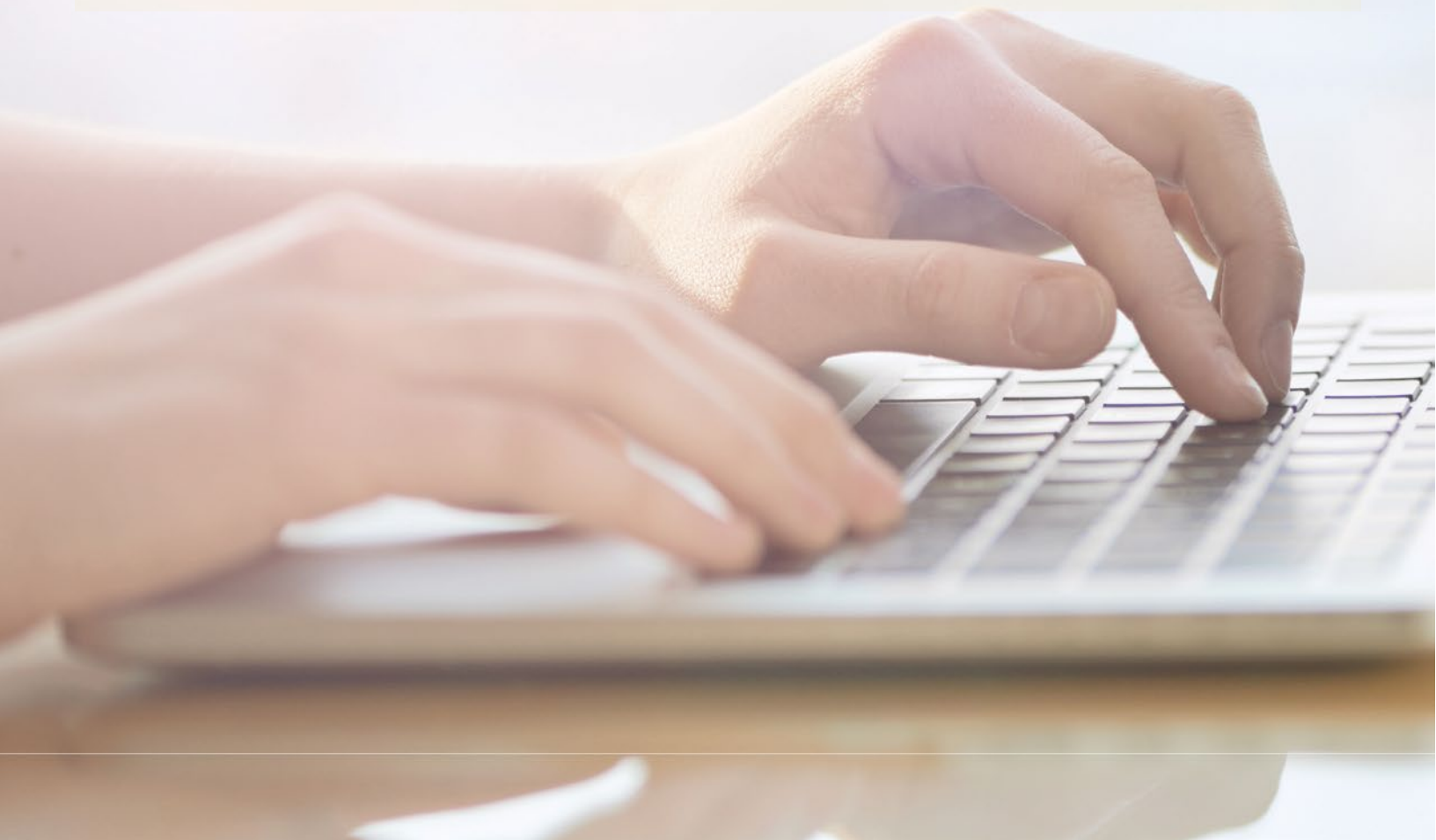


**MyDHL<sup>+</sup>**



# **MANAGING CUSTOMS DATA AND DEFAULT SHIPMENT SETTINGS**

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



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# 1.0 FILLING UP YOUR CUSTOMS INVOICE OR DATA

Customs invoice creation is part of the shipment creation process. This part of the guide focuses on filling up customs-related data fields or information during the shipment creation process.

## I. WITHIN CREATE A SHIPMENT

### Shipment Origin and Destination Information

Understanding your shipper and receiver information is relevant in helping customs authorities determine the clearing process that your shipment will have to undergo.

