



**DHL's international document delivery now starts with dropping in a mailing post.**

# **User Guide**

**Sending your Document**

**via DHL by using Letter Pack Light**

Version 03\_24



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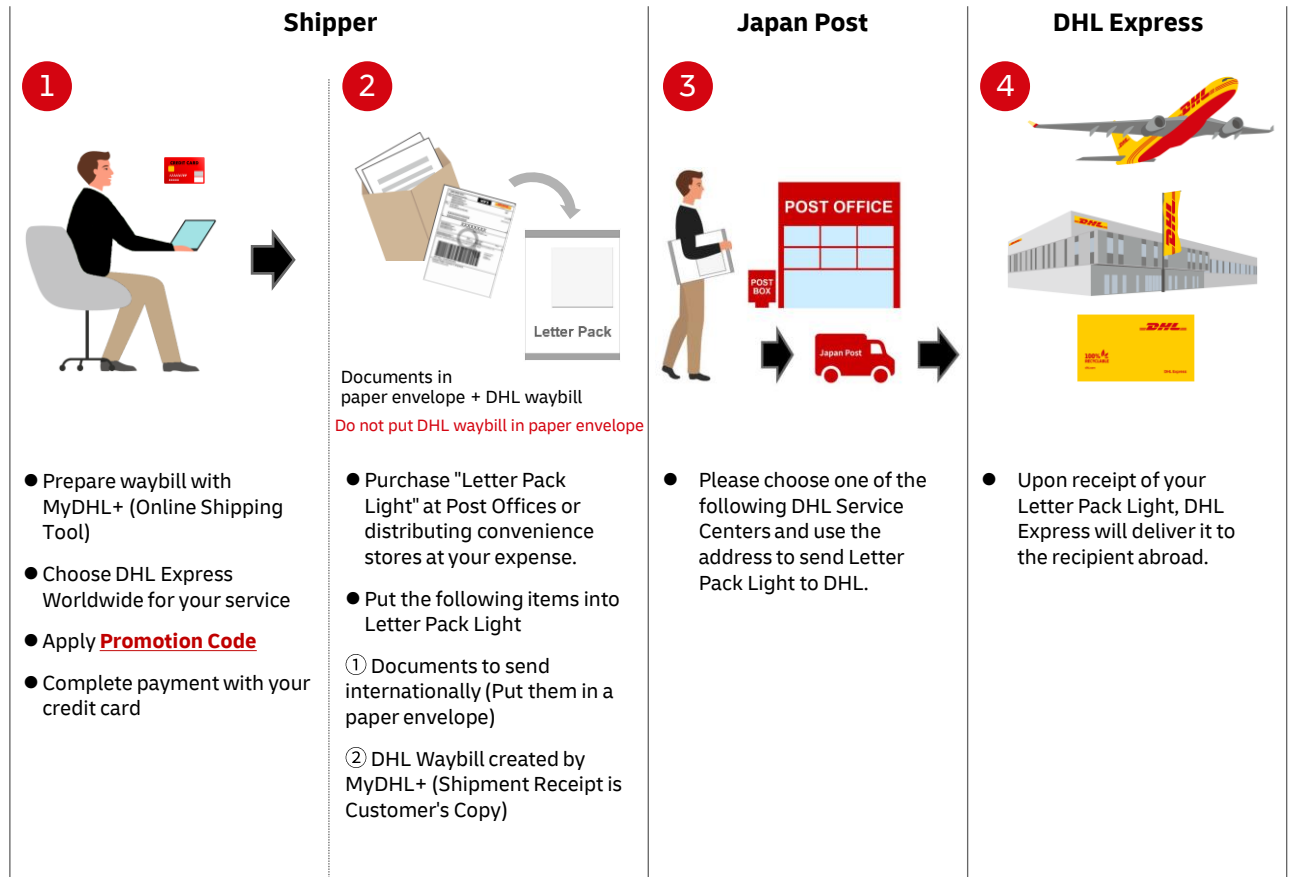
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# 1. Overview

If you make payment in advance with your credit card, you can use DHL Express for your Document delivery just by dropping your envelope at postal offices or mailing boxes. The usage of Japan Post's Letter Pack Light will save your time to wait for DHL's pick-up or to visit DHL locations.

