



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 01_24



Index

1. Usage Instructions

2. Cautions

3. Check Points before Dropping Your Envelope

4. MyDHL+ (Online Shipping Tool) User Guide

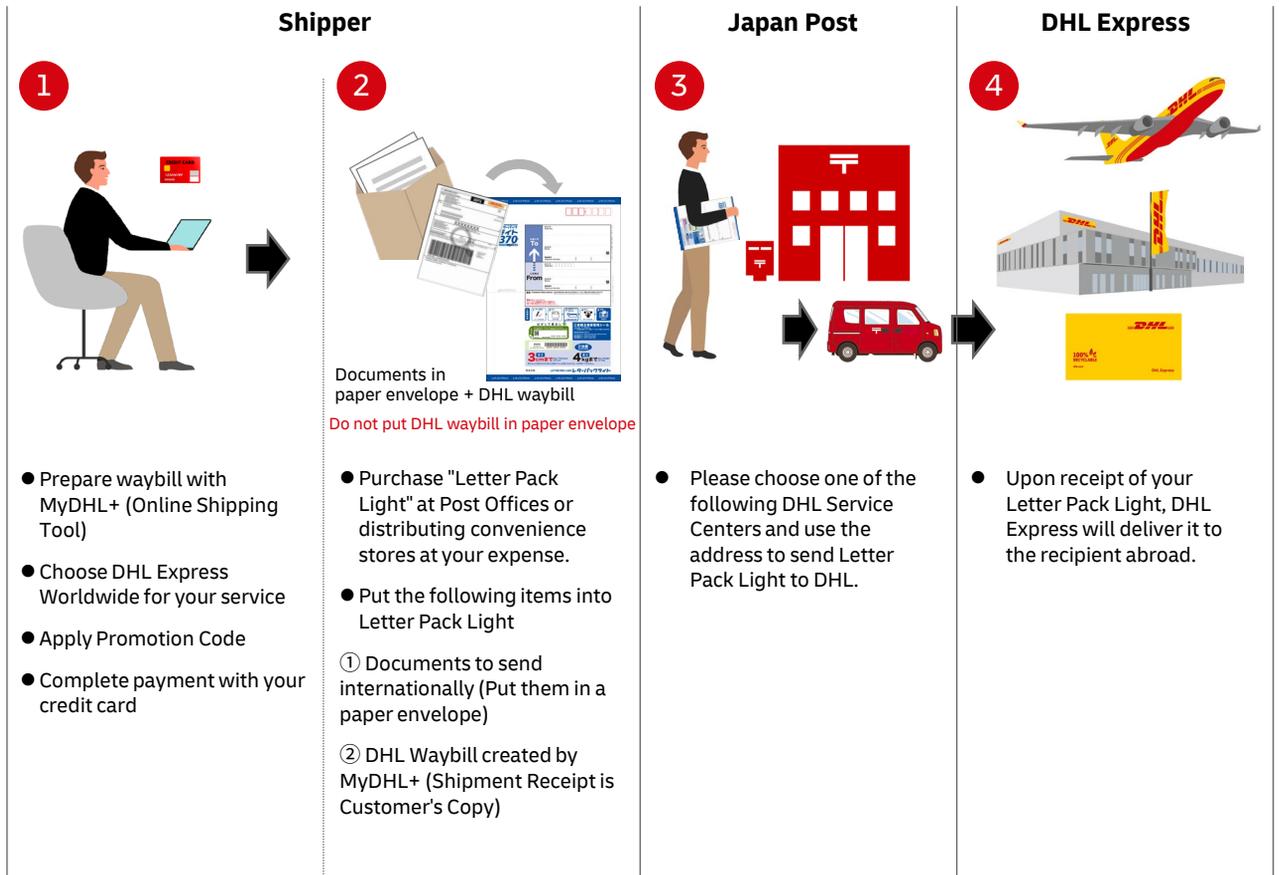
- ① MyDHL+ Login Application
- ② MyDHL+ Login
- ③ MyDHL+ Shipping Document Preparation



User Guide - An easy and convenient way to send your document internationally. "Drop into Mailing Post" by using Letter Pack Light.

