

**MyDHL<sup>+</sup>**



# **MYDHL<sup>+</sup> IMPORT (REMOTE BOOKING) SHIPMENT CREATION GUIDE**

**DHL Express – Excellence. Simply delivered.**



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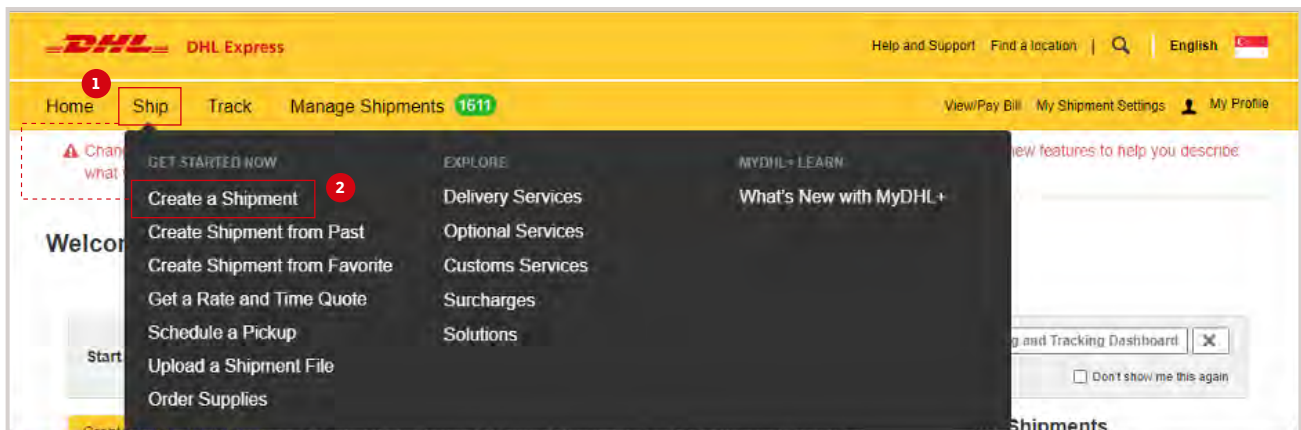
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# STEP 1:

Login to MyDHL+ at [mydhl.express.dhl/sg/en/auth/login.html](https://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.

The screenshot shows the 'Create Shipment' interface with two columns: 'From' and 'To'. The 'From' section is highlighted with a red box and contains the following fields:

- Name: DEFAULT SHIPPER NAME \*
- Business Contact:
- Company: DHL Express 2 \*
- Country/Territory: Singapore \*
- Address: 1 Tai Seng Drive \*
- Address 2: Level 2 \*
- Address 3: (empty)
- Postal Code: 535215 \*
- City: SINGAPORE \*
- State: (empty)
- Residential Address:
- Email Address: ecommerce.sg@dhl.com \*
- Phone Type: Office
- Code: 65
- Phone: (redacted)
- Extension: (empty)
- VAT/Tax ID: (empty)

The 'To' section contains the following fields:

- Name: DEFAULT SHIPPER NAME IN MY \*
- Business Contact:
- Company: Company MY123 Pte Ltd \*
- Country/Territory: Malaysia \*
- Address: Street 1 \*
- Address 2: Block 1, Unit #01-02 \*
- Address 3: (empty)
- Postal Code: 81400 \*
- City: SENAI \*
- State: JOHOR \*
- Residential Address:
- Email Address: testshipment@yopmail.com \*
- Phone Type: Office
- Code: 60
- Phone: 01-673 89102 \*
- Extension: (empty)
- VAT/Tax ID: (empty)

A yellow box highlights the 'Switch' button between the two sections. A callout box points to this button with the text: "Click here to save the Receiver Records in Address Book".

# 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.

**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?** 2  
Commercial

**Tell Us What You're Shipping**  
Select how you would like to provide your item details

**Describe Items** 3 ✓  
**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

Add-ons

**4**

Item Description	Quantity	Total Item Value	
1. AAA GK 123 Metal Blue Mechanical Gaming Keyboard	1	200.00 USD	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Remove</a>
2. Unique Item Description			
What is the item?			
<input type="button" value="Create Description"/> OR <input type="text" value="AAA FV456 Silver Plastic Red Laser Gaming Mouse"/>			
Quantity	Units (How the item is packaged)	Value (Per Item)	Weight (Per Item)
1	Pieces	50 USD	0.3 kg
Where was the item made?		Commodity Code	
Taiwan		<input type="text"/>	
<input type="checkbox"/> Add line item reference			
<a href="#">Add from Product/Item List</a>			
<a href="#">Save to My Product/Item List</a> <a href="#">Remove</a> <a href="#">Copy</a>			
Total Units 2		Total Weight: 1.8 KG	Total Value: 250.00 USD <a href="#">Add Another Item</a>

**Click here if you want to add and describe another Item**

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

# 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

**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 ✓

**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

**Next**

**Shipment reference is optional**

**Tick this box to buy insurance for your 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.

### 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

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" with a dropdown menu showing "Ship FROM address".
- Section: "Additional customs details are needed for this shipment" with the text "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 annotations include:

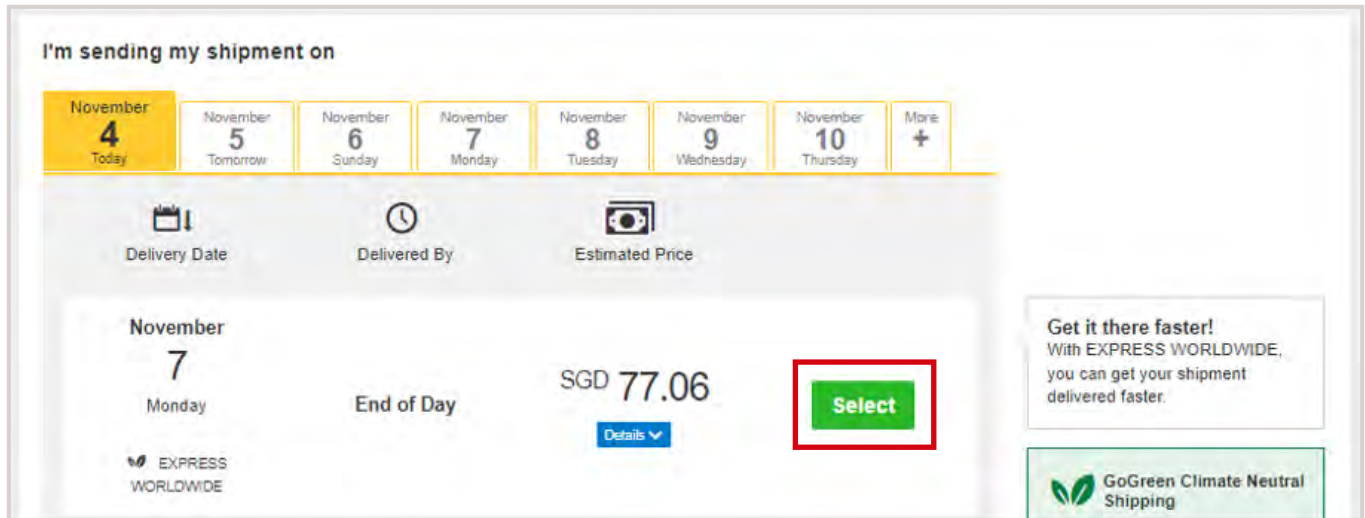
- Numbered circles 1, 2, and 3 pointing to the first three dropdown menus.
- A dashed red line connecting the first two dropdown menus to the "Next" button.
- A dashed red line connecting the third dropdown menu to the "Next" button.
- A solid red box around the "Next" button.



## STEP 9:

Select the shipment date and choose your delivery service option.

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

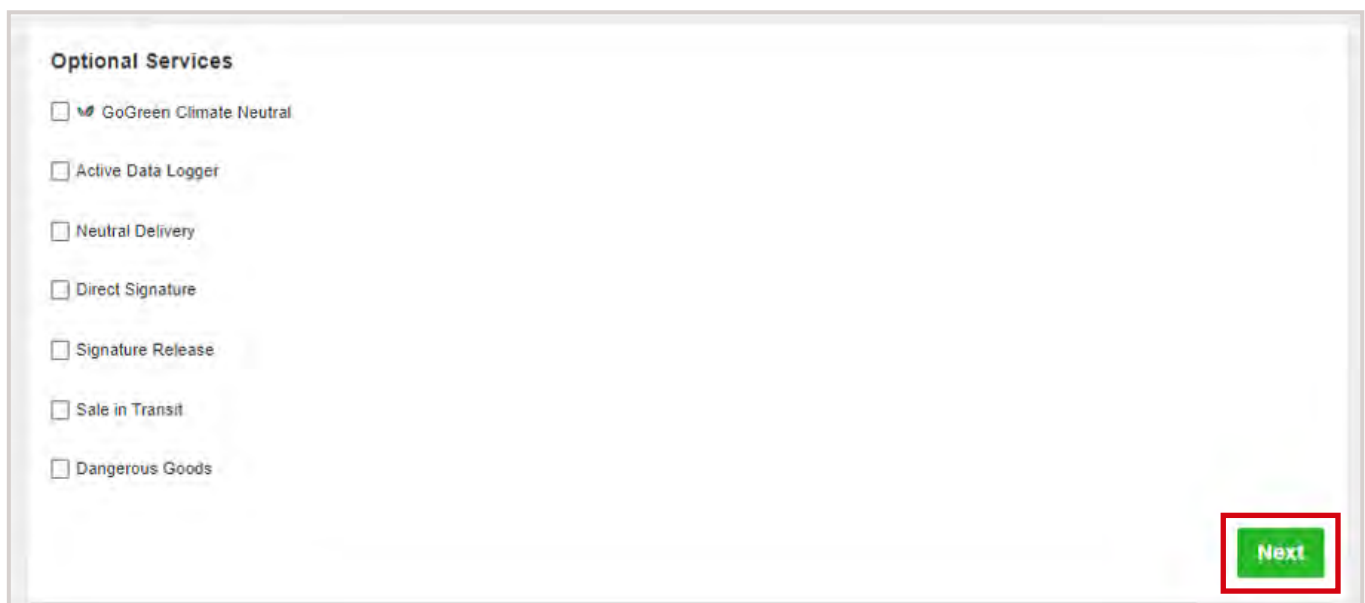


The screenshot shows a date selection interface titled "I'm sending my shipment on". At the top, there is a row of date buttons for November 4 (Today), 5 (Tomorrow), 6 (Sunday), 7 (Monday), 8 (Tuesday), 9 (Wednesday), 10 (Thursday), and a "More +" button. Below this, there are three columns: "Delivery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



The screenshot shows a section titled "Optional Services" with a list of checkboxes: "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 12a:

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

Do you want to schedule a courier pickup?

