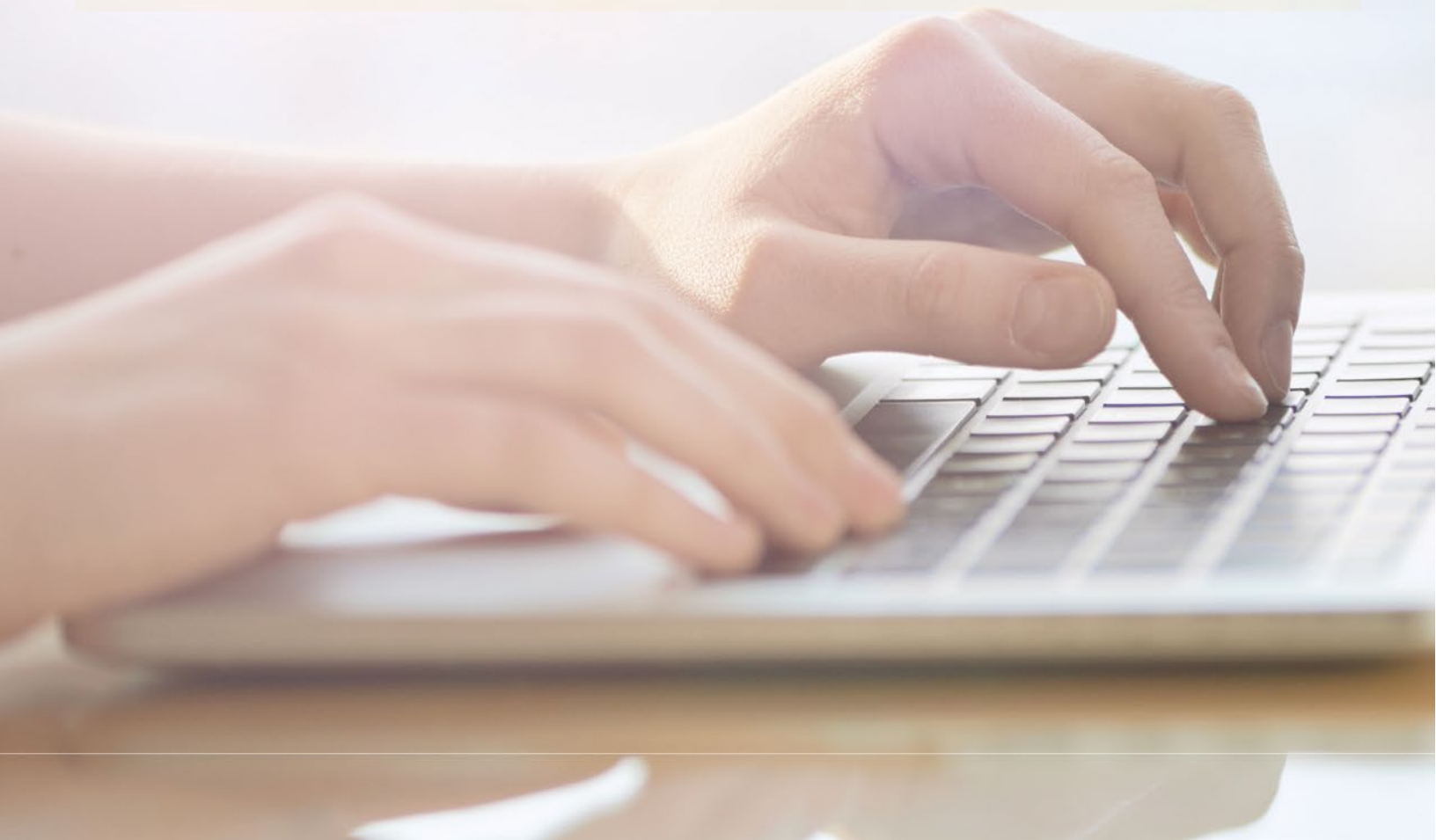




MANAGING CUSTOMS DATA AND DEFAULT SHIPMENT SETTINGS

DHL Express – Excellence. Simply delivered.



