



MYDHL+

USER MANUAL GUIDE



CHANGES TO MYDHL+ MAKE CUSTOMS CLEARANCE MORE EFFICIENT THAN EVER

MyDHL+ is an innovative, flexible online solution ideal for a variety of shipping needs. Whether you ship for your company or yourself –it's the most efficient way to create shipment labels, get quotes, schedule courier pickups, track and monitor shipments and more

As regulatory authorities across the globe continue to move toward a fully digital and data-driven environment, we're making enhancements to ensure Customs Authorities are provided with timely and accurate electronic data. This means a more efficient and compliant Security Filing and Customs clearance experience.

[Read more information on next page](#)

» **Create Shipment**

» **New Update
Find commodity
codes**

» **Sample of usage
document**

» **Contact us**

Quick Steps

Short steps for create shipment

MyDHL+

Login to
MyDHL+



Fill the details
- **Shipper & Receiver**
- **Shipment details**

**56XXXXXX0
95XXXXXX0**

Select
Account number



Select the date
and schedule a
pickup



Confirm print for
DHL courier

CHANGES TO MYDHL+ MAKE CUSTOMS CLEARANCE MORE EFFICIENT THAN EVER

As regulatory authorities across the globe continue to move toward a fully digital and data-driven environment, we're making enhancements to ensure Customs Authorities are provided with timely and accurate electronic data. This means a more efficient and compliant Security Filing and Customs clearance experience.



* **Shipment Process Flow** – We're updating the shipment process flow to improve your user experience and make document creation more intuitive. The option to use your own invoice or create an invoice will move to appear later in the shipment creation process.

* **Goods Description** – Using the "Create Description" tool allows you to easily describe the items in your shipment completely and accurately.

* **Line-Item Data** – If you have multiple items in your shipment, you can now simply upload your own CSV, TXT or XML file to capture all line-item descriptions.

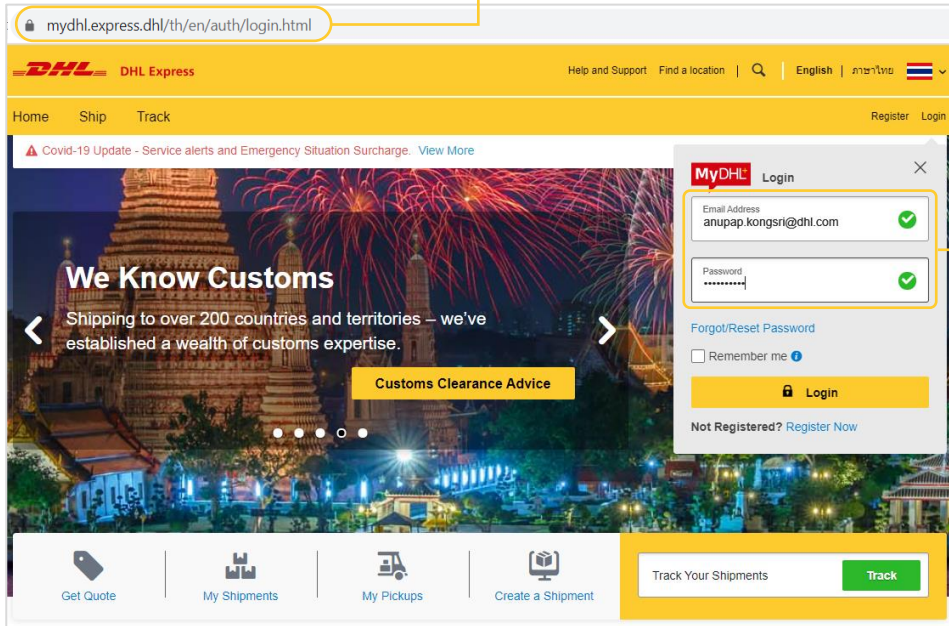
* **Future Mandatory Changes** – Providing a description of your goods that meets Customs criteria will soon become required. This will ensure your compliance to customs and regulatory requirements.

