

**DHL's international Shipping
Through Postal Mailing**

User Guide

Sending your Non-Document Package

by using Letter Pack PLUS

Version 03_24



Index

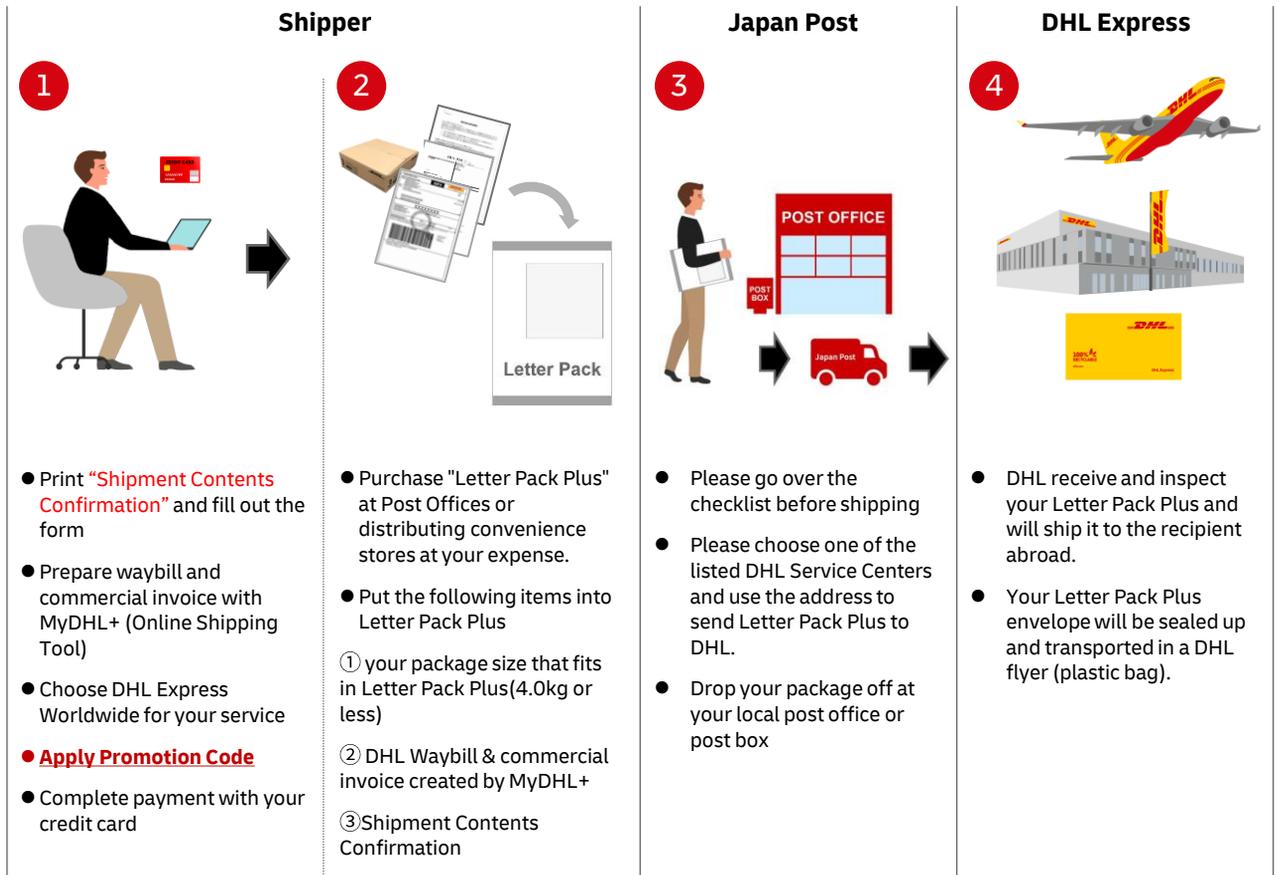
This is a guide for sending NON-DOCUMENT Package.

- 1. Overview**
- 2. MyDHL+ (Online Shipping Tool) & Promotion Codes**
- 3. Important Instructions**
- 4. Shipment Contents Confirmation Form**
- 5. Check Points before Dropping Your Shipment**
- 6. MyDHL+ (Online Shipping Tool) User Guide**
 - (1) MyDHL+ Login Application
 - (2) MyDHL+ Login
 - (3) MyDHL+ Shipping Document Preparation

1. Overview

If you make payment in advance with your credit card, you can use DHL Express for your non-document package delivery just by dropping your envelope at postal offices or mailing boxes. The usage of Japan Post's Letter Pack Plus 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 Plus 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>

* A special rate is applied to shipping via Letter Pack Plus. Please note the discount rate to be shown at the payment page of MyDHL+ is different from the one calculated with the actual figures.

3. Important Instructions

- "Shipment Contents Confirmation form" is mandatory for non-document shipment. Please print out Page 7 and fill out the form.
- DHL account holders cannot use this mail-in by Letter Pack Plus. Please use pick-up service or drop-off at DHL Service Point.
- DHL will do inspection by opening your packages, upon receipt at DHL Service Centers. Letter Pack Plus will be sealed up and put into DHL's own plastic bag for further shipping.
- Once your Letter Pack Plus is accepted by DHL, you can track your document in the DHL system like DHL Website.
- One Letter Pack Plus envelope can hold one shipment (i.e. one waybill).
- You will bear the postage of Letter Pack Plus.
- Please contact Japan Post regarding problems during the transit by Letter Pack Plus.
- DHL will weigh every shipment. Additional fee may be charged to your credit card if there is any discrepancy between the charge based on DHL's weighing and your settlement made at MyDHL+.
- Please note that delivery timing shown at MyDHL+ does not reflect the domestic transportation of Letter Pack Plus.
- DHL reserves the right to accept your shipment. If it should be found inappropriate for shipping or if delivery in the destination country should not be feasible, DHL would not accept your shipment. Your shipment will be returned by pay-on-delivery services. DHL international shipment fee will not be charged to your credit card.
- If your shipment should be found unacceptable and if it could not be returned to you for any reason, DHL would dispose your shipment based on Terms & Conditions.

