



MyDHL⁺

MyDHL+ Shipment Creation Guide

DHL Express – Excellence. Simply delivered.

General Shipping : 0800-769-888

DHL Express Taiwan Intelligent Customer Service : <http://bit.ly/DHLTAIWANDA>

Online Shipping Tools : twesshd@dhl.com



Agenda

1.	About MyDHL+	P.3
2.	MyDHL+ Shipment Creation Process	P.5
3.	DHL Online Customer Service	P.17



About MyDHL+

DHL Express – Excellence. Simply delivered.

About MyDHL+

MyDHL+ is an innovative and powerful solution for creating and managing shipments, perfectly suited for a wide range of transportation needs—whether you are shipping for your business or for yourself.

MyDHL+ also offers robust, time-saving management options, making it ideal for companies looking to improve efficiency, streamline account administration, and control costs.



MyDHL+

Shipment Creation Process

DHL Express – Excellence. Simply delivered.

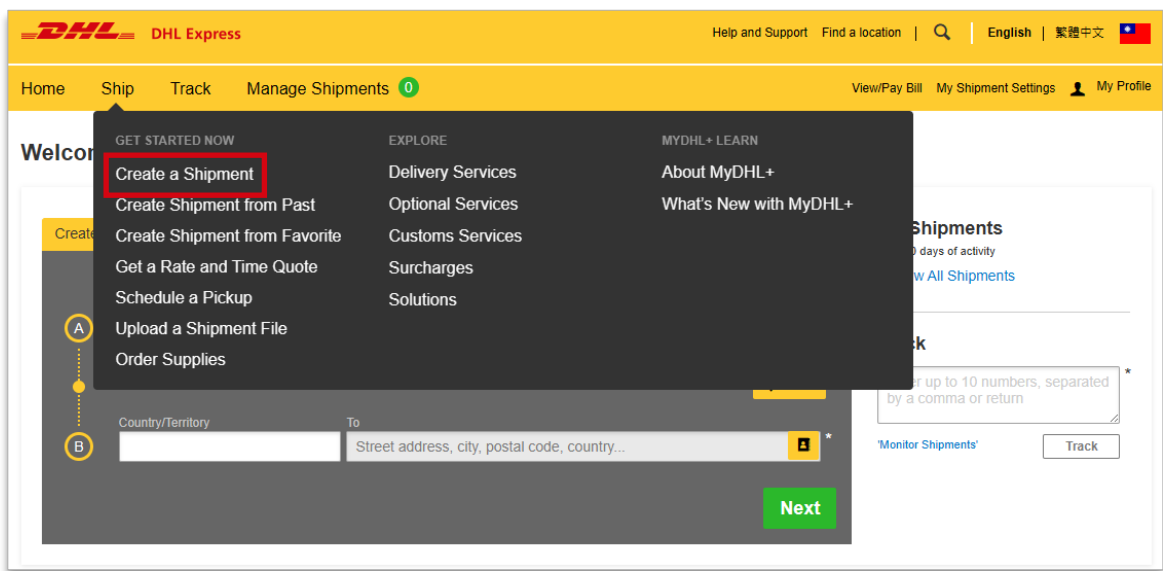
MyDHL+ Shipment Creation Process

Step 1 :

Please log in MyDHL+ : <https://mydhl.express.dhl/tw/zh/home.html#/getQuoteTab>

Step 2 :

Please click **Ship > Create a Shipment**



MyDHL+ Shipment Creation Process

Step 3 :

Please enter the shipper and receiver details. Fields marked with an asterisk (*) are mandatory.

Once the information is validated, a check mark (✓) will appear on the right. After completing all required fields, click **Next** to proceed.

💡 Click **Save** to temporarily store the shipment details.

