

MyDHL+

REFERENCE GUIDE:

Shipment Creation

Updated: 31st October 2022



Contents

LOGIN TO MYDHL+.....	1
1.0 CREATING A SHIPMENT.....	1
1.1 ADDRESS DETAILS	2
1.2 SHIPMENT DETAILS	3
2.2.1 SHIPMENT DETAILS - DOCUMENTS.....	3
2.2.2 SHIPMENT DETAILS – PACKAGES	4
1.3 CUSTOMS INVOICE DETAILS.....	8
1.4 PACKAGING TYPE	10
1.5 PAYMENT OPTIONS.....	11
1.6 DELIVERY OPTIONS.....	13
1.7 OPTIONAL SERVICES.....	14
1.8 DIGITAL CUSTOMS INVOICE	15
1.9 SCHEDULING A PICKUP	16
1.10 RETURN LABEL.....	18
1.11 SHIPMENT COST SUMMARY	18
2.0 WAYBILL PRINTING	19
2.1 REPRINT / DOWNLOAD	20
2.2 SEND PAPERWORK (IMPORT SHIPMENTS)	21

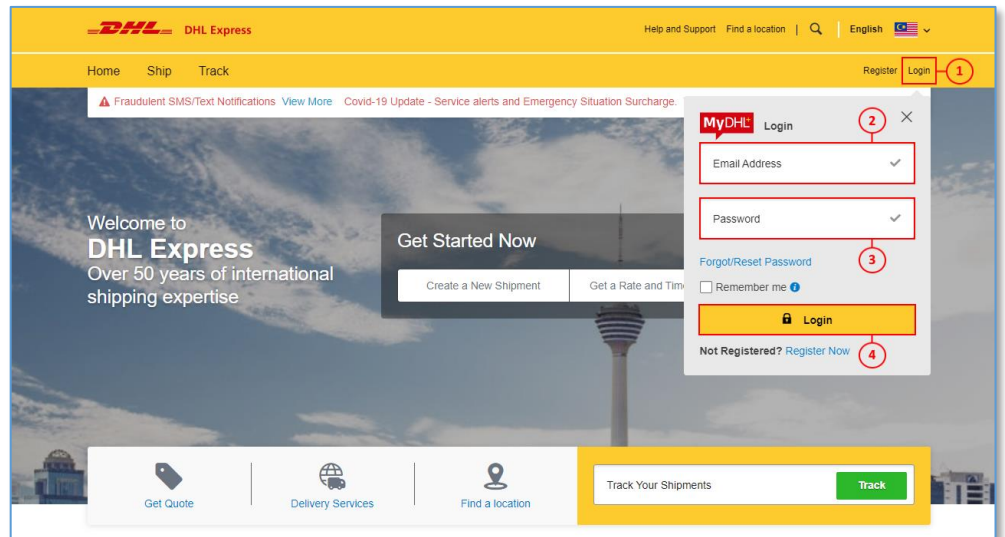
LOGIN TO MYDHL+

- Enter the website at <https://mydhl.express.dhl/my/en/home.html>
- Click Login on the top right
- Enter your registered email address and password
- Click Login to enter

HELPFUL TIP

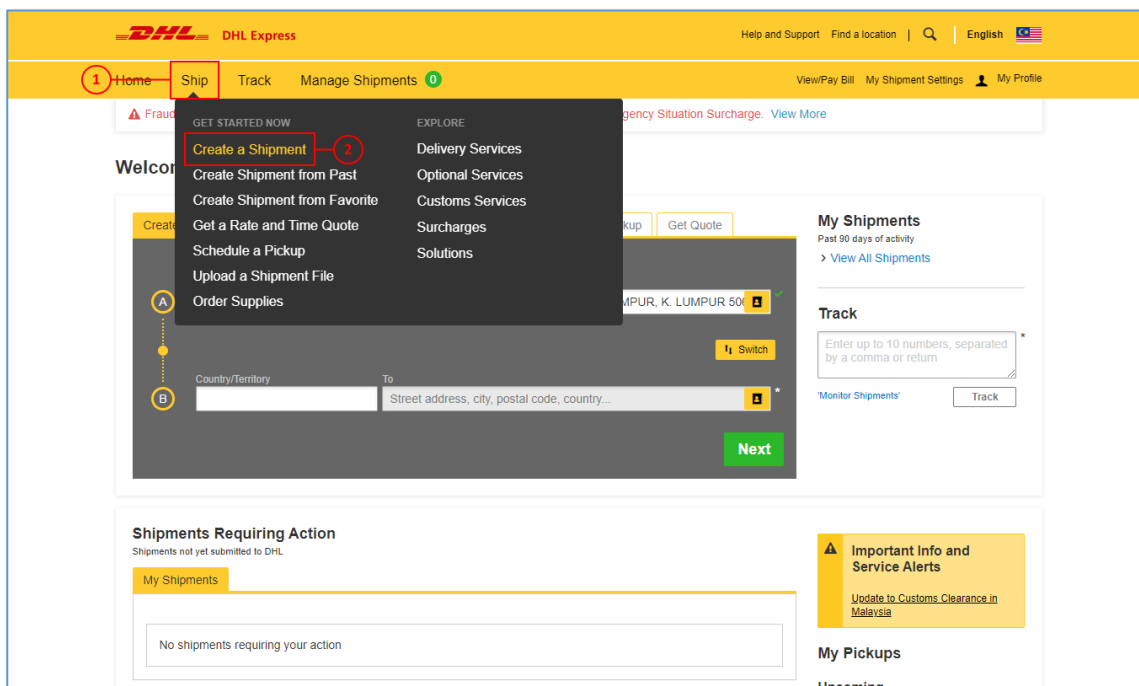
If your login is locked or you've forgotten your password, click on "Forgot/Reset Password" and check your email for the link.

Due to security policy, your login password will expire every 6 months and you're required to update the password.



