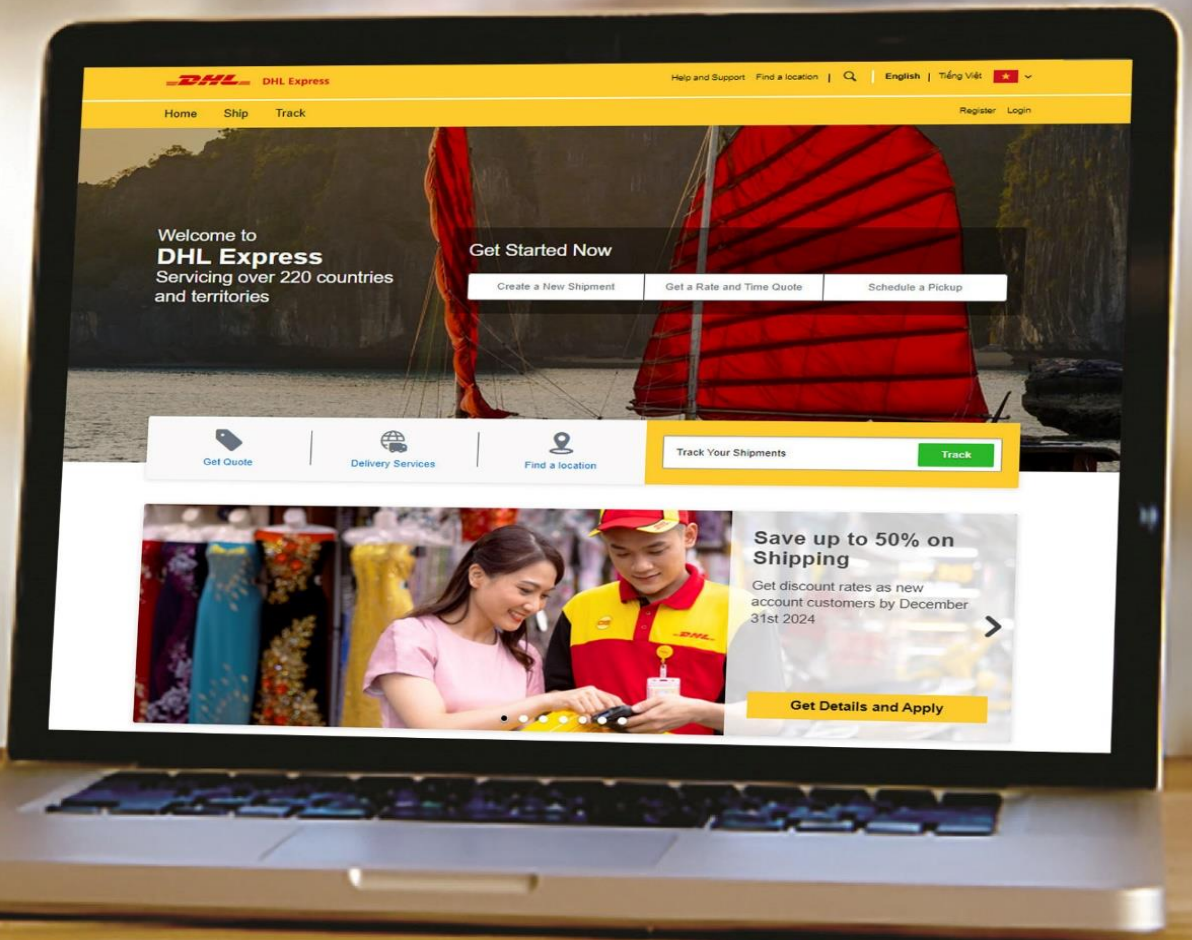


MyDHL

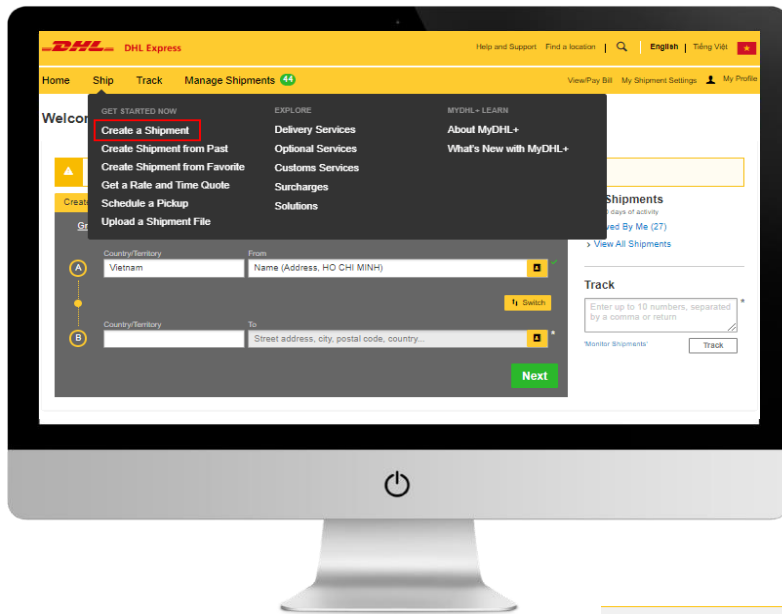
# MyDHL+

## HOW TO CREATE A SHIPMENT – STEP BY STEP GUIDE

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



# CREATE A PACKAGE SHIPMENT



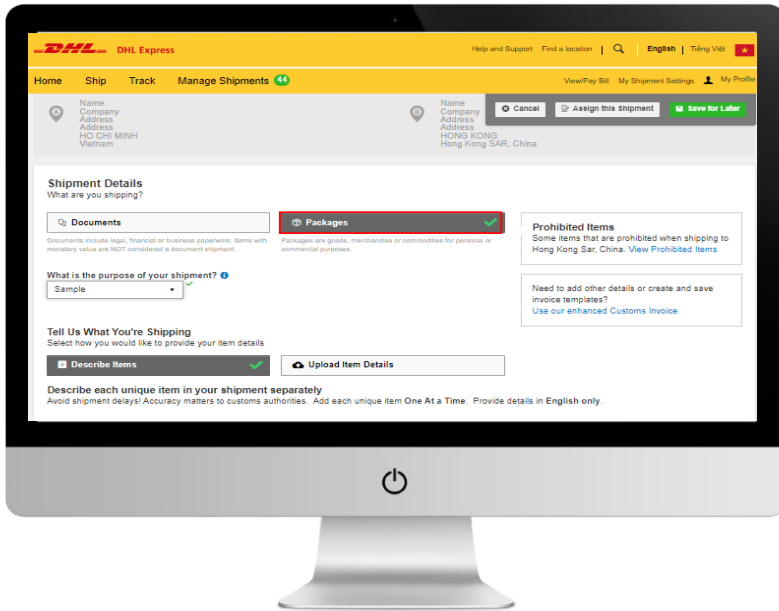
1. Click **'Ship'** then **'Create a Shipment'** on the top menu bar. Alternatively, you can use the dashboard to quick start the shipment creation process.

2. Fill in the **'From'** section with your details and the **'To'** section with the receiver's details. Once complete click **'Next'**.

## HELPFUL TIP

If you have a DHL import account, you can create imports from around the world by simply completing the **'From'** section with where you want the parcel collected from.

 A screenshot of the 'Create Shipment' form. The form is divided into two main sections: 'From' and 'To'. The 'From' section is filled with: Name (Name), Business Contact (checked), Company (Company), Country/Territory (Vietnam), Address Line 1 (Address), Address Line 2 (Address), Address Line 3 (Use for longer address), Suburb (DISTRICT), City (HO CHI MINH), Residential Address (unchecked), Email Address (tang.ngoc.tu@dhl.com), Phone Type (Mobile), Code (84), Phone (024 377 58988), SMS Enabled (unchecked), and VAT/Tax ID (Enter IOSS in Customs Declaration section). The 'To' section is filled with: Name (Name), Business Contact (checked), Company (Company), Country/Territory (Hong Kong SAR, China), Address Line 1 (Address), Address Line 2 (Address), Address Line 3 (Use for longer address), City (HONG KONG), Residential Address (unchecked), Email Address (mydhlq1@gmail.com), Phone Type (Mobile), Code (852), Phone (2314 5621), SMS Enabled (unchecked), and VAT/Tax ID (Enter IOSS in Customs Declaration section). A 'Switch' button is located between the two sections. At the bottom right, there is a green 'Next' button.