1 **Shipper will schedule pickup** ✓

I will propose pickup date and time

DHL will email shipper to confirm date, time and readiness

The shipper will be notified to schedule a pickup when you send your shipment instructions.  Don't show me this again

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

Assign this shipment to shipper to complete  
[Assign this Shipment](#)

2 **Next**

Proceed to **page 17** for the necessary steps to complete pickup request.

## 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.

Do you want to schedule a courier pickup?

Shipper will schedule pickup

1 **I will propose pickup date and time** ✓

DHL will email shipper to confirm date, time and readiness

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

Assign this shipment to shipper to complete  
[Assign this Shipment](#)

**Important**

- DHL will email shipper to confirm date, time and readiness
- Shipper can reschedule or cancel a pickup if there is a conflict with your requested date and time
- Please ensure your shipper will have the shipment and all the paperwork ready at pickup

I'm sending my shipment on **May 26 Today** [Edit](#)

Pickup Window – When courier may arrive and shipment is ready

Earliest 2:45 pm Latest 4:30 pm

12:00 am 4:00 am 8:15 am 12:15 pm 4:30 pm

Please allow at least 15 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 4:15 pm.

Click and drag the yellow tag to select the timing

Where should the courier pick up the shipment?  
Reception

Instructions for the courier  
Sample: Please ring the doorbell for access.

**Pickup Address**

Default Shipper name in Malaysia  
ABC company  
Block 2, unit #02-02  
SENAI, JOHOR, 81400  
test@yopmail.com  
+60 18-988 8888  
[Edit](#)

[Disclaimer and Important Details](#)

2 **Next**

Note: Please refer to Page 14 for detailed steps on Scheduling and Confirming the Pickup

## 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:

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

### Shipment Cost Summary

<p>EXPRESS WORLDWIDE Mon, 29 May, 2023 - End of Day</p> <p>Volumetric Weight <span style="font-size: 0.8em;">📏</span> 1.421 kg Total Weight 1.5 kg Chargeable Weight 1.5 kg</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-top: 1px solid #ccc;">Transportation Charges</td><td style="text-align: right;">SGD</td><td style="text-align: right;">63.65</td></tr> <tr><td style="border-top: 1px solid #ccc;">Fuel Surcharge</td><td style="text-align: right;">SGD</td><td style="text-align: right;">18.57</td></tr> <tr><td style="border-top: 1px solid #ccc;">Emergency Situation</td><td style="text-align: right;">SGD</td><td style="text-align: right;">2.10</td></tr> <tr><td style="border-top: 1px solid #ccc;">Total</td><td style="text-align: right;">SGD</td><td style="text-align: right;">84.32</td></tr> </table>	Transportation Charges	SGD	63.65	Fuel Surcharge	SGD	18.57	Emergency Situation	SGD	2.10	Total	SGD	84.32	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Get your shipment delivered by 10:30 am for just 32.07 SGD more.</p> <p style="text-align: center; background-color: #ffc107; padding: 2px 5px; border-radius: 3px;">Upgrade Now!</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Add shipment protection for just 15.00 SGD more!</p> <p style="text-align: center; background-color: #ffc107; padding: 2px 5px; border-radius: 3px;">Upgrade Now!</p> </div>
Transportation Charges	SGD	63.65												
Fuel Surcharge	SGD	18.57												
Emergency Situation	SGD	2.10												
Total	SGD	84.32												

**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

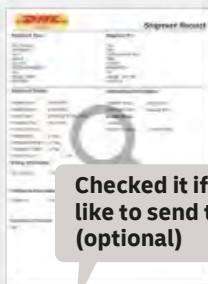


# STEP 15:

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.

Create Shipment  — Pay  — Print

### Send Documents to Shipper

Email your documents now or download and email them later.



Label (Waybill)       Customs Invoice       Receipt

1 Number of Copies      2 Number of Copies

**Checked it if you would like to send to the shipper (optional)**

Your Tracking Number  
4018389152  
Piece # 1:  
JD014600010993101168

Pickup Confirmation  
Number CBJ230527688709

Pickup Details  
Sat, May 27, 2023  
Between 10:00 am and 12:00 pm

☆ Save as Favorite

**Download Documents**  
I will download my documents and email them later

**Send Documents**  
I will use MyDHL+ to email my documents now

Your shipment is not completed until you have sent your documents to the shipper

It is crucial that you click **“Send Documents”** to complete the process.

# 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**.

The screenshot shows the 'Shipment Confirmation' page with the following elements:

- Progress Bar:** Create Shipment  — Pay  — Print
- Shipment Confirmation:**
  - Important:** Your shipping instructions and documents have been sent to your shipper.
  - Want Status Notifications?** Set up email or text notifications for this shipment's progress - for you or others!   
    