4. “Shipment Contents Confirmation form”

- ◆ Please be sure to read “Shipment Contents Confirmation form” before creating shipping documents at MyDHL+
- ◆ Please fill out the form and enclose it together with the waybill and invoice in Letter Pack Plus.
- ◆ Please print the next page

(4/1/2024)

Shipment Contents Confirmation

Thank you for choosing DHL Express. Please read and fill out this confirmation regarding shipment acceptance. You are requested to send us this confirmation together with your shipment and shipping documents. Upon receipt of your shipment, DHL will do inspection by opening the package. Please note DHL would take the following actions if your shipment should contain items not declared or inappropriate for transportation, including dangerous goods:

- DHL will contact you and return all or part of your shipment via a delivery service at your cost.
- If all of shipment items are returned to you before uploading, there will be no charge to your credit card.
- If shipment cannot be returned to you for any reason, DHL will reserve the right to dispose it according to Terms and Conditions.

Please verify your shipment does not include the following items by checking the boxes.

Restricted items vary among destination countries. Your shipment may be subject to import duties and tax.

| Restricted Items | Comments/Examples |
|--|--|
| <input type="checkbox"/> Cash, Credit Card, Vouchers | including Checks |
| <input type="checkbox"/> Passport, Air flight ticket | |
| <input type="checkbox"/> Precious metals | Jewelry, Precious Metals, Bullion, etc. Excluding accessories with reasonable values |
| <input type="checkbox"/> Living things | Live/dead animals, Insects, Plants, Soil, Fertilizer, Seeds, Biological/Zoological specimens (dried or not) |
| <input type="checkbox"/> Animal-related goods | Leather goods, Ivory, Furs, etc. |
| <input type="checkbox"/> Food & Drinks | Any edible materials including processed food and coffee beans |
| <input type="checkbox"/> Liquid | Including detergent |
| <input type="checkbox"/> Medicine, Cosmetics, Medical test kit | Prescribed medicine, OTC medicine, Cosmetics in all kinds |
| <input type="checkbox"/> Tobacco | Including Electronic cigarettes (including vitamin inhalers) |
| <input type="checkbox"/> Illegal goods | Narcotics, Counterfeit goods, etc |
| <input type="checkbox"/> Dangerous goods, Flamable | Fireworks, Match, Lighter, Spray can, Fuel, Aroma oil, Ink, Disposable body warmer |
| <input type="checkbox"/> Weapon (including imitation) | Air gun, Model gun, Water gun, Wood sward, Underwater spear, etc. |
| Unacceptable Battery | |
| <input type="checkbox"/> * Lithium Battery | Unacceptable: Batteris alone Acceptable: Mobile phone, Camera (Only two devices containing batteries) Device like a notebook PC containing high capacity battery may be unacceptable. |
| <input type="checkbox"/> * Lithium Button Battery | Button/coin type is a round small cell or battery when the overall height is less than the diameter. Unacceptalbe Batteries alone, Activated device Acceptable Contained in unactivated device Active wrist watches are acceptable. |
| <input type="checkbox"/> * Dry Cell (Exclud. Button type) Alkaline, Manganese, Silver Oxide, Ni-Cd batteries | Acceptable conditions Indicate in waybill and invoice: "Not Restricted as Per SP A123" Attach Safety Data Sheet for Ni-Cd battery. |
| <input type="checkbox"/> * Dry Cell (Button type) Alkaline, Managanese, Silver Oxide batteries, etc. | Button/coin type is a round small cell or battery when the overall height is less than the diameter. Unacceptable Activated device including wrist watch Acceptable Contained in unactivated device Indicate in waybill and invoice: "Not Restricted as Per SP A123" |

* If you have questions, please contact DHL Customer Service at 0120-39-2580. Shippmer must certify the types of batteries or details of shipment items.

Shipper's Information

Address :

E-mail :

Phone :

I hereby certify the above information is true and correct. Waybill #:

Name (Print) :

Date :

5. Final Check Points before Mailing

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

- Do you have filled out “Shipment Contents Confirmation form”?
- Do you have DHL waybill and commercial invoice prepared with MyDHL+?
- Did you pay the charges using your credit card at MyDHL+?
- Did you **apply Promotion Code** at MyDHL+?
- Did you include every piece of your shipment in your invoice (i.e. details of contents)?
- Do you have "Shipment Receipt" as your reference at hand?

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

- Do you have the tracking number (detachable from the envelope) for Letter Pack Plus?
- Did you write DHL facility address as the recipient?
- Are you aware that your package would be sent back by pay-on-delivery service if DHL should find your shipment unacceptable?

After affirming all the check points, please go to Post Office or Mailing box to drop your Letter Pack Plus that includes your shipment for international delivery as well as DHL waybill, commercial invoice and Content Confirmation Form.

*Please keep this checklist for your records.



6-(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](#)

Follow the instruction and click the image.

Click or select the Clock

Click “Register” when completed.

Register

Tips :
Password must meet all the conditions.