You can use DHL Express for your document delivery just by dropping your envelope at postal offices or mailing boxes. You need to pay with your credit card in advance. But by using Japan Post's Letter Pack Light, you do not have to wait for DHL's pick-up or there is no need to visit DHL locations.

Please prepare your shipment by following the instructions.



[MyDHL+]

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

[Promotion Code]

Promotion code must be applied at MyDHL+. Then you will receive discount from the published tariff and your shipment is treated as "postal mailing to DHL".
 <Please [click here](#) for the promotion code>

Mail Address to Send Letter Pack Light to DHL

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

Central Japan (Aichi, Gifu, Mie, Toyama, Ishikawa, Shiga)
 〒479-0881 DHL Central Japan Int'l Airport SC LOPS
 Cargo Area, Int'l Airline Bldg 2, 1-2
 Centrair, Tokoname-shi, Aichi

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

Cautions

- 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.

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

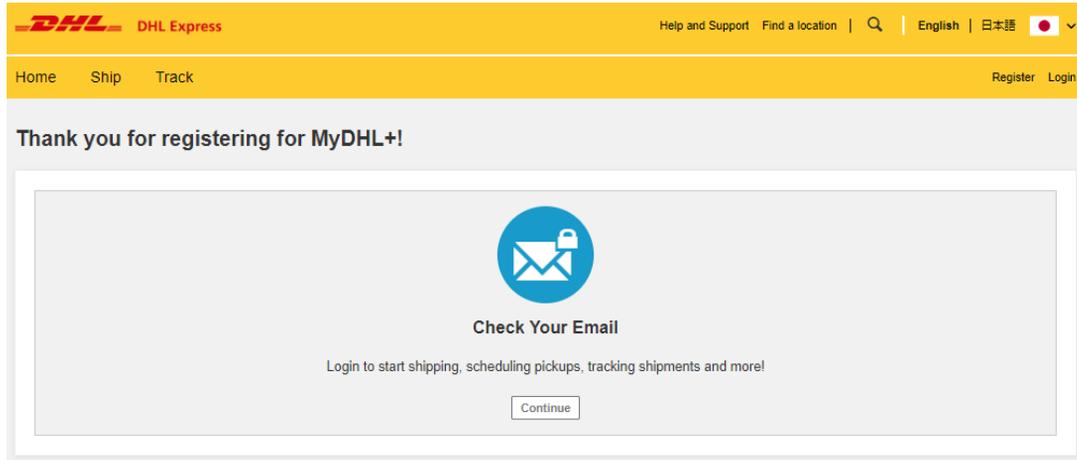
1. MyDHL+ Registration 1/2

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

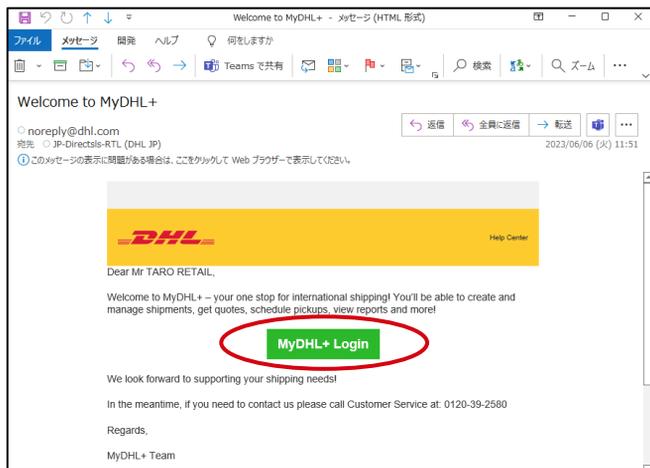
2). Scroll down to “Your Details”