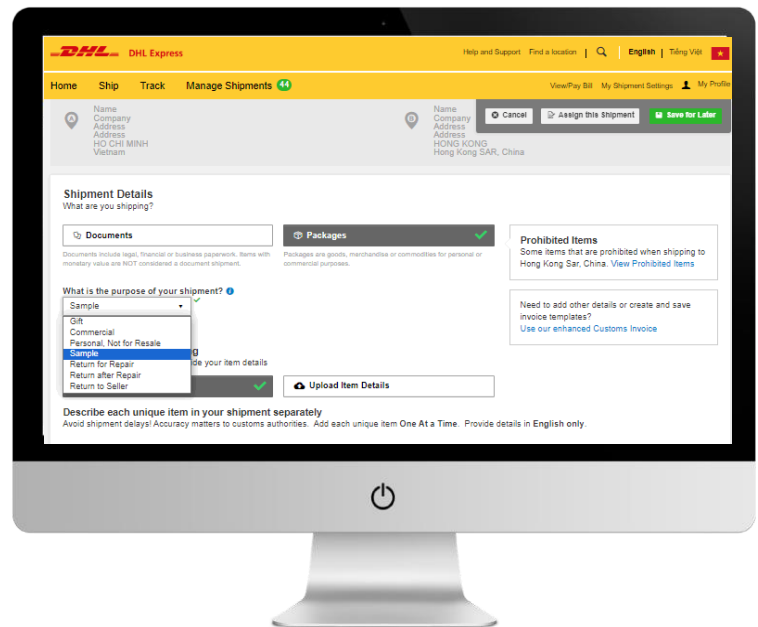


3. Select **'Packages'** and complete the **'Shipment Details'** section. Once complete click **'Next'**

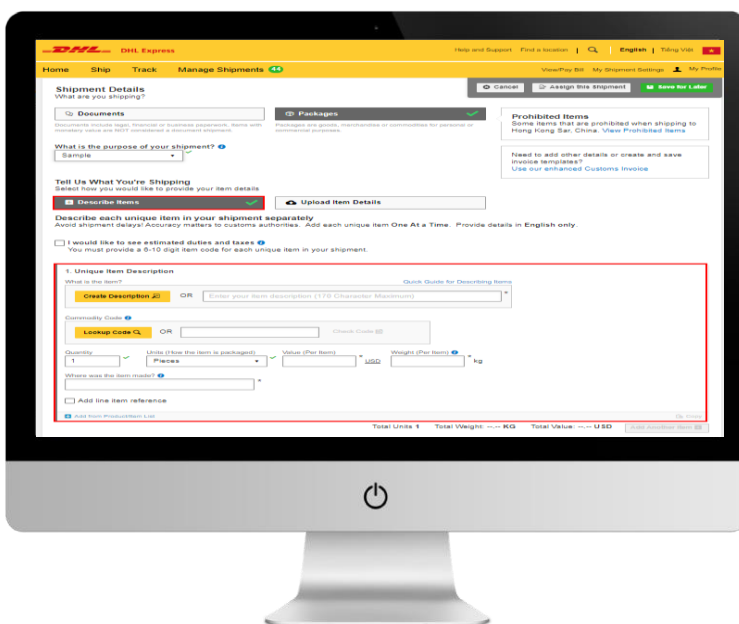
#### **HELPFUL TIP**

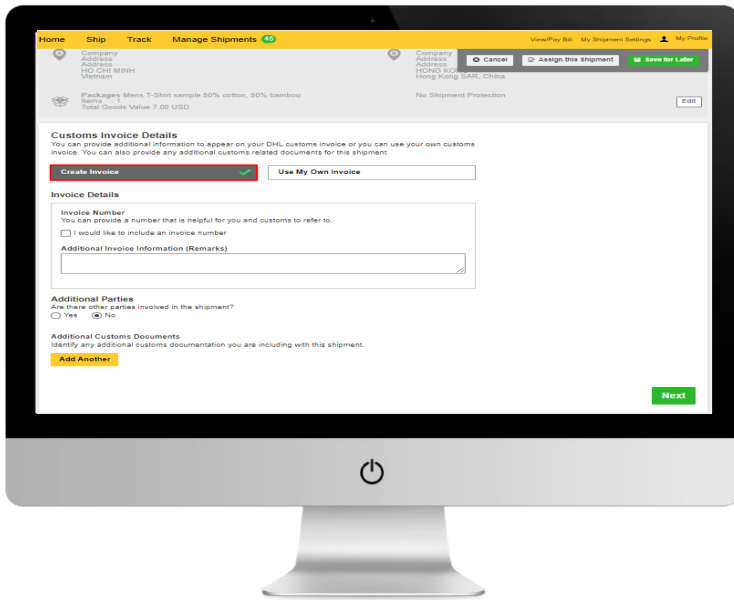
You will always be able to see and amend your previously completed sections, which is displayed in grey at the top.

4. Select the purpose of your shipment and the reason from the dropdown list. Once complete click **'Next'**.



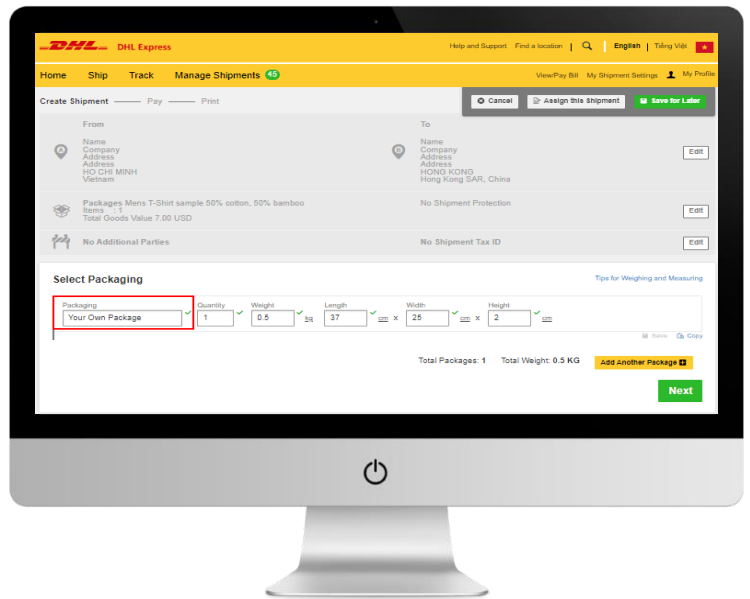
5. Complete the invoice details in the section highlighted in red and then click **'Next'**.



