SHIPMENT CREATION GUIDE

DHL Express – Excellence. Simply delivered.

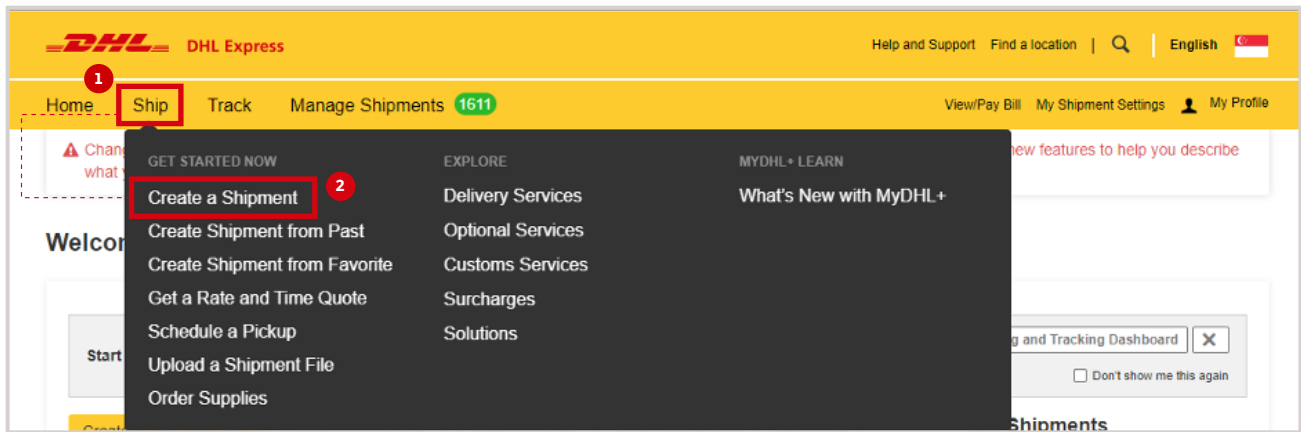


STEP 1:

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

STEP 2:

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



STEP 3:

Fill out the Receiver details. All fields with * are mandatory while those without * are optional and can be left blank. Click **Next** to move on.

The screenshot displays the 'Create Shipment' interface with a yellow header bar containing navigation links: Home, Ship, Track, Manage Shipments (1611), View Pay Bill, My Shipment Settings, and My Profile. Below the header, there are buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The main form is divided into 'From' and 'To' sections, separated by a vertical line with a 'Switch' button. The 'From' section is for the shipper, and the 'To' section is for the receiver. The 'To' section is highlighted with a red border. A callout box points to the 'Notes about this contact' section in the 'To' area, with the text 'Click here to save the Receiver Records in Address Book'. The 'To' section includes fields for Name, Business Contact, Company, Country/Territory, Address, Address 2, Address 3, Postal Code, City, State, Residential Address, Email Address, and Phone Type, Code, Phone, Extension. The 'From' section includes similar fields for the shipper's details.

Field	From (Shipper)	To (Receiver)
Name	DEFAULT SHIPPER NAME *	DEFAULT SHIPPER NAME in MY *
Business Contact	<input type="checkbox"/>	<input type="checkbox"/>
Company	DHL Express 2	Company MY123 Pte LTd
Country/Territory	Singapore	Malaysia
Address	1 Tai Seng Drive	Street 1
Address 2	Level 2	Block 1, Unit #01-02
Address 3		
Postal Code	535215	81400
City	SINGAPORE	SENAI
State		JOHOR
Residential Address	<input type="checkbox"/>	<input type="checkbox"/>
Email Address	ecommerce.sg@dhl.com	testshipment@yopmail.com
Phone Type	Office	Office
Code	65	60
Phone	6389 7600	01-673 89102
Extension		

Notes about this contact
Save as New Contact | Update Contact

STEP 4:

Select shipment type and input Customs Invoice Data. It is important to provide Customs Invoice Data digitally to speed up customs clearance and minimize the risk of clearance issues.