1. MyDHL+ Registration 1/2

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

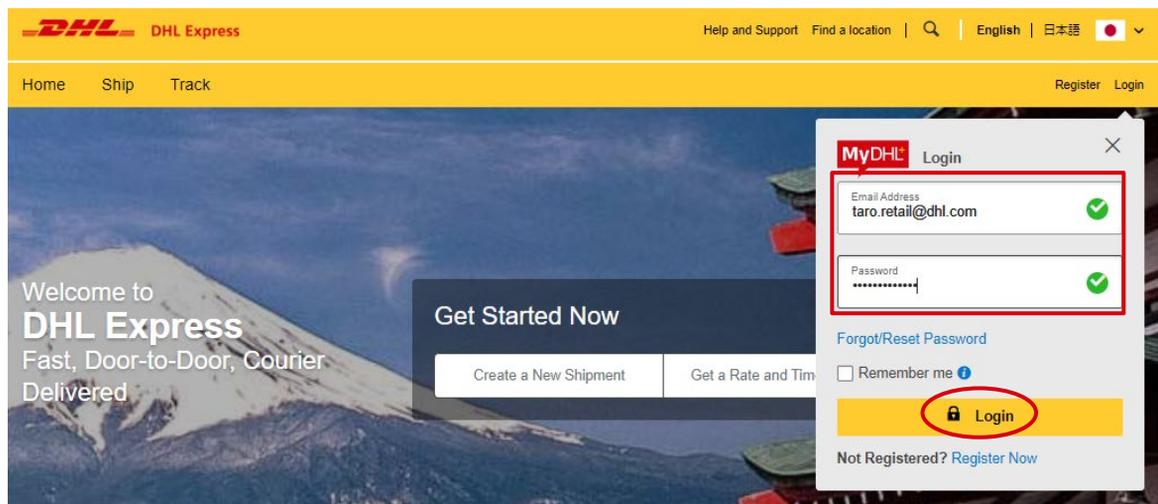


4). You will receive an email Welcome to MyDHL+ from dhlsender@dhl.com and please click the login button.



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.



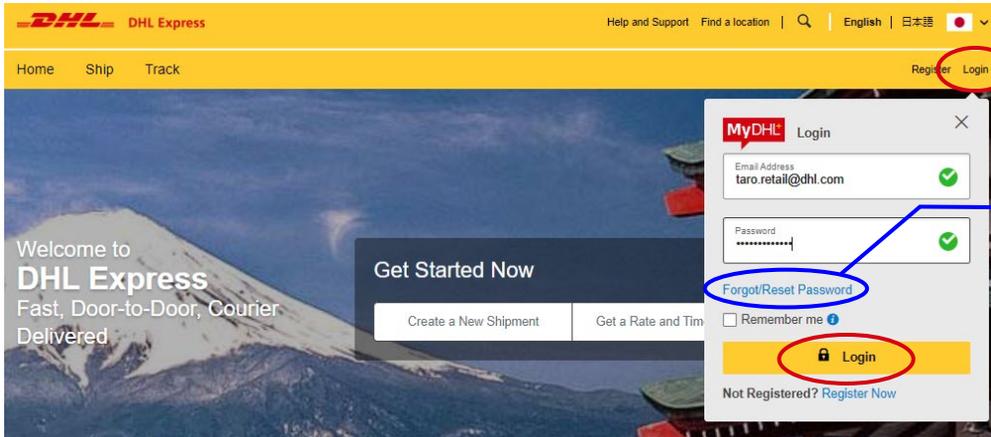
2. MyDHL+ LOGIN

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.

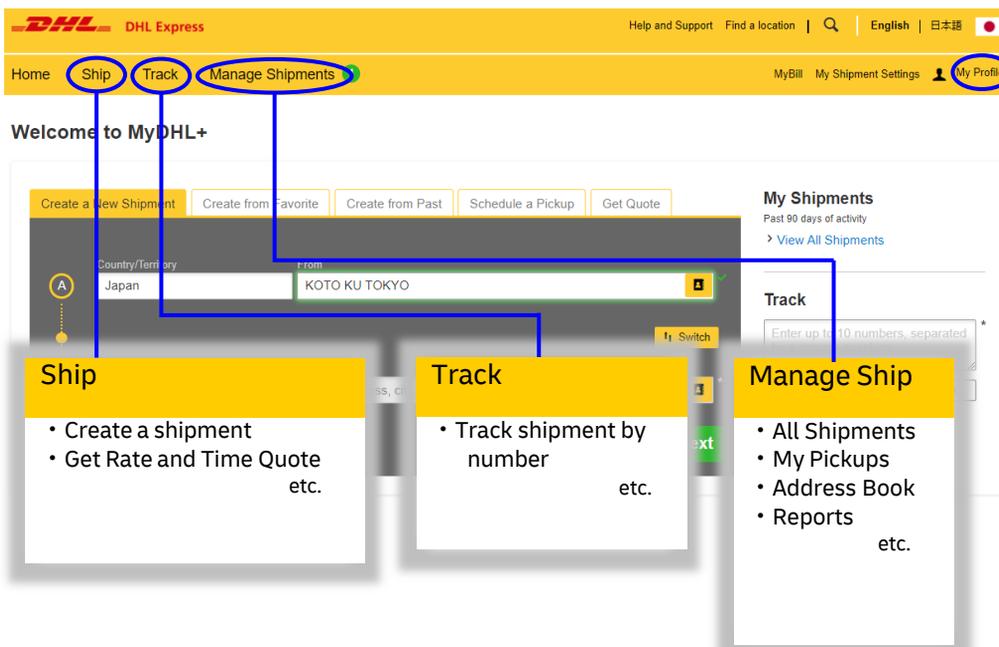
※Please go to the last section to register your email address and password.