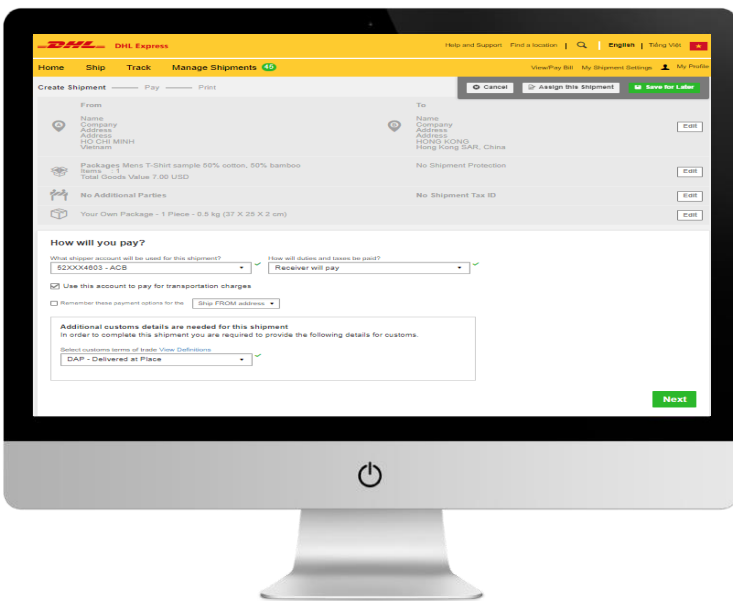


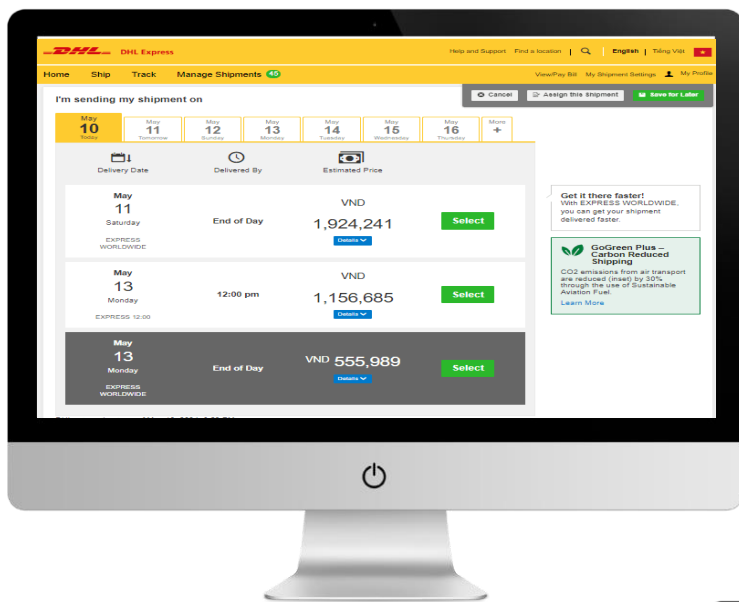
6. Select if you will **'Create Invoice'** (continue to follow steps) or **'Use My Own Invoice'**

7. . Complete the **'Select Packaging'** section ensuring you have selected **'My Own Packaging'** in the red highlighted box. Once complete click **'Next'**.



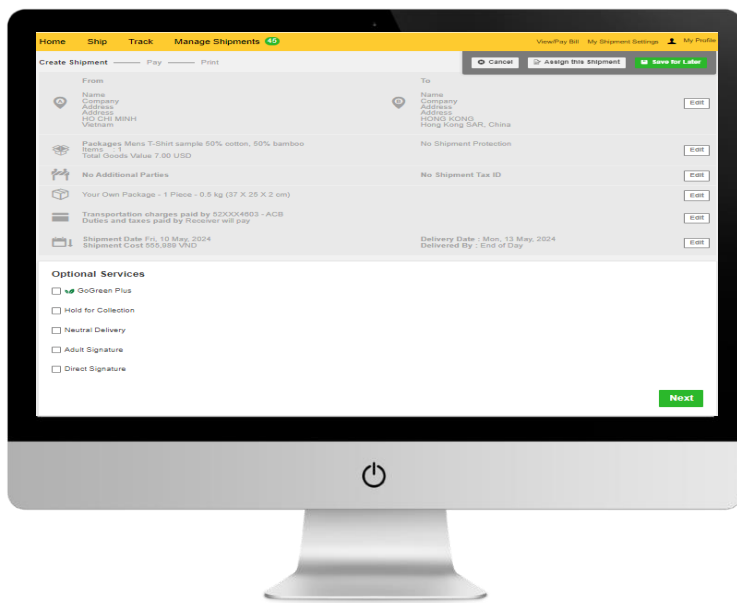
8. Confirm billing details in **'How would you like to pay?'** section. Once complete click **'Next'**.



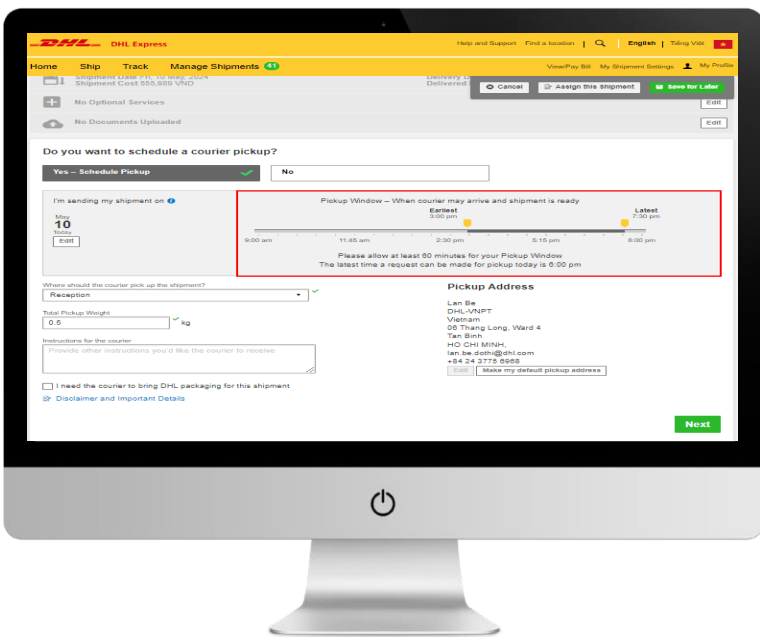


9. Select when you would like your shipment to be delivered by clicking the **'Select'** button next to your desired service.

