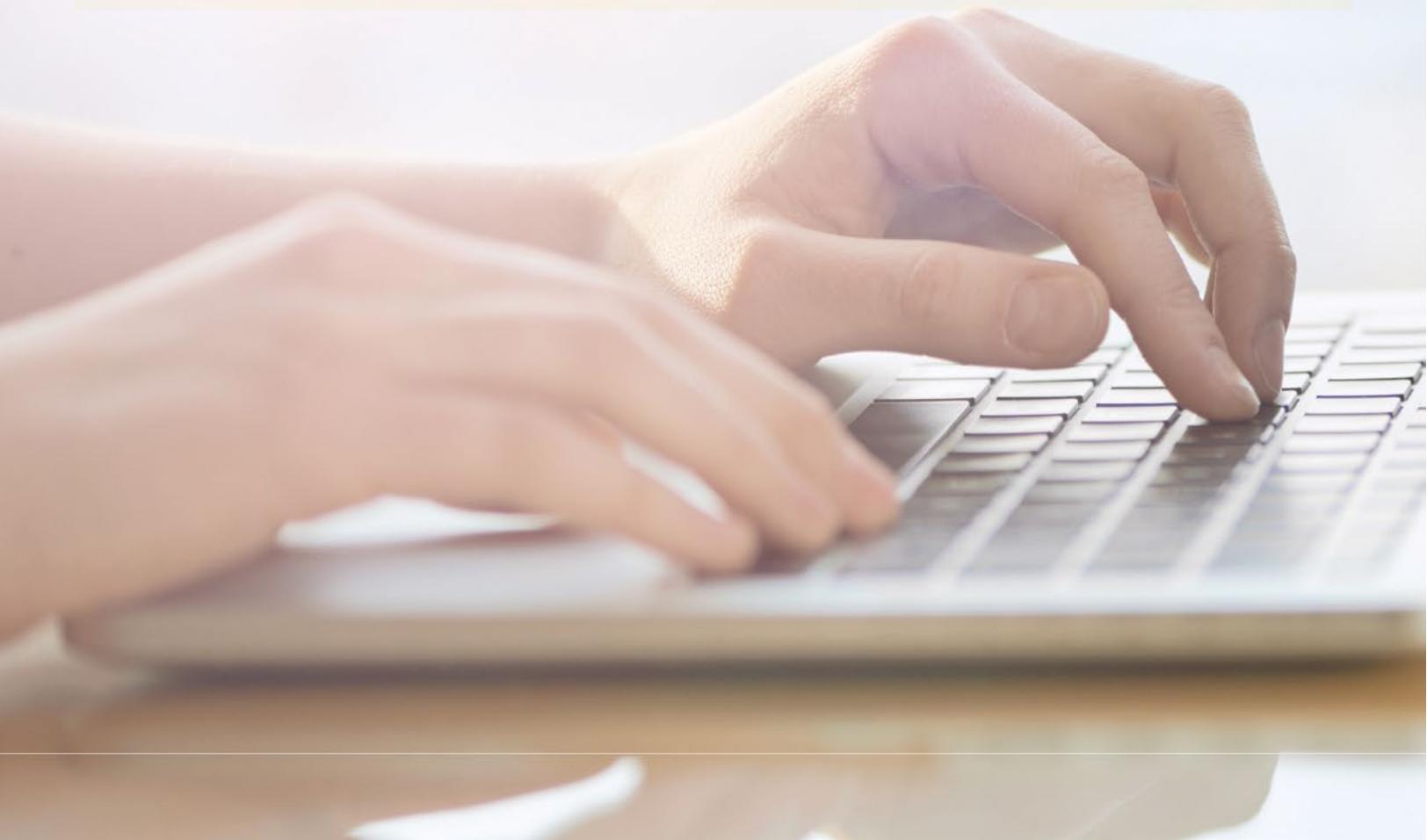


MyDHL⁺



MANAGING CUSTOMS DATA AND DEFAULT SHIPMENT SETTINGS

DHL Express – Excellence. Simply delivered.



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1.0 PROVIDING CUSTOMS DATA

Providing Customs data is part of the shipment creation process. This part of the guide focuses on providing customs-related data or information during the shipment creation process.

