

Thank you for choosing DHL Express for the delivery of your PSA certificate!

1. Go to DHL's site to book and pay for your express shipment. Open the link in a new tab:

<https://mydhl.express.dhl/ph>

- a. Choose **Philippines**  in the upper right corner of the page.
- b. Select **Create a New Shipment**.
- c. Enter the **Ship From** and **Ship To** addresses.
- d. Click **Next**.

On the next page, enter the following details: **(Please refer Page 1)**

From

Name	: Unisys PSA Serbilis
Company	: Unisys Managed Services Corporation
Address	: Level 9 One Cyberpod Eton Centris
Postal Code	: 1100
City	: Quezon City - Pinahan
Email Address	: info2@psaserbilis.com.ph
Code	: 63
Phone Number	: 2 8981 7700

To

(Input your destination address).

2. On the next page, choose the Shipment Details:

- a. Choose **Documents**.
- b. Choose **“Certificates”** or **“Documents – General Business”** under **Describe the documents in your shipment**.
- c. Enter your **PSA Serbilis Reference Number**.
- d. Click **Next**.
If you want to avail of the Extended Liability/Insurance, select the “I would like to add shipment protection to my shipment (Document Extended Liability Service)” check box.
- e. Click Next.

Choose **Card Envelope** if the number of copies of your request is **five (5) copies or less**.

Click **Next**.

3. On the next page, choose **Credit Card** and then click **Next**.

Important: Only credit card payments are accepted.

- a. Choose **shipment date**.

Important: Shipment date should be at least four (4) business days after you have paid for your PSA Serbilis request. However, actual pickup may vary depending on the release of document from the PSA.

- b. **Select** Express Worldwide.

4. Choose **Optional Services** if these are available for your shipment type. If none are available, simply click **Next**.

Important: Close (X) when **No Printer** pop-up message appears.

- a. Choose **Schedule a Courier pickup**. Set the **pickup time** between **3:00 pm** and **5:30 pm**.

Important: Actual pickup schedule may vary depending on the release of document from the PSA.

- b. Choose **Reception** under the **Where should the courier pick up the shipment**.

- c. Click **Next**.

5. On the next page:

- a. Avail of the PSA discount, select the **"I have a promo code"** check box and enter **PHPSA**. Then click **Apply**.

I have a promo code

Apply

- b. Choose **Visa** or **Mastercard**.

- c. Click **Accept and Pay**.

Important: Billing address is the same as the ship FROM address **DO NOT** check the box for **Billing address is the same as the ship FROM address**. And then enter your residence address.

6. On the next page, enter your credit card details and then click **Pay**.

7. If payment is successful, on the next page:

- a. Select the **Label (Waybill)** and the **Receipt** checkboxes.

Important: Waybill details are sent automatically to Unisys PSA Serbilis. Please take note of your **Piece Number** and **Pickup Confirmation Number**.

- b. Click **Print Selected Documents** and **save as PDF**. This is your copy of the Waybill and the Receipt. **Keep your Tracking Number or Waybill number** to monitor your shipment.

Important: This portion will complete your transaction. **Tracking Number or Waybill number** will be generated. Request will now route to info2@psaserbilis.com.ph

8. You're done! **(Please proceed to the next page for complete details and instructions on how to book and ship your PSA certificate via DHL Express)**

Important Reminders:

