

# WELCOME TO DHL EMAILSHIP USER GUIDE



## DHL EMAILSHIP IS FAST AND EASY TO USE.

**DHL eMailShip** is a simple and easy-to-use electronic tool from DHL Express. The reusable PDF forms and step-by-step instructions make shipping quick and easy. Users can prepare and print waybills, shipment forms, customs documents and pickup forms and send them via e-mail—*saving you time and effort!*

**DHL eMailShip** can be downloaded for free and is ideal for companies that have multiple decentralized users and locations.

### Benefits:

- Free downloadable PDF shipping forms
- Easy-to-fill-out form fields
- Delivery notification available to multiple e-mail addresses
- Shipping rates e-mailed to cash-paying customers
- Save up to 50 receiver addresses for future use
- All DHL product offerings available

### AVAILABILITY

Please check with your local DHL Customer Service Department for tool use requirements as well as availability of individual services for your specific country.

## GETTING STARTED

Downloading the reusable PDF forms is absolutely free, and there is no registration required by **DHL eMailShip**.

To get started, you will need a PC with Internet access, a laser printer, an active e-mail account, and a DHL account number with available credit or to pay by cash at pickup.

## Software Requirements

- Microsoft® Windows® 2000
- Microsoft® Windows NT® 4.0
- Microsoft® Windows® XP
- Adobe® Acrobat® Reader® 8

## DOWNLOADING DHL EMAILSHIP

### DHL Global: Choose Your Country

The screenshot shows the DHL Global website interface. The top navigation bar includes 'Express', 'Logistics', 'Mail', 'Press', 'Careers', and 'About Us'. A search bar is located on the right. The main content area features a world map with a 'Choose a location' dropdown menu open, listing various countries and regions. The dropdown menu includes: Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, and Belize. The website also displays various service highlights and news items.

### Step 1:

Download **DHL eMailShip** through your country's DHL Web site at **www.dhl.com**.

Open the "Express" menu and select "Resource Center."

Click the "Advanced Shipping Solutions" link and then choose the "DHL eMailShip" tab.

### Step 2:

Click to expand the "Start Preparing Your Shipment Now" link.

Click the "Download DHL eMailShip Shipment Form" link to begin the download.

### DHL eMailShip Tab

The screenshot shows the DHL eMailShip tab on the website. The page title is "Advanced Shipping Solutions – Total Control". The main content area describes the benefits of DHL eMailShip, including easy-to-use PC software and fully-integrated business solutions. A navigation bar at the top includes 'Express', 'Logistics', 'Mail', 'Press', 'Careers', and 'About Us'. The left sidebar contains a navigation menu with options like 'Shipping', 'Tracking', 'Export Services', 'Import Services', 'Optional Services', 'Industry Solutions', and 'Resource Center'. The main content area includes a 'Ship Online Now' section, a 'Tracking' section, and a 'Download DHL eMailShip Shipment Form' link. The page footer includes the DHL logo and contact information.

### Download Link

**Start Preparing Your Shipment Now**

[Download DHL eMailShip Shipment Form](#)  
(Type: Acrobat Reader file, Size: 533.2 KB)

[Download DHL eMailShip User Guide](#)  
(Type: Acrobat Reader file, Size: 444.0 KB)

# COMPLETING THE SHIPMENT FORM

## Shipment Form

**DHL Shipment Form**

Clear All  Process Shipment  Request a Pickup

**1 Payer account number and insurance details**

Charge to  Shipper  Receiver  3rd Party  Cash Shipment  
 Payer Account No \*  
 Shipment Insurance See [Terms & Conditions](#)  
 Yes Insured value Local Currency

**2 From (Shipper)**

Shipper's Account Number \* Contact Name \*  
 Shipper's Reference  
 Company Name \*  
 Address \* City \*  
 Postcode  
 Country \* Phone \*  
 Please Select  
 Federal Tax ID  CNPJ  CPF IE/RG

**3 To (Receiver)** Save List Delete Clear

Company Name \*  
 Delivery address \* DHL cannot deliver to a PO Box City \*  
 Postcode  
 Country \* State \*  
 Please Select Please Select  
 Contact Person \* Phone \*  
 Federal Tax ID  CNPJ  CPF IE/RG

**4 Products & Services** (Products not available to and from all locations. Please go to [www.dhl.com](#) to check on it)

Type International NonDocument  
 Product Express WorldWide  
 Delivery Notification Please use "\*" if entering multiple email ID's