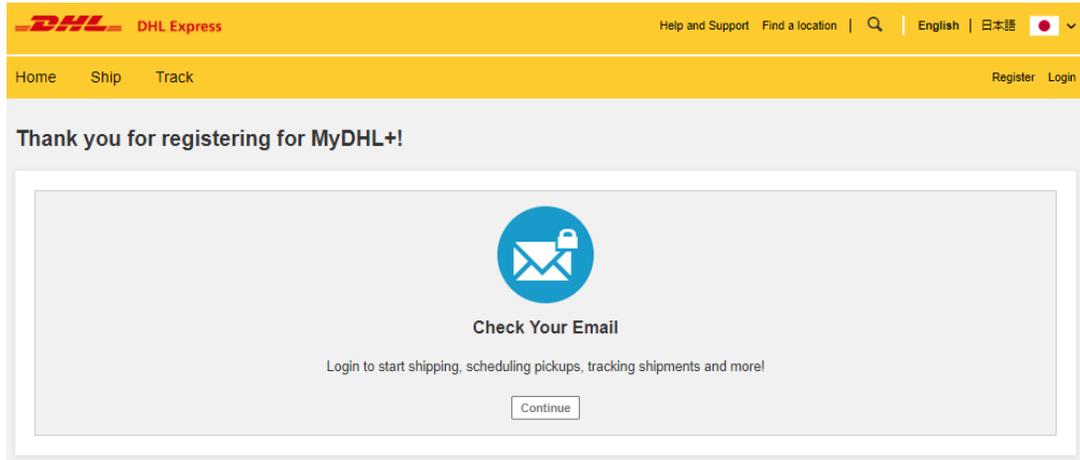
- ✓ 8+ letters and numbers
- ✓ 1+ lower case
- ✓ 1+ upper case
- ✓ 1+ number
- ✓ 1+ special characters e.g. ! @ # \$ % ?

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

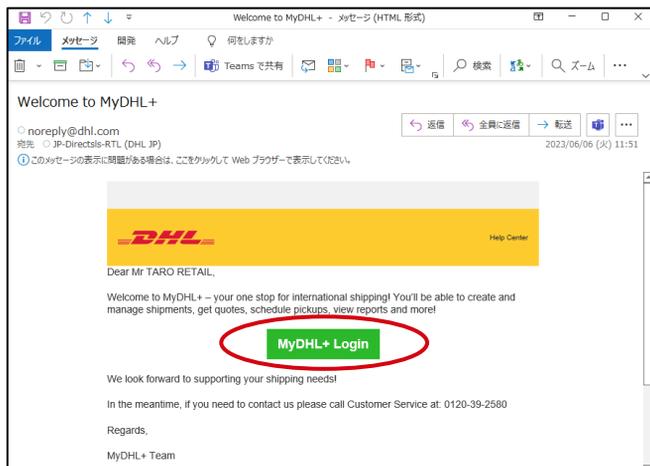


6-(1). MyDHL+ Registration 2/2

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 :

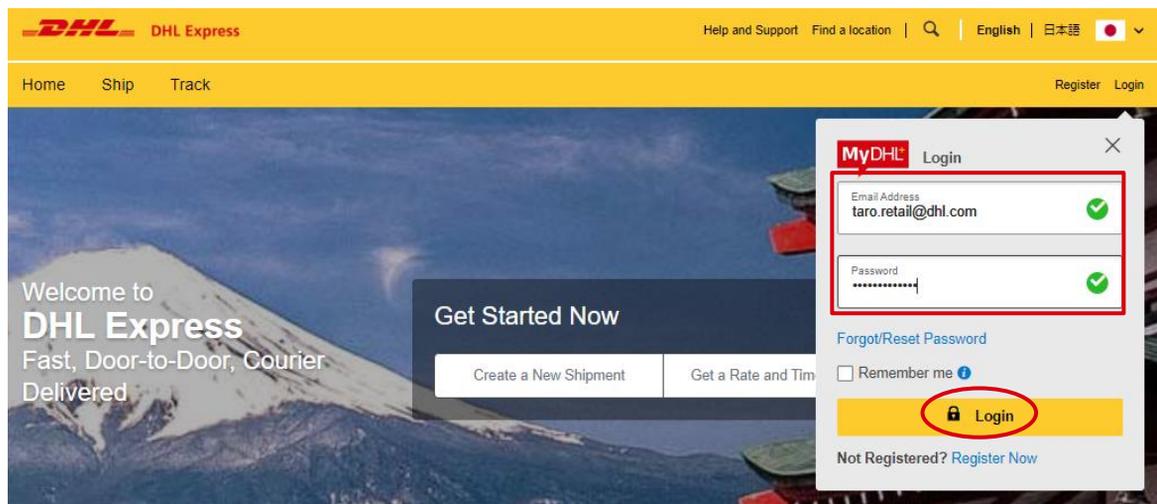
The login button in the email is active only for the initial login.

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.