1.0 CREATING A SHIPMENT

Click on 'Ship' then click on 'Create a Shipment' to begin



1.1 ADDRESS DETAILS

1. Fill in the mandatory columns marked with asterisk (*) symbol.
 - The **'From'** section with your details
 - The **'To'** section with the receiver's details.
2. Once complete click **'Next'**

The screenshot displays the DHL Express 'Create Shipment' interface. At the top, there are navigation links for 'Home', 'Ship', 'Track', and 'Manage Shipments'. The main content area is divided into 'From' and 'To' sections. The 'From' section is pre-filled with shipper information, including name, company, address, and contact details. The 'To' section is currently empty, with red circles 1 through 7 highlighting specific fields: 1 (Address Book icon), 2 (Company field), 3 (Country/Territory field), 4 (Address field), 5 (Postal Code field), 6 (Phone field), and 7 (Next button). A blue arrow points to the 'Switch' button, with text indicating it is used to start creating an import or return shipment. A 'Next' button is highlighted in green at the bottom right.

HELPFUL TIP

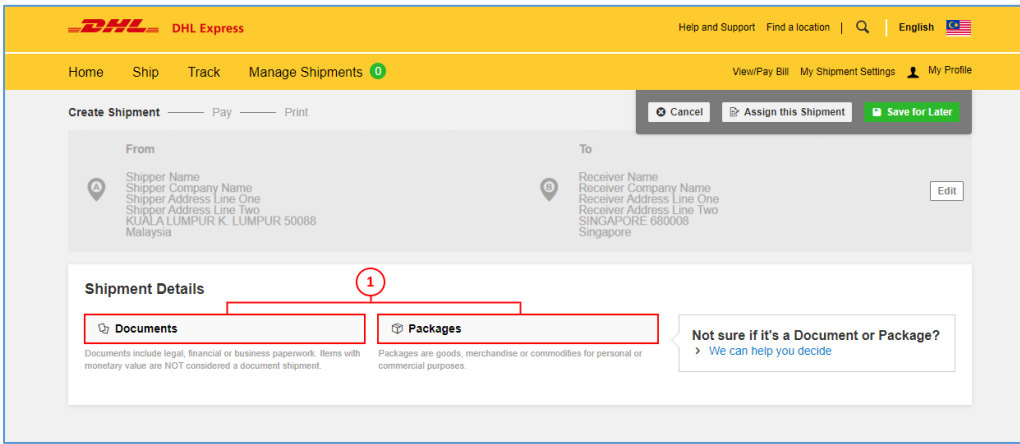
The **'Business Contact'** tick box under the **'Name'** field requires the shipper to indicate if the shipper and/or receiver is a business entity.

You may save the receiver address by clicking on **'Save as New Contact'** and select from the **'Address Book'** for next shipment.

If you have a DHL **import account**, you can create imports from around the world by simply clicking **"Switch"**.

1.2 SHIPMENT DETAILS

Select either 'Documents' or 'Packages' according to your shipment type.

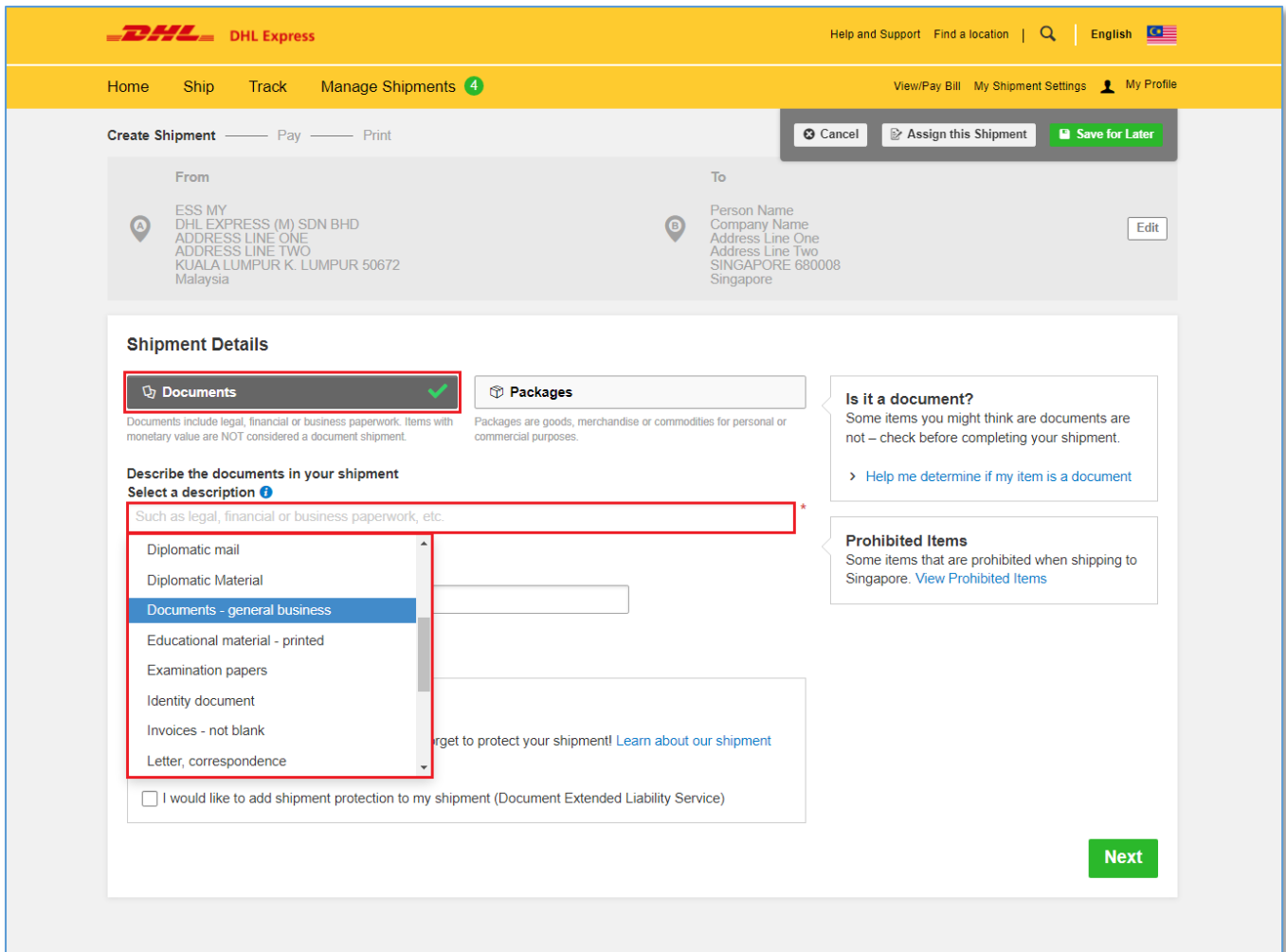


HELPFUL TIP

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.