Shipment Details

What are you shipping?

Documents

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

Packages ✓

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

Prohibited Items

Some items that are prohibited when shipping to Malaysia. [View Prohibited Items](#)

What is the purpose of your shipment? ⓘ

Commercial ✓

Tell Us What You're Shipping

Select how you would like to provide your item details

Describe Items ✓

Upload 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 want DHL to estimate duties and taxes based on items in my shipment ⓘ

Actions ▾

❑	Item Description	Quantity	Total Item Value	
❑ 1.	AAA GK 123 Metal Blue Mechanical Gaming Keyboard	1	200.00 USD	Edit Copy Remove

❑ 2. Unique Item Description

What is the item?

Create Description OR

Quantity

 ✓

Units (How the item is packaged)

 ✓

Value (Per Item)

 USD ✓

Weight (Per Item) ⓘ

 kg ✓

Where was the item made? ⓘ

 ✓

Commodity Code ⓘ

 🔍

Add line item reference

[Add from Product/Item List](#)

[Save to My Product/Item List](#) [Remove](#) [Copy](#)

Total Units 2 Total Weight: 1.8 KG Total Value: 250.00 USD Add Another Item

Prohibited Items

Some items that are prohibited when shipping to Malaysia. [View Prohibited Items](#)

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

Click here if you want to retrieve the Item in your saved Product/Item List

Click here if you want to add and describe another item

Click here if you want to save this item into your Product/Item List for future use

STEP 5:

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

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

Gaming Bundle PC Hardware - Keyboard and Mouse. ✓
47 / 170

1

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)	250.00	USD
--	--------	-----

Add Charges

Total Invoice Value
(for customs purposes)
250.00 USD

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

Reference
Reference (appears on shipping label/waybill)

Cost Center 123456 ✓

Shipments reference is optional

Protect Your Shipment
You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

I would like to insure my shipment

Tick this box to buy insurance for your shipment

2 **Next**

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.

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.

I would like to include an invoice number

Additional Invoice Information (Remarks)

Additional Parties
Are there other parties involved in the shipment?

Yes No

Next

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	Width	Height
Your Own Package ✓	1 ✓	1 ✓ kg	10 ✓ cm	20 ✓ cm	30 ✓ cm

Save Copy

Total Packages: 1 Total Weight: 1 KG Add Another Package

Next

Click here if you want to add another packaging

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.

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

- Field 1:** "What shipper account will be used for this shipment?" with a dropdown menu showing "61XXX8005 - My Own Account".
- Field 2:** "How will duties and taxes be paid?" with a dropdown menu showing "Receiver will pay".
- Checkbox:** "Use this account to pay for transportation charges" (checked).
- Checkbox:** "Remember these payment options for the" followed by a dropdown menu showing "Ship FROM address".
- Section:** "Additional customs details are needed for this shipment" with the instruction "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" showing "DAP - Delivered at Place".
- Button:** A green "Next" button.

Red boxes and numbered callouts (1, 2, 3, 4) highlight the following elements:

- 1: The "What shipper account..." dropdown.
- 2: The "How will duties and taxes be paid?" dropdown.
- 3: The "Select customs terms of trade" dropdown.
- 4: The "Next" button.

STEP 9:

Select the shipment date and choose your delivery service option.

EXPRESS WORLDWIDE is our standard delivery option. Click **Select** to move on.

The screenshot shows a date selection interface titled "I'm sending my shipment on". At the top, there is a row of date buttons for November 4 (Today), 5 (Tomorrow), 6 (Sunday), 7 (Monday), 8 (Tuesday), 9 (Wednesday), 10 (Thursday), and a "More +" button. Below this is a table with three columns: "Delivery Date", "Delivered By", and "Estimated Price". The selected row shows "November 7 Monday", "End of Day", and "SGD 77.06". A green "Select" button is highlighted with a red border. To the right, a callout box says "Get it there faster! With EXPRESS WORLDWIDE, you can get your shipment delivered faster." Below that is a "GoGreen Climate Neutral Shipping" logo.