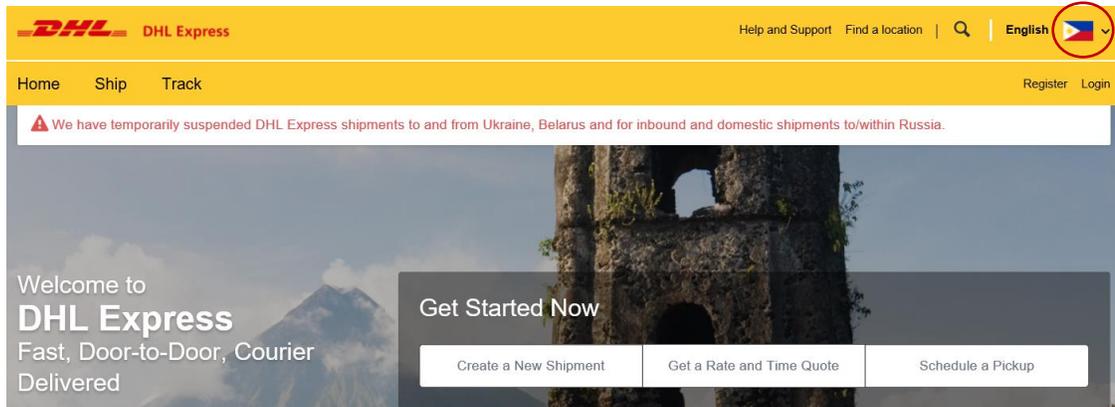
- All bookings must be managed through this link: <https://mydhl.express.dhl/ph>
- DHL Express delivery cost is separate from the PSA Serbilis fees, and is charged by and payable to DHL Express. All paid shipments for DHL Express are final and irrevocable.
- **No DHL Express waybill, no pickup and delivery.** PSA Serbilis is not liable for non-delivery of your document due to non-submission of your DHL Express waybill.
- DHL Express Terms and Conditions of Carriage apply.
- No changes to the Waybill can be made after payment of the shipment has been made.
- Only paid requests will be processed and shipped by Unisys PSA Serbilis.
- PSA Serbilis will ship the document(s) as issued by the PSA.

PLEASE CONTINUE TO READ BELOW FOR MORE DETAILS AND STEP BY STEP INSTRUCTIONS.

1. Go to DHL's site to book and pay for your express shipment. Open the link in a new tab:

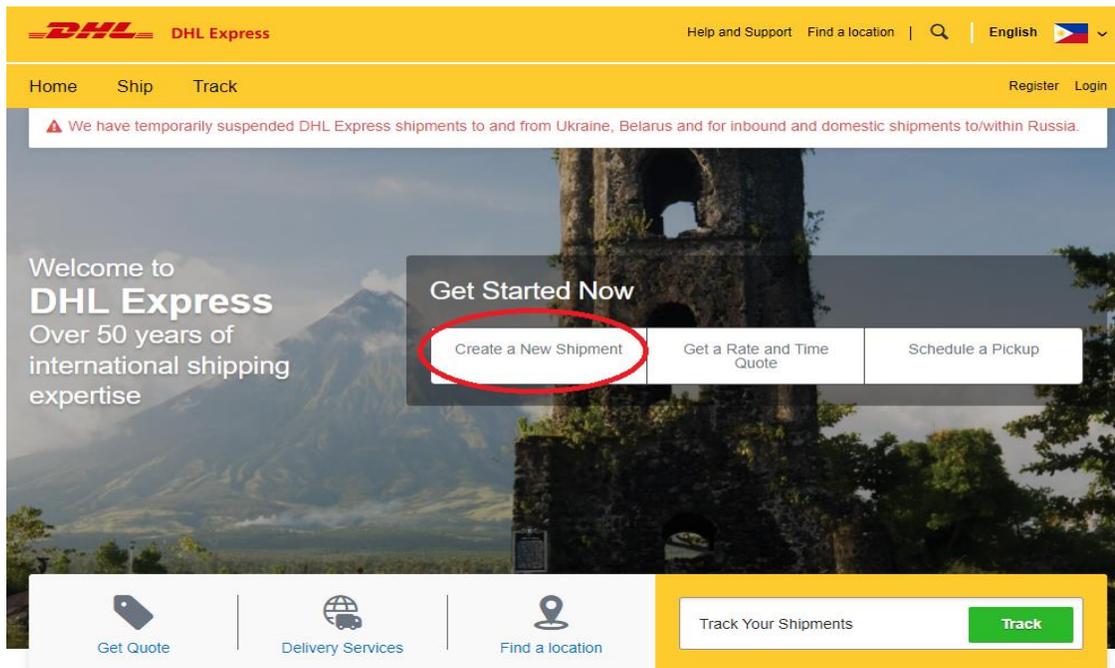
<https://mydhl.express.dhl/ph>

a. Choose **Philippines** 🇵🇭 in the upper right corner of the page.