From

Name: DHL Test ✓

☒ Business Contact

Company: TW DHL ✓

Country/Territory: Taiwan ✓

Address: address ✓

Address 2: address2 ✓

Address 3:

Postal Code: 100 ✓ City: TAIPEI ✓ State: TAIPEI CITY ✓

☐ Residential Address

Email Address: twesshd@dhl.com ✓

Phone Type: Office Code: 886 Phone: 221 234 567 Extension:

Save as New Contact Update Contact

Clear Address

To

Name: test-MY ✓

☒ Business Contact

Company: test ✓

Country/Territory: Malaysia ✓

Address: test ✓

Address 2: test ✓

Address 3:

Postal Code: 47300 ✓ City: PETALING JAYA ✓ State: SELANGOR ✓

☐ Residential Address

Email Address: test@mail.com ✓

Phone Type: Mobile Code: 60 Phone: 11-111 12222 ✓

Enter IOSS in Customs Declaration section

Notes about this contact

Clear Address

Next

💡 You can **Save** or **Update** the information to your address book.

MyDHL+ Shipment Creation Process

Step 4 :

Select the **Shipment Type** and enter the customs commercial invoice details. Providing invoice information electronically helps speed up the customs clearance process and reduces 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.

1 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](#)

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

2 What is the purpose of your shipment?

Commercial

3 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

☐ I would like to see estimated duties and taxes

You must provide a 6-12 digit item code for each unique item in your shipment.

4

1.	Item Description	Quantity	Total Item Value	
	G-DRAGON Album	1	100.00	USD

2. Unique Item Description

What is the item?

Create Description

OR

IU Album

Commodity Code

Lookup Code

OR

4911.99.90.00

Check Code

Quantity

1

Units (How the item is packaged)

Pieces

Value (Per Item)

100

USD

Weight (Per Item)

0.3

kg

Where was the item made?

South Korea

☐ Add line item reference

Add from Product/Item List

Save to My Product/Item List

Remove

Copy

Total Units 2 Total Weight: 0.6 KG Total Value: 200.00 USD Add Another Item

If you want to add items from **My Product/Item List**, click here.

Click here to add the item to **My Product/Item List** for future use.

點擊此處可以新增品項欄位

MyDHL+ Shipment Creation Process

Step 5 :

Provide a detailed description of your shipment items. If you have added multiple items, click **Next** to continue.

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

G-DRAGON and IU Album of 2025

29 / 170

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)200.00USD

Add Charges

Total Invoice Value
(for customs purposes)
200.00 USD

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

Reference message
Your first reference will appear on your shipping label/waybill. All additional references will not show on shipping

Cost Center 123456

Add Reference

Remove

💡 The content added under **Reference message** will appear on the 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 insure my shipment

💡 Select this option to add **Shipment Insurance**.

Next



MyDHL+ Shipment Creation Process

Step 6 :

Select **Create Invoice** to have MyDHL+ generate a customs commercial invoice using the item details you entered. If you already have your own invoice prepared, choose **Use My Own Invoice** and click **Next** to continue.

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.

Invoice Details

Invoice Number
If you number your invoices, provide the number exactly the same.

My Invoice Number

Additional Parties

Are there other parties involved in the shipment?

☐ Yes ☒ No

Tax Payment for this Shipment

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

Provide the applicable tax number

Next

Step7 :

Click **Packaging**, select the packaging material from the list, and enter the quantity, weight per box, and dimensions. Then click **Next** to continue.

Select Packaging

Tips for Weighing and Measuring

Same Weight Packages/Pieces ☒ Total Shipment Weight (kg): Number of Packages/Pieces

Packaging	Quantity	Weight	Length	Width	Height	Pallet
Select Packaging	1	10 kg	5 cm	5 cm	5 cm	<input type="checkbox"/>

My Own Package
Custom Dimensions

DHL Express Polybag (Flyer)
0 X 0 X 0 cm

Box 2 (Shoe Box)
33.7 X 18.2 X 8.1 cm

Box 3
33.7 X 32.2 X 9.2 cm

Box 4
33.7 X 32.2 X 18 cm

Box 5

Total Packages: 1 Total Weight: 10 KG

Click here to Add Another Packaging field.