2.2.1 SHIPMENT DETAILS - DOCUMENTS

Select the document type from the dropdown list available.



You may also opt to protect your document by selecting the 'Extended Liability' insurance service.

- Selection of this is recommended if you are sending valuable documents such as passports, visa applications or regulatory certificates.
- In the event of full or partial loss to a document shipment, a fixed compensation will be paid.
- Charges: MYR 20.00 per shipment

Protect Your Shipment

You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

I would like to add shipment protection to my shipment (Document Extended Liability Service)

In the rare event of physical loss of your documents, DHL will compensate for the cost of recovery with a fixed lump sum of MYR 1800.

2.2.2 SHIPMENT DETAILS – PACKAGES

For package shipment, please indicate the purpose of your shipment.

- For Repair and Return shipments, please indicate the serial number of the item for K2 declaration.

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.

Prohibited Items
Some items that are prohibited when shipping to Brunei. [View Prohibited Items](#)

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

What is the purpose of your shipment? ⓘ

Select One *

- Gift
- Commercial
- Personal, Not for Resale
- Sample
- Return for Repair
- Return after Repair

Next

A. Describe Items

Next, you will be prompted to provide information about the items you are shipping. By entering the **list of items in your shipment**, this will help customs authorities in classifying your shipment accurately and speed up the clearing of your shipment.

Enter your item details as accurately as possible or you may use the 'Create Description' button to help.

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. [View Prohibited Items](#)

What is the purpose of your shipment? ?

Commercial ✔

Tell Us What You're Shipping

Select how you would like to provide your item details

Describe Items ✔

Upload a File

I will provide a customs invoice with items detailed

Describe each unique item in your shipment separately

Avoid shipment delays! Accuracy matters to customs authorities. Add each unique item **One At a Time**. Provide details in **English only**.

I want DHL to estimate duties and taxes based on items in my shipment ?

Actions v

1 Unique Item Description

What is the item? Quick Guide for Describing Items

Create Description 📄

OR

Enter your item description (70 Character Maximum) *

Quantity ✔

Units (How the item is packaged) ✔

Value (Per Item) *
 MYR

Weight (Per Item) ? *
 kg

Where was the item made? ? *

Commodity Code ?
 🔍

Add line item reference

[Add from Product/Item List](#) Copy

Total Units 1

Total Weight: --,-- KG

Total Value: --,-- MYR

[Add Another Item](#) +

HELPFUL TIP

- The value per item can be entered up to 5 decimal places (e.g.: 0.00001)
- To declare in other currencies, click on “MYR” to display the list of currencies available.
- Weight (per item) is up to 2 decimals places (e.g.: 0.01) excluding any packaging materials
- ‘Where was the item made’ section refers to the country where the item was originally made, grown, or produced. If unsure, please follow the origin country of export.

You may indicate additional charges involved in handling your shipment such as handling fee, packaging, insurance, etc. if applicable.

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. This section is **optional**.

Invoice Value
Include any additional charges for this shipment.

Total value for all goods/items only (excluding other charges)	80.00	MYR
--	-------	-----

Select Type

- VAT Charge/Fee/Cost
- Fuel Surcharge
- Reverse Charge
- Handling Charge/Fee/Cost
- Other Charge/Fee/Cost
- Freight/Shipping Charge/Fee/Cost
- Insurance Cost (Fee)
- Export Charge/Fee/Cost

Total Invoice Value
(for customs purposes)
80.00 MYR

Optional: 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.

Commodity Code Search

Description: Cotton Socks

- Socks - Cotton
- Cotton Stockings And Socks
- Cotton socks with Web
- Kids Socks Of Cotton
- Socks made of Cotton
- branded cotton tube socks
- cotton socks for cats
- cotton socks for dogs
- cotton socks for pets
- GG pattern cotton blend socks

What is the item?
Cotton Socks

Quantity: 1 Units: Pieces

Where was the item made? Malaysia

Commodity Code

Total Units 1 Total Weight: 0.05 KG Total Value: 80.00 MYR

B. Upload a File – Multiple Line-Item Details

If you have multiple line-items, you may use the upload feature to provide the details. Sample template of the upload file is available on the right. Acceptable formats are TXT, CSV and XML only.

To ensure a successful upload – follow the guidelines to create and set up your file properly. You can save time by using one of our sample files. Just download the preferred file, edit it with your item details, save and upload it.

The screenshot displays the 'Shipment Details' form. At the top, there are two tabs: 'Documents' and 'Packages'. The 'Packages' tab is selected and has a green checkmark. Below the tabs, there are two columns of information. The left column contains a dropdown menu for 'What is the purpose of your shipment?' set to 'Commercial', and a section titled 'Tell Us What You're Shipping' with a 'Describe Items' button and a checkbox for 'I will provide a customs invoice with items detailed'. The right column contains a 'Prohibited Items' warning and a link to 'Use our enhanced Customs Invoice'. Below the 'Tell Us What You're Shipping' section, there is a 'Upload a File' button with a green checkmark. Underneath this button, there are dropdown menus for 'Select File Format' (set to 'CSV'), 'Field Delimiter' (set to ','), 'Text Delimiter' (set to '"'), and 'Select Character Set' (set to 'UTF-8'). A large dashed box labeled 'Upload File' contains a 'Browse for File' button and text indicating 'File Type Allowed: CSV, TXT, XML' and 'Maximum file size: 5 MB'. At the bottom right of the form, there is a yellow 'Add Another Item' button.