Image 01

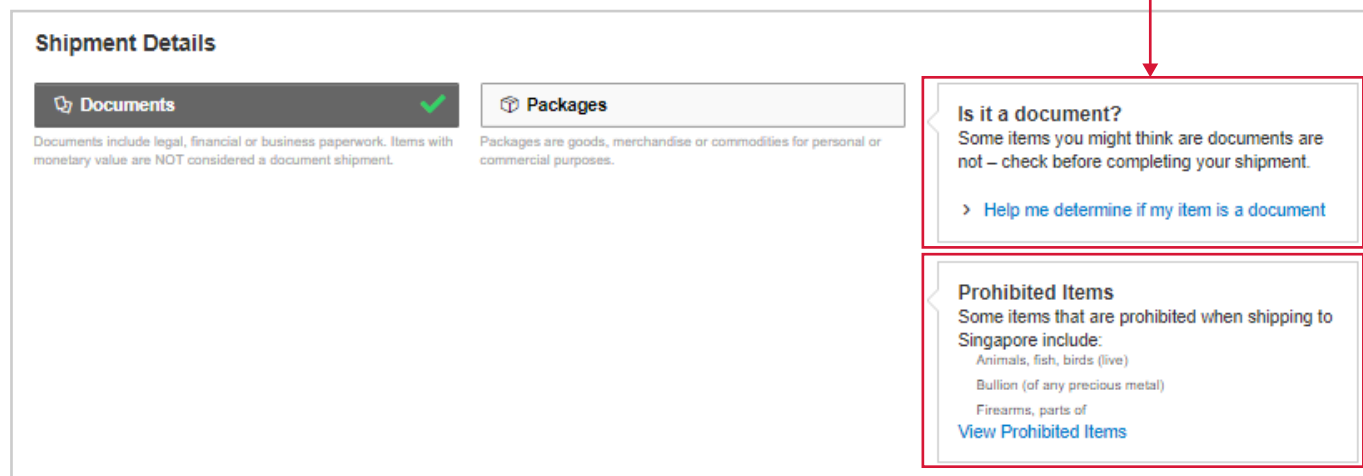
The 'Business Contact' tickbox under the 'Name' field requires the shipper to indicate if the shipper and/or receiver is a business entity.

Fields that have been filled out with valid information will have a green tick next to it.

## Selecting the type of shipment

Determine if your items should be declared as a document or a package by clicking on the helpful links on the side of the selections. In addition, the 'Prohibited Items' help box allows you to view the list of 'Prohibited Items' according to the destination you entered.

Image 02



## Creating a customs invoice

If you are sending a package, you can choose to let MyDHL+ create an invoice for you, which will be populated from the information you entered, or you can upload your own invoice.

### A. Creating an invoice

By selecting 'Create Customs Invoice', the invoice will be populated as you fill in the details of your shipment.

Indicating the **purpose of your shipment**, along with the **list of items in your shipment**, will help customs authorities in classifying your shipment accurately and speed up the clearing of your shipment.

## 4 MyDHL+

Image 03

**What is the purpose of your shipment?** ?

Gift ✓

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

**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 6601.91.00 Save Copy

Having a telescopic shaft - Umbrellas and sun umbrellas (including walking-stick umbrellas, garden um ✓

Quantity: 1 ✓ Units: Pieces ✓ Item Value: 100,00 EUR ✓ Net Weight: 1 kg ✓ Gross Weight: 1,1 kg ✓ Where was the item made?: Germany ✓

Add line item reference Reference Type: Stock Keeping Unit ✓ Reference Number: UM1111 ✓

Total Units 1 Total Net Weight 1 KG Total Gross Weight 1,1 KG Number of Pallets  Add Another Item

You may indicate additional charges involved in handling your shipment such as handling fee, packaging, insurance, etc. Click on **Add Charges** and a drop-down will be displayed for you to indicate the type of fees involved. It is important to declare all additional fees that make up the total value of your shipment as it determines how quickly your goods can move through the customs process.

Image 04

**Invoice Value**  
Please include any additional charges for this shipment.

Total Value of Goods	100,00	EUR	
Export Charge/Fee/Cost <span>✓</span>	50,00 <span>✓</span>	EUR	✕
Export Charge/Fee/Cost <span>✓</span>	50,00 <span>✓</span>	EUR	✕

**Add Charges**

**Total Invoice Value**  
200,00 EUR

Invoice Number ?

**Add Shipment References**  
Reference (appears on shipping label/waybill)

+

## B. Using your own customs invoice

Alternatively, you may choose to use your own customs invoice if you already have one. Even if you have your own customs invoice, you are encouraged to fill out customs-required data, such as your **invoice number** as well as **line item details** as it can help to speed up shipment customs processing.