Please read this guide carefully and prepare your shipment.



## Mail Address to Send Letter Pack Light to DHL

### ① Eastern and Northern Japan

DHL Minato Service Center TGW 3F LOPS  
〒136-0082 2-13-10 Shinkiba, Koto-ku, Tokyo

### ② Central Japan (Aichi, Gifu, Mie, Toyama, Ishikawa, Shiga)

DHL Central Japan Int'l Airport SC LOPS  
〒479-0881 Cargo Area, Int'l Airline Bldg 2, 1-2 Centrair, Tokoname-shi, Aichi

### ③ Western Japan

DHL Osaka Central Service Centre LOPS  
〒590-0901 3F Mitsui Fudosan Logistics Park, 1-171 Chikko yawata machi, Sakai-ku, Sakai-shi, Osaka

## 2. MyDHL+ (Online Shipping Tool) & Promotion Codes

### [MyDHL+]

MyDHL+ is a free online shipping tool that allows you to centrally manage all procedures necessary for overseas shipping. You can easily create a waybill by following the guidance. MyDHL+ is highly flexible and can accommodate a variety of shipping needs. MyDHL+ provides visibility into transportation status and provides shipping management and reporting functions.

Website : <https://mydhl.express.dhl/jp/en/home.html#/getQuoteTab>

### [Promotion Code]

Promotion code must be applied when payment is made at MyDHL+. Then you will receive a special discount for your shipment via Letter Pack Plus and the code has an implication that you have chosen "postal mailing to DHL".

<Please [click here](#) for the promotion code>

### 3. Important Instructions

- Only documents are accepted by DHL.
- **You cannot ship memory devices, plastic cards or personal correspondence.**
- Mail-in by Letter Pack Light cannot be used for billed shipment by DHL account holders. Please use pick-up service or drop-off at DHL Service Point.
- DHL will do inspection by opening Letter Pack Light, upon receipt at DHL Service Centers. Letter Pack Light will be sealed with tape and put into DHL's own package for international shipping.
- Once your Letter Pack Light is accepted at DHL, you can track your document in the DHL system like DHL Website.
- You will pay for the postage of Letter Pack Light.
- Please contact Japan Post regarding problems during the transit for Letter Pack Light.
- DHL will weigh every shipment. Additional fee may be charged to your credit card if there is any discrepancy between the charge based DHL's weight check and your settlement made at MyDHL+.
- Please note that delivery timing shown at MyDHL+ does not reflect the domestic transportation for Letter Pack Light.
- DHL reserves the right to accept your shipment. If it is not acceptable for shipping or delivery is not feasible in the destination country, DHL will not accept your shipment. Your shipment will be returned as pay-on-delivery. DHL shipment fee will not be charged to your credit card.
- If your shipment is found unacceptable and if it cannot be returned to you for any reason, DHL will dispose your shipment based on its own rules.

## 4. Final Check Points before Mailing

Please check the following points before you put your documents into Letter Pack Light.

- Did you print out DHL waybill prepared with MyDHL+?
- Did you pay the charges using your credit card at MyDHL+?
- Did you **apply Promotion Code** at MyDHL+?
- Are your documents for international delivery enclosed in a paper envelope?
- Do you have "Shipment Receipt" as your reference at hand?

Please check the following points before you drop your Letter Pack Light.

- Do you have the tracking number (detachable from the envelope) for Letter Pack Light?
- Did you write DHL facility address as the recipient?
- Are you aware that your document will be sent back pay-on-arrival if DHL finds your shipment unacceptable?

