



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 08_25



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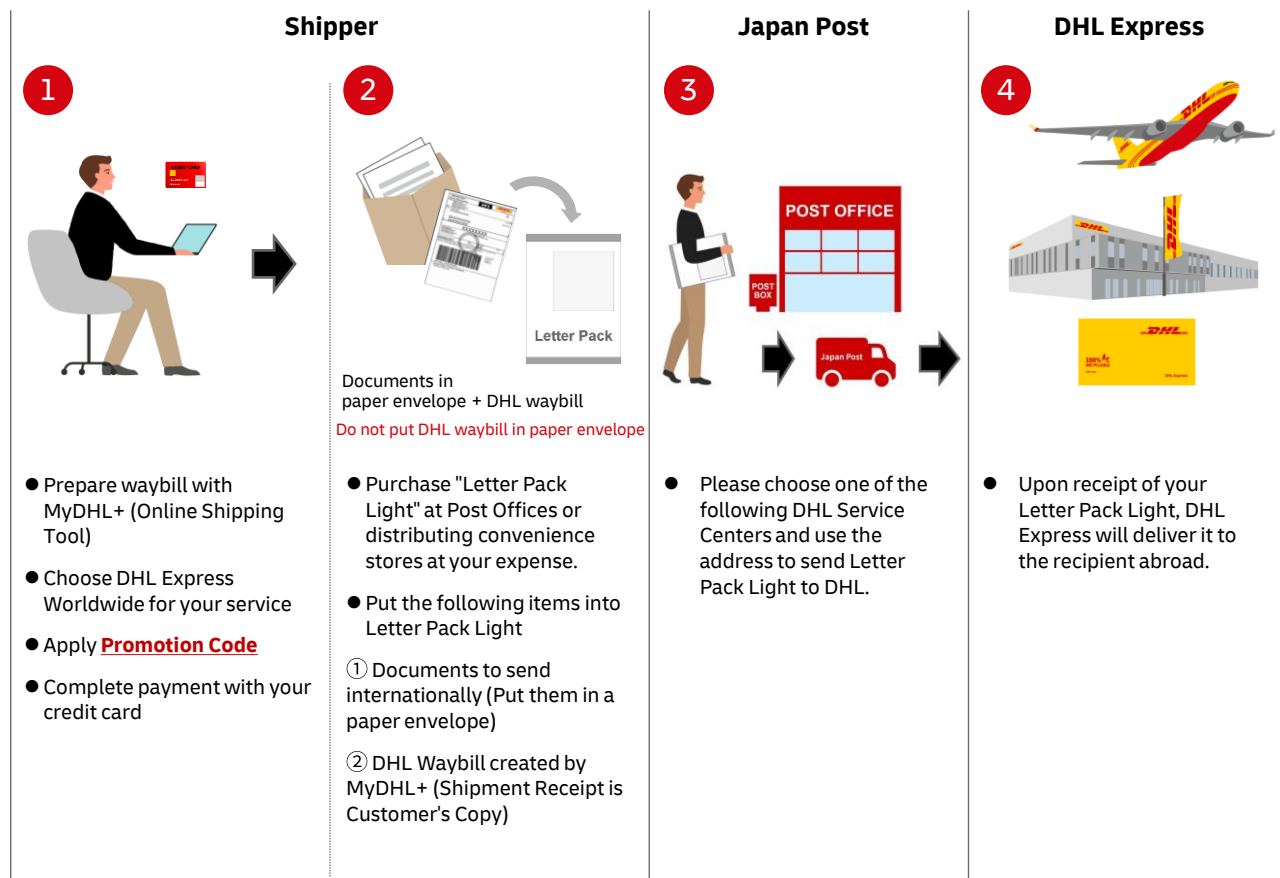
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1. Overview

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 Plush 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

You'll be able to view your preferential rates and bill shipments to your DHL account!