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.



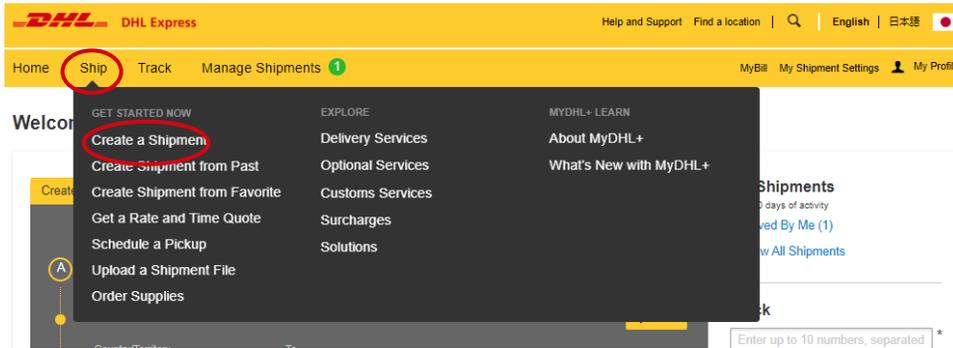
My Profile

- Update My Info
- Manage MyDHL+
- Manage Passord

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.

3. MyDHL+ Create Shipment

4). Enter Shipment Details

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

6). Complete entries and click “Next”.

Save for later
You can save your input before completion.

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

Description:
Choose an appropriate description from the list.

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

Reference:
No need to fill

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

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

Weight: Including package

Choose “ENVELOPE1”

3. MyDHL+ Create Shipment

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

Payment must be made with credit card.

Debit Card is not accepted

10). Choose Shipping Date.

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

Details : Quote breakdown will be shown.

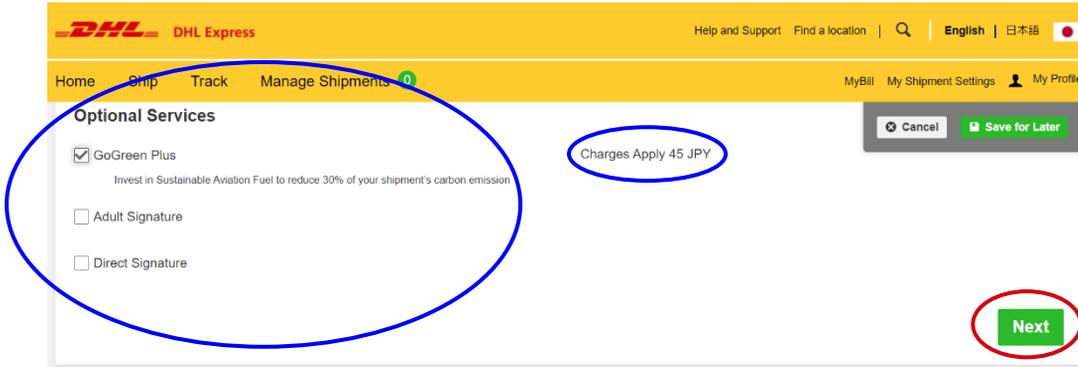
Please note that this delivery date does not reflect the domestic transport by Letter Pack Light.

- 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.