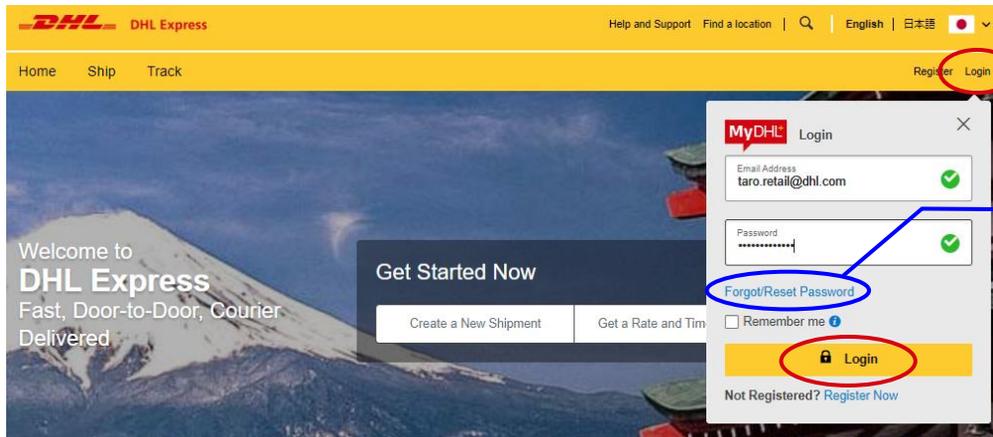
6-(2). MyDHL+ LOGIN

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.◦



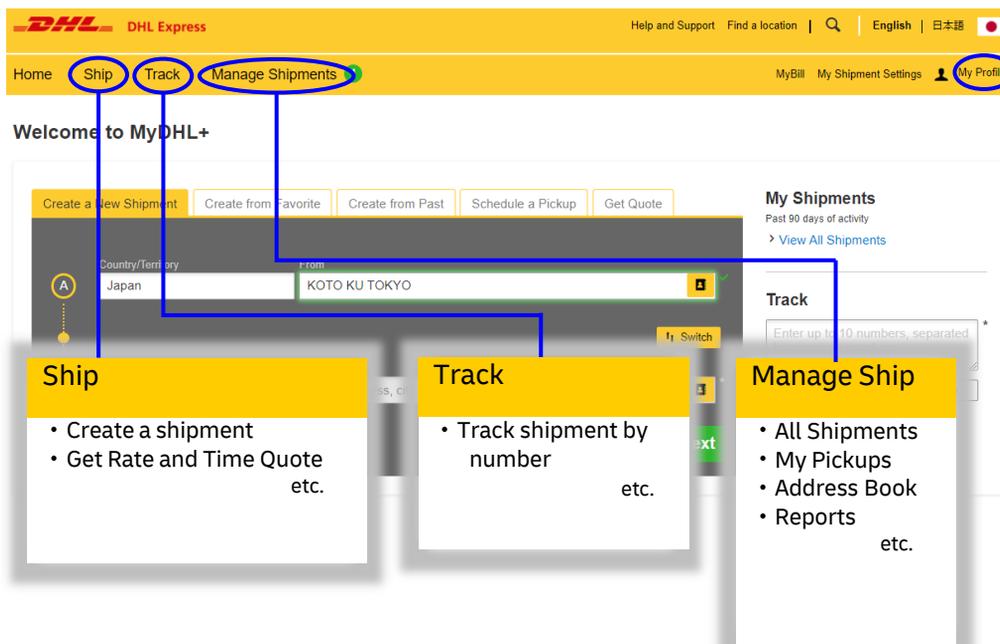
Tips :

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.

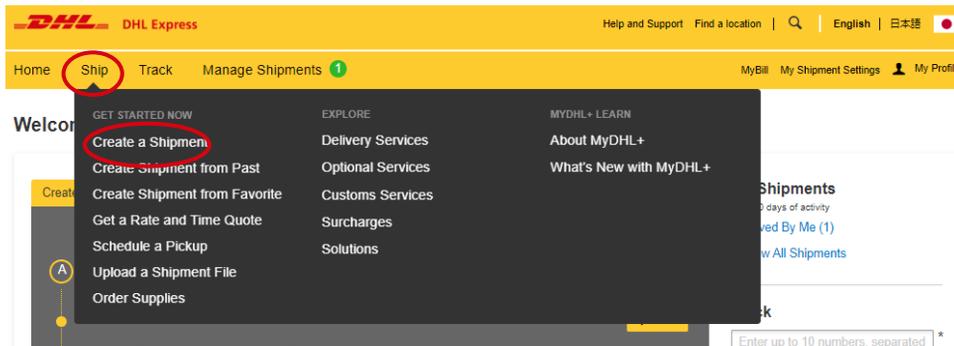




6-(3). MyDHL+ Create Shipment

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.

Address Book :
Registered addresses can be applied.

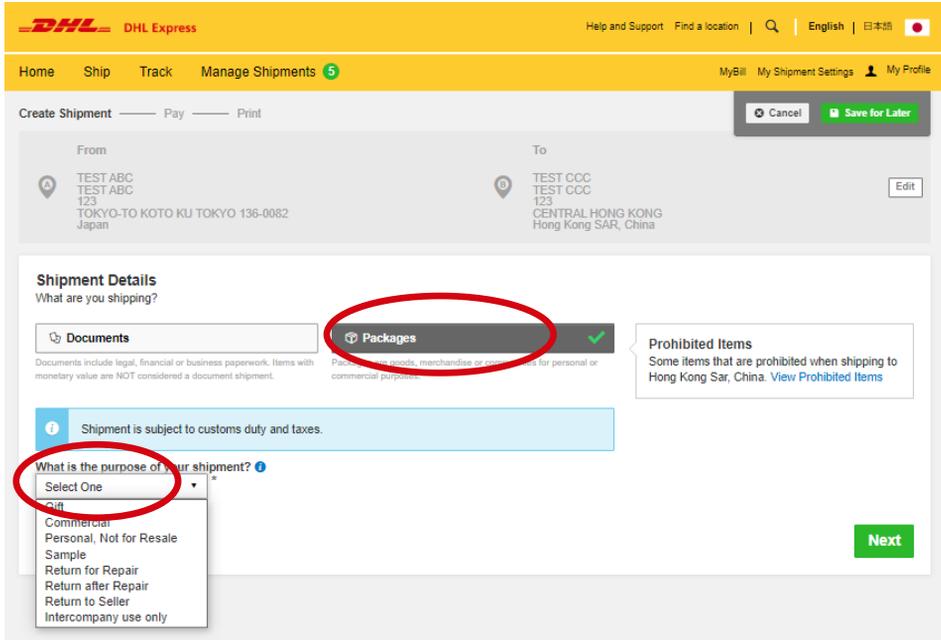
Zip Cod & City:
Enter Zip Code first and city names will show up.