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.)

The screenshot shows a list of "Optional Services" with checkboxes next to each item: "GoGreen Climate Neutral", "Active Data Logger", "Neutral Delivery", "Direct Signature", "Signature Release", "Sale in Transit", and "Dangerous Goods". A green "Next" button is highlighted with a red border in the bottom right corner.

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.

Upload Your Customs Documents

You can upload and submit your customs invoice or any other customs documents as image files and submit them to us electronically.

If you do not upload document images, remember to print and provide your documents with your shipment.

Would you like to upload image files? 1

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.

Upload Signature

[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 12:

Select **Yes – Schedule Pickup** if you need to arrange a courier pickup job for this shipment. Then select the pickup time window. Click **Next** to move on.

Do you want to schedule a courier pickup?

Yes – Schedule Pickup ✓

No

Drop off at DHL Service Point

TSA Privacy Notification
Please read [TSA Privacy Act](#) notification

QR code option is available at select locations.

I'm sending my shipment on 📅

November

4

Today

Edit

Pickup Window – When courier may arrive and shipment is ready

Earliest 4:00 pm Latest 6:00 pm

9:30 am 12:15 pm 3:15 pm 6:00 pm 9:00 pm

Please allow at least 120 minutes for your Pickup Window
Pickup is not available between 12:00 pm - 2:00 pm
The latest time a request can be made for pickup today is 7:00 pm

Click and drag the yellow tag to select the timing

Where should the courier pick up the shipment? ✓

Reception

Total Pickup Weight ✓

1 kg

Instructions for the courier

Sample: Please ring the doorbell for access.

[Disclaimer and Important Details](#)

Pickup Address

DEFAULT SHIPPER NAME
DHL Express 2
1 Tai Seng Drive
Level 2
SINGAPORE, 535215
ecommerce.sg@dhl.com
+65 6389 7600

Next

STEP 13:

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

Do you need a return label?

Label is valid for 3 Months

Yes – Create Label

No ✓

Next

STEP 14:

Click **Accept and Continue** to confirm the shipment and proceed to the printing page.

Shipment Cost Summary

EXPRESS WORLDWIDE Mon, 7 Nov, 2022 - End of Day	Transportation Charges	SGD	56.17
Volumetric Weight 1.2 kg Total Weight 1 kg Chargeable Weight 1.5 kg	Fuel Surcharge	SGD	18.79
	Emergency Situation	SGD	2.10
	Total	SGD	77.06

Add shipment protection for just 15.00 SGD more!

Upgrade Now!

Terms and Conditions

By clicking on Accept and Continue I am agreeing to [Terms and Conditions](#), and declare that this shipment does not include any [Prohibited Items](#).

Accept and Continue

STEP 15a:


The below page is shown when you upload or use your own invoice. Click the **Print Waybill** to print the shipping label.

Create Shipment — Pay — Print


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 Waybill

Print Other Documents

[Download Print App](#)

Your Tracking Number
7856845135
Piece # 1:
JD014600010434718437

Pickup Confirmation Number
CBJ221104065434

Pickup Details
Fri, Nov 4, 2022
Between 4:00 pm and 6:00 pm

☆ Save as Favorite

Shipment Receipt is for your own record. It is optional to be printed


STEP 15b:

The below page is shown when you use the DHL-generated Invoice instead of uploading your own. Click the print buttons to print the shipping documents, including the shipping label and Customs Invoice.


Create Shipment — Pay — Print

Print and You're Done!

Print and preview your documents


 If you do not upload document images, remember to print and provide your documents with your shipment.

Shipping labels and customs documents must be printed for the DHL courier




Label (Waybill)

 Number of Copies





Customs Invoice

 Number of Copies



Receipt

 **Print Waybill**

 **Print Other Documents**

[Download Print App](#)

Your Tracking Number
6607547332
Piece # 1:
JD014600010400800114

[☆ Save as Favorite](#)

STEP 16:

Select your printer and click **Print**.