Image 05

### 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 Singapore include:

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

[View Prohibited Items](#)

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

**Create Invoice**

Using my shipment information

**Use My Own Invoice** ✓

I have a printed invoice

**What is the purpose of your shipment?**

Gift ✓

VAT/Tax ID/CR

test ✓

**Summarize the contents of your shipment** ✓

Umbrella

Invoice Number ✓

12345

**Invoice Value**

Please include any additional charges for this shipment.

Total Value of Goods: 100,00 ✓ EUR

[Add Charges](#)

**Total Invoice Value**

100,00 EUR

**Add Shipment References**

Reference (appears on shipping label/waybill)

Set 1 ✓

[+](#)

## Customs Declaration

If there are **any additional parties** involved in this shipment, you may declare their information by clicking on 'Add Parties'.

Image 06

### Customs Declaration

**Additional Parties**

Are there other parties involved in the shipment?

Yes  No

<p><b>Broker</b></p> <p>Test Broker</p> <p>Test C</p>	<p>Markt 20</p> <p>Vlaanderen, Brugge, 8000</p> <p>Belgium</p>	<p><a href="#">Edit</a></p> <p><a href="#">✕ Remove</a></p>
---	--	---

[Add](#) **Add Parties**

## 6 MyDHL+

A light box will open for you to fill out information about the additional parties involved. You may import the existing contact details directly from your address book, or input their details manually. Multiple parties can be added to a single shipment consecutively.

Image 07

**Add party**

Name: test ✓ Relationship: Select one \*

This contact is business

Company: test ✓

Country/Territory: Germany ✓

Address: Friedrichstrasse 34 ✓

Address 2:

Address 3:

Postal Code: 10969 ✓ City: Berlin ✓ Province: Berlin ✓

Email Address: test@test.com ✓

Phone Type: Other Phone Code: 49 Phone: 3243 4434343 ✓

VAT/Tax ID

In the Shipment Tax ID field, you are urged to enter the relevant Tax ID number (if applicable), depending on the destination countries of your dutiable shipments. For example, enter your IOSS number for dutiable shipments entering the European Union if you have paid your Value Added Tax (VAT) in advance.

Image 08

**i**

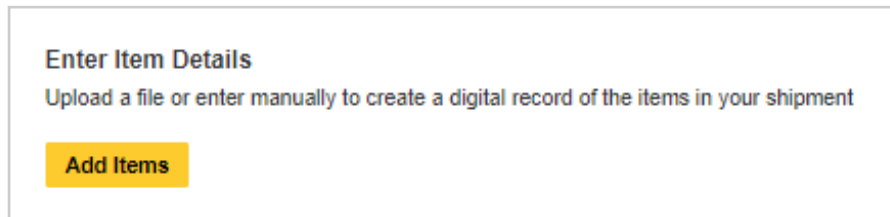
- As of July 1, 2020, the European Union (EU) requires sellers selling goods online with a value of 150 EUR or less to EU consumers to charge VAT.
- If this shipment value is less than 150 EUR, provide your IOSS number associated with the shipment.

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

Tax ID:  ✓

Next, you will be prompted to provide information about the items you are shipping. You are encouraged to do so as it would facilitate the customs clearance process. To enter line item details, click on 'Add Items'.

Image 09

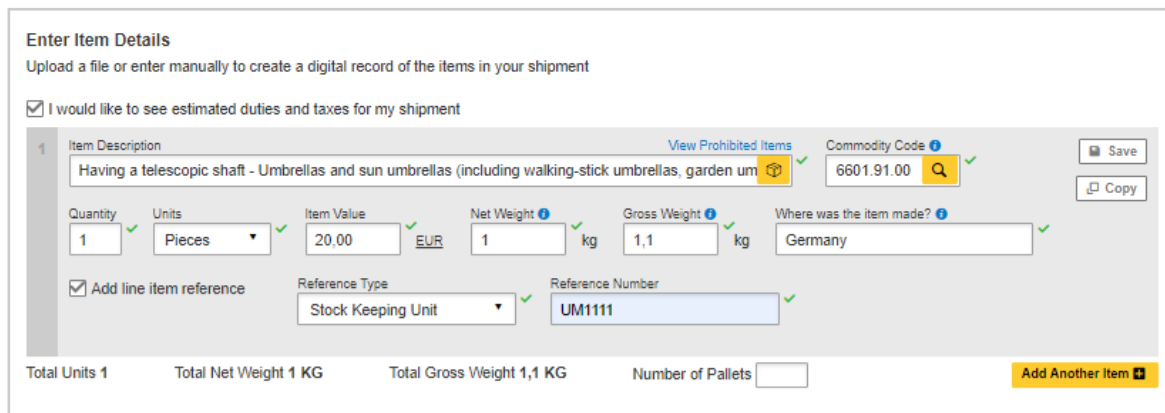


**Enter Item Details**  
Upload a file or enter manually to create a digital record of the items in your shipment

**Add Items**

Fill in the following fields and MyDHL+ will validate the information provided by showing a green tick next to the fields.