WITHIN CREATE A SHIPMENT

Shipment Origin and Destination Information

The shipper and receiver information is key for customs authorities to be able to clear your shipment.

Image 01

The screenshot shows the DHL Express 'Create Shipment' form. The 'From' section is for 'John Sample' in Germany, and the 'To' section is for 'SG MGT' in Singapore. Both sections have a 'Business Contact' checkbox checked. Red circles highlight the 'Business Contact' checkboxes and the 'Name' fields. A red arrow points from the text on the right to the 'Business Contact' checkbox in the 'To' section. Green ticks are visible next to several fields, indicating they are completed with valid information. At the bottom, there is an 'IMPORTANT' message about customs clearance for SG, PH, and HK, and a 'Next' button.

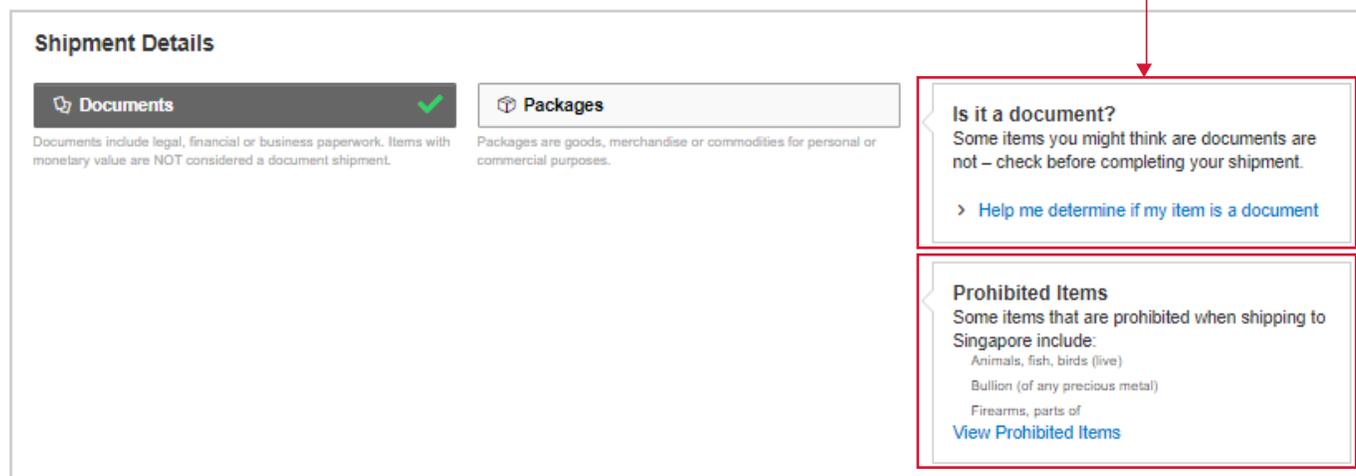
The 'Business Contact' tickbox under the 'Name' field should be selected if the shipper and/or receiver is a business entity.

Fields that have been completed with valid information will show a green tick.

Selecting the type of shipment

For support in determining if your item should be declared as a document or a package, click on the 'Help me determine if my item is a document' link. You can also click on the view 'Prohibited Items' link to see a list of goods that you are unable to send to your specified destination.

Image 02



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 enter, or you can upload your own invoice.

A. Creating an invoice

By selecting 'Create Customs Invoice', the invoice will be populated as you provide the details of your shipment.

Entering the **purpose of your shipment**, along with the **list of items** it contains, will help Customs authorities classify your shipment accurately and speed up clearance.

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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 6601.91.00 Save Copy

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

Quantity: 1 ✓ Units: Pieces ✓ Item Value: 100,00 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

To include any additional charges involved in handling your shipment (such as handling fee, packaging, insurance) click on **Add Charges** to display a drop-down list where you can select the type of fees.

It is important to declare all additional fees that make up the total value of your shipment so that Customs has all the information available for the clearance 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)

+

B. Using your own Customs Invoice

Alternatively, you may choose to use your own Customs Invoice. However, to help speed up Customs clearance, we recommend you also complete all the fields shown in the following steps.

