



MyDHL+

Useful Tips

DHL Express - Excellence. Simply delivered.

MyDHL+



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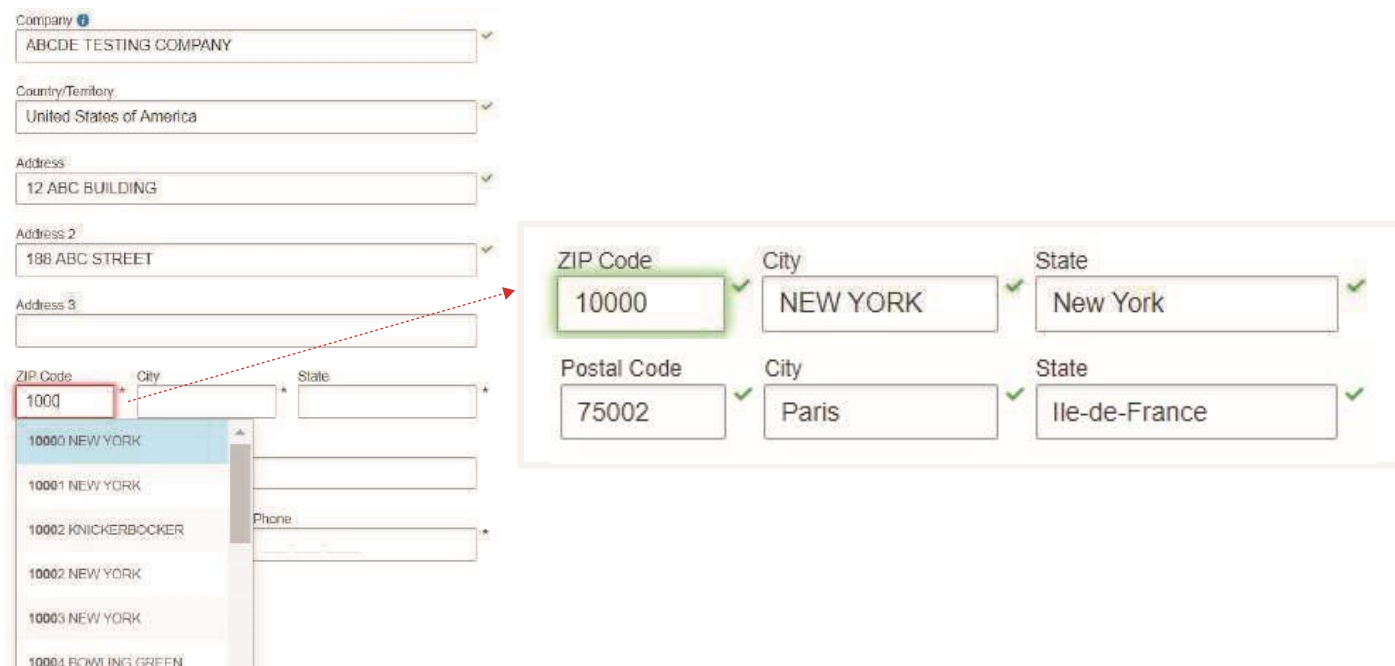
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ADDRESS

POSTAL CODE OR ZIP CODE

Send a shipment to countries with a postal code or ZIP code

To send a shipment to a country with a postal code or zip code, simply enter the postal code or zip code in the **Postal Code/ZIP Code** field, then select the matching city from the dropdown menu.



The screenshot shows the DHL shipping form with the following fields:

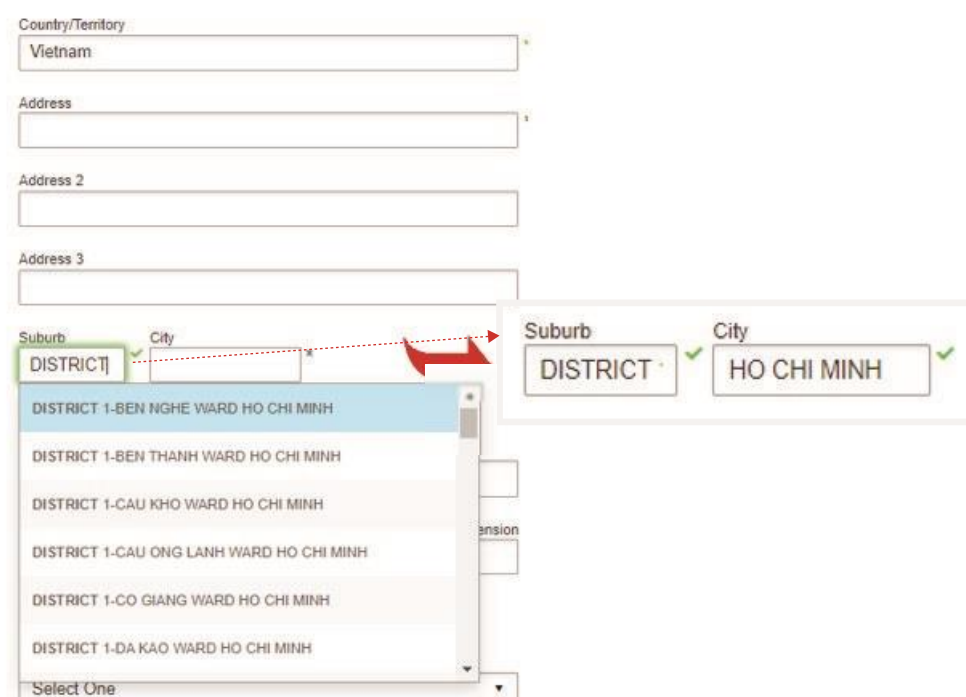
- Company: ABCDE TESTING COMPANY
- Country/Territory: United States of America
- Address: 12 ABC BUILDING
- Address 2: 188 ABC STREET
- Address 3:
- ZIP Code: 1000 (dropdown menu open)
- City: NEW YORK
- State: New York
- Postal Code: 75002
- City: Paris
- State: Ile-de-France

The dropdown menu for ZIP Code 1000 shows the following options:

- 10000 NEW YORK
- 10001 NEW YORK
- 10002 KNICKERBOCKER
- 10002 NEW YORK
- 10003 NEW YORK
- 10004 BOWLING GREEN

Send a shipment to countries without a postal code or ZIP code

To send a shipment to a country without a postal code or zip code system, please enter the location in the **Suburb** field, e.g., VIETNAM DISTRICT, then select the matching address from the dropdown menu.



The screenshot shows the DHL shipping form with the following fields:

- Country/Territory: Vietnam
- Address:
- Address 2:
- Address 3:
- Suburb: DISTRICT (dropdown menu open)
- City: HO CHI MINH

The dropdown menu for Suburb DISTRICT shows the following options:

- DISTRICT 1-BEN NGHE WARD HO CHI MINH
- DISTRICT 1-BEN THANH WARD HO CHI MINH
- DISTRICT 1-CAU KHO WARD HO CHI MINH
- DISTRICT 1-CAU ONG LANH WARD HO CHI MINH
- DISTRICT 1-CO GIANG WARD HO CHI MINH
- DISTRICT 1-DA KAO WARD HO CHI MINH
- Select One

CUSTOMS

VAT OR EORI NUMBER

VAT (Value-added Tax) or EORI (Economic Operators Registration and Identification) number

Please enter your VAT number in the **VAT/Tax ID** field and **EORI number** in the EORI Number field after entering the address.

To

Name:

☐ Business Contact

Company:

Country/Territory:

Address:

Address 2:

Address 3:

Postal Code: City: State:

Email Address:

Phone Type: Code: Phone:

☐ SMS Enabled

[+ Add Another](#)

VAT/Tax ID:

EORI Number:

☐ Residential Address

[Notes about this contact](#)

[Clear Address](#)

[Next](#)

VAT/Tax ID

EORI Number

CUSTOMS

IOSS NUMBER

Send a shipment to European countries with your IOSS (Import One Stop Shop) number

If you are a registered IOSS seller, please enter your IOSS number in the **Tax ID** field when sending a shipment to European countries. The **Tax ID** field is located under the **Customs Declaration** section. Please enter a valid IOSS identification number, which starts with 'IM', followed by a 10-digit number.

Customs Declaration
Additional Parties
Are there other parties involved in the shipment?
☐ Yes ☒ No



- As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.
- If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment

Tax Payment for this Shipment
Tax numbers you used to pay taxes for this shipment (for local customs authorities)

Tax ID

IM040123456d

Next

CUSTOMS

CREATING AN INVOICE – CREATING AN ICS2 COMPLIANT INVOICE

Create a commercial invoice on MyDHL⁺

To create a commercial invoice for your shipment, please enter the **Item Description** and **Commodity Code** (HS Code).