Image 10



**Enter Item Details**  
Upload a file or enter manually to create a digital record of the items in your shipment

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

1 Item Description: Having a telescopic shaft - Umbrellas and sun umbrellas (including walking-stick umbrellas, garden um  View Prohibited Items Commodity Code: 6601.91.00

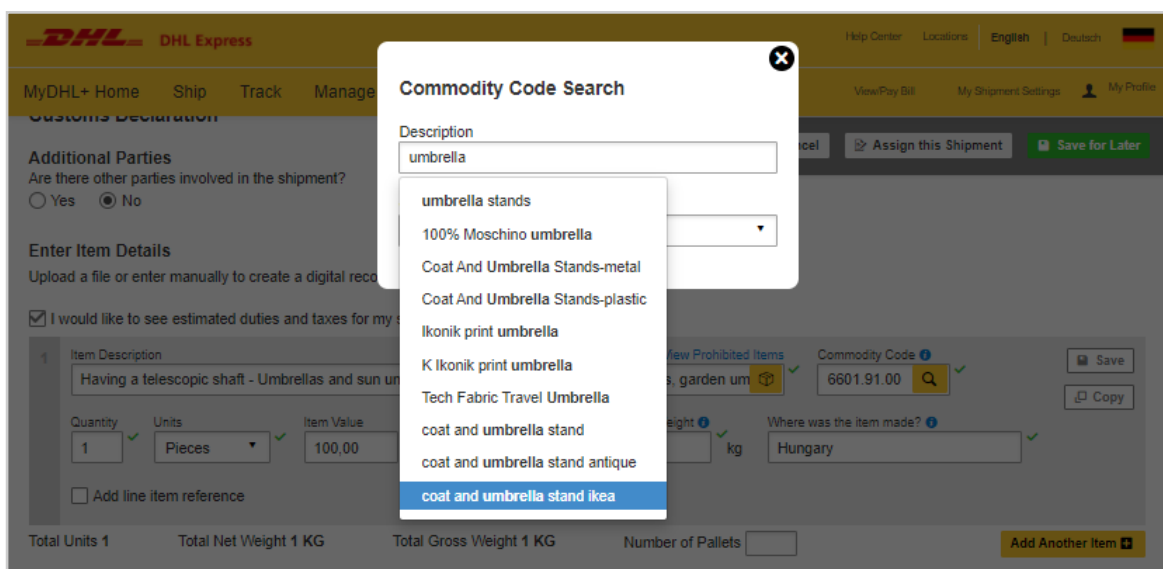
Quantity: 1  Units: Pieces  Item Value: 20,00 EUR  Net Weight: 1 kg  Gross Weight: 1,1 kg  Where was the item made?: Germany

Add line item reference Reference Type: Stock Keeping Unit  Reference Number: UM1111

Total Units 1 Total Net Weight 1 KG Total Gross Weight 1,1 KG Number of Pallets  **Add Another Item**

Preset commodity types are available and will appear as a drop-down when you enter a brief description of your product. Choose whichever is most similar to your item and a commodity code will be assigned to it.

Image 11



**Commodity Code Search**

Description: umbrella

- umbrella stands
- 100% Moschino umbrella
- Coat And Umbrella Stands-metal
- Coat And Umbrella Stands-plastic
- Ikonik print umbrella
- K Ikonik print umbrella
- Tech Fabric Travel Umbrella
- coat and umbrella stand
- coat and umbrella stand antique
- coat and umbrella stand ikea

Additional Parties: Are there other parties involved in the shipment?  Yes  No

**Enter Item Details**  
Upload a file or enter manually to create a digital record of the items in your shipment

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

1 Item Description: Having a telescopic shaft - Umbrellas and sun umbrellas (including walking-stick umbrellas, garden um  View Prohibited Items Commodity Code: 6601.91.00

Quantity: 1  Units: Pieces  Item Value: 100,00 EUR  Net Weight: 1 kg  Gross Weight: 1 kg  Where was the item made?: Hungary

Add line item reference

Total Units 1 Total Net Weight 1 KG Total Gross Weight 1 KG Number of Pallets  **Add Another Item**



## 8 MyDHL+

If you have additional customs documents that would facilitate the customs clearance process, do declare them in the section below. Some examples include Dispatch Notes, Export Declaration and ATA Carnet.