Image 05

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 include:

- Animals, fish, birds (live)
- Bullion (of any precious metal)
- Firearms, parts of

[View Prohibited Items](#)

You'll need a customs invoice for this shipment – DHL can create it for you!

Create Invoice

Using my shipment information

Use My Own Invoice ✓

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 ✓

Add Parties

Customs Declaration

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

Image 06

Customs Declaration

Additional Parties

Are there other parties involved in the shipment?

Yes No

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

Add Parties

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A light box will open for you to complete the information for the additional parties involved. You may select the details directly from your address book, or input their details manually. Multiple parties can be added to a single shipment consecutively.

Image 07

Add party

Name: test ✓ Relationship: Select one *

This contact is business

Company: test ✓

Country/Territory: Germany ✓

Address: Friedrichstrasse 34 ✓

Address 2:

Address 3:

Postal Code: 10969 ✓ City: Berlin ✓ Province: Berlin ✓

Email Address: test@test.com ✓

Phone Type: Other ✓ Code: 49 ✓ Phone: 3243 4434343 ✓

VAT/Tax ID:

In the Shipment Tax ID field, please enter any relevant Tax ID number for the destination country. For example, enter your IOSS number for dutiable shipments entering the European Union if you are using this option to pay Value Added Tax (VAT) in advance.

Image 08

i

- 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.

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

Tax ID: ✓

To facilitate prompt Customs clearance please provide information about each item you are shipping. To enter line item details, click on 'Add Items'.

Image 09

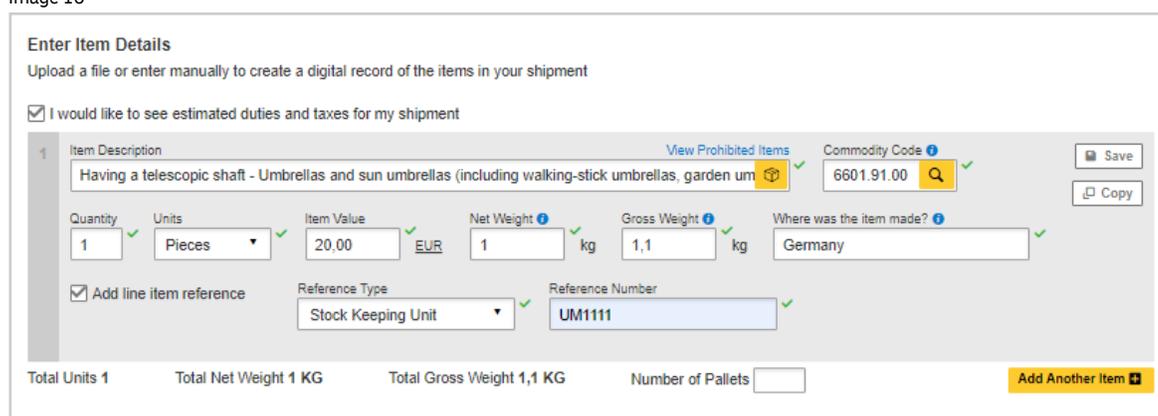


Enter Item Details
Upload a file or enter manually to create a digital record of the items in your shipment

Add Items

Enter information into each field and MyDHL+ will validate the contents by displaying a green tick when complete.

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 [View Prohibited Items](#)