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

Click No

2). Scroll down to “Your Details”

Your Details

☒ JAPAN

Title: First Name: Last Name:

Company:

Phone Type: Code: Phone: 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](#)

Click or select the Clock

Follow the instruction and click the image.

Click “Register” when completed.

Tips :

Password must meet all the conditions.

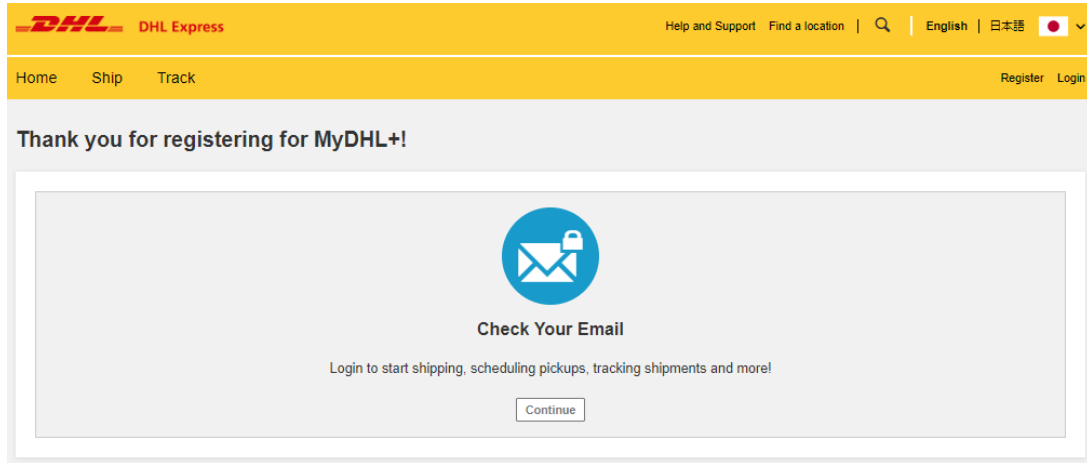
- ✓ 8+ letters and numbers
- ✓ 1+ lower case
- ✓ 1+ upper case
- ✓ 1+ number
- ✓ 1+ special characters
e.g. ! @ # \$ % ?

Tips :

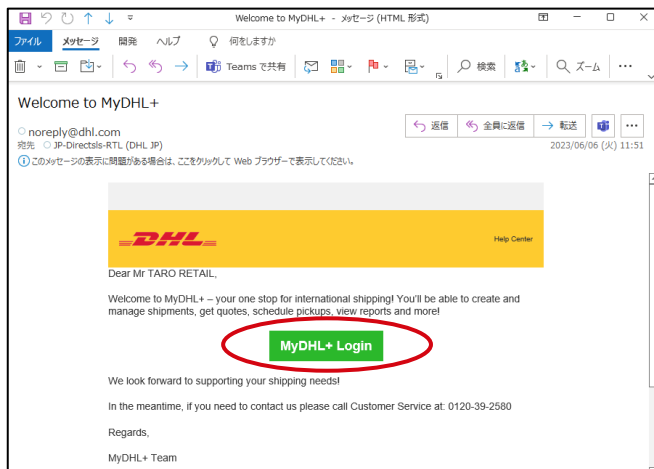
Enter only numbers. Hyphen will be added automatically. Once completed, the error message will disappear.

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 and please click the login button.



Note :