Important: Choose Philippines. DO NOT choose your country of residence or the destination country of the PSA certificate.

b. Select **Create a New Shipment**.



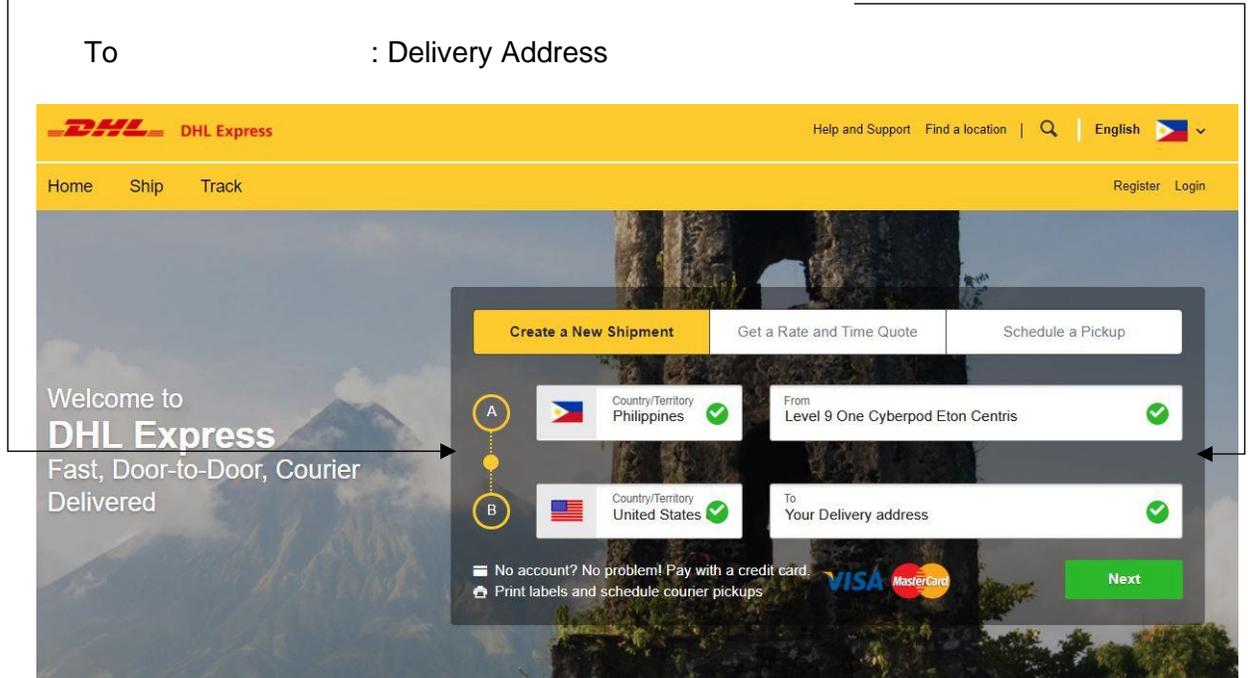
c. Enter the **Ship From** and **Ship To** addresses.

