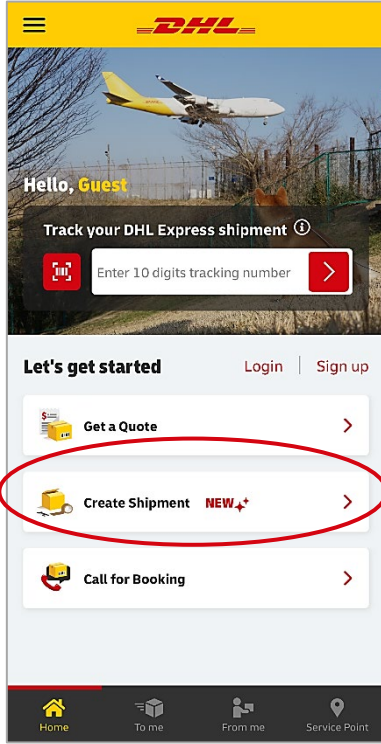


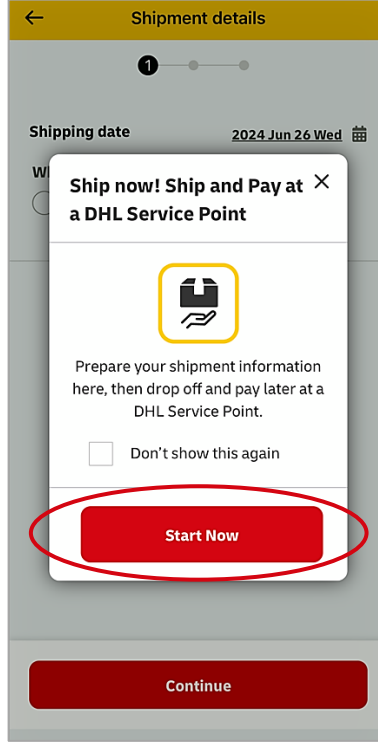
DHL Express Mobile App <User Guide>

Create Shipment – Ship and Pay at a DHL Service Point

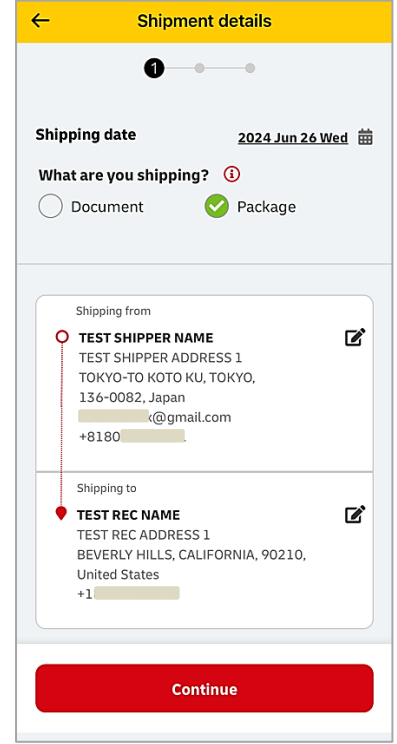
1. Tap **Create Shipment**



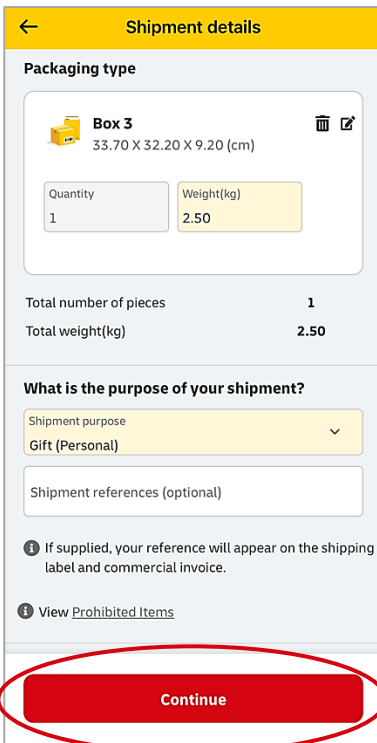
2. Tap **Start Now**



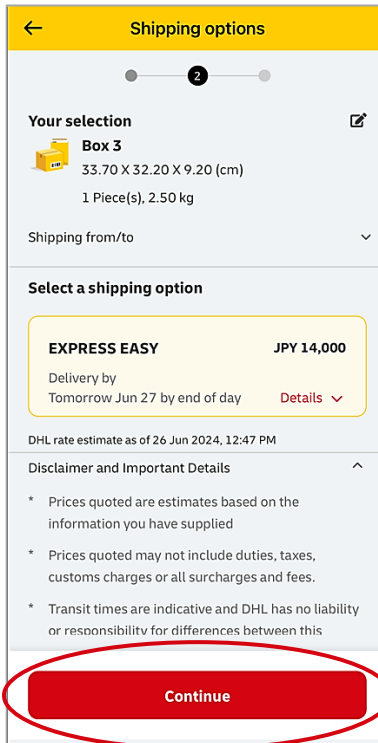
3. Select **Shipping date** and **Shipment type**, enter **Shipper** and **Receiver address**



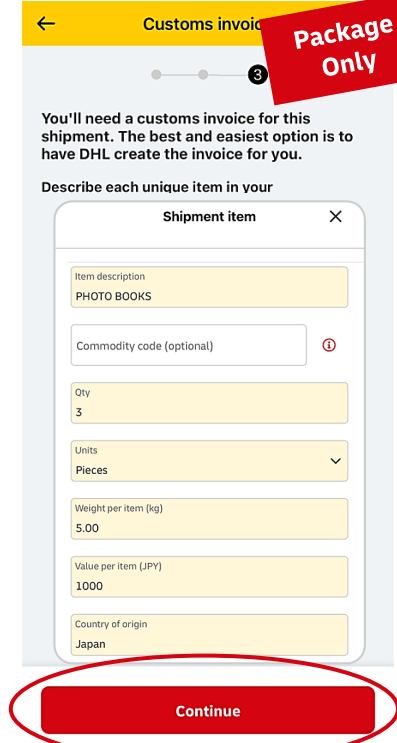
4. Select **Packaging type**, **Shipment purpose** and **Item description**, enter **Declared value**, tap **Continue**



5. Confirm **Estimated cost**, **Disclaimer** and **Important Details**, tap **Continue**



6. Enter **Shipment items** for a **customs invoice**, tap **Continue**
*Max number of items 10



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7. Review all the shipment items, Total weight and invoice value, tap **Continue** *Remarks is optional

Customs invoice

Item 1

Item description	PHOTO BOOKS
Commodity code	
Qty	3
Unit	Pieces
Weight per item (kg)	5.00
Value per item (JPY)	1,000
Country of origin	Japan

Total units: 3
Total weight (kg): 15.00
Total invoice value (JPY): 3,000

Continue

8. Review shipment summary, tap **Continue**

Review shipment

Shipment details

Shipping date: 2024 Jun 26 Wed

Shipping from: TEST SHIPPER NAME, TOKYO-TO KOTO KU, 136-0082, TOKYO, Japan

Shipping to: TEST REC NAME, BEVERLY HILLS, 90210, CALIFORNIA, United States

Package type: Box 3, 33.70 X 32.20 X 9.20 (cm)

Declared value (JPY): 3,000

Continue

9. Review **Estimated cost summary**, tick the box for **acceptance Terms and Conditions**, tap **Confirm Shipment**

Estimated cost summary

EXPRESS EASY

Delivery by Tomorrow Jun 27 Thu by end of day

Item	Estimated cost (JPY)
Transportation Charges	JPY 14,000
Total	JPY 14,000

I understand that the price quoted is an estimate based on the information I have supplied and that the final cost may differ based on the actual shipment characteristics tendered to DHL. By tapping Confirm Shipment, I accept the DHL's Terms and Condition of Carriage and declare that my shipment does not contain any DHL prohibited items.