After affirming all the check points, please go to Post Office or Mailing box to drop your Letter Pack Light with your document for international delivery as well as DHL waybill

# 5-(1). MyDHL+ Registration 1/2

## 1). MyDHL+ Access <https://mydhl.express.dhl/jp/en/registration.html>

**Register for MyDHL+**

Enjoy the Benefits of MyDHL+

You'll see how shipping online can be fast and easy! Experience time-saving features for creating, managing and monitoring shipments, plus much more – all in one convenient place!

Do you have a DHL Express account number?

Yes

No

No account? No problem! Register and pay by credit card.

Click No

## 2). Scroll down to “Your Details”

**Your Details**

JAPAN

Title: Mr. First Name: TARO Last Name: RETAIL

Company: DHL JAPAN, INC

Phone Type: Office Code: 81 Phone: 03-3522-2777 Extension:

I would like to receive informational emails and promotional offers from DHL

**Would you like to apply for a DHL account?**

If your company ships regularly, having an account offers many benefits – preferential rates, regular billing, shipment monitoring –

I'd like to apply for a DHL account

**Accept Terms**

I accept the DHL Express [Terms and Conditions](#) and [Digital Customer Agreement](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

Follow the instruction and click the image.

Click "Register" when completed.

**Register**

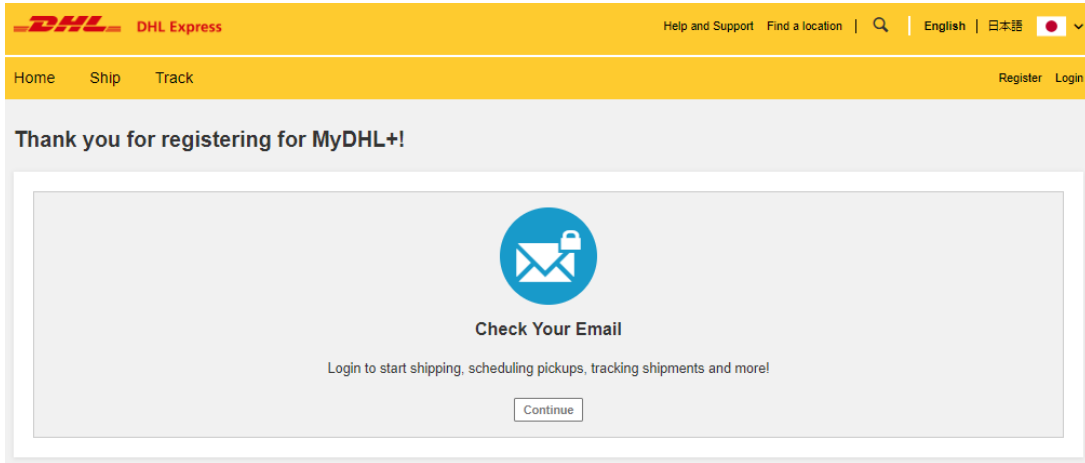
**Tips :**  
**Password** must meet all the conditions.

- ✓ 8+ letters and numbers
- ✓ 1+ lower case
- ✓ 1+ upper case
- ✓ 1+ number
- ✓ 1+ special characters e.g. ! @ # \$ % ?

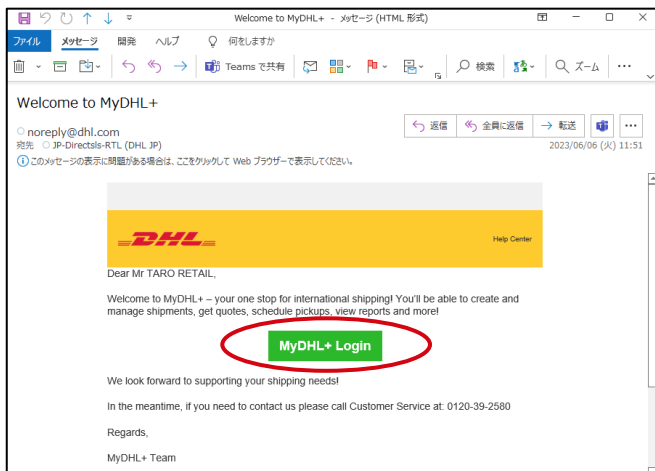
**Tips :**  
 Enter only numbers. Hyphen will be added automatically. Once completed, the error message will disappear.