Next

MyDHL+ Shipment Creation Process

Step 8 :

Select the payment method for shipping charges and duties/taxes.

If the cost will be paid by the receiver or a third-party account, choose **Alternate DHL Account Number**, enter the payer's DHL account number, then select the trade terms. Once completed, click **Next** to continue.

How will you pay?

1

What shipper account will be used for this shipment?

62XXX0585 - D

☐ Use this account to pay for transportation charges

How will you pay for transportation charges?

Alternate DHL Account Number

Account Number

☐ Remember these payment options for the Ship FROM address

2

How will duties and taxes be paid?

Receiver will pay

Additional customs details are needed for this shipment

In order to complete this shipment you are required to provide the following details for customs.

3

Select customs terms of trade [View Definitions](#)

DAP - Delivered at Place

Next



MyDHL+ Shipment Creation Process

Step 9 :

MyDHL+ will estimate the shipping cost based on the origin, destination, number of packages, dimensions, and your DHL account. It will also provide an estimated delivery date according to the selected shipping date.

To view a detailed cost breakdown, click **Details**. After reviewing and confirming, click **Select** to proceed to the next page.

1

I'm sending my shipment on

November 18 Today | November 19 Tomorrow | November 20 Thursday | November 21 Friday | November 22 Saturday | November 23 Sunday | November 24 Monday | More +

Delivery Date: November 19 Wednesday | Delivered By: 12:00 | Estimated Price: TWD --.--

EXPRESS 12:00

2

Select

Details

November 19 Wednesday | End of Day | TWD --.--

EXPRESS WORLDWIDE

Details

Select

Get it there faster!
With EXPRESS 12:00, you can get your shipment delivered faster.

GoGreen Plus – Carbon Reduced Shipping
CO2 emissions from air transport are reduced (inset) through the use of Sustainable Aviation Fuel.
[Learn More](#)

Book Shipment By November 18, 18:30
Latest Courier Pickup 19:00

Door-to-Door Service

Transportation Charges TWD --.--
Demand Surcharge TWD --.--
Fuel Surcharge TWD --.--
Total (VAT included if applicable) TWD --.--

DHL rate estimate as of Nov 18, 2025, 3:38 PM
[Disclaimer and Important Details](#)

Step 10 :

If you need to purchase additional DHL services, select the desired options. Once completed, click **Next** to continue.

Optional Services

☐ GoGreen Plus

☐ Verbal Notification

☐ Hold for Collection

☐ Neutral Delivery

☐ Adult Signature

☐ Direct Signature

☐ No Signature Required

☐ Bonded Transit

Next

MyDHL+ Shipment Creation Process

Step 11 :

You can submit the customs invoice electronically. If you agree, select **Yes** and upload the relevant documents. Once completed, click **Next** to continue.

Select 「 Create Invoice 」 :

Upload Your Customs Documents

You can electronically submit the customs invoice DHL has created for you, along with any other customs documents (as image files). If you do not electronically submit your customs documents, you will need to print and provide them with your shipment.

Would you like to electronically submit your customs documents?

☒ 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.


Signer's Name

DHL Test

Signer's Title

CFIT

Upload Signature


 Browse for File or Drop Here

File Type Allowed: GIF, JPEG, PNG
Maximum file size: 1 MB
File name: English Only

☐ Upload Other Customs Documents (Optional)

Limit of 5 MB for all files uploaded per shipment

0 Bytes of 5 MB

 **Upload 「Signature Image」 – Important Notes:**

Allowed file formats: **GIF, JPEG, PNG**

Maximum image size: **1 MB**

File name must contain only **English letters** or **numbers**

Select 「 Use My Own Invoice 」 :

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
File name: English Only

☐ Upload Other Customs Documents (Optional)

Limit of 5 MB for all files uploaded per shipment

0 Bytes of 5 MB

 **Upload 「Invoice Document」 – Important Notes:**

Allowed file formats: **JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF**

Maximum file size: **5 MB**, up to **10 files**

File name must contain only **English letters** or **numbers**

MyDHL+ Shipment Creation Process

Step 12 :

If you need to schedule a pickup, select **Yes – Schedule Pickup**; if not, select **No**. Use the timeline flag on the right to choose a pickup time slot, following the suggested time range below. Select the specific pickup location, then click **Next** to continue.