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.

You'll need a customs invoice for this shipment – DHL can create it for you!

1 Create Invoice ✓

Using my shipment information

Use My Own Invoice

I have a printed invoice

Prohibited Items

Some items that are prohibited when shipping to France include:

- Animals, fish, birds (live)
- Seeds
- Bullion (of any precious metal)

[View Prohibited Items](#)

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

[Use our enhanced Customs Invoice](#)

2

1 Item Description [View Prohibited Items](#)

"Sports footwear, tennis shoes, basketball shoes, gym shoes, training shoes and the like" - "Footwear with"

3 Commodity Code ⓘ

6404.11.000 [Q](#) ✓

[Copy](#)

If your shipment contains two or more items, please click **Add Another Item** to enter additional item details. The system will validate the information entered with a green tick next to the relevant field. Entering the full description of each item will facilitate the customs clearance process.

Describe each unique item in your shipment separately [Quick Guide for Describing Items](#)

☐ I would like to see estimated duties and taxes for my shipment

1 Item Description [View Prohibited Items](#)

"Sports footwear, tennis shoes, basketball shoes, gym shoes, training shoes and the like" - "Footwear with"

Commodity Code ⓘ

6404.11.000 [Q](#) ✓

[Copy](#)

Quantity	Units	Item Value	Net Weight ⓘ	Gross Weight ⓘ	Where was the item made? ⓘ
1	Pieces	50.00 HKD	0.5 kg	0.5 kg	Hong Kong SAR, China

Total Units 1 Total Net Weight 0.5 KG Total Gross Weight 0.5 KG Number of Pallets

[Add Another Item](#) ➕

CUSTOMS

CREATING AN INVOICE

Use your own invoice

You are also encouraged to enter the full description of each item when using your own invoice to facilitate the customs clearance process.

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.

You'll need a customs invoice for this shipment – DHL can create it for you!

Create Invoice

Use My Own Invoice

Using my shipment information I have a printed invoice

What is the purpose of your shipment?

Commercial

Summarize the contents of your shipment (in detail)

Such as: mobile phones, women's shirts, boy's jacket

Invoice Number

Invoice Value

Include any additional charges for this shipment.

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

Add Charges

Total Invoice Value

--- HKD

Prohibited Items

Some items that are prohibited when shipping to France include:

- Animals, fish, birds (live)
- Seeds
- Bullion (of any precious metal)

[View Prohibited Items](#)

Enter the full descriptions of each item.

Customs Declaration

Additional Parties

Are there other parties involved in the shipment?

☐ Yes ☒ No

As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.

If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment.

Tax Payment for this Shipment

Tax numbers you used to pay taxes for this shipment (for local customs authorities)

Provide the applicable tax number

Such as: IOSS, VOEC or LVG

Item Details

Enter item details to create a digital record of your shipment.

Add Items

Additional Customs Documents

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

Add Another

CUSTOMS

PROHIBITED ITEMS

Click **View Prohibited Items** to view the list of prohibited items for your destination country under the **Shipment Details** and **Item Description** sections.

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.

Describe the documents in your shipment

Select a description ⓘ

Such as legal, financial or business paperwork, etc.

Reference (appears on shipping label/waybill)

Reference (appears on shipping label/waybill)

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 add shipment protection to my shipment (Document Extended Liability Service)

Is it a document?

Some items you might think are documents are not – check before completing your shipment.

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

Prohibited Items

Some items that are prohibited when shipping to France include:

- Animals, fish, birds (live)
- Seeds
- Fullion (of any precious metal)

[View Prohibited Items](#)

Next

OR

Describe each unique item in your shipment separately

Quick Guide for Describing Items

☐ I would like to see estimated duties and taxes for my shipment

1

Item Description

[View Prohibited Items](#)

Commodity Code ⓘ

6404.11.000

Copy

Quantity

1

Units

Pieces

Item Value

50.00

HKD

Net Weight ⓘ

0.5

kg

Gross Weight ⓘ

0.5

kg

Where was the item made? ⓘ

Hong Kong SAR, China

Total Units 1

Total Net Weight 0.5 KG

Total Gross Weight 0.5 KG

Number of Pallets

Add Another Item +

ACCOUNT

ADDITIONAL BILLING ACCOUNT

Add an additional DHL billing account to your MyDHL⁺ profile

To add an additional billing account to your profile, select **My Shipment Settings**, then **My DHL Accounts**. Next, click **Add Existing DHL Account** and enter the **Account Number** and a **Nickname** for it. Select the account type (**Shipper Account** or **Payer Account**), then click **Add**.