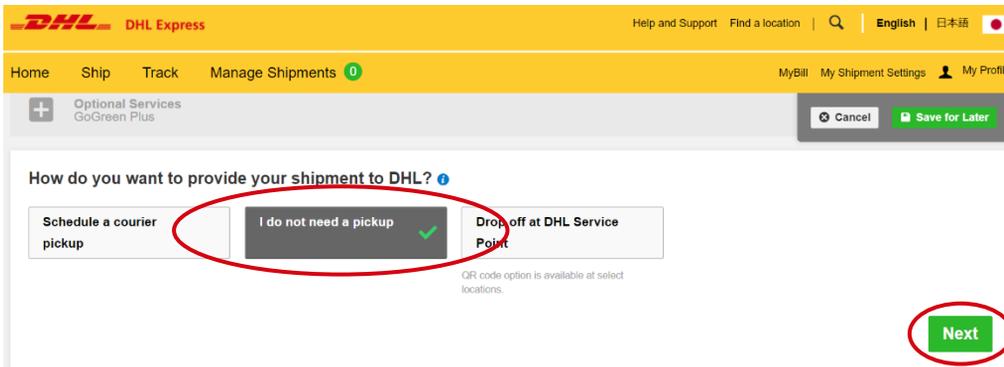
3. MyDHL+ Create Shipment

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

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



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



3. MyDHL+ Create Shipment

14). **Note** Check “Promotion Code” and enter the Code, and click “Apply”

15). **Make sure you have got discount and choose Credit Card.**
(This is discount from the published tariff.)

The screenshot shows the DHL Express website interface. At the top, there is a navigation bar with 'DHL Express', 'Help and Support', 'Find a location', 'English', and '日本語'. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Register', and 'Login'. The main content area is titled 'Shipment Cost Summary' for 'EXPRESS WORLDWIDE' on 'Mon, 15 Jan, 2024 - End of Day'. It lists 'Volumetric Weight 0.193 kg', 'Total Weight 0.5 kg', and 'Chargeable Weight 0.5 kg'. A table shows 'Transportation Charges' with a 'Discounted Rate' column. A 'Promotion Code' input field is highlighted with a red box and an 'Apply' button. A blue arrow points from this box to a callout box on the right that says 'Check Promotion Code, enter the code and click “Apply”'. Below the input field, another callout box says 'Please [click here](#) for the promotion code.' The table data is as follows:

	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

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

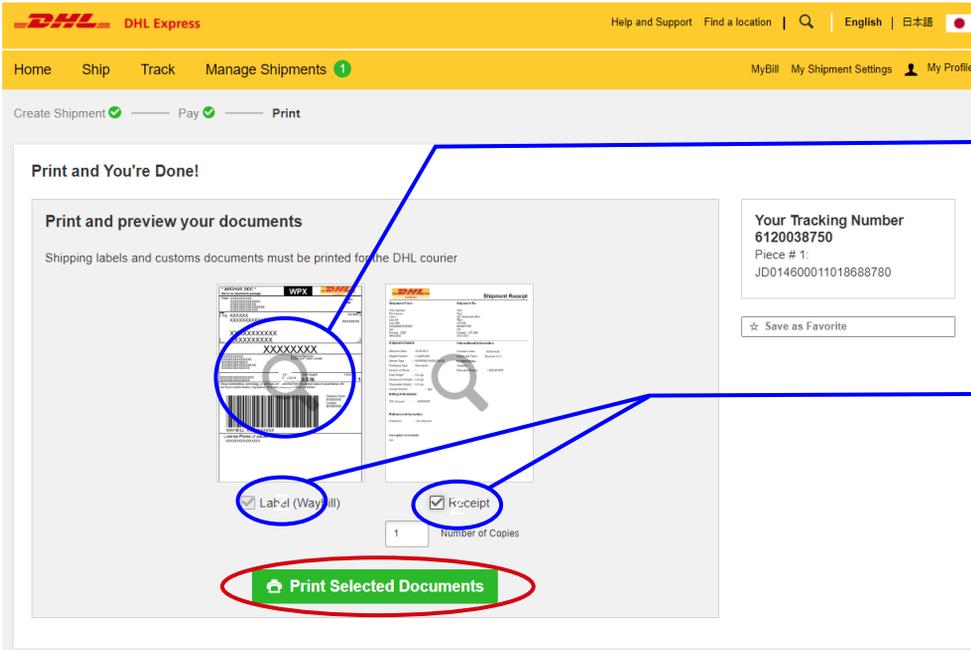
Please [click here](#) for the promotion code.