CONTENTS

1.0	FILLING UP YOUR CUSTOMS INVOICE OR DATA	2
	I. WITHIN CREATE A SHIPMENT	2
	Shipment Origin and Destination Information	2
	Selecting the type of shipment	3
	Creating a customs invoice	3
	Customs Declaration	5
2.0	SETTING UP DEFAULT SHIPMENT SETTINGS	8
	I. MANAGE DEFAULTS	10
	Customs Clearance	10
	Customs Declaration	11
	Addresses	12
	II. MY SAVED SETTINGS	12
	Shipment Tax IDs	12
	III. MY CUSTOMS CLEARANCE SETTINGS	14
	Digital Customs Invoices	14
	My Customs Invoice Template	15

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 screenshot shows the DHL Express 'Create Shipment' form. The 'From' section (shipper) and 'To' section (receiver) are visible. Both sections have a 'Business Contact' checkbox checked. Red circles highlight these checkboxes, and red arrows point from the text 'The 'Business Contact' tickbox under the 'Name' field requires the shipper to indicate if the shipper and/or receiver is a business entity.' to them.

From (Shipper) Details:

- Name: John Sample
- Business Contact: ☒
- Company: DHL
- Country/Territory: Germany
- Address: [Valid]
- Address 2: [Valid]
- Address 3: [Valid]
- Postal Code: 53113, City: Bonn, Province: Nordrhein-Westfalen
- Email Address: [Valid]
- Phone Type: Mobile, Code: 49, Phone: [Valid]
- SMS Enabled: ☒
- VAT/Tax ID: [Valid]
- EORI Number: [Valid]
- This is a residential address: ☐

To (Receiver) Details:

- Name: SG MGT
- Business Contact: ☒
- Company: DHL EXPRESS GHD
- Country/Territory: Singapore
- Address: [Valid]
- Address 2: [Valid]
- Address 3: [Valid]
- Postal Code: 498792, City: Singapore, State: [Valid]
- Email Address: [Valid]
- Phone Type: Office, Code: 65, Phone: [Valid]
- SMS Enabled: ☒
- VAT/Tax ID: [Valid]
- EORI Number: [Valid]
- This is a residential address: ☐

Important Note: This is an information message for shipment to SG, PH, and HK. Please Note all Non doc shipment will be going through custom Clearance.

Next

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

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.

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 Singapore include:
Animals, fish, birds (live)
Bullion (of any precious metal)
Firearms, parts of
[View Prohibited Items](#)

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.

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 ⓘ

Save

Copy

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

6601.91.00

Quantity

Units

Item Value

Net Weight ⓘ

Gross Weight ⓘ

Where was the item made? ⓘ

1

Pieces

100,00

EUR

1

kg

1,1

kg

Germany

☒ Add line item reference

Reference Type

Reference Number

Stock Keeping Unit

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

50,00

EUR

✕

Export Charge/Fee/Cost

50,00

EUR

✕

Add Charges

Total Invoice Value

200,00 EUR

Invoice Number ⓘ

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

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

The screenshot shows the 'Shipment Details' section of a DHL shipping interface. It includes tabs for 'Documents' and 'Packages', with 'Packages' selected and marked with a green checkmark. A message states: 'You'll need a customs invoice for this shipment – DHL can create it for you!'. Below this are two buttons: 'Create Invoice' and 'Use My Own Invoice' (which is highlighted with a green checkmark). A dropdown menu for 'What is the purpose of your shipment?' is set to 'Gift'. A text field for 'VAT/Tax ID/CR' contains 'test'. A 'Summarize the contents of your shipment' section shows 'Umbrella' and an 'Invoice Number' of '12345'. The 'Invoice Value' section shows a 'Total Value of Goods' of '100,00 EUR' and a 'Total Invoice Value' of '100,00 EUR'. At the bottom, there is a section for 'Add Shipment References' with a field containing 'Set 1'.