# 5-(1) . MyDHL+ Registration 2/2

3). Close the window and wait for an email from DHL.

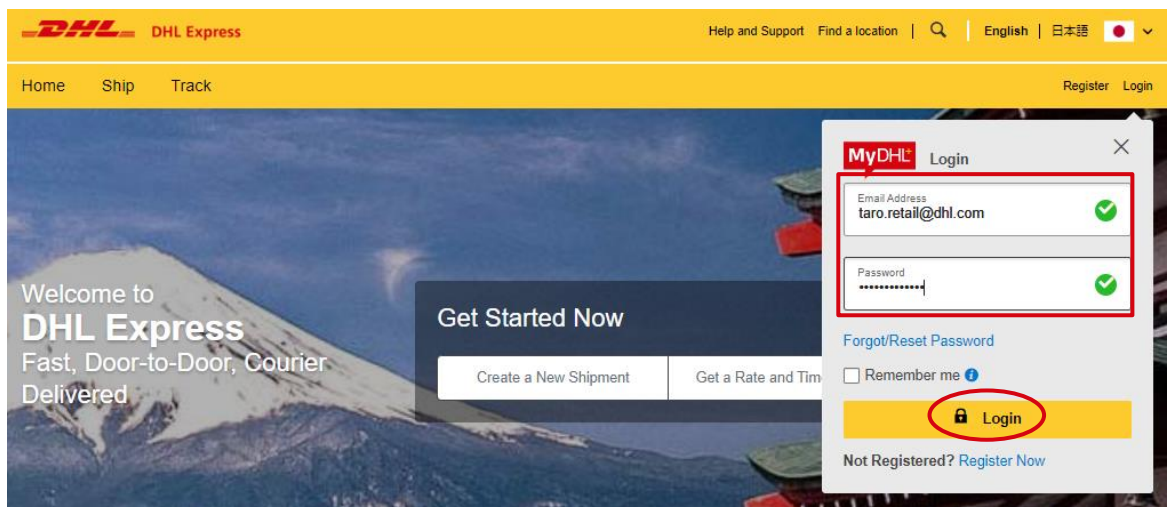


4). You will receive an email Welcome to MyDHL+ from [dhlSender@dhl.com](mailto:dhlSender@dhl.com) and please click the login button.



**Note :**  
 The login button in the email is active only for the initial login.  
 Please use this URL next time.  
<https://mydhl.express.dhl/jp/en/auth/login.html>  
 ※ Please add to your bookmark.

5). The login window will show up. Please enter your email address and password.