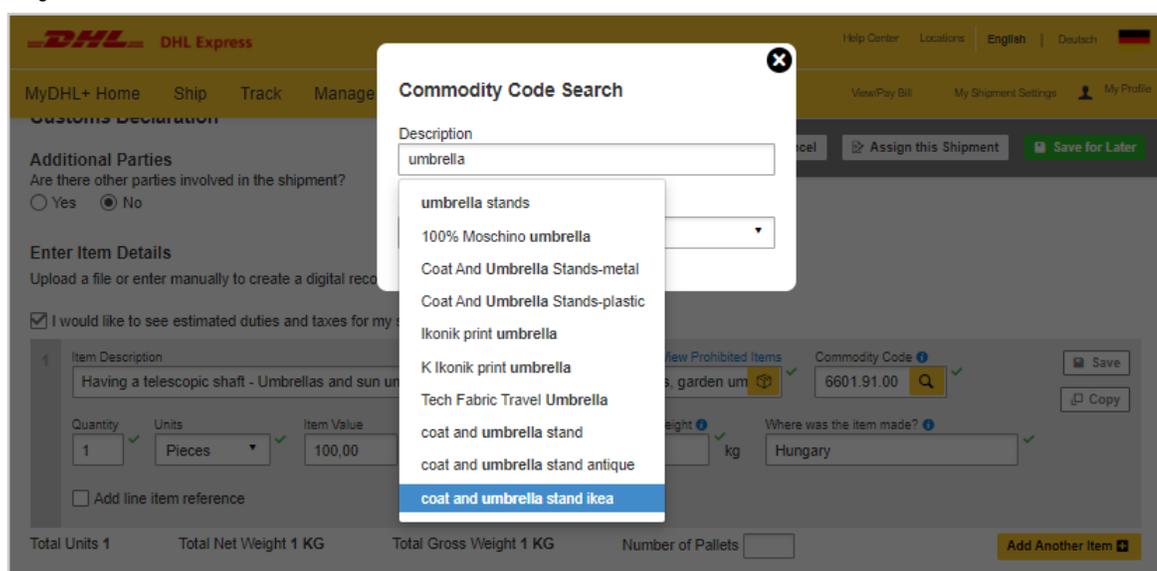
Quantity Units Item Value Net Weight Gross Weight Where was the item made?

Add line item reference Reference Type Reference Number

Total Units 1 Total Net Weight 1 KG Total Gross Weight 1,1 KG Number of Pallets

Search for your commodity code by entering a brief description of your product. Choose from the options displayed and a commodity code will be assigned.

Image 11



Commodity Code Search

Description

- 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

1 [View Prohibited Items](#)

Quantity Units Item Value Net Weight Gross Weight Where was the item made?

Add line item reference

Total Units 1 Total Net Weight 1 KG Total Gross Weight 1 KG Number of Pallets

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Provide any additional Customs documents where required, for example a Dispatch Note, Export Declaration or ATA Carnet.

Image 12

Additional Customs Documents
Please identify any additional customs documentation you are including with this shipment

Document type: ✓

Document ID: ✓

[Add Another Document](#)

2.0 CONFIGURING DEFAULT SHIPMENT SETTINGS

To configure default shipment settings, click on 'My Shipment Settings' at the top right hand side.

Image 13

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 dropdown menu:

- 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

Background form fields: Country/Territory (Germany), From (Miklos Muzik), To (Street address, city, postal code, country...), Next button.

You will be directed to the following screen where you can apply default shipment settings that will be used each time you create a new shipment. You can amend your default shipment settings at any time.

Image 14

The screenshot displays the 'My Shipment Settings' interface. At the top, the DHL Express logo is on the left, and 'Help Center', 'Locations', 'English', and 'Deutsch' are on the right. Below this is a navigation bar with 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a '48' notification), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The main content area is titled 'My Shipment Settings' and is divided into two sections: 'Shipment Defaults' and 'My Saved Settings'. The 'Manage Defaults' section includes a sub-header 'Manage Defaults' and a description: 'Save time creating shipments! Setting up defaults allows you to tailor the process to your needs and frequently used selections.' Below this is a 'Learn More' link. The settings are organized into 12 categories, each with an 'Edit' button: Delivery Options, Shipment Protection, Customs Clearance, Declarations, Customs Declaration, Courier Pickups, Return Shipments, Saving Shipments, Assigning Shipments, Currency and Measurement, and Addresses.

Category	Action
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. MANAGING DEFAULT SETTINGS

Customs Clearance

In this section you can set default preferences for your declarable shipments. For example, set a default to 'Create Invoice' or 'Use my Own Invoice', enter line item information or set your terms of trade.

Image 15

The screenshot shows the 'Customs Clearance' settings page. At the top, it says 'For customs invoices, I want my default to be'. There are two radio button options: 'Create Invoice' (selected) with the subtext 'Using my shipment information', and 'Use My Own Invoice' with the subtext 'I have a printed invoice'. Below this is a checkbox for 'Always use enhanced invoice'. The 'Item Details' section has a checked checkbox for 'I will supply line item references'. Under 'My default shipment purpose should be', a dropdown menu shows 'Gift'. Under 'My default shipment description should be', a text input field contains 'Umbrella'. Under 'My default shipment value should be', there is an input field with '100,00' and a dropdown for 'EUR'. At the bottom, there is a section for 'I will use this customs terms of trade' with a dropdown menu showing 'DAP - Delivered at Place' and a 'View Definitions' link. At the very bottom right, there are buttons for 'Clear Default', 'Cancel', and 'Save'.