Image 12

**Additional Customs Documents**  
Please identify any additional customs documentation you are including with this shipment

Document type:  ✓

Document ID:  ✓

[Add Another Document](#)

## 2.0 SETTING UP DEFAULT SHIPMENT SETTINGS

In order to set up default shipment settings for subsequent shipments, click on 'My Shipment Settings' at the top right hand side of the webpage.

Image 13

**DHL Express** | Help Center | Locations | English | Deutsch |

MyDHL+ Home | Ship | Track | Manage Shipments **48** | View/Pay Bill | My Shipment Settings | My Profile

**My Shipment Settings** dropdown menu:

- SHIPMENT DEFAULTS
  - Delivery Options
  - Shipment Protection
  - Customs Clearance
  - Declarations
  - Customs Declaration
  - Courier Pickups
  - Return Shipments
  - Save Shipments
  - Assigning Shipments
  - Currency and Measurement
  - Addresses
- MY SAVED SETTINGS
  - My DHL Accounts
  - Authorized Account Usage
  - Access eSecure
  - Packaging Settings
  - Shipment References
  - Printer Settings
  - Notifications and Sharing
- MY CUSTOMS CLEARANCE SETTINGS
  - Customs Invoice Templates
  - Shipment Tax IDs
  - My Product/Item List
  - Digital Customs Invoices

Background content: Welcome to MyDHL+ | Create a New Shipment | Create from Favorite | Create from Recent

Form fields: Country/Territory (From: Germany, To: [empty]), Street address, city, postal code, country... | [Next](#) | [Track](#)

You will be directed to the following screen where you can set up default shipment settings for your frequently used selections. Once you have set up default shipment settings, your default options will be filled in every time you create a new shipment. You may make amendments to your default shipment settings at any time.

Image 14

The screenshot displays the 'My Shipment Settings' interface. At the top, the DHL Express logo is on the left, and navigation links for 'Help Center', 'Locations', 'English', and 'Deutsch' are on the right. Below this, a secondary navigation bar includes 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a notification badge '48'), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The main content area is titled 'My Shipment Settings' and is divided into two sections: 'Shipment Defaults' and 'My Saved Settings'. The 'Manage Defaults' section is active, showing a list of settings with 'Edit' buttons:

- Delivery Options
- Shipment Protection
- Customs Clearance
- Declarations
- Customs Declaration
- Courier Pickups
- Return Shipments
- Saving Shipments
- Assigning Shipments
- Currency and Measurement
- Addresses

# I. MANAGE DEFAULTS

## Customs Clearance

Choose to create a customs invoice or use your own invoice for subsequent shipments. Set a default purpose for your shipment and the items within, if it is standard across all your shipments. Indicate default, Terms of Trade, for your shipments (if any), and if additional customs documentations are usually included with your shipment.

Image 15

The screenshot shows the 'Customs Clearance' settings form. At the top, it asks 'For customs invoices, I want my default to be' and offers two radio button options: 'Create Invoice' (selected) and 'Use My Own Invoice'. Below this is a checkbox for 'Always use enhanced invoice'. The 'Item Details' section has a checked checkbox for 'I will supply line item references'. The 'My default shipment purpose should be' dropdown is set to 'Gift'. The 'My default shipment description should be' text field contains 'Umbrella'. The 'My default shipment value should be' field is set to '100,00 EUR'. The 'I will use this customs terms of trade' dropdown is set to 'DAP - Delivered at Place'. At the bottom right, there are buttons for 'Clear Default', 'Cancel', and 'Save'.

If you tick the checkbox for 'I will supply line item references', a checkbox for line item references will appear for you to tag a reference number for your group of items in subsequent shipment creations, as shown in the image below. Supplying the reference number to your item description is important because it can help in accelerating the customs clearance process.

Image 16

**Enter Item Details**  
Upload a file or enter manually to create a digital record of the items in your shipment

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

1 **Item Description** View Prohibited Items Commodity Code 6601.91.00 Save  
Having a telescopic shaft - Umbrellas and sun umbrellas (including walking-stick umbrellas, garden um Copy

Quantity: 1 Units: Pieces Item Value: 20,00 EUR Net Weight: 1 kg Gross Weight: 1,1 kg Where was the item made?: Germany Remove

Add line item reference Reference Type: Stock Keeping Unit Reference Number: UM1111 Remove

2 **Item Description** Commodity Code 4910.00.00 Save  
Calendars of any kind, printed, including calendar blocks - Calendars of any kind, printed, including cal Copy

Quantity: 1 Units: Pieces Item Value: 20,00 EUR Net Weight: 1 kg Gross Weight: 1,1 kg Where was the item made?: Germany Remove

Add line item reference Reference Type: Delivery Order number Reference Number: INV85032 Remove

Total Units 2    Total Net Weight 2 KG    Total Gross Weight 2,2 KG    Number of Pallets  Add Another Item

## Customs Declaration

If this option is ticked checked, you will be given an option to provide additional documents with your shipment during your shipment creation process.