Shipment Details

Documents **Packages** ✓

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.
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?
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

The screenshot shows the 'Customs Declaration' section. It asks 'Are there other parties involved in the shipment?' with 'Yes' selected. Below, a table lists 'Additional Parties' with columns for 'Broker', 'Address', and 'Actions'. One entry is shown: 'Test Broker', 'Markt 20, Vlaanderen, Brugge, 8000, Belgium'. The 'Add Parties' button at the bottom is circled in red.

Customs Declaration

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

Broker	Address	Actions
Test Broker Test C	Markt 20 Vlaanderen, Brugge, 8000 Belgium	Edit Remove

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

The screenshot shows the 'Add party' form in the MyDHL+ interface. The form is titled 'Add party' and contains the following fields and options:

- Name:** test (with a green checkmark and a small icon)
- Relationship:** Select one (dropdown menu)
- ☒ This contact is business
- Company:** test (with a green checkmark)
- Country/Territory:** Germany (with a green checkmark)
- Address:** Friedrichstrasse 34 (with a green checkmark)
- Address 2:** (empty field)
- Address 3:** (empty field)
- Postal Code:** 10969 (with a green checkmark)
- City:** Berlin (with a green checkmark)
- Province:** Berlin (with a green checkmark)
- Email Address:** test@test.com (with a green checkmark)
- Phone Type:** Other (dropdown menu)
- Code:** 49 (with a German flag icon and a green checkmark)
- Phone:** 3243 4434343 (with a green checkmark)
- VAT/Tax ID:** (empty field)

At the bottom of the form, there is a green 'Next' button and an 'Add Another' button.

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

The screenshot shows the 'Tax Payment for this Shipment' section. It includes an information box with the following text:

- 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.

Below the information box, the section is titled 'Tax Payment for this Shipment' and 'Tax numbers you used to pay taxes for this shipment (for local customs authorities)'. The 'Tax ID' field contains the value 'IM0401234560' (with a green checkmark).

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  Save  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 

☒ 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  Save  Copy

Quantity: 1  Units: Pieces  Item Value: 100,00  EUR Net Weight: kg Gross Weight: 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
Driver's License	ID1234567

[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

Welcome to MyDHL+

[Create a New Shipment](#) | [Create from Favorite](#) | [Create](#)

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

Form Fields:

A Country/Territory: Germany From: Miklos Muzik

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

[Next](#) | [Monitor Shipments](#) | [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

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

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

Manage Defaults

Save time creating shipments! Setting up defaults allows you to tailor the process to your needs and frequently used selections.
[Learn More](#)

Delivery Options Edit

Shipment Protection Edit

Customs Clearance Edit

Declarations Edit

Customs Declaration Edit

Courier Pickups Edit

Return Shipments Edit

Saving Shipments Edit

Assigning Shipments Edit

Currency and Measurement Edit

Addresses Edit

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

Customs Clearance
For customs invoices, I want my default to be

☒ **Create Invoice**
Using my shipment information

☐ **Use My Own Invoice**
I have a printed invoice

☐ Always use enhanced invoice

Item Details

☒ I will supply line item references

My default shipment purpose should be
Gift

My default shipment description should be
Umbrella ✓

My default shipment value should be ⓘ
100,00 EUR

I will use this customs terms of trade [View Definitions ⓘ](#)
DAP - Delivered at Place

[Digital Customs Invoices](#) | [Customs Invoice Templates](#)

[Clear Default](#) [Cancel](#) [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

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

2 **Item Description** [View Prohibited Items](#) **Commodity Code** 4910.00.00

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: Delivery Order number Reference Number: INV85032

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 Alerts

My Customs Declaration

My Customs Declaration

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
DEC - 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 VOEK 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