Do you want to schedule a courier pickup?

1 Yes – Schedule Pickup ☒ No ☐ Drop off at DHL Service Point ☐

QR code option is available at select locations.

I'm sending my shipment on November 18 Today

2 Pickup Window – When courier may arrive and shipment is ready

Earliest 16:00 Latest 18:00

10:30 12:30 14:45 16:45 19:00

Please allow at least 30 minutes for your Pickup Window
The latest time a request can be made for pickup today is 18:30

3 Where should the courier pick up the shipment? ☒

Total Pickup Weight kg ☒

Instructions for the courier
test

[Disclaimer and Important Details](#)

Pickup Address

DHL Test
TW DHL
address
address2
TAIPEI, TAIPEI CITY, 100
twesshd@dhl.com
+886 2 2123 4567

If you have any additional pickup requirements, please note them here in English.

To modify the pickup address, click **Edit** below. After making changes, click **Save**.

Step 13 :

If you do not need to create a return label, select **No** (default). Once completed, click **Next** to continue.

Do you need a return label?

Label is valid for 3 Months

Yes – Create Label ☒

MyDHL+ Shipment Creation Process

Step 14 :

This page allows you to review the estimated delivery charges. Once confirmed, please click **Accept and Continue** to generate the waybill.

Shipment Cost Summary

EXPRESS WORLDWIDE
Wed, 19 Nov, 2025 - End of Day

Volumetric Weight 0.025 kg
Total Weight 5 kg
Chargeable Weight 5 kg

Transportation ChargesTWD6,423.00

Demand SurchargeTWD15.00

Fuel SurchargeTWD1,931.00

VAT/TaxTWD419.00

TotalTWD8,788.00

Add shipment protection
for just 400.00 TWD more!

Upgrade Now!

Additional Details

View Estimated Landed Cost

View Estimated Duties and Taxes

Duties and Taxes may be charged by Malaysia

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

When the option **I would like to see estimated duties and taxes** is selected on the Shipment Details page, two additional links will appear on the left panel: **View Estimated Landed Cost** and **View Estimated Duties and Taxes**. Click these links to review the estimated amounts.

Estimated Landed Cost

Landed cost is the total cost of shipping items from one point to another. It includes the original price of products, transportation fees, customs charges, duties and taxes, insurance, and any handling and payment fees that are relevant at the time of shipping.

Item Value(s)	200.00 USD
Duties and Taxes	130.85 USD
DHL Express Charges	285.82 USD
Additional Charges	--,- USD
Estimated Landed Cost Total	616.67 USD