NEW UPDATE

* **Lookup code** – New feature to easily finding the HS code for shipment detail

SHIPMENT CREATION PROCESS

1. Go to <https://mydhl.express.dhl/th/en/auth/login.html>

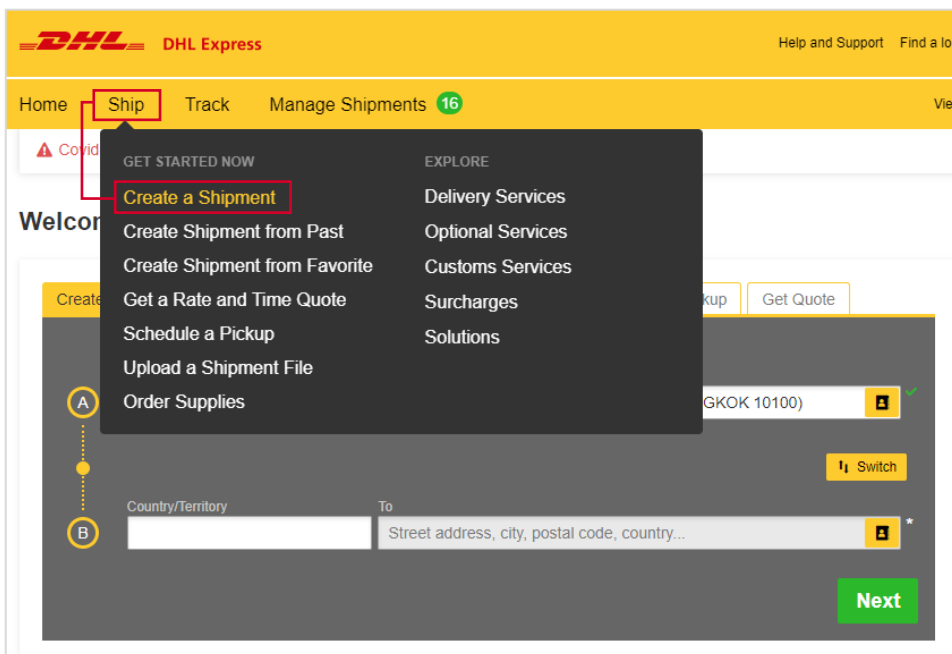


Login with your email ID and Password

Remark: Register firstly if no User MyDHL+ ID

Note: If forgot password, click **Forgot/Reset Password** ,Password will expire in 3 months

2. Go to **“Ship”** and select **“Create a shipment”**



Tip: To complete the shipment easily, please select this option

Do not select **A** — **B**
Because you will need to add more info




3. Complete the shipper and receiver details in English only

The screenshot shows a shipping form with two main sections: 'From' and 'To'. The 'From' section is for a contact in Thailand, and the 'To' section is for a contact in Germany. Both sections include fields for Name, Company, Address, Postal Code, City, State/Province, Email Address, and Phone. The 'To' section has a 'Save for Later' button.

Field	From (Thailand)	To (Germany)
Name	[Redacted]	DHL Address TEST DE 1
Business Contact	<input type="checkbox"/>	<input type="checkbox"/>
Company	DHL TEST MYDHL PLUS	DHL Address TEST DE
Country/Territory	Thailand	Germany
Address	Anupap DHL Address TEST	DHL Address TEST DE
Address 2	Anupap DHL Address TEST	DHL Address TEST DE
Address 3		
Postal Code	10330	80251
City	BANGKOK	MUNICH
State		Bavaria
Email Address	[Redacted]	anupapkongsri@gmail.com
Phone Type	Mobile	Mobile
Code	66	66
Phone	91 857 0276	91 857 0276
SMS Enabled	<input type="checkbox"/>	<input type="checkbox"/>
VAT/Tax ID		
Residential Address	<input type="checkbox"/>	<input type="checkbox"/>
Buttons	Save as New Contact, Update Contact	Save as New Contact, Update Contact

You can save shipment as draft by clicking 

Click  to select an “address book”

“Business contact” for send the type of customer to customs (Trader Type show on invoice)

If you fill “Address 1” not enough, you can continue with “Address 2 and 3” (System will alert if over)

Do not fill the country code again or + and () in “Phone” blank

Click “Save as new contact” to add address book

Click “Update contact” to edit address book that has already saved

“Residential address” is an optional service that add charge

No need SMS Enable

Vat/Tax ID available to fill and send to customs (will not show on invoice)

EORI number is Economic Operators’ Registration and Identification number
Is a seller number for Amazon UK

SHIPMENT CREATION

DOCUMENT

4. Select the shipment type as “Document” or “Packages”

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.