10. You now have the opportunity to select any optional services available on your shipment in the **'Optional Services'** section. Once confirmed click **'Next'**.

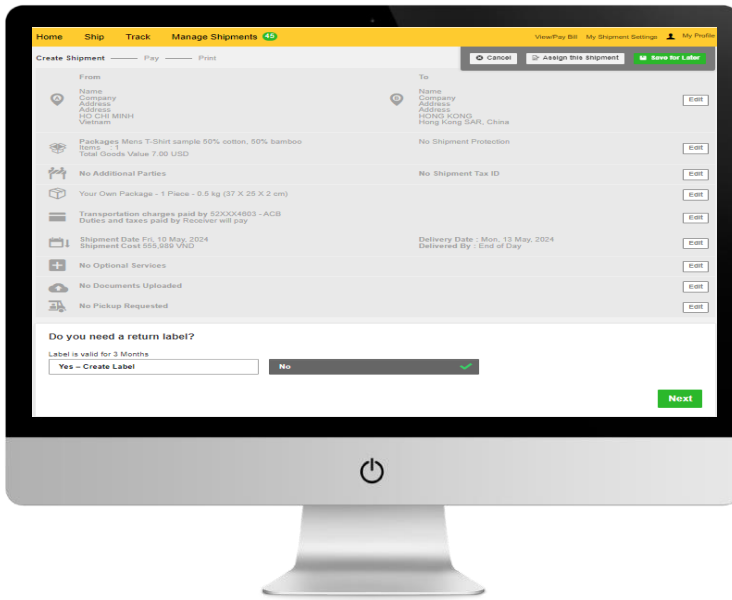


11. If you would like to schedule a pickup, select **'Yes – Schedule Pickup'** (if not, skip to step 12). Use the yellow sliders to specify the time a courier will come for collection, then complete the location of package and weight fields. Once complete click **'Next'**.

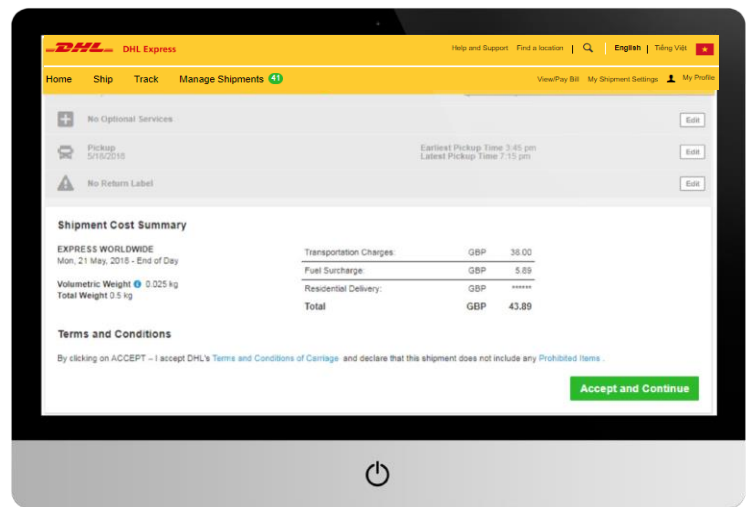


**HELPFUL TIP**

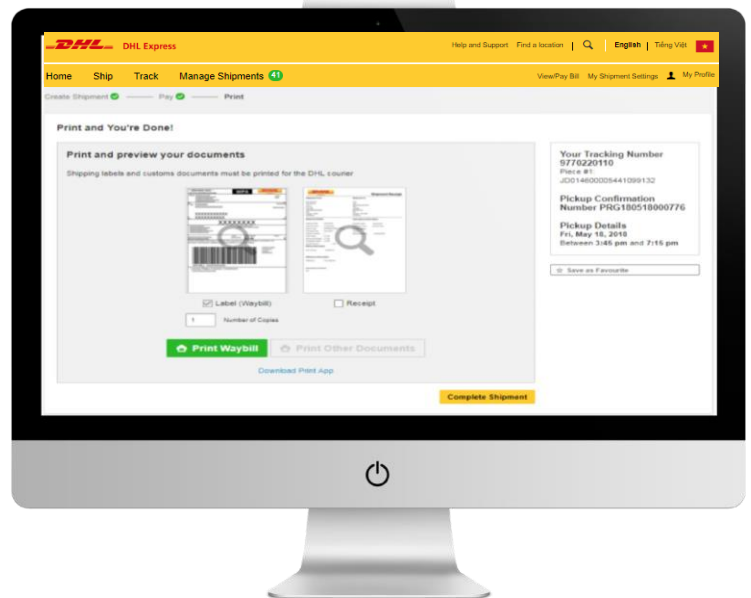
The yellow sliders will only allow you to specify a time that a courier is available to attend your location for a collection.