Estimated Duties and Taxes

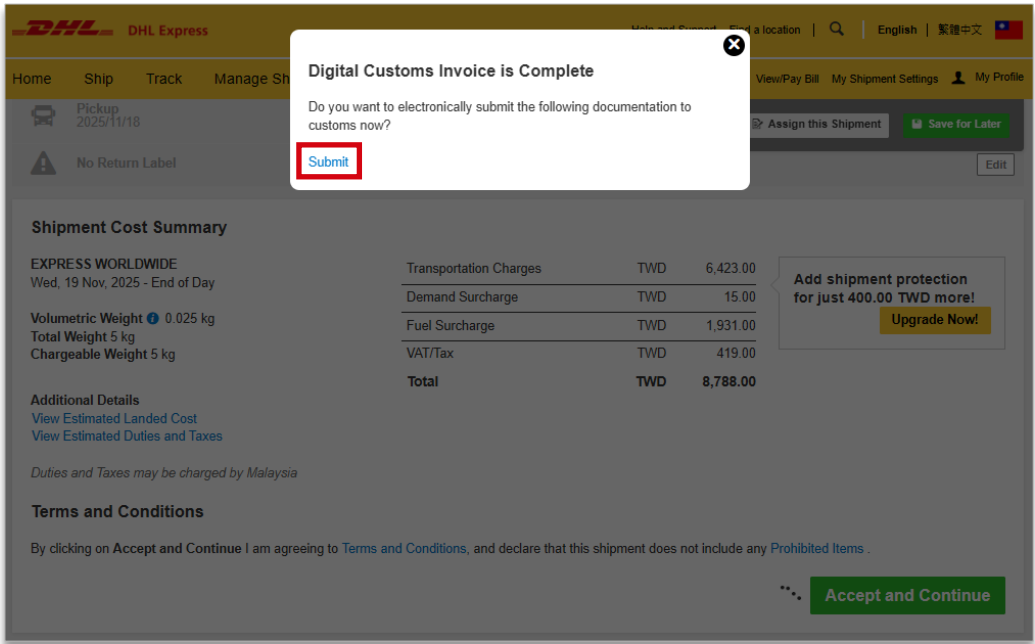
When transporting goods across international borders, shipments are subject to duties, taxes and other charges as determined by customs authorities. The information you provided for each unique item in your shipment is used to estimate possible customs charges for this specific shipment.

#	Item Description	Quantity	Unit Value	Taxes	Duties	Other Charges	Item Total
1	G-DRAGON Album	1	100 USD	24.53 USD	40.89 USD	--,- USD	65.42 USD
2	IU Album	1	100 USD	24.53 USD	40.89 USD	--,- USD	65.42 USD
Estimated Totals				49.07 USD	81.78 USD	--,- USD	130.85 USD

MyDHL+ Shipment Creation Process

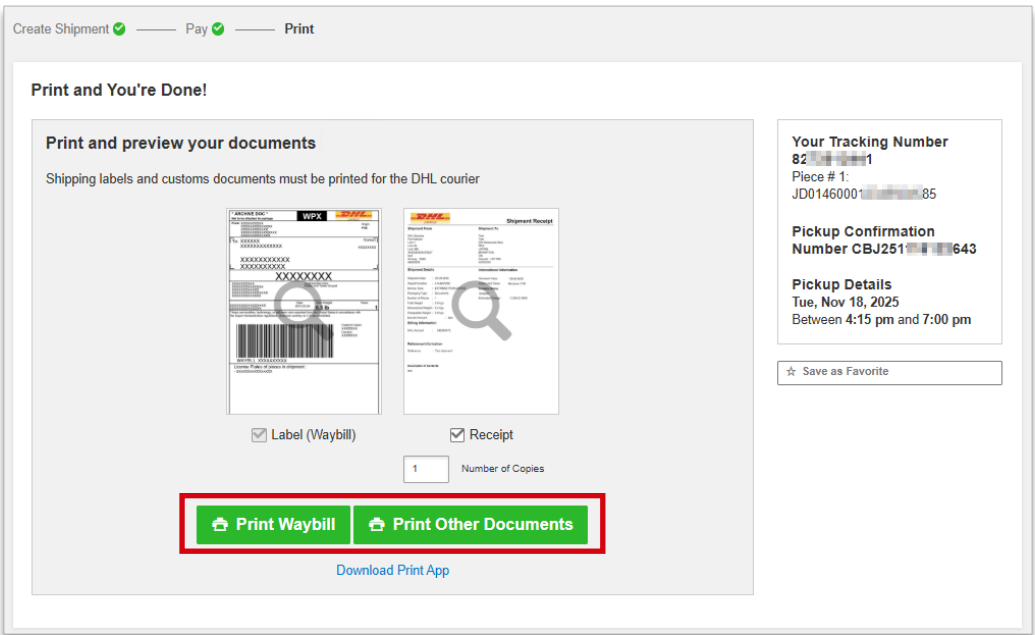
Step 15 :

If Paperless Trade service is used, please click **Submit** to complete the process.