 **Setup status notification by checkpoint** (Callout)
  - Want to Share?** Shipment details have been emailed to 1 [Contacts](#), per your Share settings.   
 Select shipment details you want to email to others:   

<input checked="" type="checkbox"/> Tracking Number	<input checked="" type="checkbox"/> Label (Waybill)
<input checked="" type="checkbox"/> Pickup Confirmation Number	<input checked="" type="checkbox"/> Shipment Receipt
<input checked="" type="checkbox"/> Shipment Details	<input checked="" type="checkbox"/> Customs Invoice

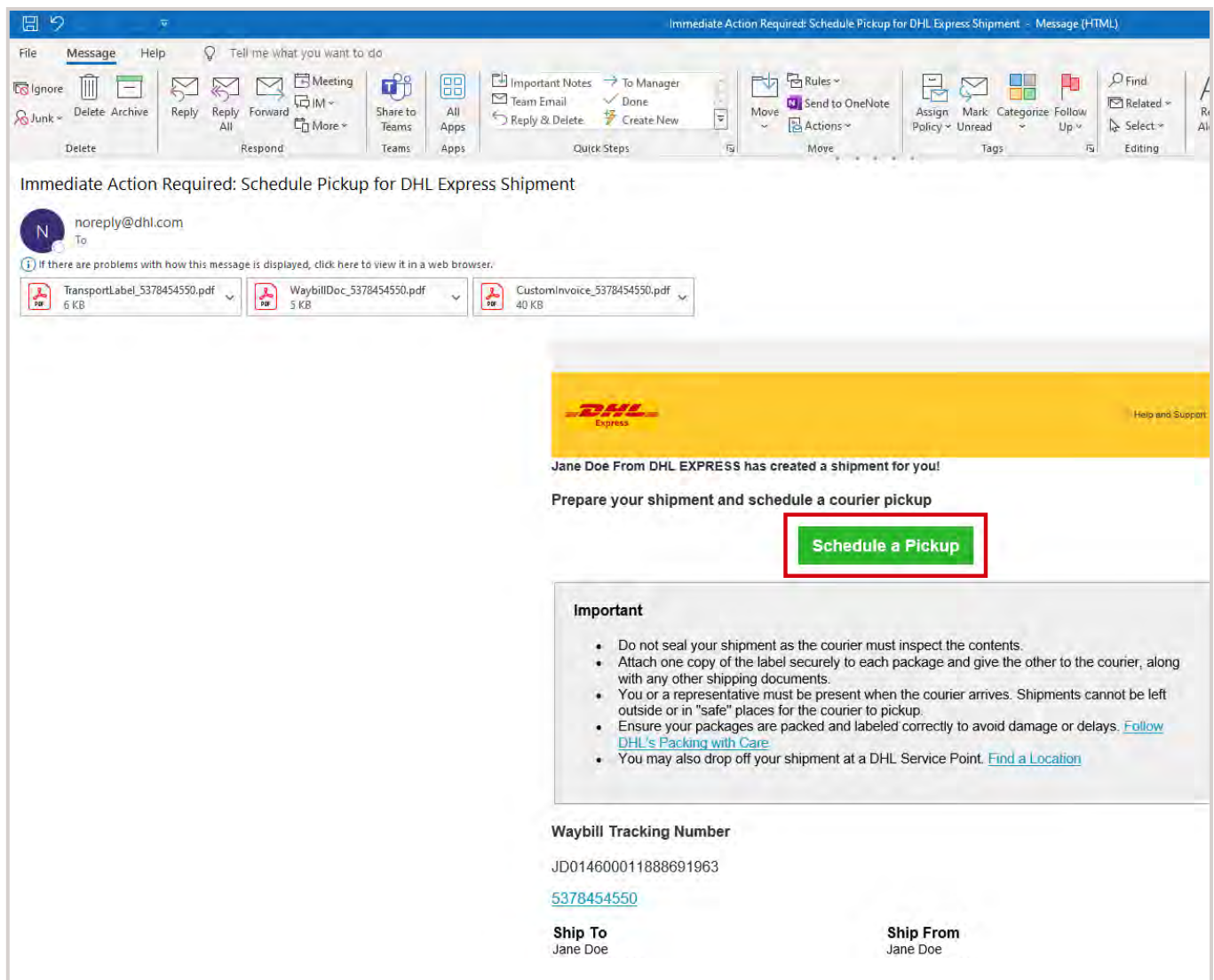
   
 **Share shipment details via email** (Callout)
- Summary Box:**
  - Your Tracking Number: 4018389152
  - Pickup Confirmation Number: CBJ230527688709
  - Pickup Details: Sat, May 27, 2023, Between 10:00 am and 12:00 pm
- Actions:**
  - 
  - 
  - 
  - 
  -
- Save Shipment Defaults:** Save these defaults to use for future shipments.
  - EXPRESS WORLDWIDE
  - 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.



The screenshot shows an email interface with a blue header bar that reads "Immediate Action Required: Schedule Pickup for DHL Express Shipment - Message (HTML)". The email content includes a yellow banner with the DHL Express logo and the text "Jane Doe From DHL EXPRESS has created a shipment for you!". Below the banner, there is a green button labeled "Schedule a Pickup" which is highlighted with a red rectangular box. Underneath the button is an "Important" section with a list of instructions for shipping preparation. At the bottom, the "Waybill Tracking Number" is listed as JD014600011888691963, with a link to "5378454550". The "Ship To" and "Ship From" information is also provided.

Immediate Action Required: Schedule Pickup for DHL Express Shipment

To: noreply@dhl.com

TransportLabel\_5378454550.pdf (6 KB)  
WaybillDoc\_5378454550.pdf (5 KB)  
CustomInvoice\_5378454550.pdf (40 KB)

**DHL Express** Help and Support

Jane Doe From DHL EXPRESS has created a shipment for you!