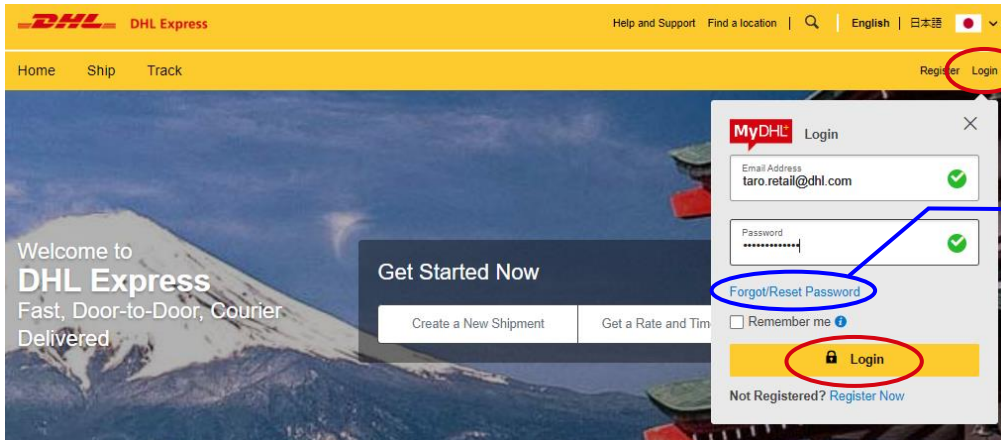
## 5-(2). MyDHL+ LOGIN

1). Access MyDHL+ <https://mydhl.express.dhl/jp/en/auth/login.html>

2). Click “Login” on top right and the login screen will show up.

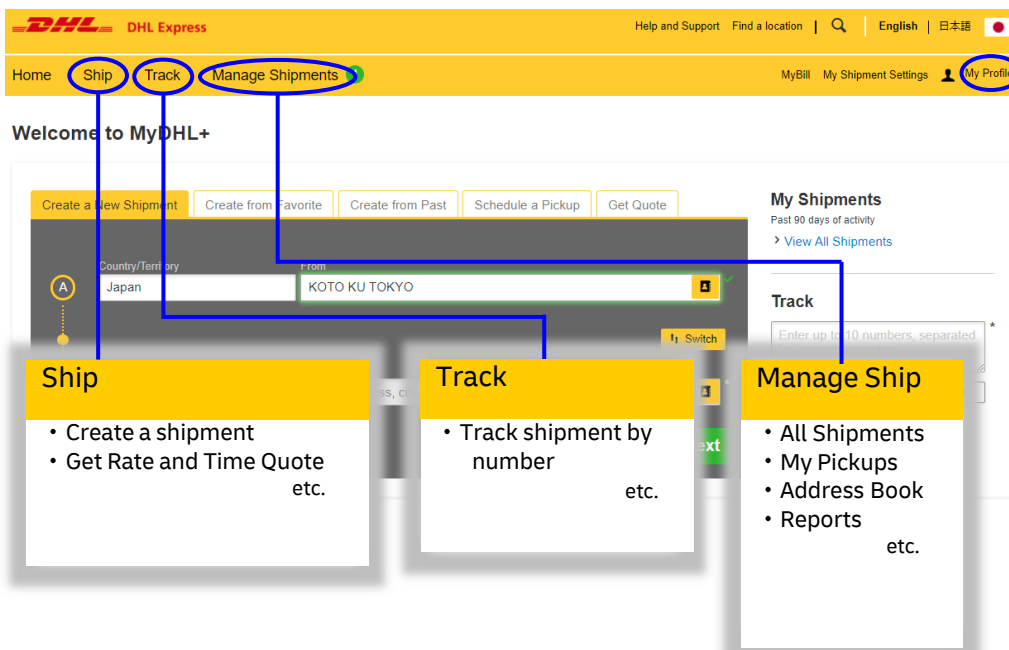
※Please go to the last section to register your email address and password.

3). Enter your email address and password and click the login button.◦



**Tips :**  
Click here if you forget your password.  
Password must be updated every 90 days.  
※ The same password can be registered.

4). There are options to manage on the home page.