“Documents”

Select “Documents” and “Describe the documents in your shipment” for general document, select **Documents – general business**

Describe the documents in your shipment

Select a description 🔍

Documents - general business ✓

Reference (appears on shipping label/waybill)

Reference (appears on shipping label/waybill)

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

Prohibited Items
Some items that are prohibited when shipping to Germany include:

- Human remains, including ashes
- Cash (current legal tender)

You can fill a “References” for your shipment (only Ref.1 will show on the waybill)

You can click “I would like to add shipment protection” as documents insurance



Absolutely not.
For document shipment has no duty
But if there is any product in the shipment
This will subject to packages shipment at all



SHIPMENT CREATION

PACKAGES

“Packages”

Select “Packages” and then select your purpose of the shipment

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 Hong Kong Sar, China. [View Prohibited Items](#)

What is the purpose of your shipment? ⓘ

✓

Need to add other details or create and save invoice templates?

[Use our enhanced Customs Invoice](#)

“Tell Us What You're Shipping” to input shipment details separately

There are two options to select on this step

+ Describe Items ✓

📄 Upload Item Details

“Describe Items”

Input shipment details separately and if there are more details, press

Add Another Item +

In English only

I would like to see estimated duties and taxes ⓘ
You must provide a 6-10 digit item code for each unique item in your shipment.

1. Unique Item Description

What is the item? Quick Guide for Describing Items

Create Description 📄

OR

Nikee Free Running 1965 ✓

Commodity Code ⓘ

Lookup Code 🔍

OR

Check Code 📄

Quantity	Units (How the item is packaged)	Value (Per Item)	Weight (Per Item) ⓘ
<input type="text" value="1"/> ✓	<input type="text" value="Pieces"/> ✓	<input type="text" value="3,500"/> THB ✓	<input type="text" value="0.5"/> kg ✓

Where was the item made? ⓘ

✓

Add line item reference

[+ Add from Product/Item List](#)
[Save to My Product/Item List](#)
[Copy](#)

Total Units 1 Total Weight: 0.5 KG Total Value: 3,500.00 THB Add Another Item +

Create Description 📄

For more accurately description

Describe Your Items

Be sure to accurately describe items with precise details. Accurate descriptions are used to evaluate each shipment for transit and can help keep your shipment moving!

What is the item? ✓ Brand or Manufacturer ✓

Which type, style or model is it? ✓ What is it made of? ✓

How will it be used?
Example: Athletic activity or children's play

✓

22 / 170

NEW UPDATE

Lookup Code 🔍

New feature to easily finding the HS code for shipment detail

Note: HS code is enforcing for Europe's shipment

Commodity Code Lookup

You can verify the code is valid and is the one you want to use for your item.

What is the item? shoes ✓	What is it made of? fabric	How will it be used? sport	Search Q
------------------------------	-------------------------------	-------------------------------	-----------------

[Clear](#)

Code	Description	
6404.1100	Footwear with outer soles of rubber plastics leather or composition leather and uppers of textile materials Footwear with outer soles of rubber or plastics: Sports footwear; tennis shoes basketball shoes gym shoes training shoes and the like	Use Code

Still not seeing the code you need? Modify your search and try again.

+ Describe Items

Upload Item Details ✓

“Upload Item Details”

You can browse the file to support more invoice line items as the file format **TXT ,CSV** and **XML**

This function is not invoicing document attached and recommended more than 10 items for this

Tell Us What You're Shipping

Select how you would like to provide your item details

Upload a File with Item Details

This option is ideal if you have multiple items and have the item details in a supported file format.

- Item details only
- Supported file formats are: CSV, TXT, XML
- No PDFs, image files or other file types
- Before uploading, ensure your file follows our [File Guidelines](#)

Select File Format:

Field Delimiter: Text Delimiter: Character Set:

Upload File

[Browse for File](#) or Drop Here

File Type Allowed: CSV
Maximum file size: 5 MB

First time uploading a file?

Uploading item details using a file is the fastest way to provide information for many unique goods in your shipment.