New Tax ID

Type of Tax ID: ✓

Number: ✓

Ship From Country:

Ship To Country:

Nickname: ✓

Add New Tax ID

Nickname	Type	Number	Ship From Country	Ship To Country
IOSS	IOSS	IM0401234560	Germany, Canada (2)	Slovenia, Germany, Lithuania,... (27)

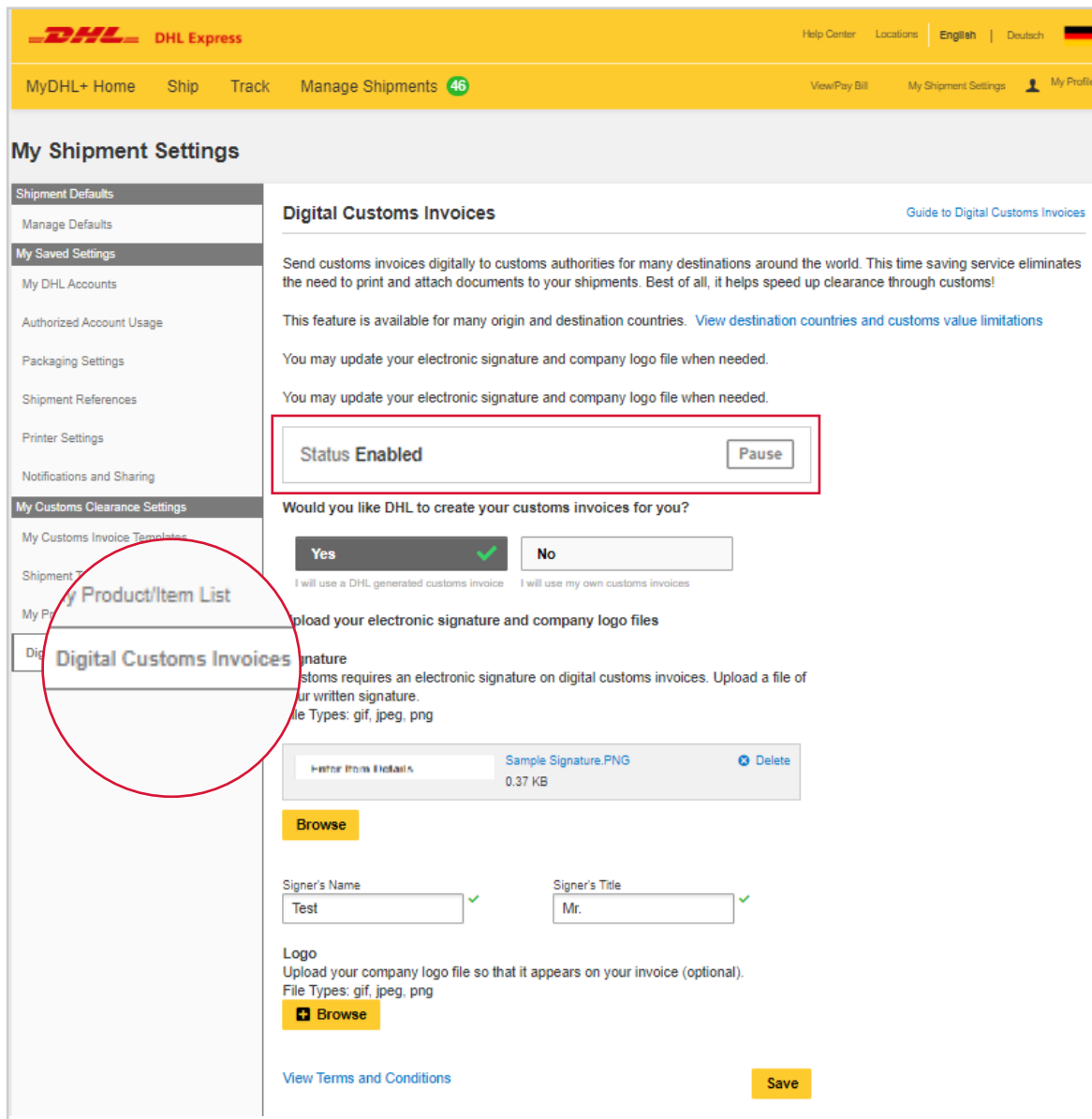
III. MY CUSTOMS CLEARANCE SETTINGS

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



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 Product/Item List
 - My Profile
 - Digital Customs Invoices**