After file has been uploaded, you can view the list of items that was uploaded by clicking on [View Items](#). If you have items that are not in the list, you may click on [Add Another Item](#) to add additional items.

- The item list in the uploaded file cannot be amended, you will need to correct the source file and reupload with the correct data.

For more details, please refer to “MyDHL+ Reference Guide – Invoice Line-Items Upload”.

1.3 CUSTOMS INVOICE DETAILS

You will have an option either to: -

1. Create Invoice

- If you do not have your own invoice – this will be created using DHL invoice template
- Invoice number field is mandatory for export from Malaysia, please enter an invoice number of any format (e.g.: *INV_DDMMYY*)

2. Use My Own Invoice

- Please indicate your invoice number for this shipment

Customs Invoice Details

You can provide additional information to appear on your DHL customs invoice or you can use your own customs invoice. You can also provide any additional customs related documents for this shipment.

Create Invoice Use My Own Invoice

Invoice Details

Invoice Number
You can provide a number that is helpful for you and customs to refer to.

I would like to include an invoice number

My Invoice Number *

Additional Invoice Information (Remarks)



IMPORTANT

Don't show me this again

For customs clearance in Malaysia, please note:

- Commercial customs invoices must contain an invoice number on the invoice.
- The Royal Malaysian Customs Department no longer allows Pro Forma customs invoices. Any shipment (export or import) that has a Pro Forma invoice attached will experience delays in the clearance and delivery.

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

Additional Parties

Are there other parties involved in the shipment?

Yes No

Add Parties

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.

The screenshot shows the 'Add Party' modal form. It contains the following fields and options:

- Name: Text input field with a search icon.
- Relationship: Dropdown menu with options: Import, Payer, Exporter, Broker, Buyer, Seller.
- Company: Text input field.
- Country/Territory: Text input field.
- Residential Address: Residential Address
- Email Address: Text input field with placeholder text: 'DHL will send shipment notifications to this email address'.
- Phone: Phone Type (Office), Code (with a question mark icon), Phone (with an asterisk), and Extension.
- EORI Number: Text input field with placeholder text: 'Enter IOSS in Customs Declaration section'.
- Buttons: 'Add Another', 'Save', and 'Next'.

Shipments to EU & other applicable destinations: 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.

i

- As of July 1 2021, all commercial goods imported to the European Union (EU) will be subject to VAT.
- If the seller of the goods is IOSS registered, the IOSS number must be associated with the shipment.

Tax Payment for this Shipment


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

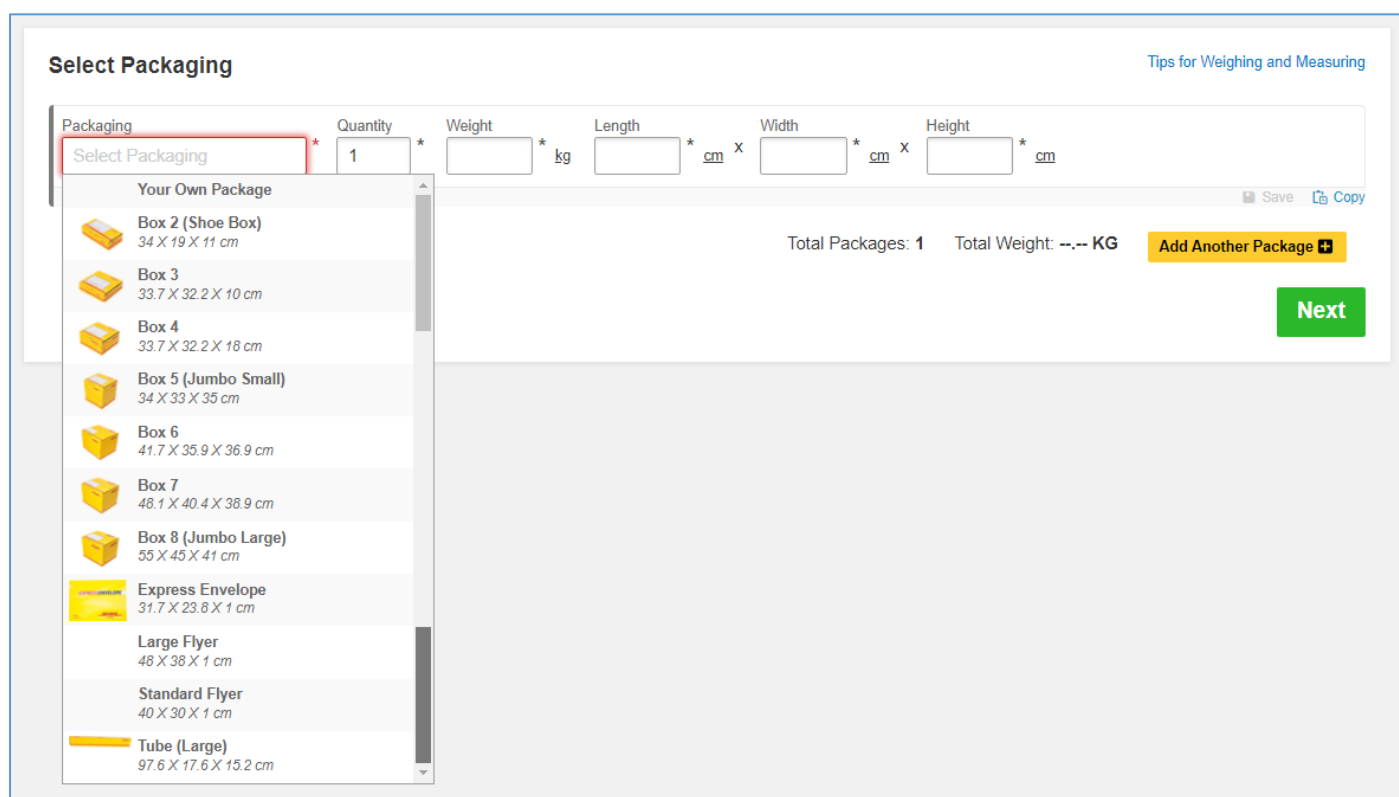
Provide the applicable tax number

Such as: IOSS, VOEIC or LVG

1.4 PACKAGING TYPE

Click on the **'Packaging'** column to see the dropdown list of packaging selections