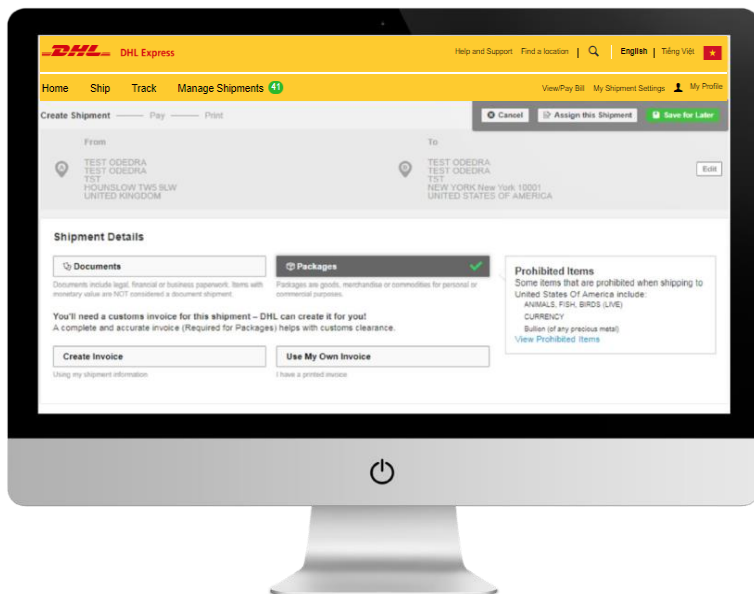
12. If you require a return label select **'Yes - Create Label'** and follow the on screen instructions. If no select **'No'** and then click **'Next'**.



13. You will now see the **'Shipment Cost Summary'**, if you are happy with the summary click **'Accept and Continue'**. Your shipment has now been created, click **'Print Waybill'** and attach to your shipment.



# CREATE A DOCUMENT SHIPMENT



1. Click **'Ship'** then **'Create a Shipment'** on the top menu bar. Alternatively, you can use the dashboard to quick start the shipment creation process.

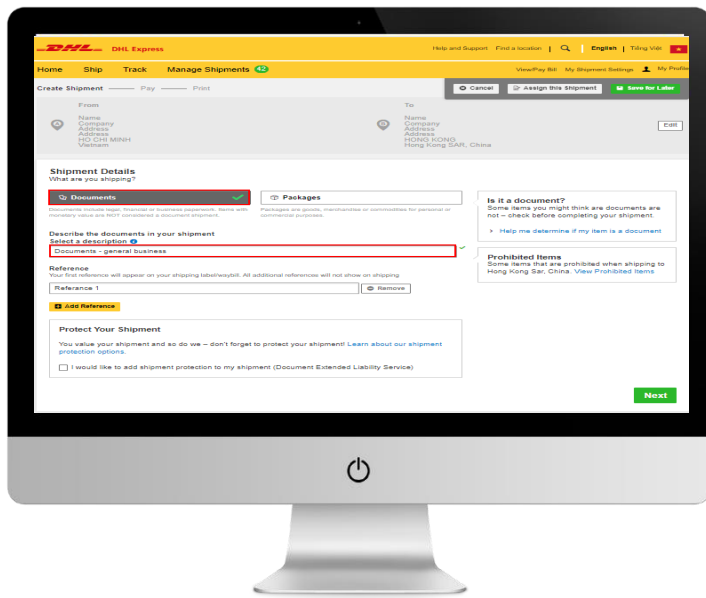
2. Fill in the **'From'** section with your details and the **'To'** section with the receiver's details. Once complete click **'Next'**.

## HELPFUL TIP

If you have a DHL import account, you can create imports from around the world by simply completing the **'From'** section with where you want the parcel collected from.

You will be provided with handy hints and information to help you complete the sections throughout the shipment creation process.

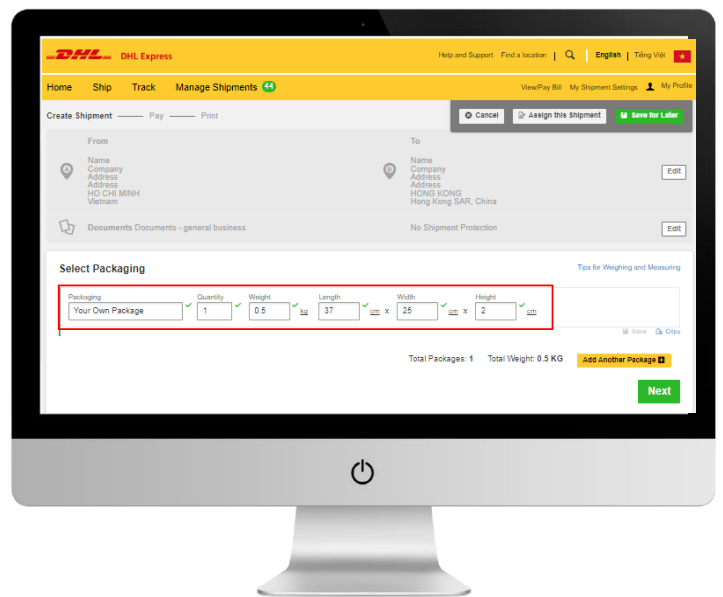
3. Select **'Documents'** and complete the **'Shipment Details'** section. Once complete click **'Next'**.