**5 Shipment details**

Pieces*	Piece Weight*	Length	Width	Height
1	0.5			

Total number of Packages : 1 Total weight : 0.5 Kg(s) [More](#)

**6 Full description of contents**

Give content and quantity \*

**7 Non Document shipment only (Customs Requirements)**

Attach the original and four copies of a Proforma or Commercial Invoice  
 Shipper's VAT/GST number Receiver's VAT/GST  
 Declare Value for Customs (as on commercial/proforma invoice) Local Currency  
 Harmonised Commodity Code (if applicable)  
 TYPE OF EXPORT  Permanent  Temporary  Repair/Return  
 Destination duties/taxes  
 Receiver  Shipper  Others  
 specify approved account number

**8 Shipper's agreement**

Unless otherwise agreed in writing, I/we agree that DHL's Terms and Conditions of Carriage are all the terms of the contract between me/us and DHL, and (1) such Terms and Conditions and, where applicable, the Warsaw Convention limits and/or excludes DHL's liability for loss, damage or delay and (2) this shipment does not contain cash or dangerous goods (see [Terms & Conditions](#).)

I Agree Date 01-08-2011

Version 03.00.00

### Payer, Insurance, and Shipper Information (Sections 1 & 2) Receiver Information: List Button (Section 3)

**3 To (Receiver)** Save List

Company Name \*  
 Delivery address \* DHL cannot deliver to a PO Box City \*  
 Postcode  
 Country \* State \*  
 Please Select Please Select  
 Contact Person \* Phone \*  
 Federal Tax ID  CNPJ  CPF IE/RG

**Dropdown Menu:**  
 Dannevirke Motors  
 Jones Co.  
 Satou Inc.

Once you have the PDF form, you'll see that eMailShip has three easy-to-complete forms:

- Shipment Form
- Customs Document (optional)
- Pickup Form (optional)

eMailShip will help you validate some of the information you input and prompt you where to correct.

#### Step 1:

Indicate who will be charged for the shipment and enter the payer account number if applicable to the selection.

Click the box beside "Yes" to insure the shipment, enter a monetary value, and currency type.

#### Note

All required fields on the Shipment Form are marked with an asterisk (\*).

When "Cash Shipment" is selected as the payment option, you can leave the "Payer Account No" field blank as well as the "Shipper's Account Number" field.

#### Step 2:

Enter all required shipper information.

#### Step 3:

Enter all required receiver information. Saved addresses can be retrieved by clicking the yellow "List" button.

#### Tip

Save up to 50 receiver addresses with the eMailShip tool.

**Products and Services, Shipment Details, and Content (Sections 4-6)  
Customs Information and Shipper's Agreement (Sections 7 & 8)**

4 Products & Services <small>(Products not available to and from all location. Please go to <a href="http://www.dhl.com">www.dhl.com</a> to check on it)</small>			
Type	International NonDocument		
Product	Express WorldWide		
<input type="checkbox"/> Delivery Notification	Please use ";" if entering multiple email ID's		
5 Shipment details			
	Express 9:00		
	Express 10:30		
	Express 12:00		
	Express WorldWide		
	Economy Select		
	Jumbo Box		
	Jumbo Box Jr		
Pieces*	Piece	Weight	Height
1	0		10
Total number of Packages : 1		Total weight : 0.5 Kg(s) <a href="#">More</a>	
6 Full description of contents			
Give content and quantity *			
Computer Parts (2)			
7 Non Document shipment only (Customs Requirements)			
Attach the original and four copies of a Proforma or Commercial invoice			
Shipper's VAT/GST number		Receiver's VAT/GST	
Declare Value for Customs <small>(as on commercial/proforma invoice)</small>		Harmonised Commodity Code <small>(if applicable)</small>	
Local Currency			
TYPE OF EXPORT <input checked="" type="radio"/> Permanent <input type="radio"/> Temporary <input type="radio"/> Repair/Return			
Destination duties/taxes			
<input checked="" type="radio"/> Receiver <input type="radio"/> Shipper <input type="radio"/> Others			
specify approved account number			
8 Shipper's agreement			
<small>Unless otherwise agreed in writing, I/we agree that DHL's Terms and Conditions of Carriage are all the terms of the contract between me/us and DHL and (1) such Terms and Conditions and, where applicable, the Warsaw Convention limits and/or excludes DHL's liability for loss, damage or delay and (2) this shipment does not contain cash or dangerous goods (see <a href="#">Terms &amp; Conditions</a>.)</small>			
<input type="checkbox"/> I Agree		Date 02-08-2011	

**Transmit to DHL**

<input checked="" type="checkbox"/> Process Shipment	<b>Transmit to DHL</b>
<input type="checkbox"/> Request a Pickup	

**Note**

Once the necessary forms for your shipment are complete, click the box beside "Process Shipment."