A. Country/Territory : Philippines

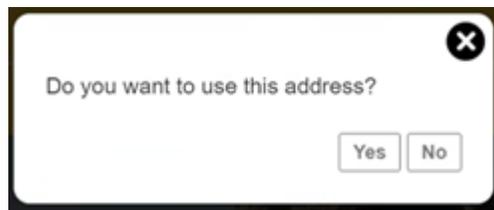
B. Country/Territory : Destination Country

From : Level 9 One Cyberpod Eton Centris

To : Delivery Address



Important: Click **No** if the below message appears.



d. Click **Next**.

e. On the next page, enter the following:

From

Name : Unisys PSA Serbilis
Company : Unisys Managed Services Corporation
Postal Code : 1100
City : Quezon City - Pinahan
Email Address : **info2@psaserbilis.com.ph**
Code : 63
Phone Number : 2 8981 7700

!! Input the correct email address for PSA serbilis for proactive notifications

Important: Kindly ensure that **info2@psaserbilis.com.ph** email address is correct to receive PSA serbilis waybill copy notification.

To

Name : Name of Requester/Document Owner
Company : Name of Requester/Document Owner
Address 2 / Address 3 : Your Complete Delivery Address
Zip Code : Delivery Address Zip Code
Email Address : Your Email Address
Code : Country Code of your Phone Number
Phone Number : Your Phone Number

If applicable, select the “Residential Address” checkbox.

Important: Recipient Name should be the Requester/Document Owner.

The screenshot shows the DHL Express shipping form. The 'From' section on the left contains the following fields:

- Name: Unisys PSA Serbilis ✓
- Business Contact
- Company: Unisys Managed Services Corporation ✓
- Country/Territory: Philippines ✓
- Address: Level 9 One Cyberpod Eton Centris ✓
- Address 2: (empty)
- Address 3: (empty)
- Postal Code: 1100 ✓, City: QUEZON CITY - ✓
- Email Address: info2@psaserbilis.com.ph ✓
- Phone Type: Office, Code: 63 ✓, Phone: 289 817 700 ✓, Extension: (empty)
- Residential Address

The 'To' section on the right contains the following fields:

- Name: Name of Requester/Document Owner ✓
- Business Contact
- Company: Name of Requester/Document Owner ✓
- Country/Territory: United States of America ✓
- Address: Your delivery address ✓
- Address 2: (empty)
- Address 3: (empty)
- ZIP Code: 10000 ✓, City: NEW YORK ✓, State: New York ✓
- Email Address: (empty) * (DHL will send shipment notifications to this email address)
- Phone Type: Office, Code: 1 ✓, Phone: 817 ✓, Extension: (empty)
- Residential Address

A callout box at the bottom highlights the Email Address field with the value info2@psaserbilis.com.ph ✓.

f. **Important:** Information marked with (*) are mandatory. Click **Next**.

2. On the next page, choose the Shipment Details:

a. Choose **Documents**.

b. Choose “**Certificates**” or “**Documents – General Business**” under **Describe the documents in your shipment**.

c. Enter your **PSA Serbilis Reference Number**. Click **Next**.

The screenshot shows the 'Shipment Details' form. At the top, there are two tabs: 'Documents' (selected and highlighted with a red box) and 'Packages'. Below the tabs, there are two columns of text explaining the difference between documents and packages. The 'Describe the documents in your shipment' section has a dropdown menu with 'Certificates' selected (highlighted with a red box). Below that is the 'Add Shipment References' section with a text input field containing '1234-5678-9012-3456' (highlighted with a red box). To the right, there are two informational boxes: 'Is it a document?' and 'Prohibited Items'. At the bottom left, there is a 'Protect Your Shipment' section with a checkbox for 'I would like to add shipment protection to my shipment (Document Extended Liability Service)'. A green 'Next' button is located at the bottom right.

If you want to avail of the Extended Liability/Insurance, select the “I would like to add shipment protection to my shipment (Document Extended Liability Service)” check box.

d. Click Next.

3. On the next page:

Under **Packaging**, choose **Card Envelope** if the number of copies of your request is **five (5) copies or less**.

Choose **DHL Flyer (48x36x1cm)** if the number of copies of your request is **more than five (5) copies**.

Note: This will only apply if the same delivery address.

Click **Next**.