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

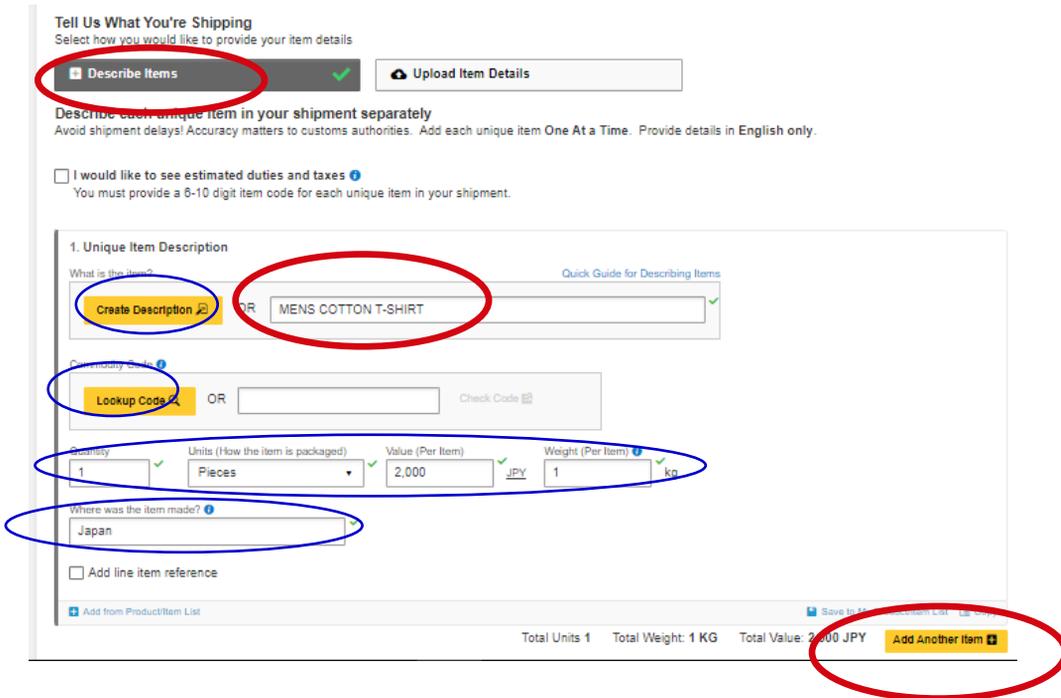
Telephone :
The number of digits and area codes are checked.
✘ Error message will be shown unless any appropriate number is entered.

Tips:
"Save as New Contact" for a new receiver address.
"Update Contact" for any registered address.

- 4. Click “Package” (Do not choose Documents.)
- 5. Select “Purpose of your shipment”.



- 6. Select “Describe Items”
- 7. Fill in Quantity, Value, weight and select country of origin/Units.



- 8. Add another Item if you have.

9. Summarize the contents of your shipment.

The screenshot shows a web interface for summarizing shipment contents. At the top, it displays 'Total Units 2', 'Total Weight: 1.3 KG', and 'Total Value: 2,300 JPY'. Below this, there is a section titled 'Summarize the contents of your shipment (in detail)'. Underneath, it says 'Provide details in English only'. A text input field contains the text 'COTTON T-SHIRT & BOOK', which is circled in red. To the right of the input field, there is a small green checkmark and the text '21 / 170'. At the top right of the interface, there are buttons for 'SAVE SHIPMENT', 'REMOVE', and 'Add Another Item'.

10. Tick this box to buy insurance for your shipment

The screenshot shows the 'Protect Your Shipment' section. It starts with a checkbox 'I want to include pre-calculated duties and taxes for this shipment'. Below that is the 'Add Shipment References' section. The main part is 'Protect Your Shipment', which includes a link to 'Learn about our shipment protection options'. There is a checked checkbox 'I would like to insure my shipment', which is circled in red. Below it is a text input field 'What is the value you want to insure?' with the value '00.00' and a currency selector 'JPY'. At the bottom right of the form, there is a green 'Update' button, also circled in red. An 'Add Reference' button is visible on the left.

11. Select "Create Invoice". Click **Next** to move on.

The screenshot shows the 'Customs Invoice Details' section. At the top right, there are 'Cancel' and 'Save for Later' buttons. Below them are two buttons: 'Create Invoice' (which is highlighted with a green checkmark and circled in red) and 'Use My Own Invoice'. The 'Invoice Details' section includes an 'Invoice Number' field with a note 'You can provide a number that is helpful for you and customs to refer to.' and a checkbox 'I would like to include an invoice number'. There is also an 'Additional Invoice Information (Remarks)' text area. The 'Additional Parties' section has a question 'Are there other parties involved in the shipment?' with 'Yes' and 'No' radio buttons, where 'No' is selected. At the bottom, there is an 'Additional Customs Documents' section with an 'Add Another' button. At the bottom right of the form, there is a green 'Next' button, circled in red.