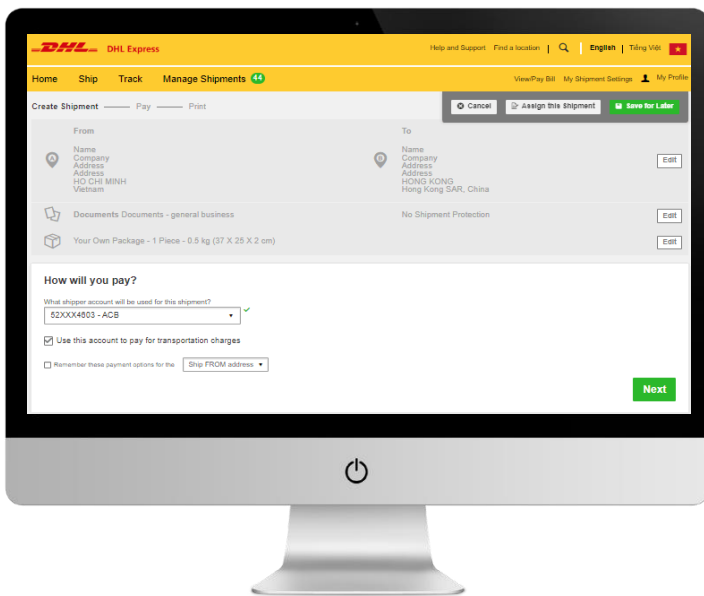
**HELPFUL TIP**

You will always be able to see and amend your previously completed sections, which is displayed in grey at the top.

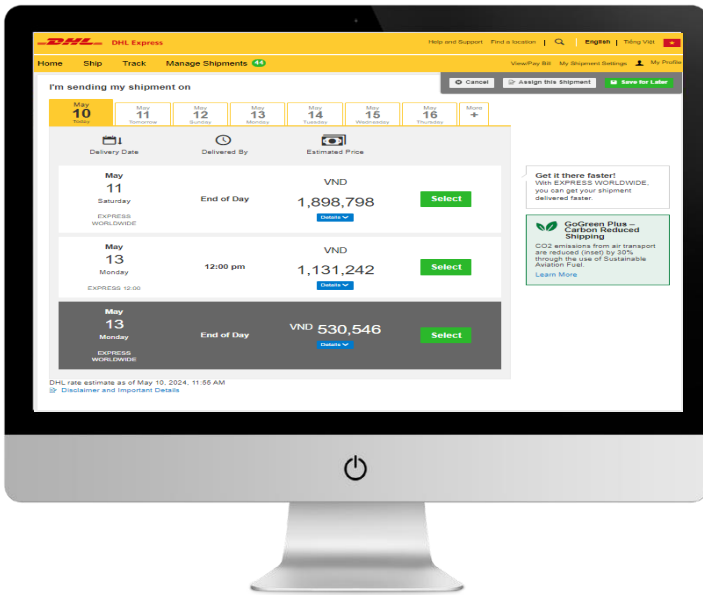
4. Complete the **'Select Packaging'** section ensuring you have selected **'My Own Packaging'** in the red highlighted box. Once complete click **'Next'**.



5. Confirm billing details in **'How you would like to pay?'** section. Once complete click **'Next'**.

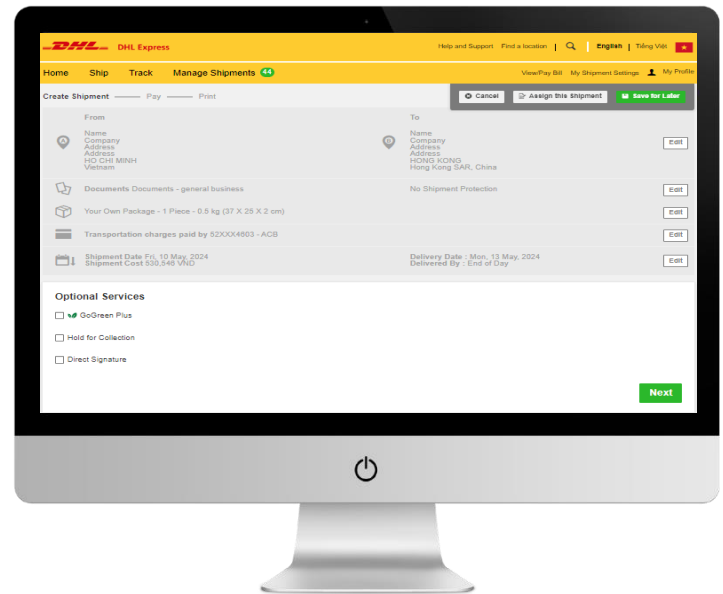




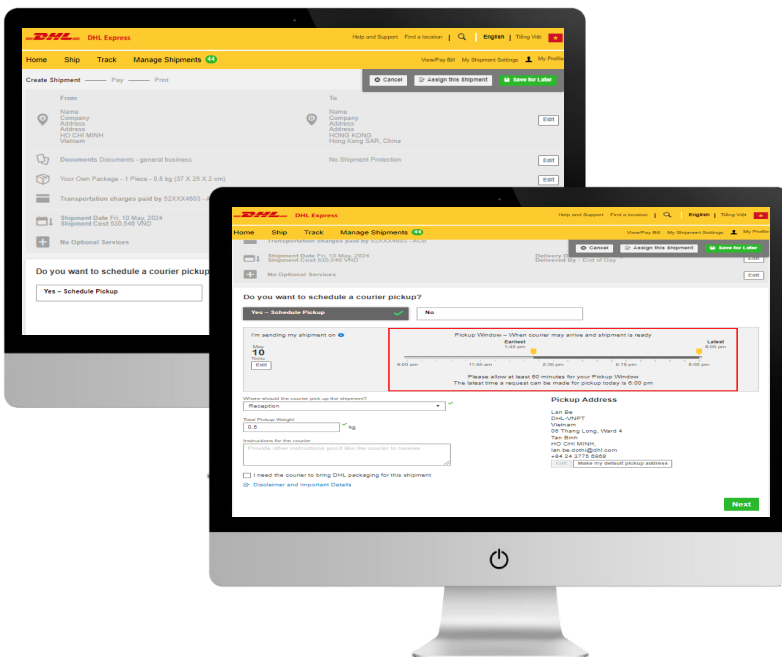


7. You now have the opportunity to select any optional services available on your shipment in the **'Optional Services'** section. Once confirmed click **'Next'**.