3. Document:
Common packaging type are either **'Express Envelope'** or **'Standard Flyer'**
4. Packages:
If you're using your own box, select **'Your Own Package'** on the top of the list
5. Fill in the Quantity (per box/packaging) and the Weight of each box
6. If you have more than one package that is of different weight/dimension, click on 



The screenshot shows the 'Select Packaging' form. At the top right, there is a link for 'Tips for Weighing and Measuring'. The form has several input fields: 'Packaging' (a dropdown menu with 'Select Packaging' selected), 'Quantity' (a text box with '1'), 'Weight' (a text box with 'kg'), 'Length' (a text box with 'cm'), 'Width' (a text box with 'cm'), and 'Height' (a text box with 'cm'). Below these fields is a dropdown menu for packaging options, including 'Your Own Package', 'Box 2 (Shoe Box)', 'Box 3', 'Box 4', 'Box 5 (Jumbo Small)', 'Box 6', 'Box 7', 'Box 8 (Jumbo Large)', 'Express Envelope', 'Large Flyer', 'Standard Flyer', and 'Tube (Large)'. To the right of the dropdown menu, there are 'Save' and 'Copy' buttons. Below the form, there is a summary section showing 'Total Packages: 1' and 'Total Weight: --.-- KG', along with an 'Add Another Package' button and a green 'Next' button.

HELPFUL TIP

DHL defined packaging has fixed dimensions and maximum weight limit. If you're sending more than the defined limit, please select 'Your Own Package' in order to proceed.

DHL's Shipment charges are calculated according to the higher of actual or volumetric weight per piece and any piece may be re-weighed and re-measured by DHL to confirm this calculation.

1.5 PAYMENT OPTIONS

By default, your registered DHL account will appear for transportation charges and the duties and taxes will be under 'Receiver will pay'. You can have more than one account registered in the profile.

If you wish to absorb the duties and taxes charges, please select your account or enter the 3rd party account number that will bear the duties and taxes. Duties and taxes charges are determined by the destination customs authorities. There will be an additional service charge of MYR80.00 per shipment for DTP service.

<p>Duties and Taxes Paid</p>	<p>Absorb destination duties and taxes. Show Less ^ DHL Express can arrange for the shipper or a third party to be billed for any duties and taxes payable at destination, rather than the receiver of the shipment being billed.</p> <p>Charges apply whenever the shipper requests that duties, taxes or other regulatory fees be billed outside of the destination country.</p>	<p>Per Shipment</p>	<p>MYR 80</p>
-------------------------------------	--	---------------------	---------------

How will you pay?

What shipper account will be used for this shipment?
Your DHL Account ✓

How will duties and taxes be paid?
Receiver will pay ✓

Use this account to pay for transportation charges

Remember these payment options for the Ship FROM address ▼

Additional customs details are needed for this shipment
 In order to complete this shipment you are required to provide the following details for customs.

Select customs terms of trade [View Definitions](#)
DAP - Delivered at Place ✓

Next

HELPFUL TIP

Typical errors of the account include: -

The Usage of this Account Requires Approval	Account Restricted
<p>Please check with the eSecure admin/account owner for the approval. Please refresh the page after obtaining the approval notification through email from eSecure for it to be updated.</p>	<p>The account you're using is either under stopped credit status or is inactive, please check with your DHL account manager to reactivate the account.</p>
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>How will you pay?</p> <p>How will you pay for transportation charges? DHL Account Number *</p> <p style="font-size: small; color: red;">The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>How will you pay?</p> <p>What shipper account will be used for this shipment? DHL Account Number *</p> <p style="font-size: small; color: red;">Account restricted</p> <p><input checked="" type="checkbox"/> Use this account to pay for transportation charges</p> </div>

For transportation charges paid by receiver or 3rd party, please un-tick the checkbox and select **'Alternate DHL Account Number'** to enter the payer DHL account number. The shipper account will be your registered DHL account number.

How will you pay?

What shipper account will be used for this shipment?
Your DHL Account ✓

How will duties and taxes be paid?
Receiver will pay ✓

Use this account to pay for transportation charges
Untick this to charge to alternate DHL account

How will you pay for transportation charges?
Alternate DHL Account Number ✓

Account Number *

Remember these payment options for the Ship FROM address ▾

Additional customs details are needed for this shipment
In order to complete this shipment you are required to provide the following details for customs.

Select customs terms of trade [View Definitions](#) ✓
DAP - Delivered at Place ▾ ✓

Next

HELPFUL TIP

The **Customs Terms of Trade** or more commonly known as **Incoterms** are a set of rules that define the responsibilities of sellers and buyers for the delivery of goods under sales contracts for domestic and international trade.

You can click on **'View Definitions'** or click [HERE](#) for more information on the list of selections.

Additional customs details are needed for this shipment
In order to complete this shipment you are required to provide the following details for customs.

Select customs terms of trade [View Definitions](#) ✓
DAP - Delivered at Place ▾ ✓

This does not determine the duties and taxes billing.
For duties and taxes billing option, please refer to the previous page.

1.6 DELIVERY OPTIONS

Select your shipment date (in yellow) and the estimated delivery dates will be shown below. Estimated delivery date and time is subjected to customs clearance for parcel shipments.

The product selection varies depending on the destination and limits that you have entered. Normal delivery option is under **'Express Worldwide'**. Time definite service will be incurred a premium when selected.

Price shown is an estimate based on destination, the higher net weight or volumetric weight, the declared value entered, and services opted in the Shipment Details section above.

- Click on **'Details'** at the bottom of the price to show breakdown charges.

If you have selected for the transportation charges under an alternate account, there will be no price displayed.

- Click **'Select'** to proceed to the next page.