By selecting 'I will supply line item references', you'll be able to enter information that will appear each time you create a shipment.

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

Quantity Units Item Value Net Weight kg Gross Weight kg Where was the item made?

Add line item reference Reference Type Reference Number

2 **Item Description** View Prohibited Items Commodity Code

Quantity Units Item Value Net Weight kg Gross Weight kg Where was the item made?

Add line item reference Reference Type Reference Number

Total Units 2 Total Net Weight 2 KG Total Gross Weight 2,2 KG Number of Pallets

Customs Declaration

If this option is selected, you will be able to provide additional documents during the 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

It will appear in the following way when you create a shipment:

Image 18

Additional Customs Documents

Please identify any additional customs documentation you are including with this shipment

Document type Document ID

Addresses

By selecting 'I want new Addresses to Default to Business Address', any future addresses added to the Address Book will default to 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 Declarations
- My Customs Invoices
- My Customs Receipts
- Shipment Tax IDs
- My Product/Item Labels
- Digital Customs Receipts

Shipment Tax IDs

All Search Shipment Tax IDs

Current IDs

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
VOEC - 2029723	VOEC	2029723	Germany	(1) Norway

1 - 4 of 4

A lightbox will open to enable you to complete details about the new Tax ID. Once all fields are complete, 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 VOEC 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 enter.

Image 21

The screenshot shows the 'New Tax ID' lightbox with the following fields and values:

Type of Tax ID	Number	Ship From Country	Ship To Country	Nickname
IOSS	IM0401234560	Singapore	Germany	IOSS - IM0401234560

The 'Add New Tax ID' button is highlighted with a red box. Below the lightbox, a table of existing tax IDs is visible:

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

By using digital Customs Invoices in MyDHL+, you will eliminate the need to print and attach documents to your shipments, as well as speeding up the Customs clearance process.

If you haven't already enrolled, please see our step by step guide which will walk you through the process. See DHLGuide.co.uk

My Customs Invoice Template

You can create Customs Invoice templates that will automatically populate the fields when creating a shipment. These can be set up in 'My Customs Invoice Templates'.

Image 22

DHL 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 Tax IDs
- My Product/Item List
- Digital Customs Invoices

Create New Template < Back

Invoice Name

Invoice Type **Commercial Invoice** **Pro Forma**

Describe Your Items

Provide details for each unique item in a shipment this invoice would contain. You can modify templates later to add or change item descriptions as needed.

1	Item Description	View Prohibited Items	Commodity Code	Save	
	<input type="text" value="Describe what the item is called, what is it made of and what it will be used"/>		<input type="text"/>	<input type="button" value="Save"/>	
Quantity	Units	Item Value	Net Weight	Gross Weight	Where was the item made?
<input type="text" value="1"/>	<input type="text" value="Piece"/>	<input type="text" value="EUR"/>	<input type="text" value="KG"/>	<input type="text" value="KG"/>	<input type="text" value=""/>

Add line item reference

Total Units: 1 Total Net Weight: 0 KG Total Gross Weight: 0 KG Number of Pallets: Add Another Item

Invoice Value

Please include any additional charges for this shipment.

Total Value of Goods	0 EUR	Total Invoice Value
<input type="button" value="Add Charges"/>		0 EUR

Duties and Taxes

Type of Export: Duty/Taxes Account:

Reason for Export: Terms of Payment:

Select customs terms of trade [View Definitions](#):

Named Place of Destination:

References and Remarks

Add your own reference for this shipment: Carrier: DHL

Add a Receiver reference for this shipment: Package Marks:

Other Information: Remarks:

Declaration

EUR1
 CITES Declaration

Your Name:

Your Job Title/Position:

You can attach your company logo to this invoice (JPG, JPEG, GIF, PNG).

Maximum file size: 1 MB

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<https://mydhl.express.dhl>