[TXT Sample File](#)
[CSV Sample File](#)
[XML Sample File](#)

[Upload Tips and File Guidelines](#)

You can download file format on the system

- **Invoice Value** will calculate from details and show on **Air Waybill**

- You can click **“I would like to add shipment protection”** as packages insurance

- You can fill a **“References”** for your shipment (**only Ref.1 will show on the waybill**)

Invoice Value

Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)	10,000.00	THB
--	-----------	-----

Total Invoice Value (for customs purposes)	10,000.00 THB
--	---------------

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

Add Shipment References

Reference (appears on shipping label/waybill)

Reference (appears on shipping label/waybill)

I would like to add shipment protection to my shipment

Next

5. Customs Invoice Details

You can use **DHL Invoice Template** or use **your own Invoice**

- **Invoice Number** you can create by your own
- **Additional Invoice Information (Remarks)** is an optional

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

My Invoice Number

Additional Invoice Information (Remarks)

- **Additional Parties** For 3rd Party Shipment you can apply other details here
- **Additional Customs Documents** input Tax number on some receiver country

Additional Parties

Are there other parties involved in the shipment?

Yes No

Additional Customs Documents

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

Add Another

6. Select Packaging

You can select the packaging between DHL packaging and your own Packaging

Select Packaging

Tips for Weighing and Measuring

Packaging	Quantity	Weight	Dimensions
Box 2 (Shoe Box)	1	1.5 kg	34.00 x 19.00 x 11.00 cm

My Own Package

- Box 2 (Cube) 20 X 15 X 15 cm
- Box 2 (Flat) 34 X 33 X 6 cm
- Box 2 (Shoe Box) 34 X 19 X 11 cm
- Box 3 33.7 X 32.2 X 10 cm
- Box 4 33.7 X 32.2 X 18 cm

Total Packages: 1 Total Weight: 1.5 KG **Add Another Package**

Next

Recommend to use **“My Own Package”**

7. Choose Account Number for transportation charges and duty

“How will you pay for transportation charges?” To choosing the account number for payment of transportation charges. In case of shipper wanted to make a payment, system will provide your account number automatically

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

For the shipment that receiver or 3rd Party will pay, select “Alternate DHL Account Number”

Fill in the Account Number that start with 95 or 96

(The Notification Message will appear that means the shipper must get approval from the owner account number otherwise will unable to continue the shipment)

Account Number *

Required
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.

How will you pay for transportation charges?

✓

Account Number *

“How will duties and taxes be paid” Selecting the account number or the person to make a payment for Import Duties and/or Taxes that match the INCOTERMS of DHL. Please see the information below

INCOTERMS : DAP

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](#)

✓

The shipper paid for the transportation charge and receiver will pay for Duty/TAX

Please select : DAP – Delivered at Place

INCOTERMS : DDP

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](#)

✓

The shipper paid for the transportation charge And Duty/TAX

Please select : DDP – Delivered Duty Paid

(This option will be charged the fee for 690THB)

INCOTERMS : EXW

How will you pay for transportation charges?

✓

Account Number ✓

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](#)

✓

The receiver paid for the transportation charge And Duty/TAX

Please select : EXW – Ex Works

8. Select Delivery Date and checking the Service Fee in detail

“I’m sending my shipment on” select the preferred Delivery date

I'm sending my shipment on

May 16 Today	May 17 Tomorrow	May 18 Tuesday	May 19 Wednesday	May 20 Thursday	May 21 Friday	May 22 Saturday	More +
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“Selecting the Service and Transportation charges”

There will be many kind of services depend on the Destination Country for the service to be available

Please select the service that suit your need by click “Select” (in green button)

May 19 Wednesday	9:00 am	THB 5,473.26	Select
May 19 Wednesday	12:00 pm	THB 4,440.74	Select
May 19 Wednesday	End of Day	THB 4,206.74	Select

Click “Details” to see cost summary

Book Shipment By May 17, 5:00 pm Latest Courier Pickup 6:00 pm	Transportation Charges	THB 3,585.00
Door-to-Door Service	Fuel Surcharge	THB 611.24
	Emergency Situation	THB 10.50
	Total (VAT included if applicable)	THB 4,206.74

“Delivered By” system will show the estimate delivery date at The Destination

DHL Express Services

Express Worldwide (Standard)