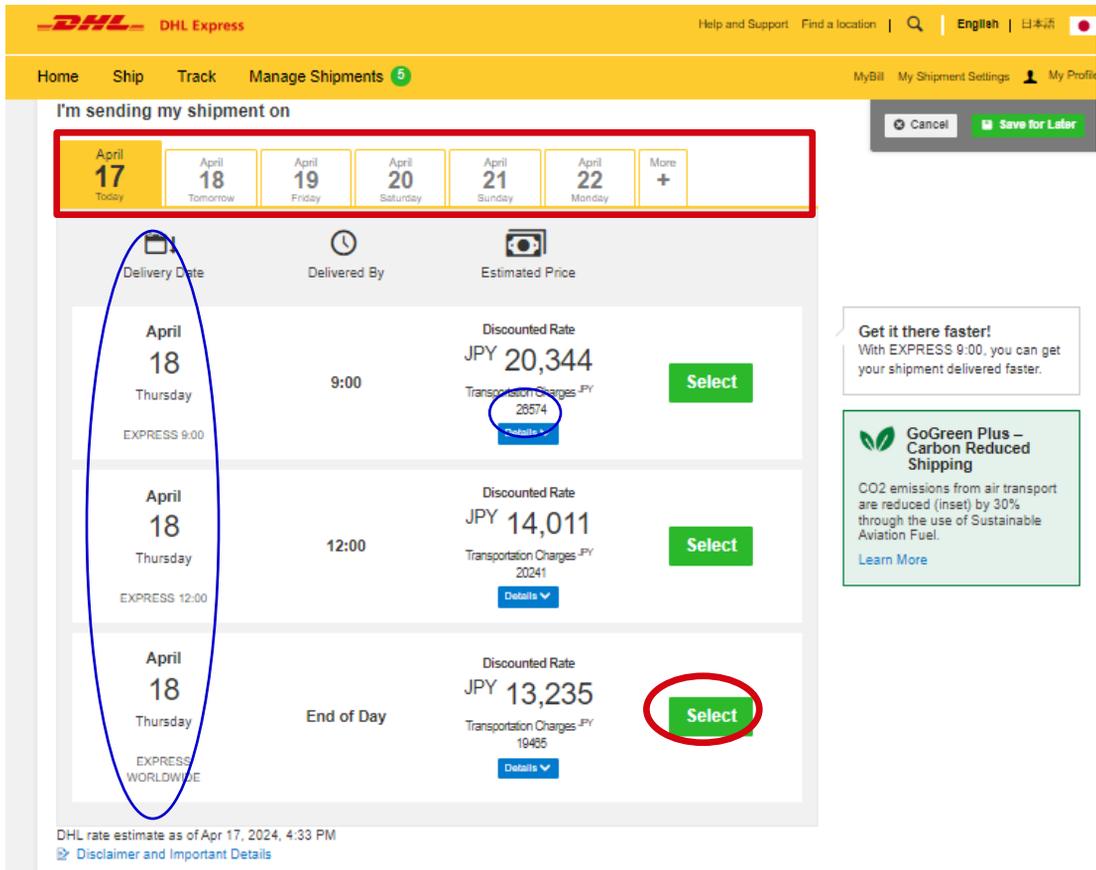
12. Important Select “**BOX2**” and weight “**2.0kg**” regardless of your shipment

The screenshot shows the 'Select Packaging' interface. At the top right, there are 'Cancel' and 'Save for Later' buttons. The main form has three columns: 'Packaging', 'Quantity', and 'Weight'. 'Packaging' is set to 'Box 2', 'Quantity' is '1', and 'Weight' is '2'. To the right, 'Dimensions' are '33.70 x 18.20 x 10.00 cm'. Below the form is a list of package options: 'Box 2 (33.7 X 18.2 X 10 cm)', 'Box 3 (33.7 X 32.2 X 10 cm)', 'Box 4 (33.7 X 32.2 X 18 cm)', 'Box 5 (33.7 X 32.2 X 34.5 cm)', and 'Box 6 (41.7 X 35.9 X 36.9 cm)'. On the right side of the form, it says 'Total Packages: 1' and 'Total Weight: 2 KG'. There is an 'Add Another Package' button and a 'Next' button at the bottom right, which is circled in red.

14. Important Payment Method must be “Credit Card”.

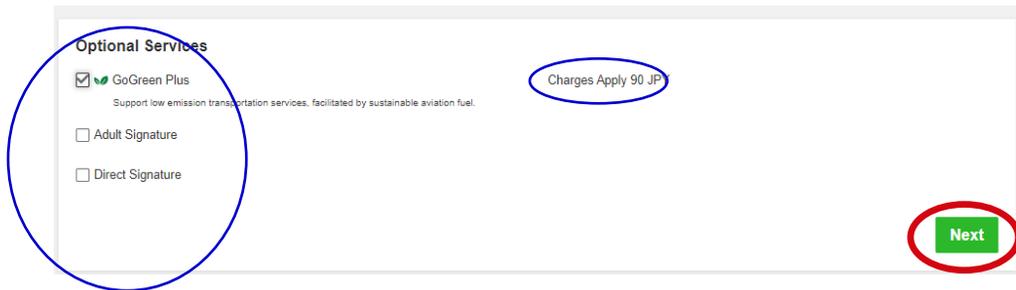
The screenshot shows the 'How will you pay?' section. The 'Payment Method' dropdown is set to 'Credit Card'. The 'How will duties and taxes be paid?' dropdown is set to 'Receiver will pay'. Below this, there is a checkbox for 'Remember these payment options for the' and a 'Ship FROM address' dropdown. A section titled 'Additional customs details are needed for this shipment' contains the text 'In order to complete this shipment you are required to provide the following details for customs.' and a dropdown for 'Select customs terms of trade' set to 'FOB - Free on Board'. A 'Next' button is located at the bottom right, circled in red.

15. Select shipment date and choose your deliver service option. **Express Worldwide** is our standard delivery option. Click **Select** to move on.