The screenshot shows the 'Pay by Credit Card' section. It features radio buttons for 'VISA', 'MasterCard', 'JCB', and 'American Express'. Below the buttons is a checkbox for 'Save my credit card details for future shipments'. A yellow warning box contains the following text: 'You are making a payment with DHL International GmbH on behalf of DHL Japan, Inc. 1-37-8, Higashi-Shinagawa Shinagawa-ku, Tokyo 140-0002 Japan. Your credit card will be pre-authorized for 12,500 JPY. • 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.' Below the warning box is a checkbox for 'Billing address is the same as the ship FROM address'. At the bottom, there is a 'Terms and Conditions' section with a note: '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](#).' A green 'Accept and Pay' button is highlighted with a red box.

Click “Accept and Pay”

3. MyDHL+ Create Shipment

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



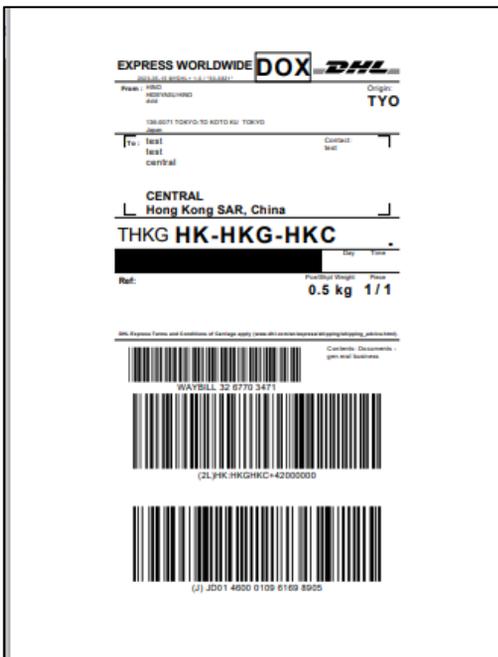
Tips:
Click the magnifying glass and you can view and download the print image.
> This image cannot be used as the shipping documents

Tips:
Print “Receipt” for your reference.

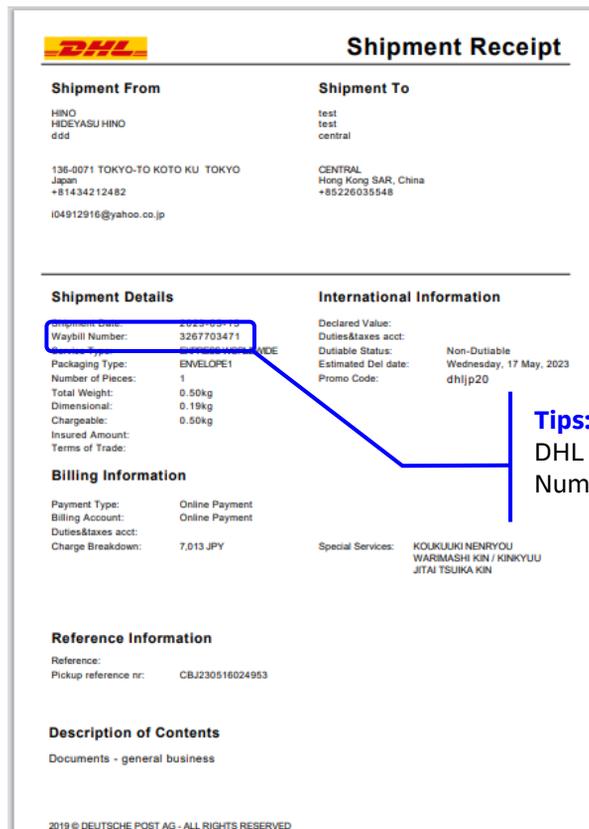
17). Your shipping documents are completed.

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

✳️DHL Label



✳️Receipt



Tips:
DHL Waybill Number is here.



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