Delivered to the Destination within working day not specify delivery time

Express 9:00

Delivered to Destination with Guaranteed delivery time before 9:00 Am

Express 10:30

Delivered to Destination with Guaranteed delivery time before 10:30 Am

Express 12:00

Delivered to Destination with Guaranteed delivery time before 12:00

9. Choosing additional services

From creating shipment, you can choose or check [here](#) for additional services details

There is an additional charges

Optional Services

- Saturday Pickup
- GoGreen Climate Neutral
- Packaging Item
- Hold for Collection
- Neutral Delivery
- Delivery Signature
- Direct Signature
- Broker Notification
- Bonded Transit
- Export Declaration
- Preferential Origin

Please read the explanation of each service before confirm the selection



10. Upload your Customs Documents (Invoice and other documents)

Upload invoice feature to be create as **PLT** shipment

- Maximum file upload 5 MB

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?

Yes

Upload an image of your customs invoice. Ensure your invoice is signed before uploading.

Upload Invoice Document

 [Browse for File](#) or Drop Here

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

Upload Other Customs Documents (Optional)

Limit of 5 MB for all files uploaded per shipment

0 Bytes of 5 MB



Note: Sample of PLT Air waybill

Paperless Trade digital Invoices usage

Paperless Trade digital Invoices for submitted the related paperwork directly to The Customs. No need to submit the actual paperwork to customs agent again. This process can save time and the environment.



11. Booking Courier staff to pickup shipment

DHL Express service included pickup shipment by courier staff at your location.

Pickup condition must be **book in advance at least 1 Hour**

(for location outside Bangkok may have different pickup time in each location. To avoid any miss pickup, please check with out Customer Services for the actual pickup time)

“Yes-Schedule Pickup” to make booking appointment and file in detail

“No” when need to created only WAYBILL or drop off your shipment at DHL Service Point

“Drop off at DHL Service Point” This function for credit card customer only

Do you want to schedule a courier pickup?

QR code option is available at select locations.

I'm sending my shipment on **October 28 Today**

Pickup Window – When courier may arrive and shipment is ready

Earliest 9:30 am Latest 6:00 pm

9:30 am 11:30 am 1:45 pm 3:45 pm 6:00 pm

Please allow at least 60 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?

Total Pickup Weight
 kg

Instructions for the courier

[Disclaimer and Important Details](#)

Pickup Address
Anupap Kongsri
Anupap TEST
Anupap TEST
Anupap TEST
BANGKOK, 10330
anupap.kongsri@dhl.com
+66 2 345 5000

Note: Recheck pickup address in every time to avoid missing pickup

12. Do you need a return label?(Optional)

This option is to help for you to created import shipment , from export shipment that need to make a return to same shipper. For this service shipper must have the Import Account Number before proceed to next step.

The Return Shipment can be requested for Waybill number in advance up to 90 Days. For requested booking to pickup the return shipment must requested via MyDHL+ of the pickup country.

Do you need a return label?

Label is valid for 3 Months

Note: You can click **“No”** and **“Next”** to complete the shipment

13. Shipment Cost Summary

Please re-check the information, for any incorrect information, can click edit.

For further process beyond this point will not be able to edit anymore

Once finished recheck information can click

Accept and Continue

Shipment Cost Summary

EXPRESS WORLDWIDE Wed, 19 May, 2021 - End of Day	Transportation Charges:	THB	3,585.00
	Fuel Surcharge:	THB	611.24
	Emergency Situation:	THB	10.50
Volumetric Weight 1.2 kg Total Weight 0.5 kg Chargeable Weight 1.5 kg	Total	THB	4,206.74

Terms and Conditions

By clicking on ACCEPT – I accept DHL's [Terms and Conditions of Carriage](#) and declare that this shipment does not include any [Prohibited Items](#) .




Accept and Continue

14. Printing

Print and You're Done!