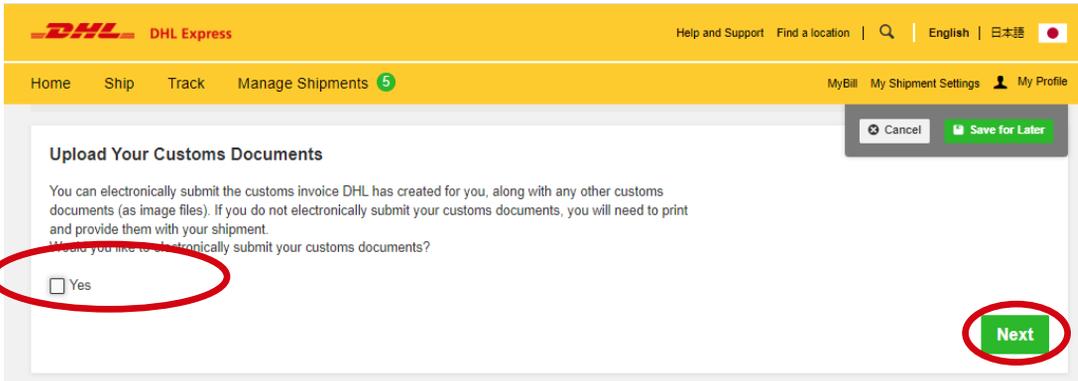


*Please note that the above shipping and delivery dates do not include domestic transportation days.

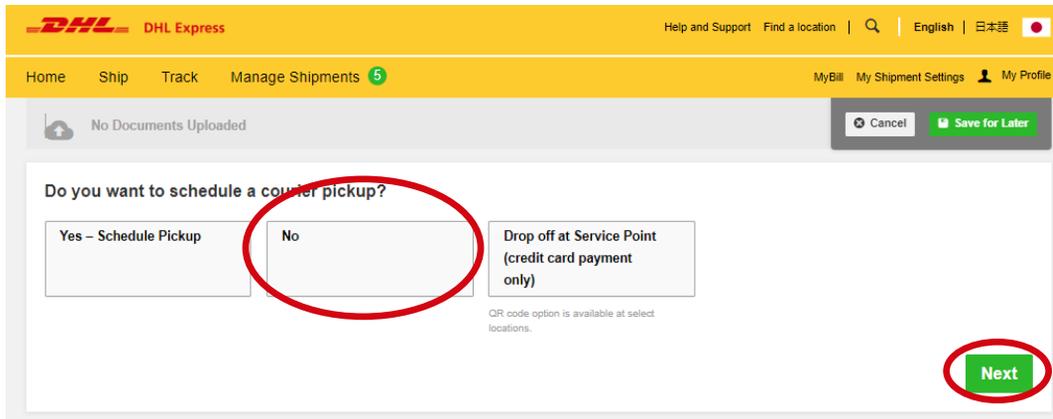
16. Select optional services to add on to your shipment.



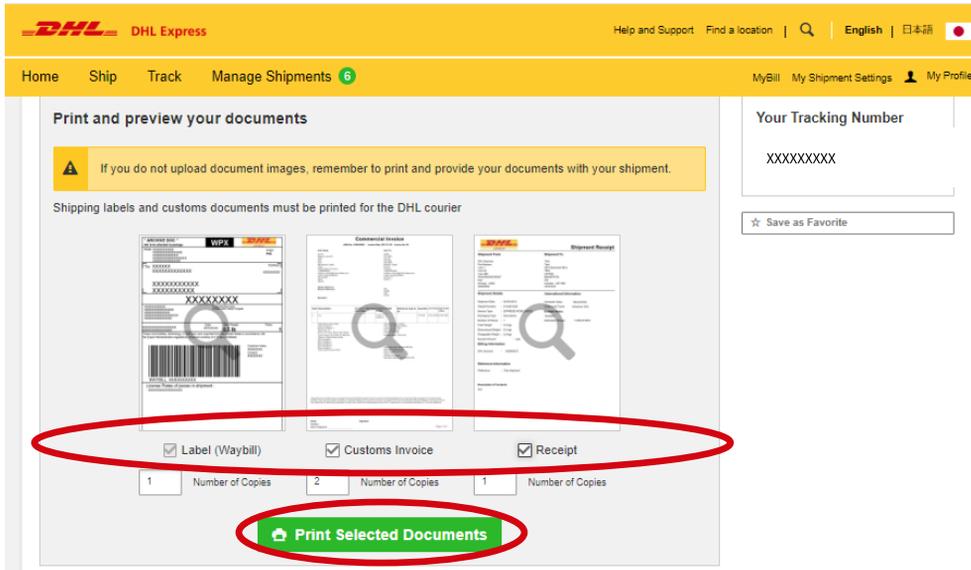
17. Important Here, uncheck the checkbox and click Next to move on



18. Important Select “No” and click Next to move on



22. Check all checkbox and click **Print Selected Documents**.



23. Total 5 pages

A) Waybill 2 pages

EXPRESS WORLDWIDE WPX DHL

2022-11-10 MYDHL+ 1.0 / *30-0831*

From : DHL SPRAY LTD
TARO IKOMU
1-10-9 SHINKIBA

Origin: TYO

136-0082 TOKYO-TO KOTO KU TOKYO
Japan

To: DHL EXPRESS GERMANY GMBH
ANNA IKOMU
HEINRICH BRUENING-STRASSE 5

Contact: ANNA IKOMU

53113 BONN NR-Westph.
Germany

TLEJ DE-CGN-CGN

C-DTP-ADI

Ref: ORDER#12-400

| Post/Ship Weight | Pieces |
|------------------|--------|
| 1.0 kg | 1/1 |

DHL Express Terms and Conditions of Carriage apply (www.dhl.com/express/conditions/shiping_advice.html)

Contents: 2 leather books

WAYBILL 65 XXXX XXXX

(2L)DE53XXXX0001

(J) JD01 4600 0104 XXXX XXXX

DO NOT PRINT - SAMPLE ONLY

WAYBILL DOC

Not to be attached to package - Hand to Courier
2022-11-10 MYDHL+ 1.0 / *30-0831*

WPX DHL

Shipper :
DHL SPRAY LTD
TARO IKOMU
1-10-9 SHINKIBA
136-0082 TOKYO-TO KOTO KU TOKYO
Japan

Contact: +810120709570

Receiver :
DHL EXPRESS GERMANY GMBH
ANNA IKOMU
HEINRICH BRUENING-STRASSE 5
53113 BONN NR-Westph.
Germany