Image 17

**Customs Declaration**

You can help speed up your shipment through customs by providing some customs declaration defaults.

**Additional Customs Documentation**

I normally have additional documents included with my shipment

Cancel Save

It will appear as follows in your shipment creation process:

Image 18

**Additional Customs Documents**

Please identify any additional customs documentation you are including with this shipment

**Document type** Driver's License Document ID ID1234567

Add Another Document

## Addresses

By ticking the checkbox 'I want new Addresses to Default to Business Address', it would automatically save subsequent addresses added to your address book as a business address.

Image 19

**Addresses**

I want new addresses to default to Residential

I want new Addresses to Default to Business Address.

Cancel Save

## II. MY SAVED SETTINGS

### Shipment Tax IDs

Set up default Shipment Tax IDs to be used for shipments travelling to specific countries by clicking on the 'Shipment Tax IDs' tab under My Saved Settings. For example, a Shipment Tax ID IM0401234560 will be assigned to all shipments departing from Singapore and arriving in Germany. All Saved Shipment Tax IDs will subsequently appear in the drop-down menu of a Tax ID field during the shipment creation process.

To add a new Tax ID, click on the green box that says 'Add New Tax ID'.

Image 20

**My Shipment Settings**

Shipment Defaults

Manage Defaults

**My Saved Settings**

My DHL Accounts

Authorized Account Usage

Packaging Settings

Shipment References

Printer Settings

Notifications and Shipment

**My Customs and Shipment Tax IDs**

My Customs and Shipment Tax IDs

Shipment Tax IDs

My Product/Item List

**Shipment Tax IDs**

All Search Shipment Tax IDs

Current IDs

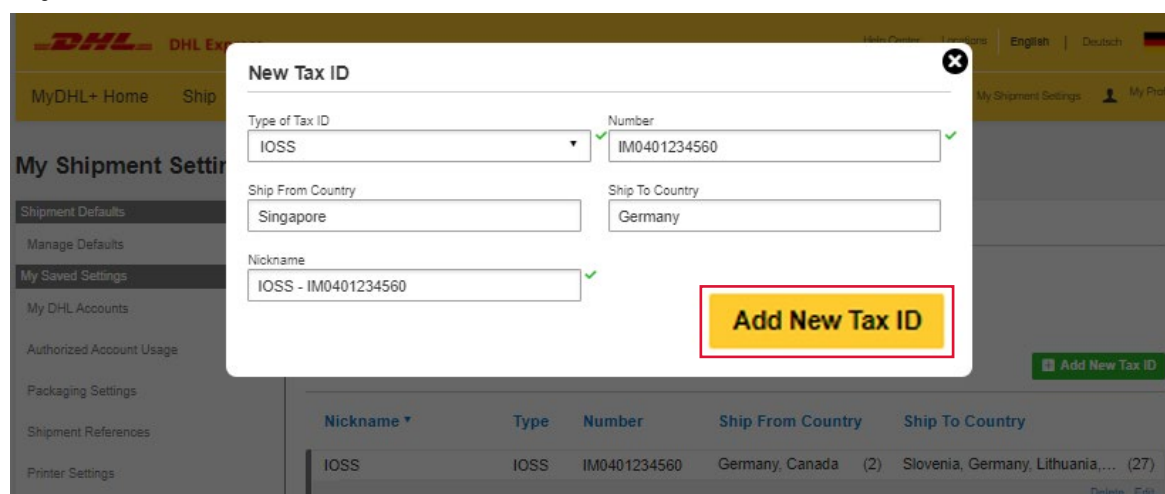
**Add New Tax ID**

Nickname	Type	Number	Ship From Country	Ship To Country
IOSS	IOSS	IM0401234560	Germany, Canada (2)	Slovenia, Germany, Lithuania,...
IOSS - IM0401234560	IOSS	IM0401234560	Singapore (1)	Spain, Slovakia, Slovenia, Ca...
G - 145245907	LVG	145245907	Germany (1)	New Zealand
VOEC - 2029723	VOEC	2029723	Germany (1)	Norway

A lightbox will open for you to fill out information about the new Tax ID. Ensure that all fields are filled in. Once that has been done, click on 'Add New Tax ID' to save the information.

Certain Tax IDs are only applicable when shipping between certain countries. For example, an IOSS VAT ID is relevant for shipments entering the European Union, a VOEC ID is needed for shipments entering Norway, and a LVG ID is used for shipments entering New Zealand. MyDHL+ will assist you with this by validating the information you entered.