I'm sending my shipment on

October 31 Today

November 1 Tomorrow

November 2 Wednesday

November 3 Thursday

November 4 Friday

November 5 Saturday

November 6 Sunday

More +

	Delivery Date	Delivered By	Estimated Price	
November 1 Tuesday	10:30 am	MYR <input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/> EXPRESS 10:30				
November 1 Tuesday	12:00 pm	MYR <input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/> EXPRESS 12:00				
November 1 Tuesday	End of Day	MYR <input type="text"/>	<input type="button" value="Select"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/> EXPRESS WORLDWIDE				

<input type="radio"/> Book Shipment By October 31, 4:15 pm Latest Courier Pickup 4:30 pm	Transportation Charges MYR <input type="text"/>
<input checked="" type="checkbox"/> Door-to-Door Service	Duties and Taxes Paid MYR <input type="text"/>
<input checked="" type="checkbox"/> GoGreen Climate Neutral Available Learn More	Fuel Surcharge MYR <input type="text"/>
	Shipment Protection MYR <input type="text"/>
	Emergency Situation MYR <input type="text"/>
	Total (VAT included if applicable) MYR <input type="text"/>

DHL rate estimate as of Oct 31, 2022, 9:21 AM
[Disclaimer and Important Details](#)

HELPFUL TIP

If you encounter an error stating **'No delivery options available'** it means that either: -


- a) The origin postcode/city is not offering pickup service
- b) The destination location is not serviceable
- c) The shipment weight has exceeded the maximum limit allowed

1.7 OPTIONAL SERVICES

DHL offers a wide range of Optional Services. In this way, we give you the flexibility to choose the service that best fits your needs when using our express delivery services worldwide.

- Please note that the Optional Services selections varies depending on the destination.
- Additional charges may apply.
- Refer to DHL website for the latest update on the service charges:
<https://mydhl.express.dhl/my/en/ship/optional-services.html>

Optional Services

<input type="checkbox"/>  GoGreen Climate Neutral Offset the carbon emissions for my shipment.	Charges Apply	MYR
<input type="checkbox"/> Hold for Collection Hold my shipment at the DHL delivery facility at the destination for consignee collection. DHL will notify the receiver when the shipment is ready to be collected.	Charges Apply	MYR
<input type="checkbox"/> Neutral Delivery Keep the declared value of my shipment confidential. Do not reveal to the receiver.	Charges Apply	MYR
<input type="checkbox"/> Direct Signature DHL will obtain signature from the receiver or a representative at the delivery address. In case no one is at the delivery address, DHL will reattempt delivery. Direct Signature service makes sure your shipments can't be re-routed, dropped in a post box or left with the neighbor.	Charges Apply	MYR

Next

1.8 DIGITAL CUSTOMS INVOICE

This service is only applicable for international parcel shipments. It is also known as Paperless Trade (PLT). With this service, you would no longer require to print the custom paperwork and attached to the physical shipment.

Click on **‘Browse for File’** to upload the paperwork (eg: invoice, packing list). Maximum file size is 5MB. Uploaded image clarity depends on scanned file. If you have selected to Create Invoice in the earlier section, you would only see one Browse button.

Digital Customs Invoices is available for many origin and destination countries and the list of participating countries is continuing to grow. If Digital Customs Invoices is not available to the destination country, it will not offer it for selection.

Upload Your Customs Documents

You can upload and submit your customs invoice or any other customs documents as image files and submit them to us electronically.

If you do not upload document images, remember to print and provide your documents with your shipment.

Would you like to upload image files?

Yes

Upload an image of your customs invoice. Ensure your invoice is signed before uploading.

Upload Invoice Document

[Browse for File](#)

File Type Allowed: JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF
Maximum file size: 5 MB

Upload Other Customs Documents (Optional)

Upload Other Customs Documents

[Browse for File](#)

File Type Allowed: JPG, JPE, JPEG, GIF, PNG, TIFF, TIF, or PDF
Maximum file size: 5 MB

Limit of 5 MB for all files uploaded per shipment 0 Bytes of 5 MB

[Next](#)

HELPFUL TIP

If you have more than one file to be uploaded, please tick on “Upload Other Customs Documents (Optional)” checkbox. You may select multiple files to be uploaded at a time.

Limit of 5 MB for all files uploaded per shipment.

[Digital Customs Invoice Terms and Conditions](#)

1.9 SCHEDULING A PICKUP

You have an option to either to drop off the shipment at the nearest DHL Express Service Points or you can choose to have a courier to come and pickup your shipment.

Please do note that DHL might not be able to attend to the preferred pickup time specifically as courier will be moving around on his planned route in his coverage area.

A. Export Pickup – from/within Malaysia

- Click **'Yes – Schedule Pickup'**
 - Click **'No'** if you have already a pickup scheduled
 - Click **'Drop off at DHL Service Point'** if you will be dropping off your shipments.
- Check the pickup date and time slider.
 - The latest time available is the booking cut-off time for your area.
- Check your Pickup Address
 - If it is in a different location, please click **'Edit'** below the address to amend
 - Click **'Save'** below the address once confirmed.
 - Pickup Address will not be printed on the waybill copy
- Select the location of the pickup and enter a pickup instruction for courier (if any).
- Click **'Next'** once confirmed

Do you want to schedule a courier pickup?

QR code option is available at select locations.

I'm sending my shipment on **October 31 Today**

Pickup Window – When courier may arrive and shipment is ready

Earliest 10:00 am **Latest** 4:30 pm

9:30 am 11:15 am 1:00 pm 2:45 pm 4:30 pm

Please allow at least 15 minutes for your Pickup Window
The latest time a request can be made for pickup today is 4:15 pm

Where should the courier pick up the shipment?

Total Pickup Weight
 kg

Instructions for the courier

[Disclaimer and Important Details](#)

Pickup Address

ESS MY
DHL EXPRESS (M) SDN BHD
ADDRESS LINE ONE
ADDRESS LINE TWO
KUALA LUMPUR, K. LUMPUR, 50672
essmy@dhl.com
+60 3-2241 8111

B. Import Pickup – from other countries/territories

- Click on **'I will propose pickup date and time'** if you'll be arranging the pickup on behalf of the shipper.
 - Please send the pickup confirmation email to the shipper by clicking on **'Send Documents'** after shipment completion – refer to [Page 22](#) for more details

HELPFUL TIP

Remote Booking (import pickup) commitment is to schedule a collection within **24 to 48 business hours for AP region** & within **48 to 72 business hours for US and EU regions** with the exception of delays due to shipment unavailability or any inability to make direct contact with the shipper.