The screenshot illustrates the process of adding a new DHL account to a MyDHL+ profile. It is divided into three main sections: the settings menu, the 'Saved Accounts' list, and the 'Add Existing DHL Account' form.

Settings Menu: The top navigation bar includes 'Home', 'Ship', 'Track', and 'Manage Shipments' (with a '131' badge). A dropdown menu is open under 'My Shipment Settings' (indicated by a red box and a '1' in a red circle). The 'My DHL Accounts' option is highlighted (indicated by a red box and a '2' in a red circle). Other options in the menu include 'SHIPMENT DEFAULTS', 'MY SAVED SETTINGS', and 'MY CUSTOMS CLEARANCE SETTINGS'.

Saved Accounts: Below the settings menu, the 'Saved Accounts' section shows a table with columns for 'Nickname', 'Account Number', and 'Account Type'. A red box and a '3' in a red circle highlight the 'Add Existing DHL Account' button in the top right corner of this section.

Add Existing DHL Account Form: This form is used to add a new account. It includes:

- A red box and a '4' in a red circle around the 'Nickname' input field.
- A red box and a '5' in a red circle around the 'Account Number' input field, which has an asterisk indicating it is required.
- Two radio button options: 'Shipper Account' (selected) and 'Payer Account'.
 - 'Shipper Account' description: Account associated with shipping activity; Can be used to pay for shipping charges.
 - 'Payer Account' description: Account used to pay for shipping charges.
- A red box and a '6' in a red circle around the 'Add' button at the bottom right.

ACCOUNT

ONE-OFF BILLING ACCOUNT

Use a one-off billing account number

To add a one-off billing account number, select **Alternate DHL Account Number** under **How will you pay for transportation charges?**, and enter the billing account in the **Account Number** field.

How will you pay?

How will you pay for transportation charges? Alternate DHL Account Number ✓

How will duties and taxes be paid? Receiver will pay ✓

Account Number *

☐ 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

OTHERS

RESET PASSWORD WHILE LOGIN IS LOCKED

If **Login Locked** pops up during login, please click **Forgot/Reset Password**. Enter your registered email address and click the icon as instructed, then click **Submit**. You will receive an email to reset your MyDHL+ password within one minute.

The image shows two screenshots of the MyDHL+ interface. The top screenshot is the 'Login' page, which has a red banner stating 'Login Locked. Check your email to reset your login.' Below this are fields for 'Email Address' and 'Password'. A red box with a '1' highlights the 'Forgot/Reset Password' link. Below the link is a 'Remember me' checkbox and a yellow 'Login' button. At the bottom, it says 'Not Registered? Register Now'.

The bottom screenshot is the 'Reset Password' page. It has a yellow header with 'Home', 'Ship', 'Track', 'Register', and 'Login' links. The main heading is 'Reset Password'. Below this is an 'Email Address' input field. A red box with a '2' highlights a row of icons with the text 'Click or select the Pants'. The icons include a musical note, a tree, an alarm clock, a pair of pants, a person, a globe, an envelope, a person, a padlock, and a pair of scissors. To the right of the icons is a 'Refresh' button. A red box with a '3' highlights the 'Submit' button at the bottom right, next to a 'Cancel' button.

OTHERS

HOW TO PREPARE A LOCAL DOMESTIC SHIPMENT

MyDHL+ does support the creation of a domestic waybill in Singapore. Please select **SINGAPORE** for both the shipper and receiver to proceed with your domestic shipment.