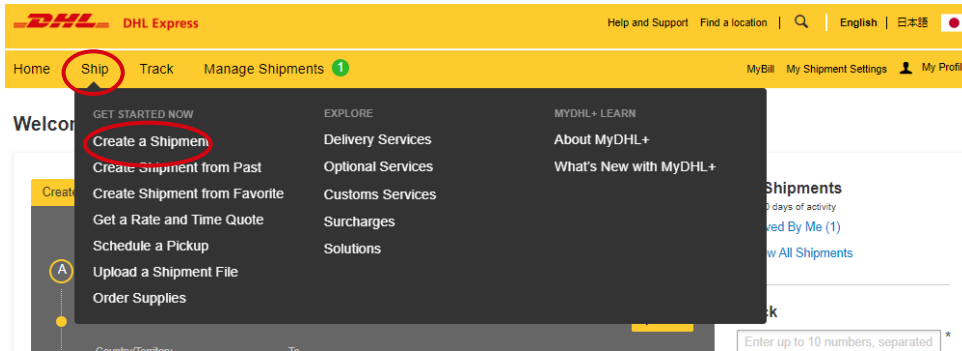
**My Profile**

- Update My Info
- Manage MyDHL+
- Manage Passord

# 5-(3). MyDHL+ Create Shipment

**Important note: Mandatory entry fields are marked with asterisks.**

1). Click [Ship] > [Create a Shipment]



2). Input information of Shipper & Receiver.

3). Complete input and click Next.

The screenshot displays the 'From' and 'To' address input forms. The 'From' form is on the left, and the 'To' form is on the right. Annotations include:

- Address Book:** A yellow box highlights the 'Address Book' icon in the 'To' form, with a note: "Registered addresses can be applied."
- Zip Cod & City:** A blue box highlights the 'Postal Code' and 'City' fields in the 'To' form, with a note: "Enter Zip Code first and city names will show up."
- Tips:** A blue box highlights the 'Business Contact' and 'Residential Address' checkboxes in the 'To' form, with a note: "Uncheck 'Business Contact' and check 'Residential Address', and company name is not necessary."
- Telephone:** A blue box highlights the 'Phone' field in the 'To' form, with a note: "The number of digits and area codes are checked. ✖ Error message will be shown unless any appropriate number is entered."
- Next:** A red box highlights the 'Next' button at the bottom of the 'To' form.
- Save as New Contact:** A blue box highlights the 'Save as New Contact' button in the 'From' form, with a note: "Save as New Contact" for a new receiver address. "Update Contact" for any registered address.

**4). Enter Shipment Details**

**5). Note** Click “Documents” (Do not choose Packages.)

**6). Complete entries and click “Next”.**

**Save for later**  
You can save your input before completion.

**Edit :**  
You can go back to the selected section and make changes.

**Description:**  
Choose an appropriate description from the list.

**Additional:**  
Fill this field if there is any info to indicate on Waybill.

**Reference:**  
No need to fill

**7). Note** Choose “ENVELOPE1” only. Fill out Quantity and Weight.

**8). Complete the entries and click “Next”.**

**Weight: Including package**

**Choose “ENVELOPE1”**

9). **Note** Select Credit Card and click “Next”.

Payment must be made with credit card.

**Debit Card is not accepted**

How will you pay?

How will you pay for transportation charges? \*

Select One

Credit Card

Next

10). Choose Shipping Date.

11). **Note** “End of Day” must be chosen. Click “Select”.

The screenshot shows the DHL Express website interface. At the top, there are navigation links for Home, Ship, Track, and Manage Shipments. Below this, a date selection bar highlights the dates from June 6 to June 11, with June 8 (Thursday) selected. The main content area displays three shipping options for June 12 (Monday):

Delivery Date	Delivered By	Estimated Price	Action
June 12 Monday	9:00	JPY 15,800	Select
June 12 Monday	12:00	JPY 12,154	Select
June 12 Monday	End of Day	JPY 11,399	Select

Each option includes a 'Details' dropdown and a 'Select' button. A callout box on the right says 'Get it there faster! With EXPRESS 9:00, you can get your shipment delivered faster.' At the bottom left, there is a note: 'DHL rate estimate as of Jun 06, 2020, 3:04 PM' and a link to 'Disclaimer and Important Details'.