Prepare your shipment and schedule a courier pickup

**Schedule a Pickup**

**Important**

- Do not seal your shipment as the courier must inspect the contents.
- Attach one copy of the label securely to each package and give the other to the courier, along with any other shipping documents.
- 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.
- Ensure your packages are packed and labeled correctly to avoid damage or delays. [Follow DHL's Packing with Care](#)
- You may also drop off your shipment at a DHL Service Point. [Find a Location](#)

**Waybill Tracking Number**  
JD014600011888691963  
[5378454550](#)

**Ship To**  
Jane Doe

**Ship From**  
Jane Doe

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**.

The screenshot shows the DHL Express website interface for scheduling a pickup. The page title is "Schedule a Pickup". At the top, there is a navigation bar with "Home", "Ship", and "Track" options, and a "Register Login" link. The main content area contains a form with the following elements:

- Do you need to create a shipping label?** A question with two radio button options: "Yes - Create Label" and "No". The "No" option is selected and highlighted with a red box and a red circle labeled "1".
- You'll need either a DHL Waybill Number or a DHL account number to schedule a pickup.** A dropdown menu with the selected option "I have a DHL Waybill Number", highlighted with a red box and a red circle labeled "2".
- Waybill Number:** A text input field containing "5873361060", highlighted with a red box and a red circle labeled "3".
- Code:** A dropdown menu showing "60" with a flag icon, highlighted with a red box and a red circle labeled "3".
- Phone:** A text input field containing "18-988 88888", highlighted with a red box and a red circle labeled "3".
- Next:** A green button labeled "Next" at the bottom right of the form, highlighted with a red box and a red circle labeled "3".



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

### Schedule a Pickup

Waybill Number 5873361060 Edit

#### Pickup Address

Name  ✓

Where should the courier pick up the shipment?  ✓

Business Contact

Company  ✓

Country/Territory  ✓

Address  ✓

Address 2  ✓

Address 3

Postal Code  ✓ City  ✓ State  ✓

Residential Address

Email Address  ✓

Phone Type  ✓ Code  ✓ Phone  ✓ Extension

+ Add Another  
[Clear Address](#)

Next

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

### Schedule a Pickup

Waybill Number 5873361060 Edit

**From :**  
DEFAULT SHIPPER NAME IN MY COMPANY IN MY  
Street 1  
Block 2, level 2 -02  
SENAI, JOHOR 81400  
Malaysia

**Where should the courier pick up the shipment?**  
Reception Edit

**Instructions for the courier**  
Sample: Ring the doorbell

#### What are we picking up?

Number of Packages	Total Weight (all packages) kg	Largest Package Sizecm
1 ✓	0.5 ✓ kg	33.7 ✓ x 32.2 ✓ x 10 ✓

Next

Select the pickup time window.

### Schedule a Pickup

Waybill Number 5873361060 Edit

**From :**  
DEFAULT SHIPPER NAME IN MY COMPANY IN MY  
Street 1  
Block 2, level 2 -02  
SENAI, JOHOR 81400  
Malaysia

**Where should the courier pick up the shipment?**  
Reception Edit

**Instructions for the courier**  
Sample: Ring the doorbell

**Largest Package**  
1 Piece - 0.5 kg ( 33.7 X 32.2 X 10 ) cm

**Packaging No** Edit

#### When should we pickup your shipment?

Pickup Date: 2023-05-30

Pickup Window – When courier may arrive and shipment is ready

Earliest: 1:15 pm  
Latest: 4:30 pm

Please allow at least 60 minutes for your Pickup Window

Schedule Pickup

**Click and drag the yellow tag to select the timing**

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

### Schedule a Pickup

#### Pickup Confirmation

- Thank you for scheduling a courier pickup!
- You will be receiving a confirmation email with the pickup details.

**Want to Notify Others?**  
Send an email or SMS text message about this pickup.

**Enjoy Time Saving Benefits**  
Make shipping internationally quick and easy! Save addresses, access shipment history, track shipment status and more. Register for MyDHL+ now!