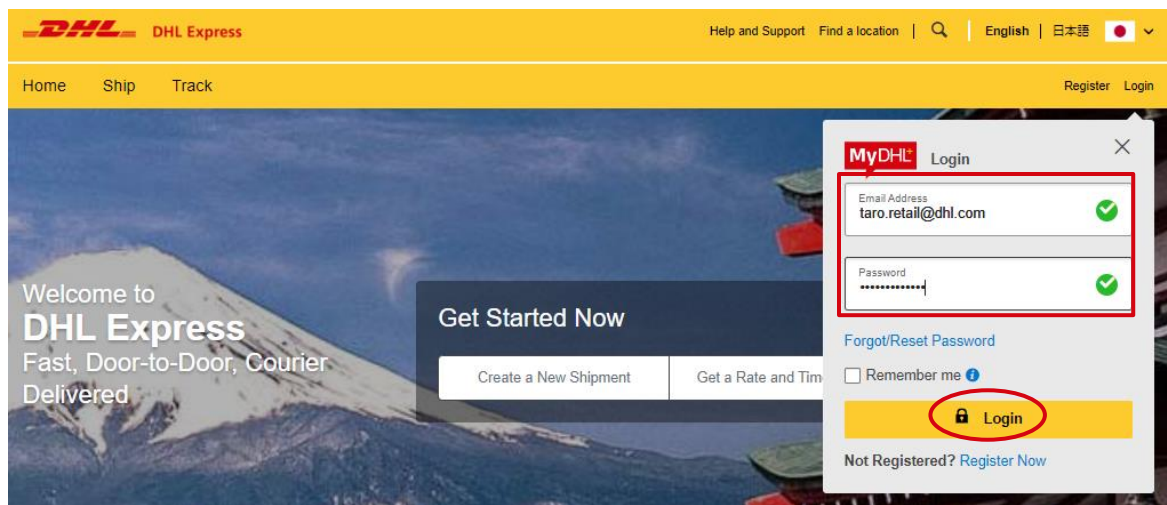
The login button in the email is active only for the initial login.

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.