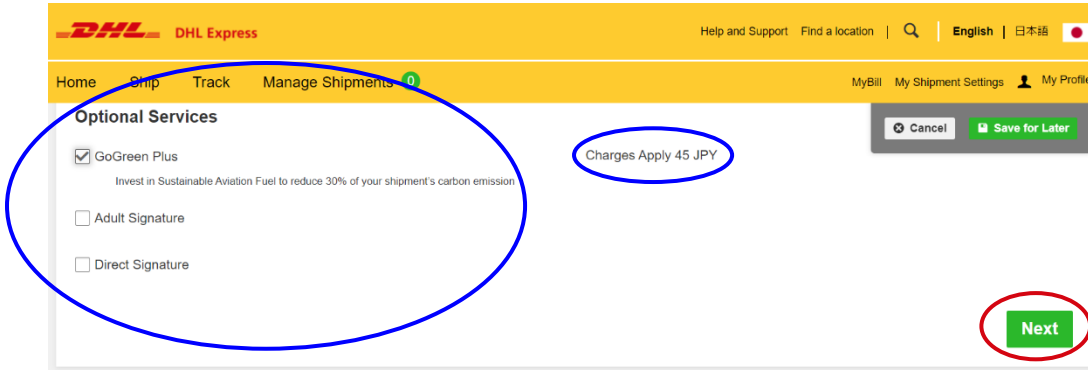
**Details :** Quote breakdown will be shown.

**Please note that this delivery date does not reflect the domestic transport by Letter Pack Light.**

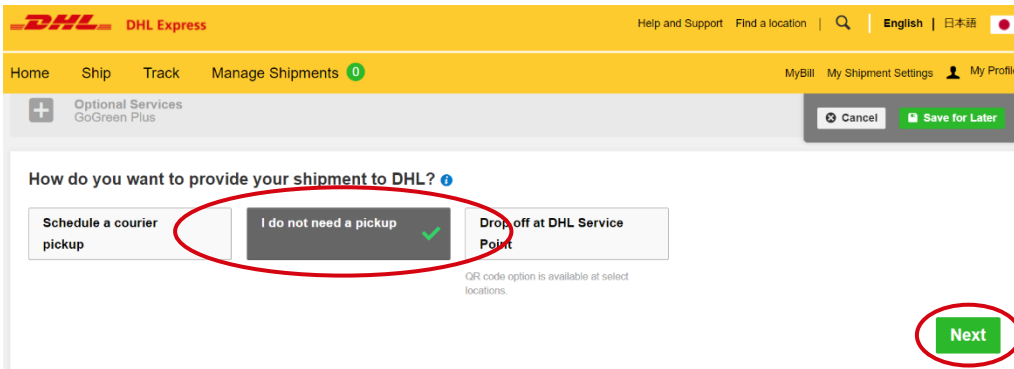
- Quote is based upon the information you have entered.
- Please note additional charges (tax, fees, etc.) may be incurred.
- DHL is not responsible for any discrepancies between the indicated delivery date and estimate price, and the actual result.
- The final delivery date and price will be subject to additional charges, the actual packaging, etc.

12). Choose optional services if necessary. Click “Next”

✳ Information about optional services is [here](#)



13). **Note** Choose “I do not need a pickup” and click “Next”.



14). Select your credit card first. Make sure you have got discount and choose Credit Card.

15). **Note** Check “Promotion Code” and enter the Code, and click “Apply”  
(This is discount from the published tariff.)

The screenshot shows the DHL Express website interface. At the top, there are navigation links for 'Home', 'Ship', and 'Track', along with 'Register' and 'Login'. The main content area is titled 'Shipment Cost Summary' for an 'EXPRESS WORLDWIDE' shipment on 'Mon, 15 Jan, 2024 - End of Day'. It lists 'Volumetric Weight 0.193 kg', 'Total Weight 0.5 kg', and 'Chargeable Weight 0.5 kg'. A table shows 'Transportation Charges' and 'Discounted Rate' for various items: Transportation Charges (JPY 7,090 / 3,545), Fuel Surcharge (JPY 1,984 / 1,000), and Emergency Situation (JPY 60 / 60), with a 'Total' of JPY 9,134 / 4,605. A 'Promotion Code' input field is highlighted with a red box and an 'Apply' button. A blue arrow points from this field to a text box on the right that says 'Check Promotion Code, enter the code and click “Apply”'. Below the input field, another text box shows a promo code 'xxxxxxxx' applied with an XX% discount, with an 'Edit' button.