Image 21



The screenshot shows the 'New Tax ID' lightbox in the MyDHL+ interface. The form is filled with the following information:

- Type of Tax ID: IOSS
- Number: IM0401234560
- Ship From Country: Singapore
- Ship To Country: Germany
- Nickname: IOSS - IM0401234560

A yellow button labeled 'Add New Tax ID' is highlighted with a red box. Below the lightbox, a table displays the added tax ID:

Nickname	Type	Number	Ship From Country	Ship To Country
IOSS	IOSS	IM0401234560	Germany, Canada (2)	Slovenia, Germany, Lithuania,...

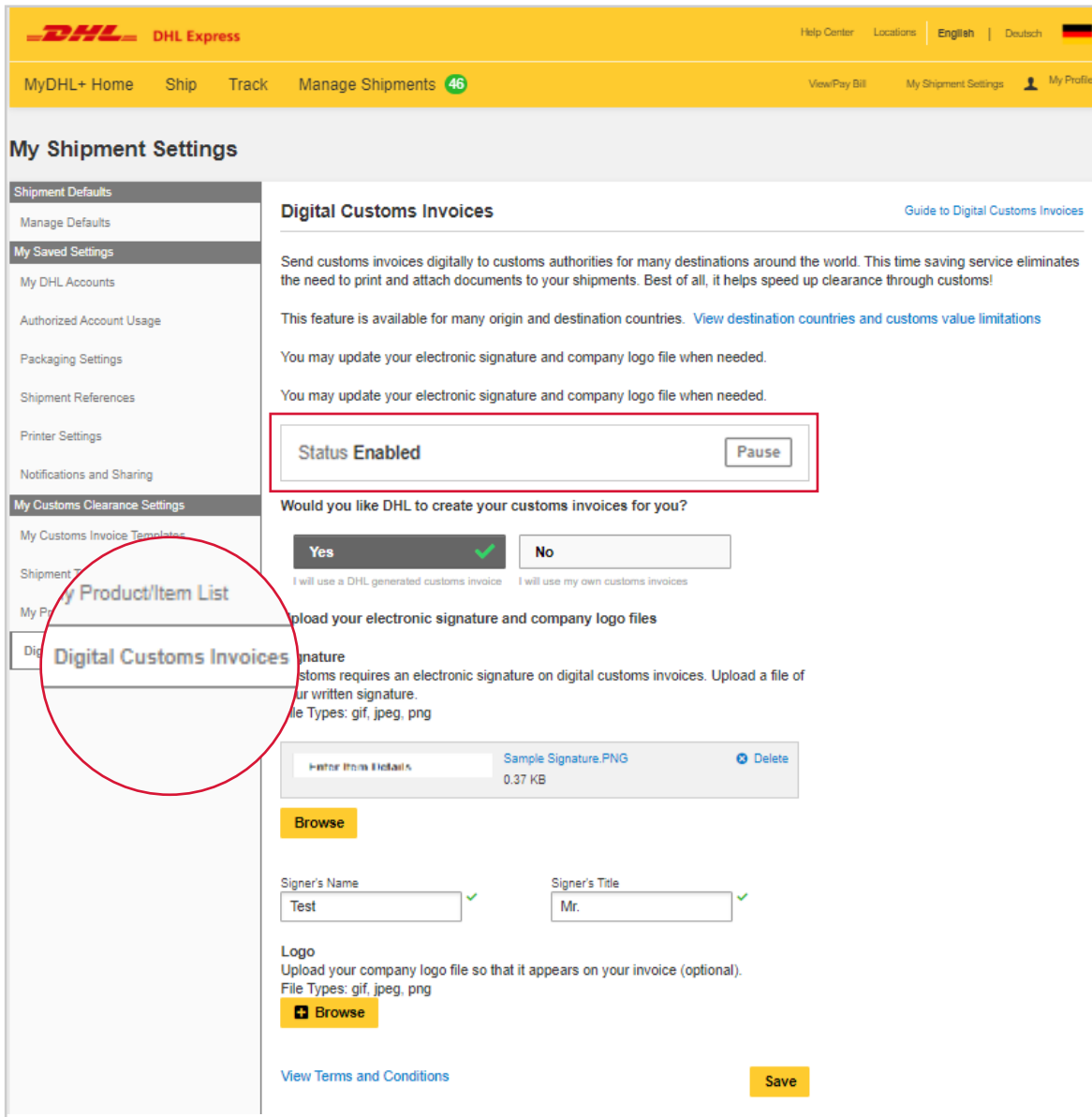
### III. MY CUSTOMS CLEARANCE SETTINGS

#### Digital Customs Invoices

You can activate the sending of customs invoices digitally to local customs authorities for many destination countries around the world to eliminate the need to print and attach documents to your shipments, as well as speed up your customs clearance process.