DHL Express Help and Support Find a location English

Home Ship Track Register Login

Create Shipment Pay Print Cancel

From
Unisys PSA Serbilis
Unisys Managed Services Corporation
Level 9 One Cyberpod Eton Centre
QUEZON CITY - PINAHAN 1100
Philippines

To
Name of Requester/Document Owner
Name of your Company (if any)
Your delivery address
NEW YORK New York 10000
United States of America

Documents Certificates No Shipment Protection

Select Packaging Tips for Weighing and Measuring

Packaging	Quantity	Weight kg	Dimensions cm
Card Envelope	1	0.5	35.00 x 27.50 x 2.00
Box 5 (Jumbo Small) 34 X 33 X 35 cm			
Box 6 41.7 X 35.9 X 36.9 cm			
Box 7 48.1 X 40.4 X 38.9 cm			
Box 8 (Jumbo Large) 55 X 45 X 41 cm			
Card Envelope 35 X 27.5 X 2 cm			
DHL Flyer 48 X 36 X 1 cm			

Next

4. On the next page, choose **Credit Card** and then click **Next**.

Important: Only credit card payments are accepted.

The screenshot shows a web interface for creating a shipment. At the top, there is a yellow navigation bar with 'Home', 'Ship', and 'Track' links, and 'Register' and 'Login' on the right. Below the navigation bar, the main content area is titled 'Create Shipment' and includes links for 'Pay' and 'Print', along with a 'Cancel' button. The interface is divided into several sections: 'From' (address: Unisys PSA Serbills, Unisys Managed Services Corporation, Level 9 One Cyberpod Elton Centre, QUEZON CITY - PINAHAN 1100, Philippines), 'To' (address: Name of Requester/Document Owner, Your Company Name, (if any), Your Delivery Address, NEW YORK, New York 10000, United States of America), 'Documents Certificates' (No Shipment Protection), and 'Card Envelope - 1 Piece - 0.5 kg (35 X 27.5 X 2 cm)'. Each section has an 'Edit' button. The 'How will you pay?' section is highlighted with a red box and contains a dropdown menu with 'Credit Card' selected, and 'Cash' as an alternative. A 'Next' button is located at the bottom right of the form.

Home Ship Track Register Login

Create Shipment Pay Print Cancel

From: Unisys PSA Serbills, Unisys Managed Services Corporation, Level 9 One Cyberpod Elton Centre, QUEZON CITY - PINAHAN 1100, Philippines

To: Name of Requester/Document Owner, Your Company Name, (if any), Your Delivery Address, NEW YORK, New York 10000, United States of America

Documents Certificates: No Shipment Protection

Card Envelope - 1 Piece - 0.5 kg (35 X 27.5 X 2 cm)

How will you pay?

How will you pay for transportation charges?

Credit Card

Cash

Next

5. On the next page:

a. Choose **shipment date**.

Important: Shipment date should be at least four (4) business days after you have paid for your PSA Serbilis request. However, actual pickup may vary depending on the release of document from the PSA.

Example:

Date of payment of your PSA Serbilis request: August 1

Shipment pick up date: August 5 or later

The screenshot shows the DHL Express booking interface. At the top, there are navigation links for 'Home', 'Ship', and 'Track', along with 'Register' and 'Login'. The main content area is divided into 'From' and 'To' sections. The 'From' section lists 'Lineas PSA Serbilis' in Quezon City, Philippines. The 'To' section lists 'Name of Requester/Document Owner' in New York, USA. Below this, there are options for 'Documents Certificates', 'Cart Envelope', and 'Transportation charges paid by Credit Card'. A calendar section titled 'I'm sending my shipment on' shows dates from August 3 to August 8, with August 5 (Friday) selected. Below the calendar, there are three columns: 'Delivery Date' (August 10, Wednesday), 'Delivered By' (End of Day), and 'Estimated Price' (Discounted Rate PHP 2,506.09, including Transportation Charges of PHP 2796.7). A green 'Select' button is positioned next to the price. At the bottom, there is a note: 'DHL rate estimate as of Aug 03, 2022, 5:17 PM' and a link to 'Disclaimer and Important Details'.

