MYDHL+ FREQUENTLY ASKED QUESTIONS

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2022 MyDHL+ CHANGES

1. What are the changes being made in MyDHL+?

The key changes being made are:

1. **Shipment creation flow will change** to place early emphasis on the description of the shipment contents.
2. **Description builder** will be more prominent to support the capture of complete and accurate goods descriptions
3. **Commercial Invoice line-item upload functionality** will allow the upload of flat files (CSV, TXT or XML) with multiple line items, which will save manual entry.
4. **The Paperless Trade (PLT) upload functionality** will appear later in the process.
5. **Mandatory Line Item data** – Providing a detailed description of your goods that meet Customs criteria is becoming mandatory in an increasing number of countries. Providing this information will ensure your compliance with customs and regulatory requirements

2. Why are these changes being made at this time?

The changes are being made because Regulatory and Customs Authorities across the globe are moving towards a fully data-driven environment. Providing complete & accurate Commercial/Proforma Invoice line item data is the key enabler for fast & compliant Clearance processes.

3. Do I need to enter line item data for every shipment?

The need to enter line item data applies for every dutiable shipment; this is anything that is not a document and is going outside the UK.

4. Why do I need a Commercial/Proforma Invoice?

The Commercial/Proforma Invoice can be thought of as the passport for your shipment when shipping goods cross border. Before shipping internationally, it is essential that you fully understand the key export requirements of the origin country, import requirements of the destination country, and/or request regulatory advisory from Tax/Legal advisors. This will support compliance with the relevant country regulations, avoiding potential clearance delays, fines and penalties by Regulatory Authorities.

One common essential requirement by Customs Authorities across the globe is to ensure that the Commercial / Proforma Invoice electronic data provided is complete & accurate – DATA QUALITY IS KEY to ensure smooth Customs Clearance.

5. Why does DHL require details on each line item I am sending?

Customs and regulatory bodies around the world are frequently updating their data requirements and security screening processes. In order to be compliant, it is critical for shippers to share details of each shipment being exported. By making the adjustments in MyDHL+ now to facilitate customers to share line item data, DHL is future proofing the compliance to these requirements and is ensuring that we can maintain the high service standards which our customers expect.

6. Will I need to type in each item I am sending?

You have three options;

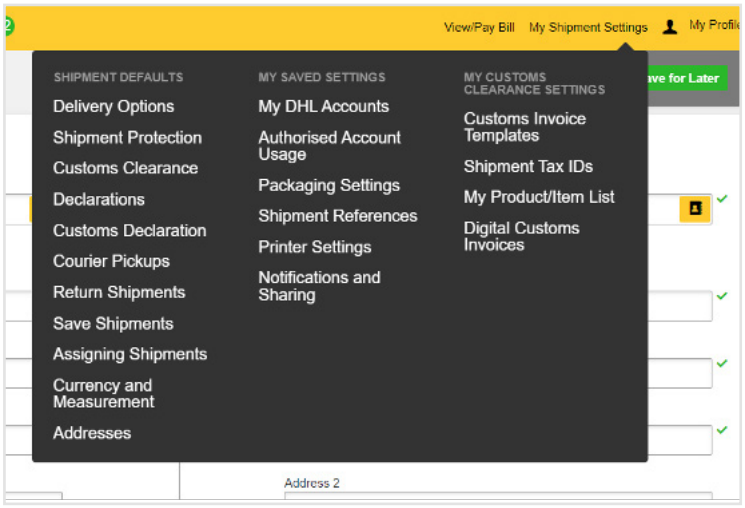
1. You can manually enter the line item detail.
2. You can select your line items from a pre saved list of products/items.
3. You can use our description builder to help you to describe your shipments content accurately.
4. We have also added a new feature which allows you to upload your own file (CSV, TXT or XML) which will reduce manual entry, particularly if you ship multiple line items.

7. I send the same Commodity with each shipment; do I have to enter the details every time I ship?

If you send an item regularly, you have the option to save it during the shipment creation process. This means that when you select it next time the information will be pre-populated for you. In addition, you have the option to create a full product item list which can be selected from during the shipping process.

This can be accessed from “My Shipment Settings – My Product/Item List” .

Watch **this video** for a step-by-step guide to uploading your product list.



8. Can I still upload my invoice, like I do currently?

Yes, you will still be able to upload your own invoice as you do today, however, this section has moved to a later part of the shipment creation flow within MyDHL+. The customs clearance process will use both your invoice image and the line-item data which you provide.