The image shows a DHL shipping label on the left and a print dialog box on the right. The label includes the following information:

- EXPRESS WORLDWIDE WPX DHL**
- 2022-11-24 MYDHL+ 1.0 / *30-2821*
- From:** DHL Express 2, DEFAULT SHIPPER NAME, 1 Tai Seng Drive, Level 2, 535215 SINGAPORE, Singapore
- Origin:** SIN
- To:** Company MY123 Pte LTD, DEFAULT SHIPPER NAME in MY, Street 1, Block 1, Unit #01-02, 81400 SENAI JOHOR, Malaysia
- MY-JHB-GTW**
- C-PLT**
- Ref: Cost Center 123456**
- Pce/Shpt Weight Piece: 1.0 kg 1 / 1**
- Contents:** Gaming Bundle P C Hardware - Keyboard and Mouse.
- WAYBILL 78 5684 5135**
- (2L)MY81400+48000001**
- (J) JD01 4600 0104 3471 8437**

The print dialog box on the right is titled "Print" and shows "1 sheet of paper". It includes the following settings:

- Destination:** ZDesigner for DHL ZP (highlighted with a red box and a red circle with the number 1)
- Pages:** All (with a red circle with the number 1)
- Copies:** 1
- Paper size:** User defined
- Pages per sheet:** 1
- Scale:** Default
- Print using system dialog... (Ctrl+Shift+P):**
- Print** button (highlighted with a red box and a red circle with the number 2)
- Cancel** button

Print invoice (If applicable).

Commercial Invoice

AWB No: 6007547332 **Invoice Date:** 2022-11-04 **Invoice No:**

SHIP FROM:
DHL Express 2
DEFAULT SHIPPER NAME
1 Tai Seng Drive
Level 2
SINGAPORE, 635215
Singapore
+6563697600
ecommerce.sg@dhl.com
Trader Type:PRIVATE
EORI:
TAX ID:

SHIP TO:
Company M/123 Pte LTD
DEFAULT SHIPPER NAME in MY
Street 1
Block 1, Unit 401-02
SERIAL 81400
JOHOR
Malaysia
+60167388102
toshipper@gmail.com
Trader Type:PRIVATE
VAT No:
EORI:

Shipper Reference: Cost Center 123456
Receiver Reference:

Remarks:

Item	Description	Commo- dity Code	GST paid	Net weight Gross Total weight	COO	Reference Type & ID	QTY	Unit Value	Sub Total Value
1	AAA GK123 Metal Blue Mechanical Gaming Keyboard		N	1.500 kg 1.500 kg	CHINA, PEOPLES REPUBLIC		1.00 PCS	200.00 USD	200.00 USD
2	AAA FV456 Silver Plastic Red Laser Gaming Mouse		N	0.300 kg 0.300 kg	TAIWAN		1.00 PCS	50.00 USD	50.00 USD

Total Goods Value: 250.00 USD
Total Invoice Amount: 250.00 USD
Currency Code: USD
Terms of Payment: Delivered at Place
Terms of Trade:
Place of Incidents:
Reason for Export: Commercial Purposes/Sale
Type of Export:
Total Net Weight: 1.800kg
Total Gross Weight: 1.000kg

Total line items: 2
Number of Pallets:
Total units: 2.0
Package Marks / Other Info:

Payer of GST / VAT: Receiver Will Pay
Duty / taxes acct: No
Require Postments: No
Duty tax/insurance: Carrier
Ultimate Consignee: DHL
Exemption Citation:

I/We hereby certify that the information contained in the invoice is true and correct and that the contents of this shipment are as stated above.

Name: DEFAULT SHIPPER NAME

Signature:

Company Stamp:

Page 1 of 1

Print
1 sheet of paper

Destination: SINCO_FX_PRINTER 0

Pages: All

Copies: 1




Color: Black and white

More settings: ▼

Print
Cancel

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.