The contents within the screen are for demonstration purposes only. Please refer to the rates/charges indicated during your actual booking.

b. Click **Select**.

Important: Actual pickup schedule may vary depending on the release of document from the PSA. Estimated transit time starts from shipment date.

6. You may be prompted to choose **Optional Services** if these are available for your shipment type. If none are available, simply click **Next**.

The screenshot shows the DHL Express 'Create Shipment' page. The header includes the DHL logo, 'DHL Express', and navigation links for 'Help and Support', 'Find a location', 'English', and a language dropdown. Below the header are navigation tabs for 'Home', 'Ship', and 'Track', along with 'Register' and 'Login' links. The main content area is titled 'Create Shipment' and includes a 'Cancel' button. The shipment details are organized into sections: 'From' (Unisys PSA Serbilis, Unisys Managed Services Corporation, Level 9 One Cyberpod Eton Centris, QUEZON CITY - PINAHAN 1100, Philippines), 'To' (Name of Requester/Document Owner, Your Company Name, (if any), You Delivery Address, NEW YORK New York 10000, United States of America), 'Documents' (Certificates), 'No Shipment Protection', 'Card Envelope - 1 Piece - 0.5 kg (35 X 27.5 X 2 cm)', 'Transportation charges paid by Credit Card', and 'Shipment Date' (Fri, 5 August, 2022) and 'Shipment Cost' (2,506.09 PHP). The 'Optional Services' section includes checkboxes for 'GoGreen Plus', 'Adult Signature', and 'Direct Signature'. A green 'Next' button is located at the bottom right of the optional services section, with an arrow pointing to it from the right edge of the page.

Important: Close (X) when **No Printer** pop-up message appears.

The screenshot shows the DHL Express 'No Printer?' pop-up message. The background is a dark grey color with a yellow and white abstract design. The pop-up message is white with a grey border and a close button (X) in the top right corner. The message text reads: 'No Printer? With our QR code option – just drop off your shipment at a designated location and we'll scan and print your shipping label for you!'. Below the text is a list of bullet points: 'Check available locations', 'Finish creating your shipment', 'Get your QR code', and 'Bring your shipment to a DHL Service Point'. Below the list is the text 'Location availability may vary'. At the bottom of the pop-up, there is a checkbox labeled 'Don't show me this again' and a 'Close' button.

a. Choose **Schedule a Courier pickup**.

b. Set the **pickup time** between **3:00 pm** and **5:30 pm**.

Important: Actual pickup schedule may vary depending on the release of document from the PSA.

c. Choose **Reception** under the **Where should the courier pick up the shipment**.

d. Click **Next**.

The screenshot displays the DHL Express website interface for scheduling a pickup. At the top, the DHL logo and 'DHL Express' are visible, along with navigation links for 'Home', 'Ship', and 'Track'. The main content area is titled 'How do you want to provide your shipment to DHL?' and offers three options: 'Schedule a courier pickup' (selected with a green checkmark), 'I do not need a pickup', and 'Drop off at DHL Service Point'. A 'TSA Privacy Notification' link is also present. Below this, a section titled 'I'm sending my shipment on' shows the date 'August 5 Friday' and a 'Pickup Window' timeline from 9:30 am to 6:00 pm, with a yellow marker indicating the selected pickup time between 3:00 pm (Earliest) and 5:30 pm (Latest). The 'Where should the courier pick up the shipment?' dropdown menu is set to 'Reception'. The 'Total Pickup Weight' is entered as '0.5 kg'. The 'Pickup Address' section lists 'Unisys PSA Serbilis, Unisys Managed Services Corporation, Level 9 One Cyberpod Eton Centris, QUEZON CITY - PINAHAN, 1100' with contact information and an 'Edit' button. A 'Disclaimer and Important Details' link is provided at the bottom left, and a large green 'Next' button is at the bottom right.