DHL Express Help and Support Find a location | English Singapore

Home Ship Track Manage Shipments **75** View/Pay Bill My Shipment Settings My Profile

Create Shipment — Pay — Print

From

Name: Tan ✓

☐ Business Contact

Company: DHL Test ✓

Country/Territory: Singapore ✓

Address: test ✓

Address 2: test ✓

Address 3:

Postal Code: 535215 ✓ City: SINGAPORE ✓ State:

☐ Residential Address

Email Address: test@dhl.com ✓

Phone Type: Office Code: 65 Phone: 6389 7600 Extension:

Add Another

VAT/Tax ID: Enter IOSS in Customs Declaration section

To

Name: Tan ✓

☐ Business Contact

Company: DHL Test ✓

Country/Territory: Singapore ✓

Address: test ✓

Address 2: test ✓

Address 3:

Postal Code: 535215 ✓ City: SINGAPORE ✓ State:

☐ Residential Address

Email Address: test@dhl.com ✓

Phone Type: Office Code: 65 Phone: 6389 7600 Extension:

Add Another

VAT/Tax ID: Enter IOSS in Customs Declaration section

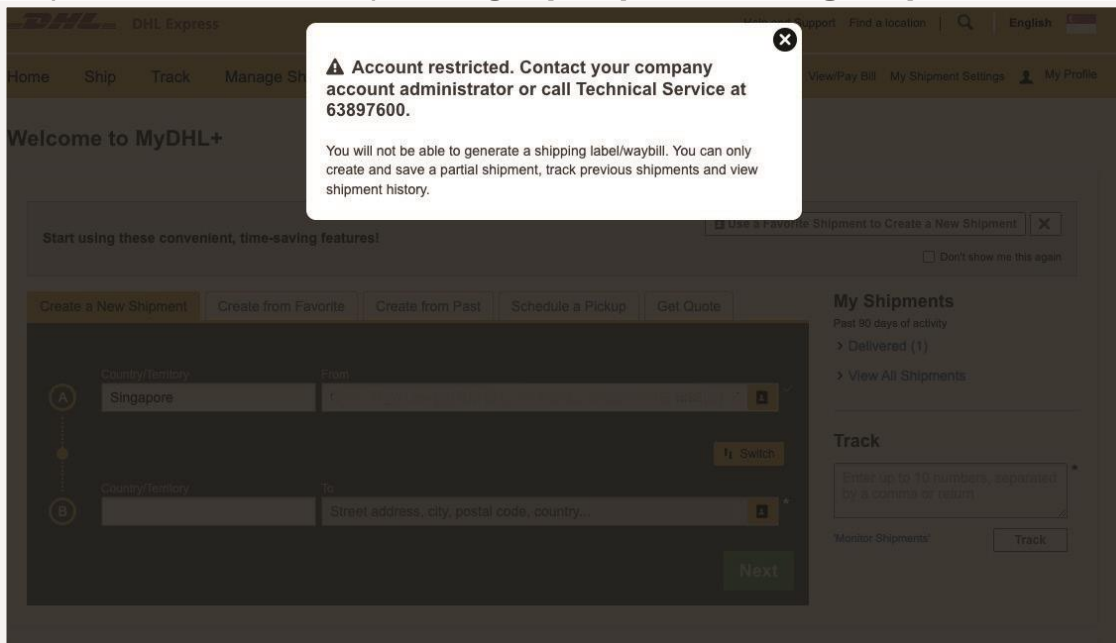
Switch

Cancel Assign this Shipment Save for Later

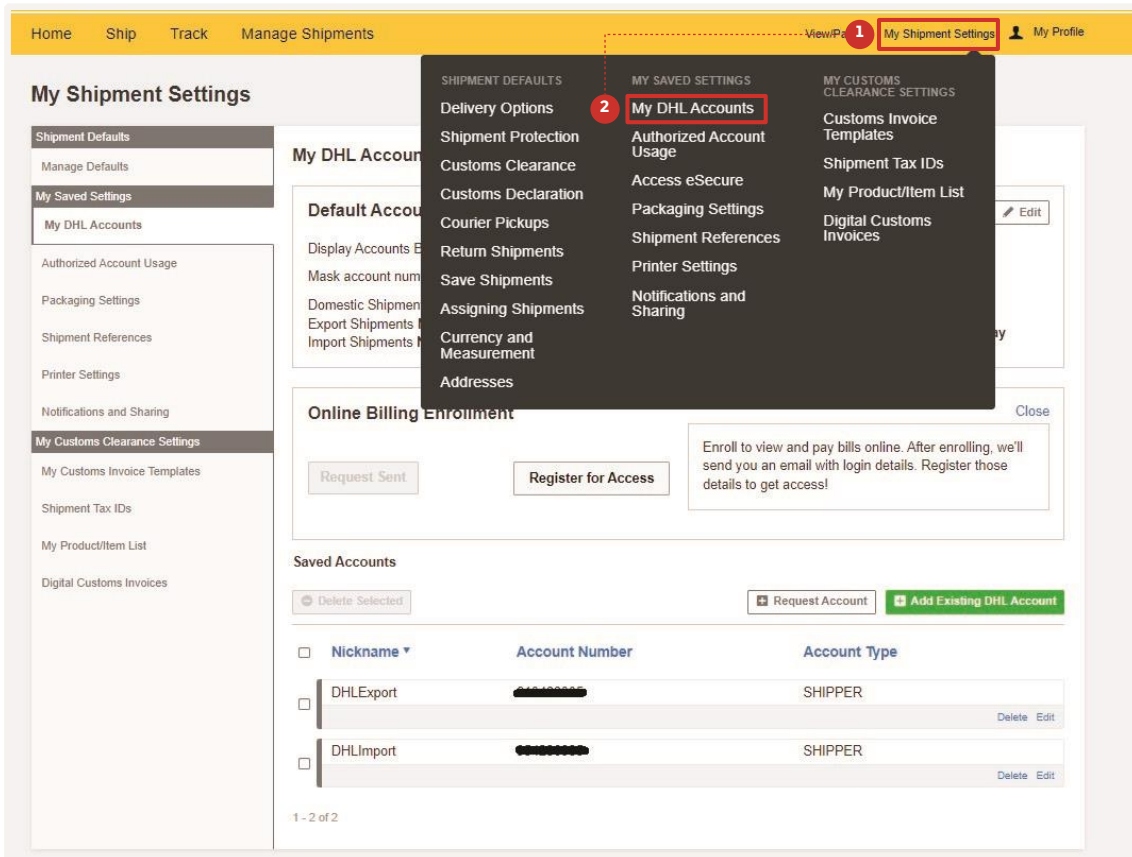
OTHERS

ACCOUNT RESTRICTED ERROR MESSAGE

If you encounter the following error message after logging into MyDHL+, please check on your account status by clicking **My Shipment Settings** **My DHL Accounts**.



The restricted account number might be invalid due to inactivity or account stop.

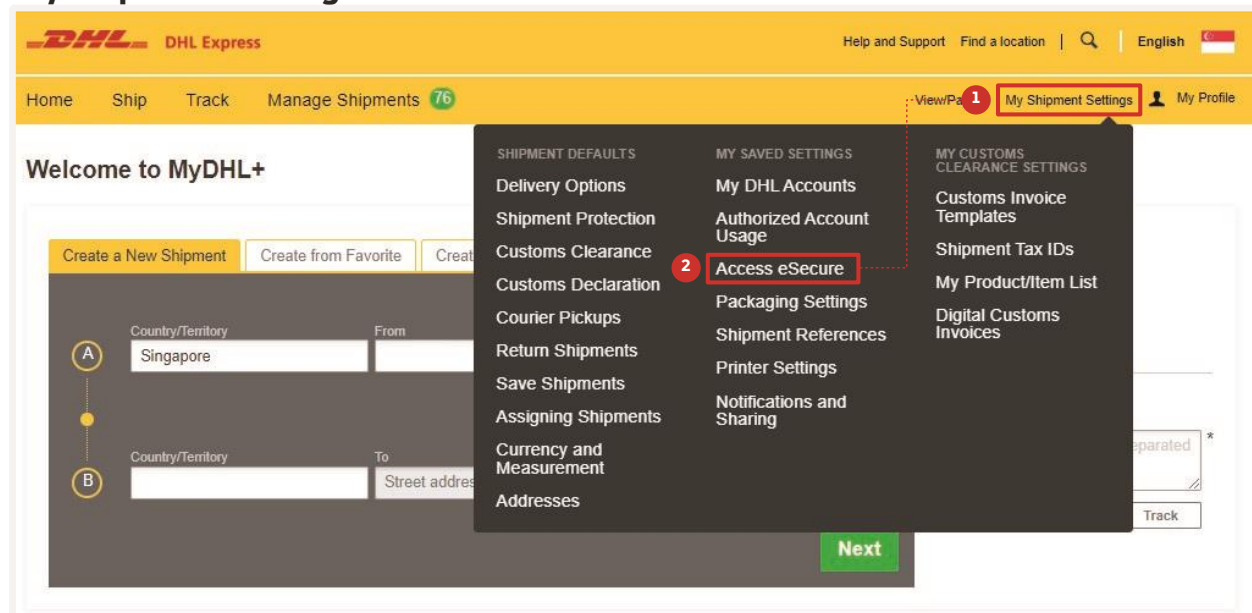


eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 1: Login to MYDHL+

After logging in, you can access the eSecure menu by clicking **Access eSecure** under **My Shipment Settings**.



eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 2: Whitelist users

The Customer Administrator can whitelist shippers by email address and company domain:

- **The Authorized User** feature allows for the approval or rejection of individual email addresses.
- **The Authorized Domain** feature allows the Customer Administrator to grant DHL Express Account access to all users with an email address under the specified company domain.

The screenshot displays the eSECURE Customer Administrator interface. Two sections are highlighted with red boxes and lines:

- Authorized User:** This section is located at the top left. It contains a form with fields for Email ID, Account Number, Status (a dropdown menu with options: Approved, Rejected, Pending), and Origin (a dropdown menu with the selected option: HONG KONG SAR, CHINA). Below the form is a green button labeled "46 records found" and a table with columns: Email ID, Account Number, Origin, Status, Assigned By, and Modified Date. The table contains three rows of data.
- Authorized Domain:** This section is located at the bottom left. It contains a form with fields for Domain Name, Account Number, Origin (a dropdown menu with the selected option: HONG KONG SAR, CHINA), Status (a dropdown menu with options: Active, Inactive), and Company Name. Below the form is a green button labeled "3 records found" and a table with columns: Domain Name, Account Number, Origin, Company, Status, Assigned By, and Modified Date. The table contains three rows of data.

Navigation links on the left include: Account No, Customer Administrator, Authorized Domain, and Authorized Account Usage Approval.

eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

Step 3: Add more account admins if needed

If more than one Customer Administrator is needed, the first Customer Administrator can easily add a new Customer Administrator here.

Once eSecure security is enabled, all future attempts to access your DHL Express Account on MyDHL+ or eMailship by unauthorized users will trigger an approval request to account admins.

Account admins can approve or reject requests by clicking the approval button in the email or accessing the MyDHL+ eSecure Menu. Upon approval or rejection, the requestor will be notified via email.

Customer Administrators

Account Number:

Email ID:

First Name:

Last Name:

Company Name:

Origin:

Status:

10 records found

Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status	Action
☐ 03 4 7	harry.wu@dhl.co	Harry	Wu	DHL - ECOM SECTION INTERNAL USE FOR TESTING	HONG KONG SAR, CHINA	Active	EPM
☐ 03 4 7	daniel.chan@dhl.com	Daniel	Chan	DHL - ECOM SECTION INTERNAL USE FOR TESTING	HONG KONG SAR, CHINA	Active	EPM

New Requestor

A new email address attempting to use an eSecure-enabled DHL Express Account will be treated as a new requestor.

The requestor will receive an email notification and the Customer Administrator will receive an email requesting approval.

DHL Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you have any questions or need technical assistance, please contact us at or ecommerce.sg@dhl.com

Regards
DHL eSecure Team

eSECURE

QUICK REFERENCE (CUSTOMER ADMINISTRATOR)

The requestor will be notified of your decision.

Request Approved

[Help Center Link](#)

Dear Sir / Madam,

Your request to use the DHL Express Account 95XXXXXX44 has been approved.

If you have any questions or need technical assistance, please contact us at or ecommerce.sg@dhl.com

Regards
DHL eSecure Team

Request Declined

[Help Center Link](#)

Dear Sir / Madam,

Your request to use the DHL Express Account 95XXXXXX44 has been rejected. Please contact the account administrator to request for the approval.

If you have any questions or need technical assistance, please contact us at ecommerce.sg@dhl.com

Regards
DHL eSecure Team

Connect with us

DHL Express Indonesia & Timor Leste



Ready to ship? Get a quote from [MyDHL+](#)



Call Customer Services on **0800-1-333-333** or Technical Support Helpdesk on **+6221 2953 7200**



Find your nearest [DHL Service Point](#)

The information in this guide is correct as of 07/2025.

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