**Pickup Confirmation Number CBJ230530005527**

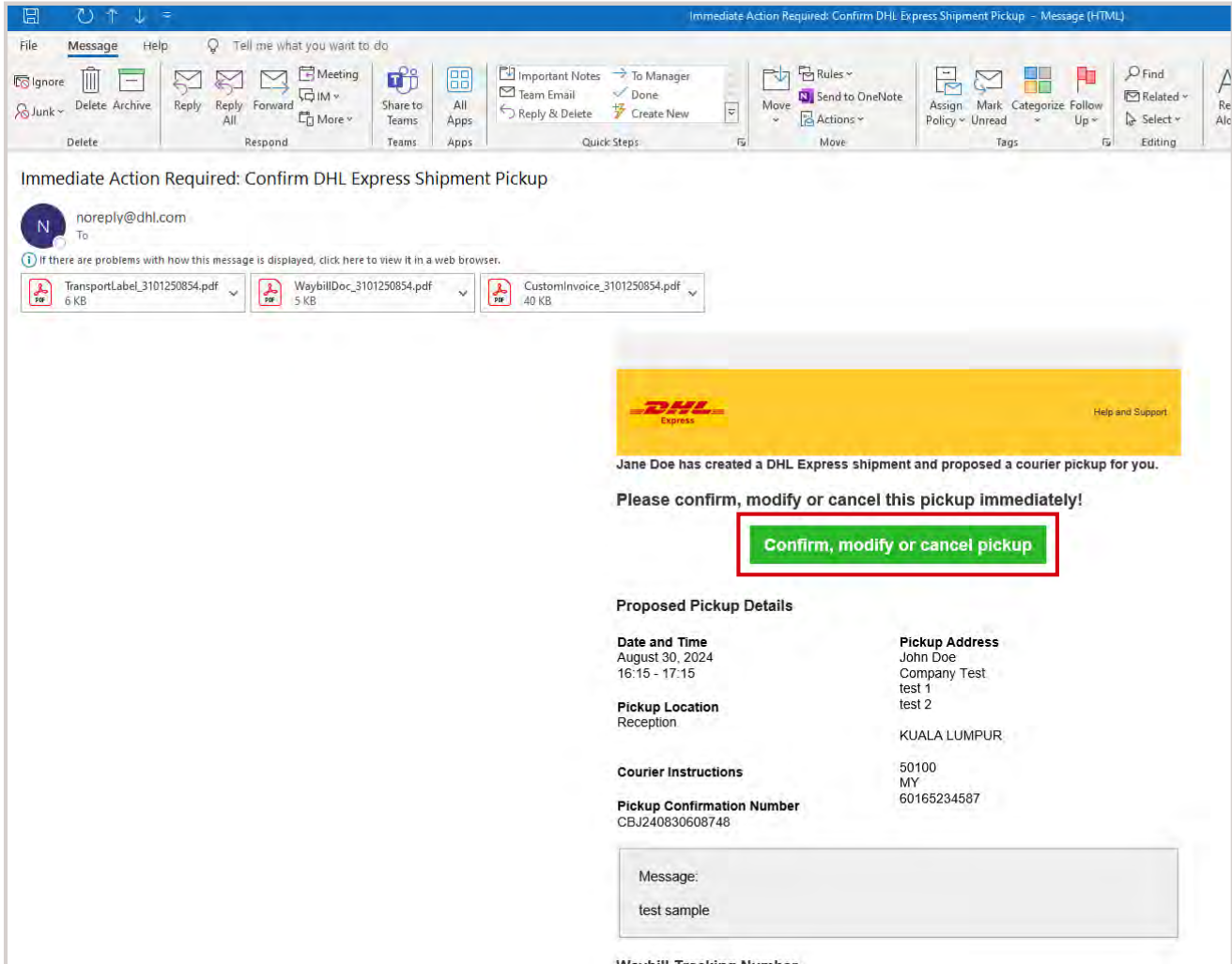
**Scheduled Pickup Time**  
05/30/2023 1:15 pm - 4:30 pm

**Pickup Address**  
DEFAULT SHIPPER NAME IN MY  
COMPANY IN MY  
test@yopmail.com  
+60 18-988 8888  
SENAI, 81400  
Malaysia

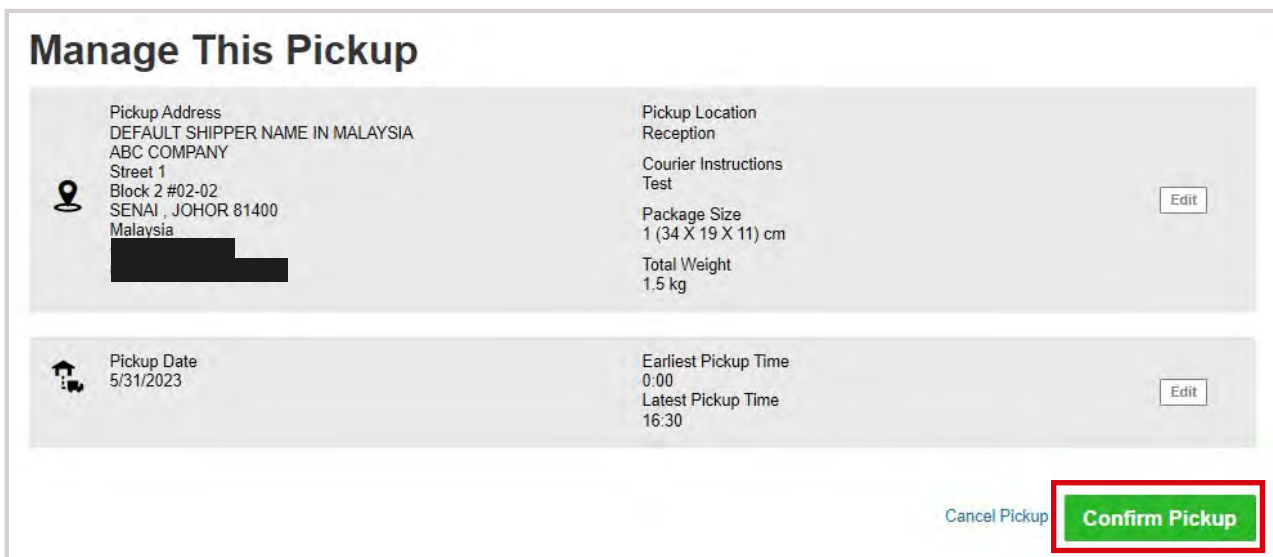
If you need to modify or cancel your pickup, please contact Customer Service at 1 800 888 388 (Toll free) or +603 7964 2800 (overseas).