Click on the 'Digital Customs Invoices' tab on the left navigation and fill out the required information. An electronic signature is required to activate this feature while uploading a company logo is optional.

Image 22



By proceeding, you are consenting to the Paperless Trade Terms. Once that is done, you would be successfully enrolled.

Once you have enabled Digital Customs Invoices, an option to upload your invoice can be found whenever you create a new shipment as shown below.

To send in a digital copy of your customs invoice, tick the checkbox that says 'Send digital customs invoice for this shipment' and upload your customs invoice.

Image 23

**Enroll to Send Digital Customs Invoices**

Send digital customs invoice for this shipment

Attach customs invoice (JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF file)

Maximum file size: 6.35 MB

Include other customs documents for this shipment (optional)

## My Customs Invoice Template

If you are a frequent user of MyDHL+, you may choose to create default customs invoice templates to automatically populate the fields when creating an invoice for subsequent shipments. This can be set up in 'My Customs Invoice Templates'. All invoice-related information can be supplied in this section.



Image 24

DHL DHL Express
 
[Help Center](#) | [Locations](#) | [English](#) | [Deutsch](#)

MyDHL+ Home | [Ship](#) | [Track](#) | [Manage Shipments](#) 46

[View Pay Bill](#) | [My Shipment Settings](#) | [My Profile](#)

## My Shipment Settings

Shipment Defaults

Manage Defaults

**My Saved Settings**

My DHL Accounts

Authorized Account Usage

Packaging Settings

Shipment References

Printer Settings

Notifications and Sharing

**My Customs Clearance Settings**

**My Customs Invoice Templates**

Shipment Tax IDs

My Product/Item List

Digital Customs Invoices

### Create New Template

< Back

Invoice Name

Invoice Type

Commercial Invoice ✔

Pro Forma

**Describe Your Items**

Provide details for each unique item in a shipment this invoice would contain. You can modify templates later to add or change item descriptions as needed.

1	Item Description <span style="float: right; font-size: 0.7em;"><a href="#">View Prohibited Items</a></span>	Commodity Code <span style="font-size: 0.7em;">?</span>	Save		
	Describe what the item is called, what is it made of and what it will be used:	<input style="width: 100%;" type="text"/>	Copy		
Quantity	Units	Item Value	Net Weight	Gross Weight	Where was the item made?
1	Piece <span style="font-size: 0.7em;">✔</span>	* EUR <input style="width: 50px;" type="text"/>	* KG <input style="width: 50px;" type="text"/>	* KG <input style="width: 50px;" type="text"/>	* <input style="width: 100%;" type="text"/>
<input type="checkbox"/> Add line item reference					

Total Units	Total Net Weight --/--	Total Gross Weight --/--	Number of Pallets	
1	KG	KG	<input style="width: 50px;" type="text"/>	<a href="#" style="background-color: #f9a825; color: white; padding: 2px 5px; border-radius: 3px;">Add Another Item</a>

**Invoice Value**  
Please include any additional charges for this shipment.

Total Value of Goods	0 EUR	
<a href="#" style="background-color: #f9a825; color: white; padding: 2px 5px; border-radius: 3px;">Add Charges</a>		Total Invoice Value
		0 EUR

**Duties and Taxes**

Type of Export	Duty/Taxes Account
<input style="width: 100%;" type="text" value="Select One"/>	<input style="width: 100%;" type="text" value="Select One"/>
Reason for Export <span style="font-size: 0.7em;">?</span>	Terms of Payment
<input style="width: 100%;" type="text" value="Select One"/>	<input style="width: 100%;" type="text" value="Example: 30 days"/>
Select customs terms of trade <a href="#">View Definitions</a>	
<input style="width: 100%;" type="text" value="Select One"/>	
Named Place of Destination	
<input style="width: 100%;" type="text"/>	

**References and Remarks**

Add your own reference for this shipment <span style="font-size: 0.7em;">?</span>	Carrier	Remarks
<input style="width: 100%;" type="text"/>	DHL	
Add a Receiver reference for this shipment <span style="font-size: 0.7em;">?</span>	Package Marks <span style="font-size: 0.7em;">?</span>	
<input style="width: 100%;" type="text"/>	Other Information <span style="font-size: 0.7em;">?</span>	
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	

**Declaration**

EUR1

CITES Declaration

Your Name

Your Job Title/Position

You can attach your company logo to this invoice (JPG, JPEG, GIF, PNG).

Browse
Maximum file size: 1 MB

Cancel
Save

DHL Express

[www.dhl.com](http://www.dhl.com)

<https://mydhl.express.dhl>