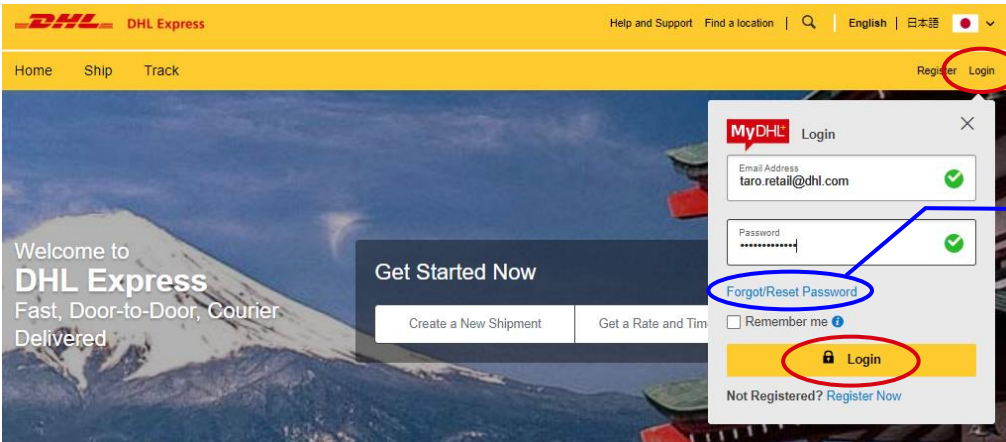
5-(2). MyDHL+ LOGIN

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.◦

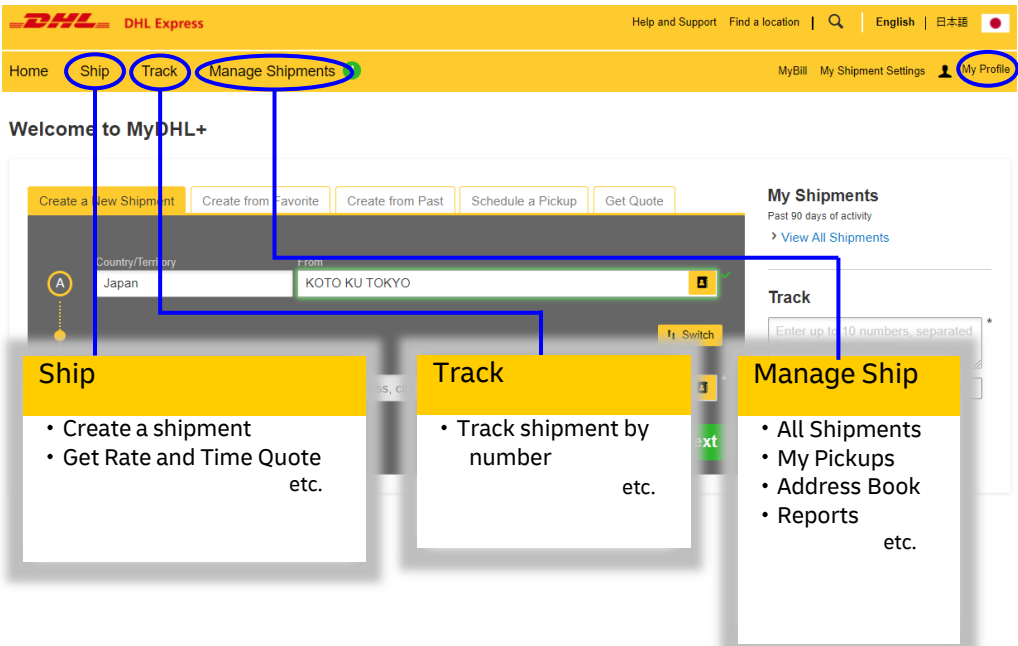


Tips :
Click here if you forget your password.

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

Ship

- Create a shipment
- Get Rate and Time Quote etc.

Track

- Track shipment by number etc.

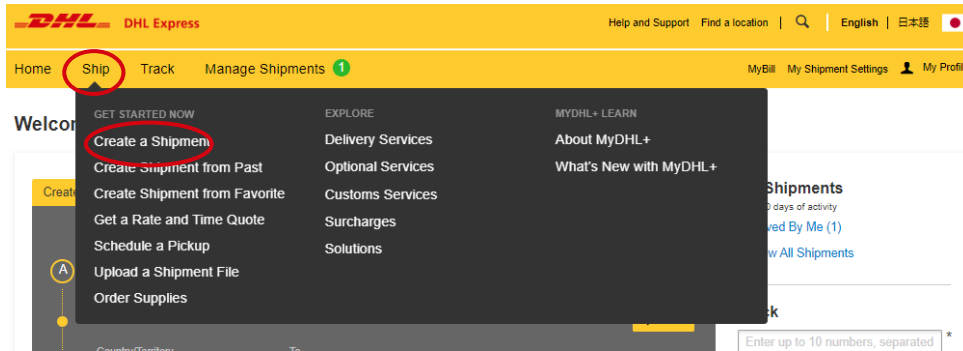
Manage Ship

- All Shipments
- My Pickups
- Address Book
- Reports etc.

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 shows the 'Create Shipment' form with 'From' and 'To' sections. The 'From' section is for the shipper (TARO RETAIL) and the 'To' section is for the receiver (TEST ABC). The form includes fields for Name, Company, Country/Territory, Address, Postal Code, City, Province, Email Address, Phone Type, Code, Phone, and Extension. The 'To' section also includes a 'Business Contact' checkbox and a 'Residential Address' checkbox. The 'Next' button is highlighted in green.

Address Book :
Registered addresses can be applied.

Zip Cod & City:
Enter Zip Code first and city names will show up.

Tips:
Uncheck "Business Contact" and check "Residential Address", and company name is not necessary.

Telephone :
The number of digits and area codes are checked.
✖ Error message will be shown unless any appropriate number is entered.

Tips:
"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 “CARD ENVELOPE” only. Fill out Quantity and Weight.

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

Weight: Including package

Choose “CARD ENVELOPE”

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

How will you pay?

How will you pay for transportation charges? *

Select One

Credit Card

Payment must be made with credit card.

Debit Card is not accepted

Next

10). Choose Shipping Date.