### 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.



# STEP 17:

Once the shipment is completed,  
Your Tracking details will be displayed.

**Send Documents to Shipper**  
Email your documents now or download and email them later.

The interface displays three document thumbnails: a shipping label (Waybill), a Commercial Invoice, and a Shipment Receipt. Below each thumbnail are checkboxes and input fields for the number of copies:

- Label (Waybill) | 1 Number of Copies
- Customs Invoice | 2 Number of Copies
- Receipt

A blue information bar states: "Your shipment is not completed until you have sent your documents to the shipper".

Two main action buttons are highlighted with red boxes:

- Download Documents** (yellow button): "I will download my documents and email them later". Callout: "Download Documents to your PC."
- Send Documents** (green button): "I will use MyDHL+ to email my documents now". Callout: "Send Documents to your Sender's email."

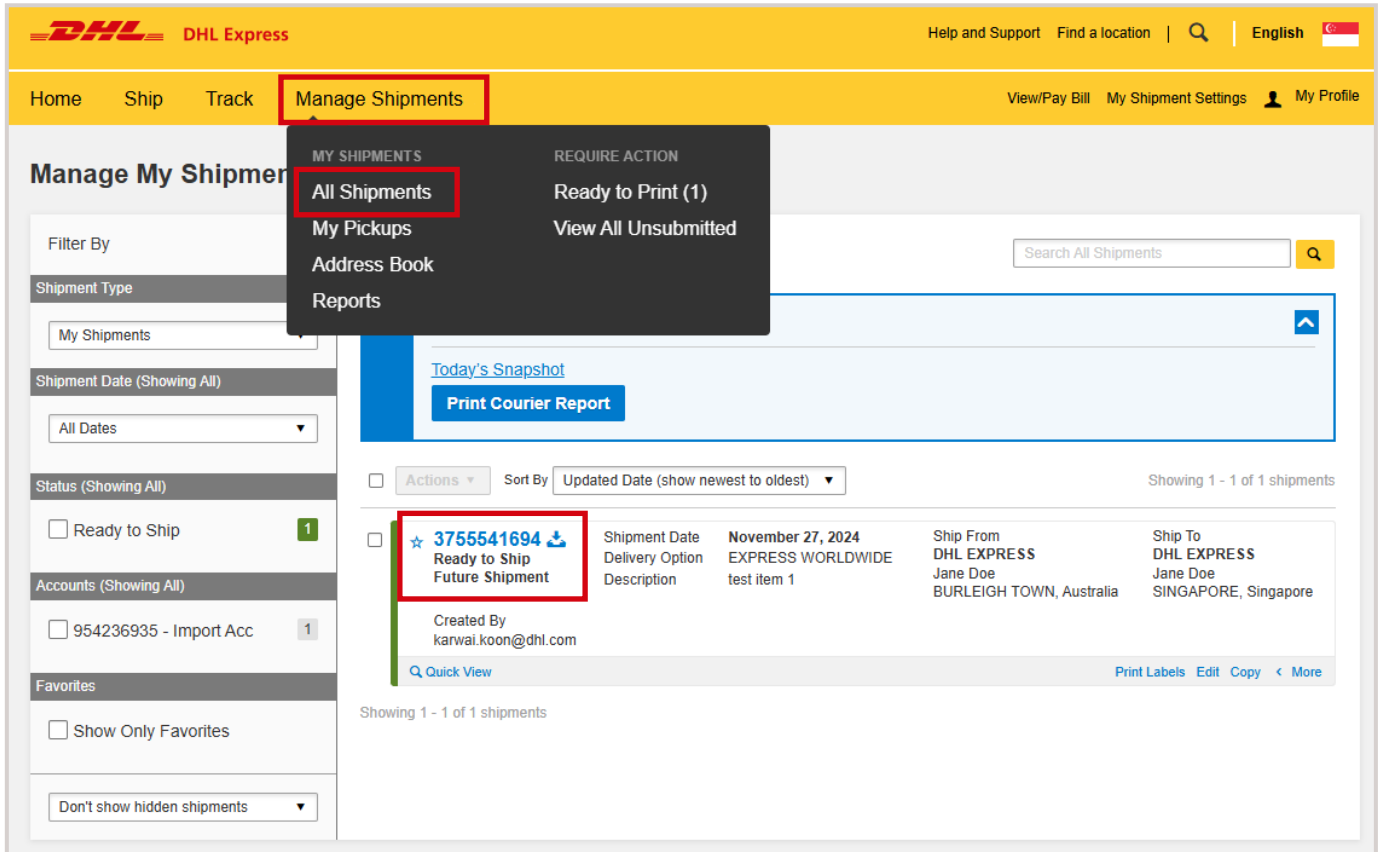
On the right side, a red-bordered box contains tracking and pickup information:

- Your Tracking Number**  
3755541694  
Piece # 1:  
JD014600011798468974
- Pickup Confirmation Number**  
CBJ241127694981
- Pickup Details**  
Wed, Nov 27, 2024  
Between 2:00 pm and 4:00 pm

A "Save as Favorite" button is located below the tracking information.

# STEP 18:

You can trace back your shipment Records by clicking on Manage Shipments > All Shipments.



# STEP 18a:

Another sample will display the multiple shipments and its statuses shown.