Step 16 :

The waybill number is generated, you must click **Print Selected Documents** or **Print Waybill** to print the waybill. This step is required to ensure all information is transmitted to the backend system.



DHL

Online Customer Service

DHL Express – Excellence. Simply delivered.

DHL Online Customer Service

When you have any shipping questions, you can click **Live Chat with us** now! in the MyDHL+ homepage to contact us.

We not only provides frequently questions, and you can chat with DHL specialist online, which is simple and fast.

DHL Express Help and Support Find a location | English | 繁體中文

Home Ship Track Manage Shipments 1 View/Pay Bill My Shipment Settings My Profile

Welcome to MyDHL+

Create a New Shipment Create from Favorite Create from Past Schedule a Pickup Get Quote

Country/Territory From
Taiwan test (address, TAIPEI, TAIPEI CITY 100)

Country/Territory To
Street address, city, postal code, country...

Switch

Next

My Shipments
Past 90 days of activity
> Saved By Me (1)
> Delivered (5)
> View All Shipments

Track
Enter up to 10 numbers, separated by a comma or return

Monitor Shipments Track 3

Live chat with us now!

Chat With Us

Sales Enquiries

Track a package Get a quote

Import Clearance

ESS Tools Inquiry

DHL import eSecure

Brexit Information Billing

Representative

Type your message here ...



Chat With Us

Delays and for inbound shipments to Russia. If further assistance is needed, please contact our representative.

*Fraud Awareness - If you suspect having received fraudulent emails, SMS or found a website or social media account that tries to pass off as DHL, please do not click any of the hyperlinks or open the attachments before checking with DHL.

Representative

Before I transfer you, could you provide your name, please?