9. The items I send are very light weight or low value and I can only enter 2 decimal places

This latest release of MyDHL+ allows you to use up to 5 decimal places for the value of an individual item, and up to 3 decimal places for the weight of an individual item. e.g. £0.0001 and 0.001KG per item.

10. When I enter my HS Code/Tariff Code/Commodity code I get an error message

This is a known issue and something we are working on; if you are sure the commodity code is correct, please ignore the message and proceed.

11. I do not know the commodity codes for my items

You can use the HMRC Trade Tariff tool to help with classification: **Finding commodity codes for imports into or exports out of the UK - GOV.UK (www.gov.uk)**

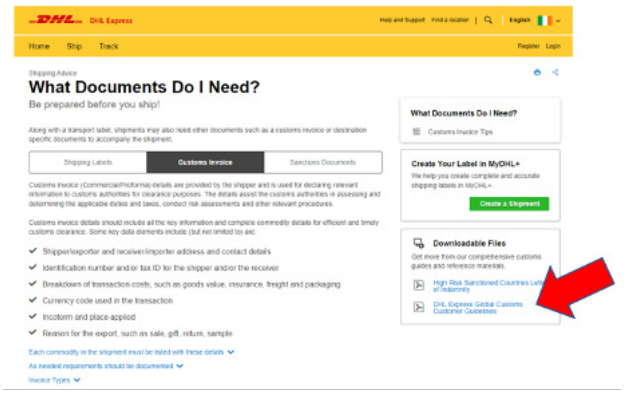
12. Does the requirement for electronic data differ depending on where I am sending my shipments to / from?

Depending on where you are shipping from and to, there may be differences in the data requirements from the authorities in the origin or destination country. However, we encourage all customers to include Complete & accurate Commercial or Proforma Invoice data, to facilitate efficient customs clearance. The list below offers a snapshot of the key data elements that should be included:

- Shipper/Exporter & Receiver/Importer
- Identification Number
- VAT/GST Number
- EORI Number / Other Identification Number where applicable
- Goods Descriptions
- Harmonized System (HS) Code & Country of Origin
- Values & Currency
- Weight / Unit & Quantity
- INCOTERMS® & Place:
- Proof of Origin Statement
- Reason for Export

We encourage you to review our Global Customs Customer Guidelines which can be downloaded in pdf format from the below link accessed here:

https://mydhl.express.dhl/gb/en/help-and-support/shipping-advice/what-documents-do-i-need.html#/customs_invoice



13. I have my own invoice and I cannot see the option "Use my Own Invoice" anymore. Where can I find that?

It has moved to a later step in the shipment creation process and is now under the customs clearance section.

14. I have my own file format I would like to use to upload my line items. Is this possible?

At the moment you can use CSV, TXT or XML formats which enables us to extract the data. **There are templates which you can download from MyDHL+ along with guidelines** to ensure the data is passed to us in the correct format. It is not yet possible to use other file formats.

15. I will always use the same file format to upload my data, can I set up any preferences to save time?

Yes, absolutely! Under My Shipment Settings, there are various ways to default your preferences, this will then save for all file uploads created in future shipments.

16. Can you help me create a Commercial/Proforma Invoice?

MyDHL+ allows you to create a Commercial/Proforma invoice. Accurately completing the line item description helps speed up the customs clearance processing at destination.

MyDHL+ also allows you to upload your own invoice as well as any additional documents such as licenses, certificates, etc needed to help clear your shipments.

17. Are these changes in line with other providers in the market?

We have conducted extensive research both internally and externally to understand the market fully. The changes that are being made in MyDHL+ (with the request for commercial / proforma data and goods description) bring our shipping tool in line with industry standards.

The main driver behind the need to provide data electronically is the frequently changing requirements from Customs and regulatory bodies around the world.

18. Where can I find further information about Regulatory Changes?

The links below provide more information, however if you need further support, please reach out to your local DHL representative.

https://mydhl.express.dhl/gb/en/help-and-support/shipping-advice/what-documents-do-i-need/customs-invoice-tips.html

https://mydhl.express.dhl/gb/en/help-and-support.html#/customs_clearance_advice

DHL International (UK) Limited
Southern Hub
Unit 1, Horton Road
Colnbrook, Berkshire
SL3 0BB
United Kingdom
dhl.co.uk/express

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