Print and preview your documents

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



Label (Waybill) Customs Invoice Receipt

1 Number of Copies 2 Number of Copies 1 Number of Copies

Print Selected Documents

Your Tracking Number
1689753940
Piece # 1:
JD014800004025879282

Pickup Confirmation Number
Number CBJ210517000005

Pickup Details
Mon, May 17, 2021
Between 1:30 pm and 5:00 pm

☆ Save as Favorite

Check at all document and click **Print Selected Documents**

System will show the Air Waybill Number. Also, the booking confirmation number will be shown

Check  is not for printing but for see the sample only

Tip: You can review the sample of waybill on next page



SAMPLE OF AIR WAYBILL

Please prepare shipment and print out the needed paper before out courier pickup

Prepared the printout paper as following

1 copy follow packages

For DHL courier 1 copy

For DHL courier 2 copy

EXPRESS WORLDWIDE WPX **DHL**

From: Test DHL, Bangkok Ph, Test Address, 10110 BANGKOK, Thailand. Origin: BKK

To: Test company, Test Name, Test Address, Test Address2, 75001 PARIS, France. Contact: Test Name

FR-CDG-PSO REC

C-DTP

Ref: 0.5 kg 1/1

Contents: The Red Sticks 1 in wood box

WAYBILL 14 3826 5054

(2L) JFR75001+48000001

(J) J001 4600 0540 2023 4819

"WAYBILL DOC" **WPX** **DHL**

Shipper: Test DHL, Bangkok Ph, Test Address, 10110 BANGKOK, Thailand. Contact: +6623455000

Receiver: Test company, Test Name, Test Address, Test Address2, 75001 PARIS, France. Contact: +6623454344

TH-BKK-GDR FR-CDG-PSO REC

Product Details: EXPRESS WORLDWIDE (4R) Emergency Situation(CR) Duties & Taxes (FR)(DD)

Shipment Details: Net Weight: 0.500 kg, Pieces: 1

Contents: The Red Sticks 1 in wood box

WAYBILL 14 3826 5054

J0014600054000234819

Commercial Invoice

AWB No: 143020054 Invoice Date: 2021-04-02 Invoice No:

SHIP FROM: Test DHL, Bangkok Ph, Test Address, 10110 BANGKOK, Thailand. Contact: +6623455000

SHIP TO: Test company, Test Name, Test Address, Test Address2, 75001 PARIS, France. Contact: +6623454344

Transaction: +6623455000, Test company, Test Name, Test Address, Test Address2, 75001 PARIS, France. Contact: +6623454344

Shipper Reference: +6623455000

Item	Description	Quantity	Unit	Sub Total Value
1	The Red Sticks in wood box	1	THB	2,000.00

Total Gross Value: 2,000.00 THB
Total Net Weight: 0.500 kg
Total Pieces: 1

Payment Terms: Net 30 days in advance

Incoterms: DDP

Export Declaration: No

Origin: Thailand

Destination: France

Incoterms: DDP

Origin Country: Thailand

Destination Country: France

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: Anupap Position: EOC Date of Signature: Company Stamp

keep as a confirmation and evident shipment

DHL **Shipment Receipt**

Shipment From
Anupap Kongsi Test, Anupap Kongsi Test, Anupap Kongsi Test, Anupap Kongsi Test, 10100 BANGKOK, Thailand, +660830324958, anupap.kongsi@dhl.com

Shipment To
test remote by ESS TH, test remote by ESS TH, test remote by ESS TH, test remote by ESS TH, test remote by ESS TH, 10000 NEW YORK, New York, United States of America, +17545121545

Shipment Details
Shipment Date: 2022-04-20
Waybill Number: 2014210214
Service Type: EXPRESS WORLDWIDE
Packaging Type: My Own Package
Number of Pieces: 1
Total Weight: 1.00kg
Dimensional: 0.20kg
Chargeable: 1.00kg
Insured Amount:
Terms of Trade: BSW

International Information
Declared Value: 100.00 USD
Duties/Taxes acct: Receiver
Dutiable Status: Dutiable
Estimated Del date: Monday, 25 Apr, 2022
Promo Code:

Billing Information
Payment Type: DHL Account Number
Billing Account:
Duties/Taxes acct: Receiver Will Pay
Charge Breakdown: 3,540.36 THB
Special Services: Fuel Surcharge/Duties Taxes Unpaid/Emergency Situation




Reference Information
Reference:
Pickup reference nr:

Description of Contents
test remote by ESS TH

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CONTACT US

DHL Express International (Thailand) Ltd.

-  Login and start using [MyDHL+](#)
-  Contact ESS team at **02-345-5050 M-F 08:30-17:30**
-  Contact via ema ess.th@dhl.com

The information in this guide is correct as of 02/2024