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

DHL Express Help and Support Find a location | English | 日本語 | 日本

Home Ship Track Manage Shipments 0 MyBill My Shipment Settings My Profile

I'm sending my shipment on

Cancel Save for Later

June 6 Today June 7 Tomorrow **June 8 Thursday** June 9 Friday June 10 Saturday June 11 Sunday More +

Delivery Date Delivered By Estimated Price

June 12 Monday 9:00 JPY 15,800 **Select**

EXPRESS 9:00 Details

June 12 Monday 12:00 JPY 12,154 **Select**

EXPRESS 12:00 Details

June 12 Monday End of Day JPY 11,399 **Select**

EXPRESS WORLDWIDE Details

Get it there faster! With EXPRESS 9:00, you can get your shipment delivered faster.

DHL rate estimate as of Jun 06, 2026, 3:04 PM

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](#)

DHL Express Help and Support Find a location | English | 日本語 | 日本

Home Ship Track Manage Shipments 0 MyBill My Shipment Settings My Profile

Optional Services

☒ GoGreen Plus
Invest in Sustainable Aviation Fuel to reduce 30% of your shipment's carbon emission

☐ Adult Signature

☐ Direct Signature

Charges Apply 45 JPY

Cancel Save for Later

Next

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

DHL Express Help and Support Find a location | English | 日本語 | 日本

Home Ship Track Manage Shipments 0 MyBill My Shipment Settings My Profile

+ Optional Services
GoGreen Plus

Cancel Save for Later

How do you want to provide your shipment to DHL? ⓘ

Schedule a courier pickup I do not need a pickup ✓ Drop off at DHL Service Point

QR code option is available at select locations.

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.)

Shipment Cost Summary

EXPRESS WORLDWIDE
Mon, 15 Jan, 2024 - End of Day

Volumetric Weight 0.193 kg
Total Weight 0.5 kg
Chargeable Weight 0.5 kg

	Transportation Charges	Discounted Rate
Transportation Charges	JPY 7,090	3,545
Fuel Surcharge	JPY 1,984	1,000
Emergency Situation	JPY 60	60
Total	JPY 9,134	4,605

☒ I have a promo code

☒ I have a promo code

Edit

Promo code is available for payments

Protect Your Shipment

Protect Your Shipment

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

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

Pay by Credit Card

☒ VISA ☐ Mastercard ☐ JCB ☐ American Express

☐ Save my credit card details for future shipments

Warning: 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.

- The pre-authorization amount includes a reservation buffer of 20%.
- 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.
- 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.
- 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.

☒ Billing address is the same as the ship FROM address

Terms and Conditions

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

Click “Accept and Pay”

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

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 ☒

1 Number of Copies

Print Selected Documents

Your Tracking Number
6120038750
Piece # 1:
JD014600011018688780

☆ Save as Favorite

Tips:

Click the magnifying glass and you can view 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

EXPRESS WORLDWIDE DOX DHL

Origin: TYO

136-0071 TOKYO-TO KOTO-KU TOKYO

To: test
test
central

CONTACT: test

CENTRAL
Hong Kong SAR, China

THKG HK-HKG-HKC

Ref: [Redacted] Weight: 0.5 kg 1/1

Waybill: 32 6770 3471

(J) JD01 4600 0109 6169 8905

✂Receipt

Shipment Receipt

Shipment From
HINO
HIDEYASU HINO
ddd
136-0071 TOKYO-TO KOTO-KU TOKYO
Japan
+81434212482
id0912916@yahoo.co.jp

Shipment To
test
test
central
CENTRAL
Hong Kong SAR, China
+85226035548

Shipment Details
Shipment Date: 2023-05-16
Waybill Number: 3267703471
Packaging Type: ENVELOPE1
Number of Pieces: 1
Total Weight: 0.50kg
Dimensional: 0.19kg
Chargeable: 0.50kg
Insured Amount:
Terms of Trade:

International Information
Declared Value:
Duties&taxes acct:
Dutiable Status: Non-Dutiable
Estimated Del date: Wednesday, 17 May, 2023
Promo Code: dhjlp20

Billing Information
Payment Type: Online Payment
Billing Account: Online Payment
Duties&taxes acct:
Charge Breakdown: 7,013 JPY

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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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



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