- You may opt for shipper to arrange pickup if shipment is not ready yet.
- Default pickup address is the same as shipper address.
 - If pickup is from a different location, click on **'Edit'** at the bottom and click **'Save'** once amended.
- Click **'Next'** once confirmed.

Do you want to schedule a courier pickup?

DHL will email shipper to confirm date, time and readiness

Important

- DHL will email shipper to confirm date, time and readiness
- Shipper can reschedule or cancel a pickup if there is a conflict with your requested date and time
- Please ensure your shipper will have the shipment and all the paperwork ready at pickup

I'm sending my shipment on **October 31 Today**

Pickup Window – When courier may arrive and shipment is ready

Earliest 10:00 am Latest 4:30 pm

9:30 am 12:15 pm 3:15 pm 6:00 pm 9:00 pm

Please allow at least 120 minutes for your Pickup Window
The latest time a request can be made for pickup today is 7:00 pm

Where should the courier pick up the shipment?

Reception

Instructions for the courier

Pickup Address

Person Name
Company Name
Address Line One
Address Line Two
SINGAPORE, 680008
originshipper@email.com
+65 6234 5678

1.10 RETURN LABEL

- This is typically meant for return delivery shipment (2-way).
- If you're only sending a 1-way shipment, please click '**No**' to proceed.

Do you need a return label?

Label is valid for 3 Months

1.11 SHIPMENT COST SUMMARY

- Shipment cost summary is the **estimated total breakdown charges** for your shipment.
 - Amount will only be shown for transportation charged to shipper account
- If you need to amend any details, click '**Edit**' on the fields above.
- Once details are confirmed, click '**Accept and Continue**' to proceed.
 - If you need to amend any details after confirmation, please create a new waybill.

Shipment Cost Summary

EXPRESS WORLDWIDE
Tue, 1 Nov, 2022 - End of Day

Transportation Charges	MYR
Fuel Surcharge	MYR
Emergency Situation	MYR
Total	MYR

Volumetric Weight 2.17 kg
Total Weight 2 kg
Chargeable Weight 2.5 kg

Terms and Conditions

By clicking on **Accept and Continue** I am agreeing to [Terms and Conditions](#), and declare that this shipment does not include any [Prohibited Items](#).

- If you have opted for Digital Customs Invoice service, please click '**Submit**' for the files to be uploaded.

Digital Customs Invoice is Complete

Do you want to electronically submit the following documentation to customs now?

2.0 WAYBILL PRINTING

The shipper is required to print the shipping label (waybill) as it contains all the information DHL needs to know to keep your package moving through the network to its ultimate destination. Along with a shipping label (waybill), shipments may also need other documents such as a customs invoice or destination specific documents to accompany the shipment.

- Select the paperwork that you want to print and click **'Print Selected Documents'**
- **Documents:**
 - You will only need to print out one set of the Transport Label that contains 3 barcodes
- **Packages:**
 - You will need to print out one set of the Transport Label that contains 3 barcodes
 - If you have opted for digital customs invoice, the documentation has been uploaded to DHL's server and do not need to be printed.
 - If digital customs invoice wasn't selected or unavailable, please print out the Waybill Doc that contains 1 barcode and 2 copies of invoice to pass to the courier during pickup.

Print and You're Done!

Print and preview your documents

Shipping labels and customs documents must be printed for the DHL courier

Label (Waybill) Receipt

Print Selected Documents → Click the GREEN button to print and manifest the shipment

Your Tracking Number
[Redacted]

Piece # 1:
JD [Redacted]

Pickup Confirmation Number CBJ221031 [Redacted]

Pickup Details
Mon, Oct 31, 2022
Between 4:15 pm and 4:30 pm

☆ Save as Favorite

HELPFUL TIP

DO NOT print from the image as it is only a preview.

Preview image will contain the wording of “DO NOT PRINT – SAMPLE ONLY” and is not valid for shipping.

2.1 REPRINT / DOWNLOAD

- After waybill is printed, shipment data will be manifested.
- You will see the Shipment Confirmation page below.
- If you need to reprint or download, click on the options on the bottom left.
- Shipment is completed once the paperwork is printed. You may either logout or create another shipment if any.

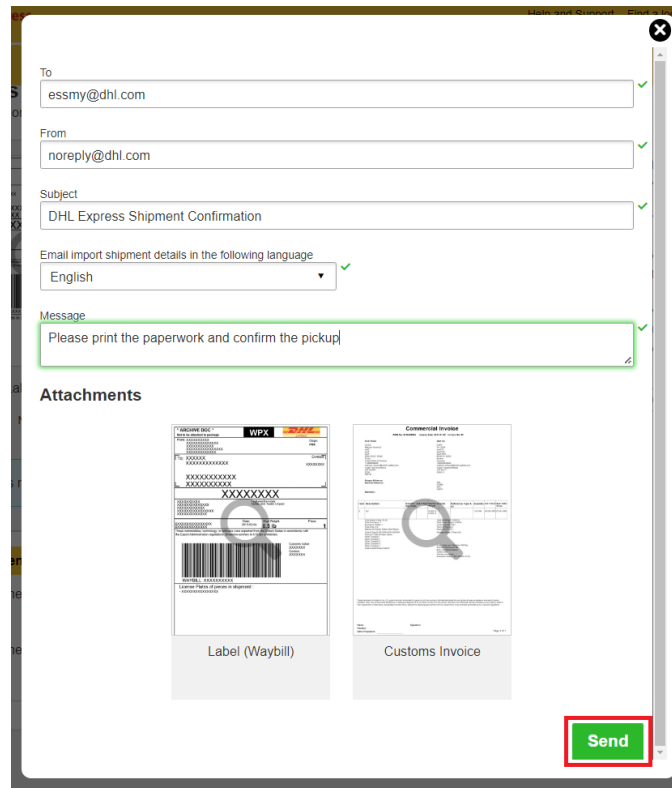
The screenshot displays the DHL Express 'Shipment Confirmation' page. At the top, there is a navigation bar with the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and a Malaysian flag. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments', along with 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The main content area features a progress bar with 'Create Shipment', 'Pay', and 'Print' steps, all marked as complete. A green checkmark and the title 'Shipment Confirmation' are prominently displayed. A blue information box states: 'Your shipment has been successfully created and your customs invoice has been transmitted digitally to customs. [View Digital Customs Invoice](#)'. An 'Important' section lists instructions: 'Ensure your packages are packed and labeled correctly to avoid damage or delays. [Follow DHL's Packaging Advice](#). If this is your last shipment of the day, remember to print your end-of-day courier report.' There are two sections for user preferences: 'Want Status Notifications?' with a 'Get and Send Notifications' button, and 'Want to Share?' with a 'Share' button and checkboxes for 'Tracking Number', 'Label (Waybill)', 'Pickup Confirmation Number', 'Shipment Receipt', 'Shipment Details', and 'Customs Invoice'. On the right side, a box contains 'Your Tracking Number', 'Pickup Confirmation Number CBJ221031', and 'Pickup Details' for 'Mon, Oct 31, 2022' between '4:15 pm and 4:30 pm'. Below this are buttons for 'Save as Favorite', 'Reprint Documents', and 'Download Documents', with the latter two highlighted by a red box. At the bottom right, there are buttons for 'Create Return Label' and 'Create Another Shipment'. A 'Save Shipment Defaults' section at the bottom left offers checkboxes for 'EXPRESS WORLDWIDE' and 'PACKAGE', with 'Save' and 'Edit' buttons.