If paying by DHL account and you have a regular DHL pickup scheduled, there is no need to click "Request a Pickup."

If you are paying by cash, you must click "Request a Pickup."

Click "Transmit to DHL" to send the shipment information to DHL.

**Step 4:**

From the "Type" drop-down menu, select the appropriate shipment type.

Choose the preferred DHL product from the "Product" drop-down menu.

To send delivery notices to specified parties, click the box beside "Delivery Notification" and enter up to five e-mail addresses.

**Note**

Available products may include Express morning delivery options and Economy Select.

If the product selected is not available for the destination country, you will receive an e-mail requiring the selection of another product.

**Step 5:**

Enter the piece count, shipment weight, and dimensions.

**Note**

Click the blue "More" link if additional table rows are needed.

Each shipment piece will generate a waybill to be printed.

**Step 6:**

Enter the content description and quantity.

**Step 7:**

Mark the export type.

Indicate who will pay the duties and taxes.

**Note**

Section 7 information is only required for shipments with non-document components.

**Step 8:**

Read the Shipper's Agreement.

Click the "Terms & Conditions" link to read the DHL Express Terms and Conditions of Carriage.

Click the box beside "I Agree."

## COMPLETING THE CUSTOMS DOCUMENT (OPTIONAL)

### Customs Document



**Customs Document**  
(To be filled for Dutiable Shipments Only)

Clear All

<b>1 Shipper</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"><b>4 Invoice Details</b></td> <td>Type Of Invoice * Commercial Invoice</td> </tr> <tr> <td>Date</td> <td>02-08-2011</td> </tr> <tr> <td>Invoice Number</td> <td></td> </tr> <tr> <td>Shipment Reference</td> <td></td> </tr> <tr> <td><b>5 Shipping Terms</b></td> <td>Payer of GST/VAT</td> </tr> <tr> <td>Type of Export</td> <td></td> </tr> <tr> <td>Terms of Payment</td> <td></td> </tr> <tr> <td>Currency Code</td> <td></td> </tr> <tr> <td>Incoterm *</td> <td>DTP-Duties and Taxes Paid</td> </tr> <tr> <td><b>6 Comments</b></td> <td></td> </tr> </table>	<b>4 Invoice Details</b>	Type Of Invoice * Commercial Invoice	Date	02-08-2011	Invoice Number		Shipment Reference		<b>5 Shipping Terms</b>	Payer of GST/VAT	Type of Export		Terms of Payment		Currency Code		Incoterm *	DTP-Duties and Taxes Paid	<b>6 Comments</b>	
<b>4 Invoice Details</b>	Type Of Invoice * Commercial Invoice																				
Date	02-08-2011																				
Invoice Number																					
Shipment Reference																					
<b>5 Shipping Terms</b>	Payer of GST/VAT																				
Type of Export																					
Terms of Payment																					
Currency Code																					
Incoterm *	DTP-Duties and Taxes Paid																				
<b>6 Comments</b>																					
<b>2 Receiver</b>																					
<b>3 Bill to Third Party</b>																					

Add Next Item Please note that maximum of 10 items can be added

7 Item Description										
No.	Full Description of Goods *	QTY *	UOM	Commodity Code	Unit Value *	Subtotal Value	Unit Net Weight	Subtotal Weight	Country/Location of Origin *	State of Origin (Applicable for Australia only)
X			N/A						Please Select	
Total Declared Value							Total Net Weight			kg(s)
Total Pieces						3	Total Gross Weight		1.5	kg(s)

Version 03.00.00

The Customs Document can be used for non-document international shipments that need customs documentation.

#### Steps 1 & 2:

The eMailShip tool will have auto-completed the shipper and receiver address information in sections 1 and 2 using the information entered on the Shipment Form.

#### Step 3:

Entering third-party information is only necessary if specified on the invoice that a third party should be billed.

#### Step 4:

Open the "Type Of Invoice" drop-down menu to choose the invoice type.