6. Select when you would like your shipment to be delivered by clicking the **'Select'** button next to your desired service.

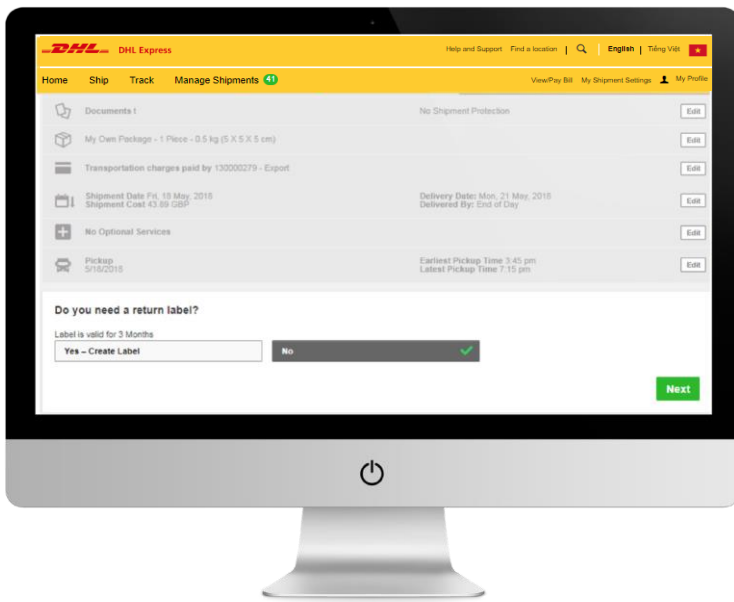


8. If you would like to schedule a pickup, select **'Yes – Schedule Pickup'** (if not, skip to step 9). Use the yellow sliders to specify the time a courier will come for collection, then complete the location of package and weight fields. Once complete click **'Next'**.



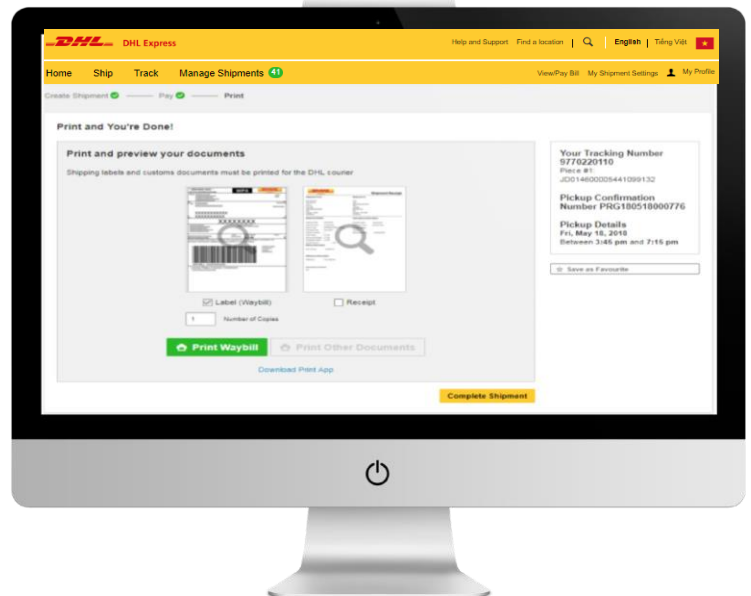
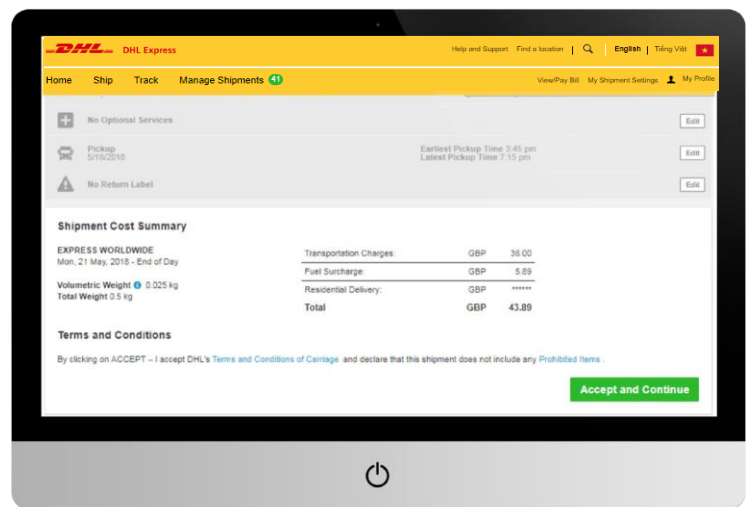
#### **HELPFUL TIP**

The yellow sliders will only allow you to specify a time that a courier is available to attend your location for a collection.



9. If you require a return label select **‘Yes – Create Label’** and follow the on screen instructions. If no select **‘No’** and then click **‘Next’**.

10. You will now see the **‘Shipment Cost Summary’**, if you are happy with the summary click **‘Accept and Continue’**. Your shipment has now been created, click **‘Print Waybill’** and attach to your shipment.



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