Confirm Shipment

10. Save **Shipment ref number** and **due date for drop off** *Recommend to take a screenshot

Shipment drop off

Shipment ready for drop off at a DHL Service Point

Shipment ref. number: WKDH 124

Drop off before: 2024 Jul 01 Mon

Home

11. Check Email from DHL Express Mobile

DHL Express Shipment Created

YOUR SHIPMENT IS READY TO DROP OFF

Shipment Drop Off Number: WKDH 24

IMPORTANT: Take your shipment to a nearby DHL Service Point, show your reference number, and pay.

NEAREST SERVICE POINT

YOUR SHIPMENT INFORMATION

Ship To: TEST REC NAME, TEST REC ADDRESS 1, 90210 BEVERLY HILLS CALIFORNIA UNITED STATES OF AMERICA

Shipment Details: Delivery option: EXPRESS EASY, Shipment type: Package, Weight: 2 kg, Declared value: 3000 JPY, Contents: PHOTO BOOKS

12. Bring the **shipment drop off number** and the attached **barcode** to DHL Service Point

DHL Express_WKDH...

Barcode

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Create Shipment – Ship and Pay at a DHL Service Point

💡 Tips

Mandatory fields are highlighted in Yellow and required to enter in **English**.

Address book will be available for registered users.

Shipping from

Name

Business party ⓘ

Company (optional)

Country

Address line 1

Address line 2 (optional)

Address line 3 (optional)

Postal code

City

The correct postal code format in Japan is **999-9999** not 9999999.

Shipper's Email address and **Mobile number** should be valid and able to receive SMS and email from DHL while using the app.

Shipping from

Address line 2 (optional)

Address line 3 (optional)

Postal code

City

Province (optional)

Email address

+81 Mobile number

VAT/TAX ID (optional)

ⓘ Please provide the VAT/Tax ID to ensure correct tax treatment on the charges.

Guest users are requested to enter one time password after entered Shipper's address. The verification code will deliver to **Shipper's mobile number** via SMS.

DHL Hello. Your DHL Express Mobile activation code is 331765.

One time password

Verify it's you

We have sent a 6-digit code to verify to +81*****1231. Please enter the code below.

Code will expire in 04:47

From Messages 331765

1 2 3
4 5 6
7 8 9
0

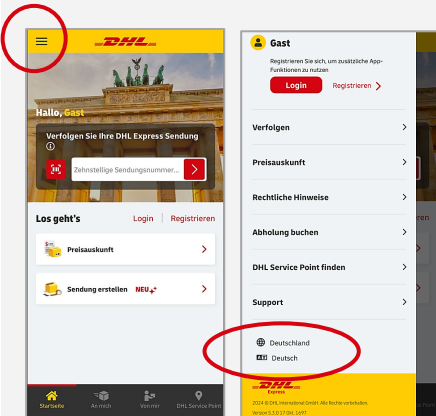
💡 Terms of use

✓ Already installed the app?

Confirm the Country of the app is selected **Japan**.

To change the country and language, tap the hamburger button at the top left corner.

For a registered user in other country, log out, change country to Japan and create a shipment as a guest.



✓ Who can use **Create shipment** feature in Japan?

- All **guest** users who select country **Japan**
- Registered users **signed up in Japan** who have **not** added a DHL account number to the app settings

✓ Available delivery service

Express Easy (Document / Package) only

* **Express Worldwide is not available**

✓ Usage environment

Apple or Android device such as smartphones and tablet computers installed **DHL Express Mobile App**

* **DHL Express Mobile App is not available on PCs.**

✓ How to ship and pay

Drop off at DHL service point and **pay at the counter**

* **Courier pickup service is not available**

* **DHL account number is not acceptable to pay for shipments**