The date will be auto-completed for you.

Optionally, enter the invoice number and shipment reference.

#### Step 6:

Enter optional comments by clicking inside the field.

#### Step 5:

Some of the "Shipping Terms" fields will auto-complete using the information entered on the Shipment Form.

Enter the optional "Terms of Payment."

To enter a required Incoterm, open the drop-down menu to choose.

### Item Description (Section 7)

Add Next Item Please note that maximum of 10 items can be added

7 Item Description										
No.	Full Description of Goods *	QTY *	UOM	Commodity Code	Unit Value *	Subtotal Value	Unit Net Weight	Subtotal Weight	Country/Location of Origin *	State of Origin (Applicable for Australia only)
X			N/A						Please Select	
Total Declared Value							Total Net Weight			kg(s)
Total Pieces						3	Total Gross Weight		1.5	kg(s)

#### Step 7:

Enter the required item information.

#### Note

To add additional rows for multiple packages, click the "Add Next Item" button. A maximum of 10 item rows can be added.

To delete a row, click the "X" button to the left of the row to be removed.

## COMPLETING THE PICKUP FORM (OPTIONAL)

### Pickup Form

**DHL EXPRESS Pickup Form**

Clear All  Process Shipment  Request a Pickup **Transmit to DHL**

**1 Shipper** Copy Shipper Data

Account Number \*  
Contact Name \*  
Company Name \*  
Phone \* Ext.  
Address \*  
City \* Postcode  
State/Province Country \*  
Please Select

**2 Pick Up Details**

Date of Pickup \* 04-08-2011  
Pickup Weight \* KG Total Pieces \*  
Ready By Time \* 00 : 00 Closing Time \* 00 : 00

**3 Location Details**

Location Type \*  Business  Residence  
Location of Package(s) \* Front Desk

**4 Special Instruction**

Version 03.00.00

### Note

The Pickup Form can be used when you do not have a regular DHL pickup scheduled.

If you are paying by cash at pickup, completing the Pickup Form is required.

### Step 1:

If the pickup address information matches the shipper address information entered on the Shipment Form, click the “Copy Shipper Data” button to have the fields auto-completed for you. Otherwise, click inside the field to type the pickup address.

### Note

When paying by cash at pickup, the information you enter on the Shipment Form will auto-complete the corresponding Pickup Form fields.

### Pick Up Details, Location Details, and Special Instructions (Sections 2-4)

**2 Pick Up Details**

Date of Pickup \* 04-08-2011  
Pickup Weight \* KG Total Pieces \*  
Ready By Time \* 00 : 00 Closing Time \* 00 : 00

**3 Location Details**

Location Type \*  Business  Residence  
Location of Package(s) \* Front Desk

**4 Special Instruction**

### Step 2:

Enter the mandatory pickup details.

### Step 3:

Mark the location type—either “Business” or “Residence.”

Click inside the field to indicate the location of the shipment.

### Step 4:

Additional instructions for the pickup courier can be entered into the “Special Instructions” field.

### Transmit to DHL

Process Shipment  Request a Pickup **Transmit to DHL**

### Note

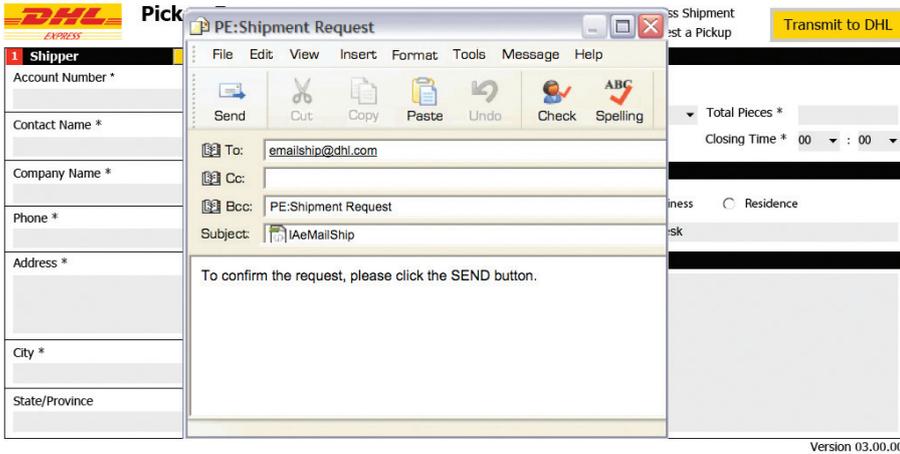
Once the necessary forms for your shipment are complete, click the box beside “Process Shipment” at the top of either the Pickup Form or the Shipment Form.