- Maroon:** Unsubmitted / Saved
- Yellow:** In Transit
- Blue:** Delivered
- Orange:** Cancelled

**Status (Showing 4)**

- Unsubmitted 4
- In Transit 1
- Delivered 40
- Canceled 4

**Accounts (Showing All)**

- █████ - Import 45
- █████ - █████ 1
- █████ - Export 1

**Favorites**

Show Only Favorites

Don't show hidden shipments ▼

	Created By		Shipment Date	Delivery Option	Ship From	Ship To
<input type="checkbox"/>	██████████	<p>★ <b>test</b> (Temporary ID) Unsubmitted Saved By Me</p>	November 22, 2024	EXPRESS WORLDWIDE	██████████	██████████
<p>Created By ██████████</p> <p>Quick View <span style="float: right;">Edit Assign Copy Cancel Shipment</span></p>						
<input type="checkbox"/>	██████████	<p>★ <b>14</b> In Transit In Transit</p>	November 22, 2024	EXPRESS WORLDWIDE	██████████	██████████
<p>Description: IC AMP CDMA 450...</p> <p>Created By ██████████</p> <p>Quick View <span style="float: right;">Print Labels Copy Create Return Label Track</span></p>						
<input type="checkbox"/>	██████████	<p>★ <b>VUIHA7</b> (Temporary ID) Canceled Canceled</p>	November 21, 2024	server accessor...	██████████	██████████
<p>Created By ██████████</p> <p>Quick View <span style="float: right;">Copy</span></p>						
<input type="checkbox"/>	██████████	<p>★ <b>72</b> Delivered</p>	November 13, 2024	EXPRESS WORLDWIDE	██████████	██████████
<p>Description: TRANSMITTER, FI...</p> <p>Created By ██████████</p> <p>Quick View <span style="float: right;">Print Labels Copy Create Return Label Track</span></p>						
<input type="checkbox"/>	██████████	<p>★ <b>40</b> Delivered</p>	November 5, 2024	EXPRESS WORLDWIDE	██████████	██████████
<p>Description: TRANSMITTER, FI...</p> <p>Created By ██████████</p> <p>Quick View <span style="float: right;">Print Labels Copy Create Return Label Track</span></p>						

# STEP 19:

You can click on the WayBill Number to further view details of shipment.

- Indicating WayBill & Pick Up Confirmation with Courier.
- If you notice that the Pick Up Confirmation is empty, it means the Pick Up is not yet been arranged

## Shipment Details

[Outbound](#)
[Make Favorite](#)
[Hide \(from Manage Shipments list\)](#)

Back Edit Copy Download Cancel Shipment Create Return Label

**Waybill Number 3755541694**  
Shipment Date 11/27/2024

**Pickup Confirmation CBJ241127694981**  
Pickup Window 2:00 pm - 4:00 pm

**Status Ready to Ship**  
Future Shipment

**Ship From**  
Jane Doe (Business Address)  
**DHL EXPRESS**  
test address 1  
BURLEIGH TOWN  
4220  
Australia  
[Redacted]  
test1@dhl.com  
VAT/Tax ID

**Shipment Details**

Shipper's Reference	
Additional Reference	
Delivery Option	EXPRESS WORLDWIDE
Shipment Type	Packages
Number of Pieces	1
Piece ID	JD014600011798468974 (2 kg)
Total Weight	2 kg
Volumetric Weight	0.2 kg
Chargeable Weight	2 kg

**Ship To**  
Jane Doe (Business Address)  
**DHL EXPRESS**  
test address 1 test address 2  
SINGAPORE  
532987  
Singapore  
[Redacted]  
VAT/Tax ID

**Customs Information**

Declared Value	100 SGD
Dutiable Status	Dutiable
Total Charge	185.58 SGD
Digital Customs Invoice	No
MRN	

**Description of Contents**  
test item 1

**Billing Information**

Payment Method	DHL Account
Duties and Taxes	Receiver will pay
Terms of Trade	Delivered at Place

This box will show you the Billing Account Number being used.



## STEP 20:

As you scroll down, you can still Re-send Documents if the Shipper did not receive it. You can also Print or Download the documents to your PC.




The screenshot displays the 'Shipment Documents' section of a web application. At the top, there is a navigation bar with buttons for 'Back', 'Edit', 'Copy', 'Download', 'Cancel Shipment', and 'Create Return Label'. Below this, three document thumbnails are shown: a shipping label with a barcode, a customs invoice, and a receipt. Underneath the thumbnails are three checkboxes: 'Label (Waybill)' (checked), 'Customs Invoice' (checked), and 'Receipt' (unchecked). Below each checkbox is a 'Number of Copies' input field with values 1, 2, and 1 respectively. A prominent green button labeled 'Send Selected Documents' is highlighted with a red box. Below the button are links for 'Print Selected Documents' and 'Print Downloaded Documents'. The 'Notifications' section contains a blue bar with an information icon and the text 'Status notifications not sent', with a yellow 'Set Up Notifications' button to its right. The 'Share' section contains a blue bar with an information icon and the text 'Shipment details not shared with others', with a yellow 'Share Shipment Details' button to its right. A red dashed line originates from the 'Send Selected Documents' button and points towards the 'Set Up Notifications' button.

## STEP 4a:

You can set up notification as well to be notified via email.

## 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: 1/2025

The information in this guide is correct as of 10/2025.

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