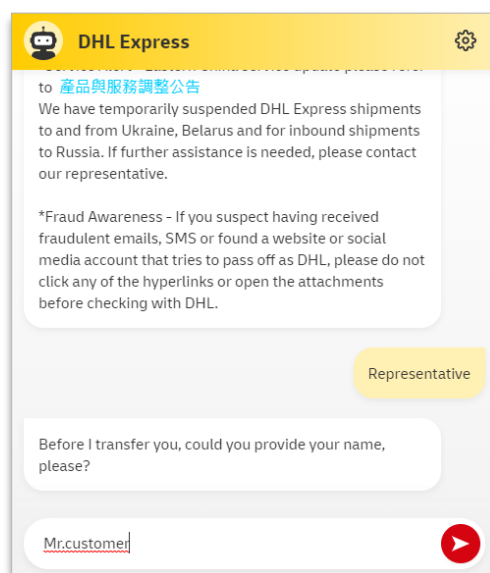
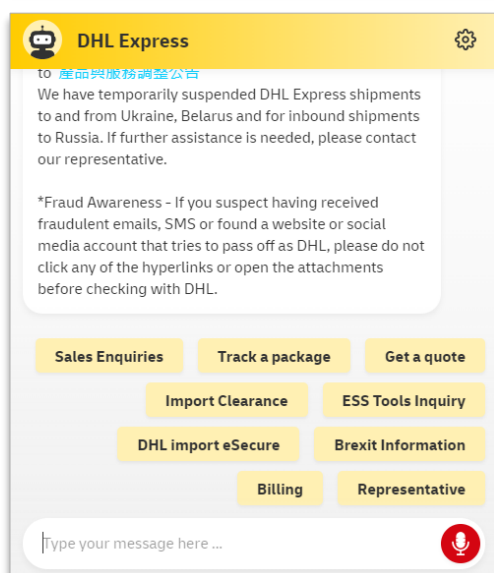
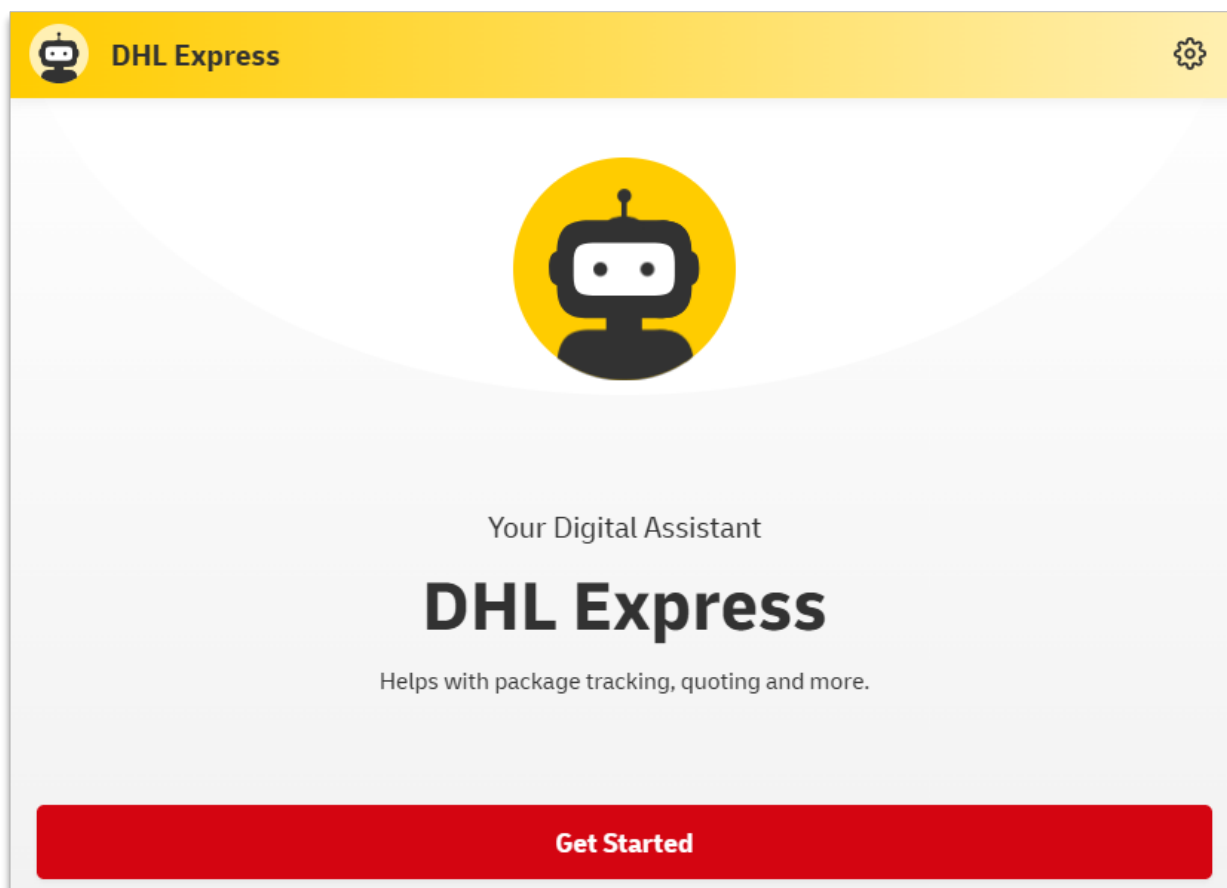
Mr.customer

DHL Online Customer Service

In addition to the MyDHL+ page, you can also access the customer service chat interface separately through the link below.

Please add the link to your favorites and chat with us anytime from your computer or cell phone.

DHL Online Customer Service Link : <http://bit.ly/DHLTAIWANDA>



THANK YOU