If you have an account with a regular DHL pickup scheduled, there is no need to click “Request a Pickup.”

Click the “Transmit to DHL” button to send the shipment information to DHL.

## E-MAIL CONFIRMATION AND SHIPPING DOCUMENTS

### Shipment Request E-mail

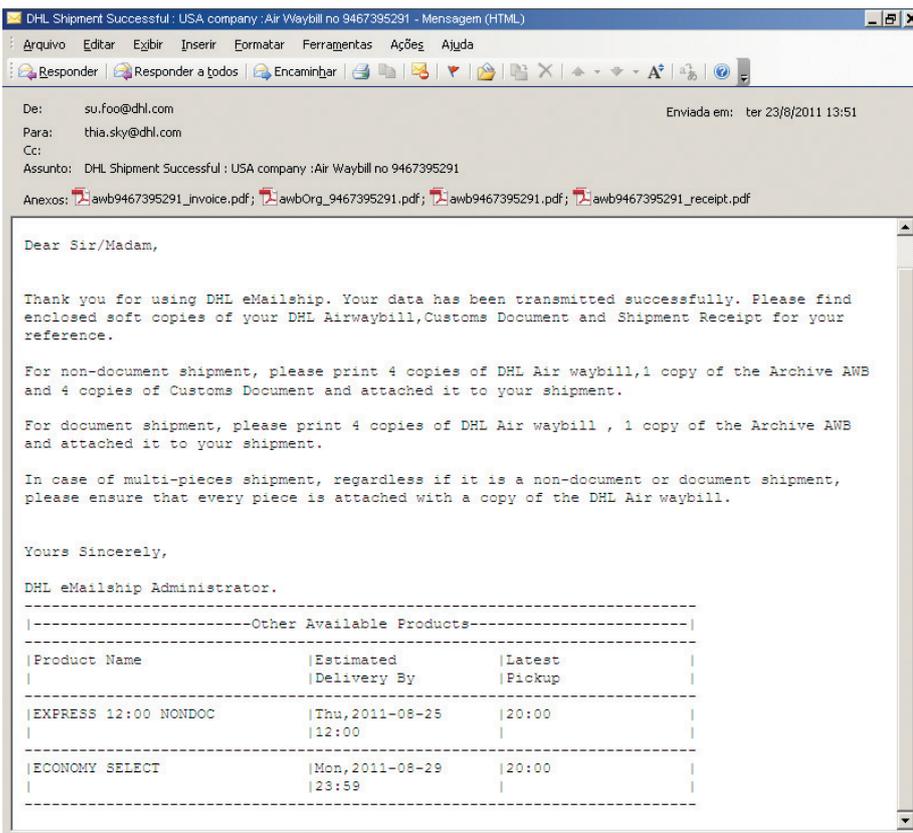


#### Step 1:

Once all necessary forms are completed and you click “Transmit to DHL,” an e-mail message window pops up from your already-installed e-mail software client. This message will contain all the shipping information you just completed on the **eMailShip** forms, including the shipping rates for the select DHL product.

E-mail the shipment request to DHL.

### Confirmation E-mail With Waybill Attachments

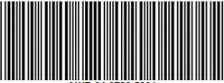


#### Step 2:

After e-mailing your shipment request, you will receive a confirmation e-mail.

The e-mail will contain attachments of all necessary shipping documentation and instructions on how many of each to print.

Waybill

<b>EXPRESS WORLDWIDE</b> <b>WPX</b> <b>DHL EXPRESS</b> <small>DHL Envia@Ship 09.00.00</small>	
<b>De</b> Mr Joao <b>From:</b> Mr Joao Av Paulista, 99 conj. 33 sao paulo 04140-000 Brazil	Contact: 436486332 <b>Origem/Origin</b> <b>CGH</b>
<b>Para</b> USA company <b>To:</b> MR JOHN 56th street MIAMI FL 33150 United States Of America	Contato/Contact: Ph: 893743643678 9
<b>US-TMB</b>	
Cod. Ref.: dpt sales Data: 2011-08-23 Peso do Envio: <b>30 kg</b> Peça/Pieces: <b>1</b>	Dia Hora
<b>Conteúdo/Contents:</b> null	
 AWB 04 6739 5291	Shipper CNPJ/CPF CNPJ Shipper IER/RG
 (ZLJUS33150+48000001)	Destinatario CNPJ/CPF Destinatario IER/RG
Insured Value USD 10 Declared Value USD 100 Vol. Weight 5.4 kg	

Step 3:

The waybill(s) should be printed and attached to every piece in your shipment.