Contact: ANNA IKOMU
+49228308100

TLEJ JP-TYO-TYC DE-CGN-CGN

Product Details: Features / Services (Service Code)
 P3 EXPRESS WORLDWIDE (48) Automated Digital Imaging(P-3)
 Paper Details: Emergency Situation(CR)
 Freight A/C: 58XXXXXXX Duty Tax Paid(DT)
 Duty A/C: 58XXXXXXX Godgreen Climate Neutral(GE)
 Taxes A/C: 58XXXXXXX Shipment Insurance(S)

Shipment Details
 Ref: ORDER#12-400
 Custom Val: 22,100 JPY
 Declared Value for Insurance: 19,600 JPY

| Carton Declt Shipmt Wgt (UOM) / Dim Wgt (UOM) | Pieces |
|---|--------|
| 1.0 kg | 1 |

DHL Express Terms and Conditions of Carriage apply (www.dhl.com/express/conditions/shiping_advice.html)

Waybill (in Capital Letters) Signature Date (DD.MM.YYYY)

Contents: 2 leather books

WAYBILL 65 XXXX XXXX

License Plates of pieces in shipment
JD014600010400XXXXXXX

DO NOT PRINT - SAMPLE ONLY

- page 1 of 1 -

B) Shipment Receipt is Customer's Copy

|  | | Shipment Receipt | |
|---|-------------------|---|--|
| Shipment From | | Shipment To | |
| XXXXXXXXXX | | dfyd ryrdyd w | |
| XXXXXXXXXX Japan | | CENTRAL Hong Kong SAR, China +85226045654 | |
| xxx@mail.com | | | |
| +81xxxxxxxx | | | |
| Shipment Details | | International Information | |
| Shipment Date: | 2024-03-28 | Declared Value: | 500 JPY |
| Waybill Number: | 62213548 | Duties&taxes acct: | Receiver |
| Service Type: | EXPRESS WGT | Dutiable Status: | Dutiable |
| Packaging Type: | Box 2 | Estimated Del date: | Thursday, 28 Mar, 2024 |
| Number of Pieces: | 1 | Item Code: | DHL23JP50 |
| Total Weight: | 2.00kg | | |
| Dimensional: | 1.23kg | | |
| Chargeable: | 2.00kg | | |
| Insured Amount: | | | |
| Terms of Trade: | FOB | | |
| Billing Information | | | |
| Payment Type: | Online Payment | Special Services: | KOUKUKU NENRYOU WARIMASHI KIN / GOGREEN PLUS / DUTIES AND TAXES UNPAID / KINKYUU JITA TSUIKA KIN |
| Billing Account: | Online Payment | | |
| Duties&taxes acct: | Receiver Will Pay | | |
| Charge Breakdown: | 10,191 JPY | | |
| Reference Information | | | |
| Reference: | | | |
| Pickup reference nr: | | | |
| Description of Contents | | | |
| used cotton t-shirt | | | |
| 2019 © DEUTSCHE POST AG - ALL RIGHTS RESERVED | | | |

DO NOT PRINT - SAMPLE ONLY

C) Commercial Invoice 2pages

Proforma Invoice
 AWB No: 6221354893 Invoice Date: 2024-03-26 Invoice No:

SHIP TO:
 city d
 ry rlyd
 xx

SHIP TO:
 CENTRAL
 Hong Kong SAR, China
 +85229048654

Trader Type: PRIVATE
 VAT No:
 EORI:

Shipper Reference:
 Receiver Reference:
 Remarks:

| Item | Description | Net Weight (kg) | Gross Weight (kg) | Country of Origin | Type & QTY | Unit Value | Sub Total Value |
|------|---------------------|--------------------|----------------------|-------------------|------------|------------|-----------------|
| 1 | used cotton t-shirt | 500 | 500 | JAPAN | 1 PCS | 500 JPY | 500 JPY |

Total Goods Value: 500 JPY
 Total Invoice Amount: 500 JPY
 Currency Code: JPY
 Terms of Payment: Free on Board
 Terms of Trade:
 Place of Inocent:
 Reason for Export: G#
 Type of Export: G#
 Total Net Weight: 0.500kg
 Total Gross Weight: 2.000kg

Total line items:
 Number of Pallets:
 Total units:
 Package Marks / Other Info:

Payment of GST / VAT:
 Duty / Taxes acct: Receiver Will Pay
 Requires Padments: No
 Duty / Tax billing service:
 Carrier: DHL
 Ultimate Consignee:
 Exemption Citation:

We hereby certify that the information contained in the invoice is true and correct and that the contents of this shipment are as stated above.

Name: HIDEYASU HINO
 Position:
 Date of Signature: 2024-03-26

Signature: _____
 Company Stamp

Page 1 of 1

Important**Final Check Points before Mailing**

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

- Do you have filled out "Shipment Contents Confirmation form"?
- Do you have DHL waybill and commercial invoice prepared with MyDHL+?
- Did you pay the charges using your credit card at MyDHL+?
- Did you **apply Promotion Code** at MyDHL+?
- Did you include every piece of your shipment in your invoice (i.e. details of contents)?
- Do you have "Shipment Receipt" as your reference at hand?

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

- Do you have the tracking number (detachable from the envelope) for Letter Pack Plus?
- Did you write DHL facility address as the recipient?
- Are you aware that your package would be sent back by pay-on-delivery service if DHL should find your shipment unacceptable?

After affirming all the check points, please go to Post Office or Mailing box to drop your Letter Pack Plus that includes your shipment for international delivery as well as DHL waybill, commercial invoice and Content Confirmation Form.

*Please keep this checklist for your records.

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