2.2 SEND PAPERWORK (IMPORT SHIPMENTS)

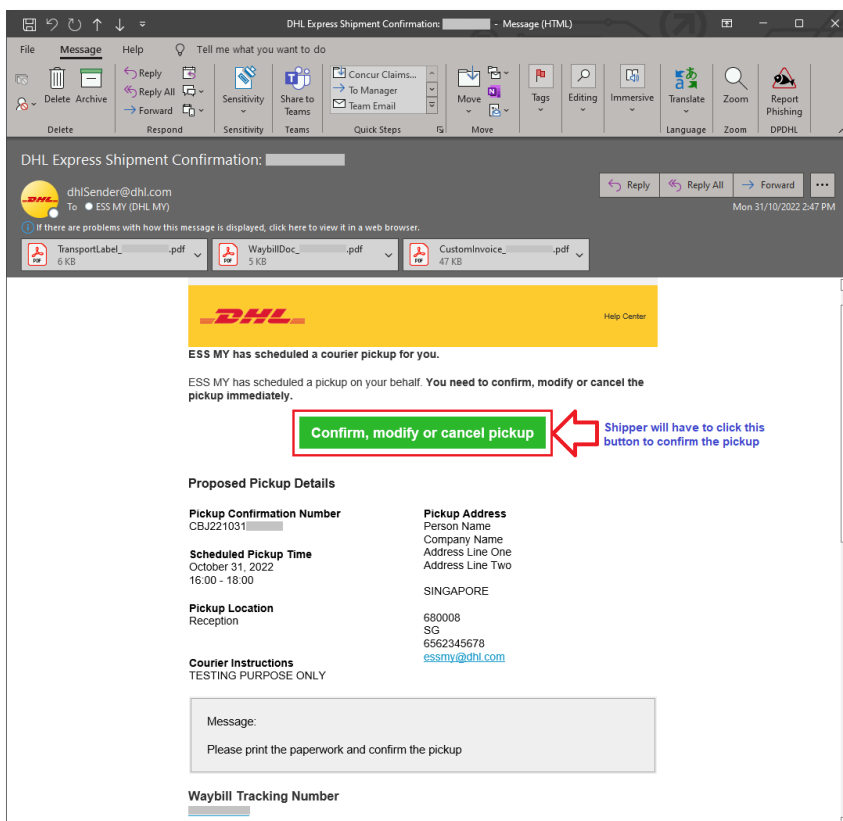
- Click on **'Send Documents'** to send the paperwork and pickup confirmation to your shipper.
- The air waybill and customs invoice (if any) have to be printed for collection.

The screenshot displays the DHL Express 'Send Documents to Shipper' interface. At the top, there is a navigation bar with 'Home', 'Ship', 'Track', and 'Manage Shipments'. Below this, a progress bar shows 'Create Shipment' (checked), 'Pay' (checked), and 'Print'. The main heading is 'Send Documents to Shipper' with the instruction 'Email your documents now or download and email them later.' Three document thumbnails are shown: 'Label (Waybill)', 'Commercial Invoice', and 'Shipment Receipt'. Below each thumbnail are checkboxes and input fields for the number of copies. The 'Label (Waybill)' checkbox is checked with 1 copy, 'Commercial Invoice' is checked with 2 copies, and 'Receipt' is unchecked. A blue information box states: 'Your shipment is not completed until you have sent your documents to the shipper'. At the bottom, there are two options: 'Download Documents' (I will download my documents and email them later) and 'Send Documents' (I will use MyDHL+ to email my documents now). The 'Send Documents' button is highlighted with a red box and arrow, with a callout box stating: 'Pickup confirmation email will be sent along with the selected paperwork'. On the right side, there is a summary box containing: 'Your Tracking Number', 'Piece # 1: JD', 'Pickup Confirmation Number CBJ221031', and 'Pickup Details Mon, Oct 31, 2022 Between 4:00 pm and 6:00 pm'. A 'Save as Favorite' button is also present.

- Check the recipient email address and enter your message to the shipper then click **'Send'**
- Shipper would then receive an email with the paperwork.
- You will be redirected to page **'Shipment Confirmation'** after sending the waybill to the shipper or after clicking **'Complete Shipment'**.



- Shipper will receive an email below once the send button is clicked. Shipper will have to confirm the pickup or modify/cancel if there are any changes.



DHL Express (Malaysia) Sdn Bhd
Level 27, Menara TM
Off Jalan Pantai Baharu
50672 Kuala Lumpur
Malaysia