Tip

The PDF shipment documents can be saved on your computer for future use.

Using the waybill number(s), login to your country's DHL Web site to track your shipment.

Shipment Receipt

		<b>Shipment Receipt</b>	
<b>Shipment From</b> Mr Joao Mr. Joao Av Paulista, 99 conj. 33 sao paulo 04140-000 Brazil 436486332	<b>Shipment To</b> USA company MR JOHN 56th street MIAMI 33150 United States Of America 8937436436789		
<b>Shipment Details</b> Date of Shipment : 2011-08-23 Air Waybill Number : 9467395291 Service Type : Express Worldwide (nondoc) (WPX) Number of Pieces : 1 Total Weight : 30 kg Insured Amount : USD 10 Volumetric Weight : 5.4 kg Estimated Charges : RAS : Fuel Surcharge :	<b>International Information</b> Declared Value : USD 100 Duties and Taxes : Paid by Receiver		
<b>Billing Information</b> Payment Type : Shipper Account	<b>Special Services</b> Insurance Service		
<b>Reference Information</b> Reference : dpt sales			
<b>Description of Contents</b> NONDOC			
<b>Piece ID (ISO_LP)</b> JD01 3036 3211 0000 7021	<b>Piece Weight</b> 30		

Commercial Invoice

<b>Shipper:</b> Mr Joao Mr. Joao Av Paulista, 99 conj. 33 sao paulo 04140-000 Brazil Phone: 436486332		<b>Commercial Invoice</b>																																					
<b>Receiver:</b> USA company MR JOHN 56th street MIAMI 33150 United States Of America Phone: 8937436436789		Date: 2011-08-23 Invoice Number: BR 1234 Shipment Reference:	Comments: Airway Bill Number: <b>9467395291</b>																																				
<b>Bill To Third Party:</b>																																							
<table border="1"> <thead> <tr> <th>Full Description of Goods</th> <th>QTY</th> <th>UOM</th> <th>Commodity Code</th> <th>Unit Value</th> <th>Subtotal Value</th> <th>Unit Net Weight</th> <th>Subtotal Weight</th> <th>Country of Origin</th> </tr> </thead> <tbody> <tr> <td>1 PEN SAMPLE</td> <td>10</td> <td>N/A</td> <td>123456</td> <td>10</td> <td>100</td> <td>3</td> <td>30</td> <td>Brazil</td> </tr> <tr> <td colspan="5"><b>Total Declared Value:</b></td> <td>100</td> <td>USD</td> <td colspan="2"><b>Total Net Weight:</b> 30.0 kg</td> </tr> <tr> <td colspan="5"><b>Total Pieces:</b></td> <td>1</td> <td></td> <td colspan="2"><b>Total Gross Weight:</b> 30 kg</td> </tr> </tbody> </table>	Full Description of Goods	QTY	UOM	Commodity Code	Unit Value	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin	1 PEN SAMPLE	10	N/A	123456	10	100	3	30	Brazil	<b>Total Declared Value:</b>					100	USD	<b>Total Net Weight:</b> 30.0 kg		<b>Total Pieces:</b>					1		<b>Total Gross Weight:</b> 30 kg				
Full Description of Goods	QTY	UOM	Commodity Code	Unit Value	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin																															
1 PEN SAMPLE	10	N/A	123456	10	100	3	30	Brazil																															
<b>Total Declared Value:</b>					100	USD	<b>Total Net Weight:</b> 30.0 kg																																
<b>Total Pieces:</b>					1		<b>Total Gross Weight:</b> 30 kg																																
Payer of GST/VAT: Receiver (No.) Type of Export: Permanent Terms of Payment:	Currency Code: USD Incoterm: DAP - Delivered At Place																																						
I/We hereby certify that the information of this invoice is true and correct and that the contents of this shipment are as stated above.																																							
Signature: _____ Position in Company: _____ Shipping Consultant: _____	Company Stamp: _____																																						



DHL Express

[www.dhl.com](http://www.dhl.com)