Digital Customs Invoices

[Guide to Digital Customs Invoices](#)

Send customs invoices digitally to customs authorities for many destinations around the world. This time saving service eliminates the need to print and attach documents to your shipments. Best of all, it helps speed up clearance through customs!

This feature is available for many origin and destination countries. [View destination countries and customs value limitations](#)

You may update your electronic signature and company logo file when needed.

You may update your electronic signature and company logo file when needed.

Status Enabled [Pause](#)

Would you like DHL to create your customs invoices for you?

Yes ☒ **No** ☐

I will use a DHL generated customs invoice I will use my own customs invoices

Upload your electronic signature and company logo files

Signature
Customs requires an electronic signature on digital customs invoices. Upload a file of your written signature.
File Types: gif, jpeg, png

[Enter from details](#) [Sample Signature.PNG](#) [Delete](#)
0.37 KB

[Browse](#)

Signer's Name ✓ Signer's Title ✓

Logo
Upload your company logo file so that it appears on your invoice (optional).
File Types: gif, jpeg, png

[Browse](#)

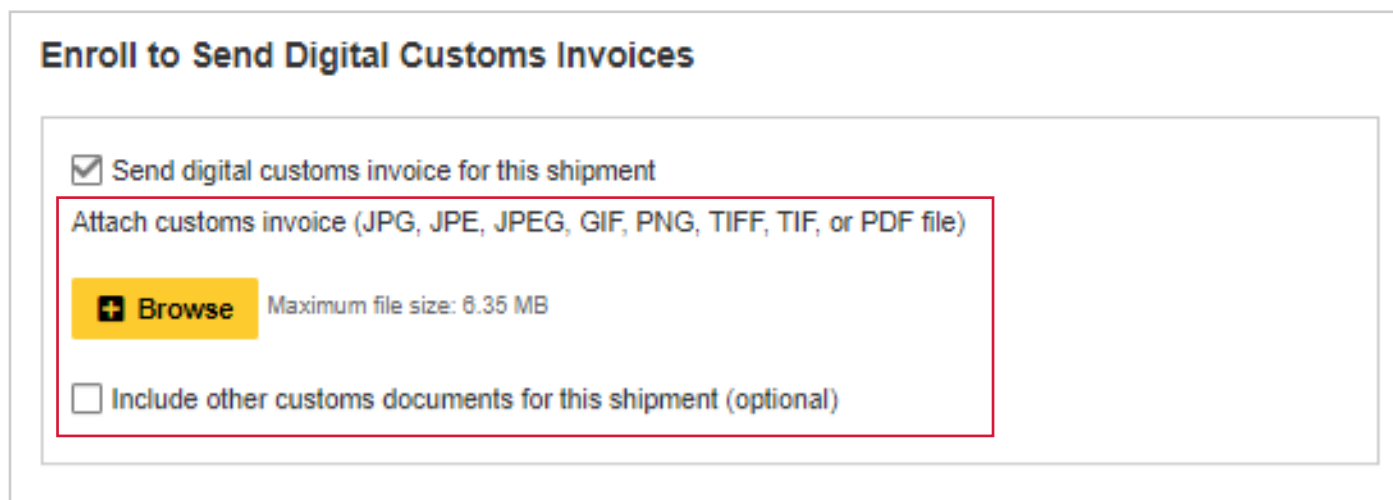
[View Terms and Conditions](#) [Save](#)

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.

Cancel Save