Check Promotion Code, enter the code and click “Apply”

Please [click here](#) for the promotion code.

The screenshot shows the 'Pay by Credit Card' section. It features radio buttons for 'VISA', 'MasterCard', 'JCB', and 'AMERICAN EXPRESS'. Below the radio buttons is a checkbox for 'Save my credit card details for future shipments'. A yellow warning box contains the following text: 'You are making a payment with DHL International GmbH on behalf of DHL Japan, Inc. 1-37-8, Higashi-Shinagawa Shinagawa-ku, Tokyo 140-0002 Japan. Your credit card will be pre-authorized for 12,500 JPY.' It lists three bullet points: 1) The pre-authorization amount includes a reservation buffer of 20%. 2) DHL will reweigh and re-measure all shipments to ensure we charge the correct amount to your credit card. You will receive a payment receipt email after DHL confirms the weight and dimensions of your shipment. 3) If the final billed amount exceeds the original pre-authorized amount your credit card will then be charged for the additional charge. The original and additional charge will reference the same shipment Waybill number. A note states: 'Note: DHL never stores or retains any personally identifiable information or any financial information such as credit card numbers. DHL only stores an encrypted token ID which can only be decrypted by the payment processor in the PCI-DSS compliant environment.' Below the warning box is a checked checkbox for 'Billing address is the same as the ship FROM address'. At the bottom, there is a 'Terms and Conditions' section with a link to 'Terms and Conditions, Online T&C' and a declaration that the shipment does not include any 'Prohibited Items'. A green 'Accept and Pay' button is highlighted with a red box.

Click “Accept and Pay”

**16). Note** Check both “Label” and “Receipt” and click “Print Selected Documents”

**Tips:** Click the magnifying glass and you can view the image and download the print image.  
 > This image cannot be used as the shipping documents

**Tips:** Print “Receipt” for your reference.

**17). Your shipping documents are completed.**

Now please go back to User Guide and finish mailing by Letter Pack Light.

✳DHL Label

✳Receipt

Shipment From		Shipment To	
HINO HIDEYASU HINO ddd	136-0071 TOKYO-TO KOTO KU TOKYO Japan +81434212482 id4912916@yahoo.co.jp	test test central	CENTRAL Hong Kong SAR, China +85226035548
Shipment Details		International Information	
Waybill Number: 3267703471	Packaging Type: ENVELOPE1	Declared Value:	Non-Dutiable
Number of Pieces: 1	Total Weight: 0.50kg	Duties&taxes acct:	Wednesday, 17 May, 2023
Dimensional: 0.19kg	Chargeable: 0.50kg	Estimated Del date:	dhljp20
Insured Amount:	Terms of Trade:	Promo Code:	
Billing Information		Special Services: KOUKUKUJI NENRYOU WARIMASHI KIN / KINKYUUI JITAI TSUKA KIN	
Payment Type: Online Payment	Billing Account: Online Payment		
Duties&taxes acct: 7,013 JPY	Charge Breakdown:		
Reference Information			
Reference:	Pickup reference nr: CBJ230516024953		
Description of Contents			
Documents - general business			

**Tips:** DHL Waybill Number is here.

## Final Check Points before Mailing

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**Customer Service**

**0120-39-2580**

Monday to Friday 8:00-19:00

Saturday 8:30-14:00

Sunday and National Holiday: Closed

**DHL Japan, Inc.**

1-37-8, Higashi Shinagawa,

Shinagawa-ku, Tokyo, 140-0002, Japan

[dhlexpress.jp](http://dhlexpress.jp)