DHL Express Help and Support Find a location English

Home Ship Track Register Login

Shipment Date Fri, 5 August, 2022 Shipment Cost 2,506.09 PHP Delivery Date : Wed, 10 Aug, 2022 Delivered By : End of Day

No Optional Services

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

TSA Privacy Notification Please read TSA Privacy Act notification

I'm sending my shipment on August 5 Friday

Pickup Window – When courier may arrive and shipment is ready

Earliest 3:00 pm Latest 5:30 pm

9:30 am 11:30 am 1:45 pm 3:45 pm 6:00 pm

Please allow at least 90 minutes for your Pickup Window

Where should the courier pick up the shipment? Reception

Total Pickup Weight 0.5 kg

Instructions for the courier Provide other instructions you'd like the courier to receive

Disclaimer and Important Details

Pickup Address

Unisys PSA Serbilis
Unisys Managed Services Corporation
Level 9 One Cyberpod Eton Centris
QUEZON CITY - PINAHAN, 1100
info2@psaserbilis.com.ph
+63 2 8981 7700

Next

7. On the next page:

- a. To avail of the special discount offered by DHL Express to Filipinos overseas, select the **"I have a promo code"** check box and enter **PHPSA**. Then click **Apply**.

- b. Choose **Visa** or **Mastercard**.

The screenshot displays the DHL Express website interface. At the top, there is a navigation bar with 'Home', 'Ship', and 'Track' links, and 'Register' and 'Login' options on the right. The main content area is titled 'Shipment Cost Summary' for 'EXPRESS WORLDWIDE' on 'Wed, 10 Aug, 2022 - End of Day'. It lists 'Volumetric Weight 0.38 kg', 'Total Weight 0.5 kg', and 'Chargeable Weight 0.5 kg'. A table shows 'Transportation Charges' with columns for 'Transportation Charges' and 'Discounted Rate'. The table includes rows for 'Transportation Charges', 'Fuel Surcharge', 'Emergency Situation', and 'VAT/Tax', with a 'Total' row. Below the table, there is a checkbox for 'I have a promo code' and an 'Apply' button. A 'Payment Options' section shows 'VISA' selected. A 'Protect Your Shipment' banner is visible on the right side of the page.

	Transportation Charges	Discounted Rate
Transportation Charges	PHP 1,568.00	1,568.00
Fuel Surcharge	PHP 707.06	633.58
Emergency Situation	PHP 36.00	36.00
VAT/Tax	PHP 299.66	268.51
Total	PHP 2,796.70	2,506.09

I have a promo code

VISA Mastercard

f You are making a payment with DHL International GmbH on behalf of DHL Express (Philippines) Corp. DHL House 2306 Chino Roces Avenue Kayamanan C., Makati City 1231 Philippines. Your credit card will be pre-authorized for 1,317.38 PHP.

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

The contents within the screen are for demonstration purposes only. Please refer to the rates/charges indicated during your actual booking.

c. Click **Accept and Pay**.

VISA **MasterCard** Cancel

⚠ You are making a payment with DHL International GmbH on behalf of DHL Express (Philippines) Corp. DHL House 2306 Chino Roces Avenue Kayamanan C., Makati City 1231 Philippines. Your credit card will be pre-authorized for 2,474.84 PHP.

- 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

First Name and Last Name: Your Name ✓ Address: Your Address ✓

Company: Your Company ✓ Address 2: Your Address

Email Address: YourEmailAddress@email.com ✓ Address 3: Your Address

Phone Type: Office ▾ Code: 1 ✓ Phone: 817-478-21 ✓ Extension: ✓ Country: United States of America ✓

ZIP Code: 10000 ✓ City: NEW YORK ✓ State: New York ✓

Terms and Conditions

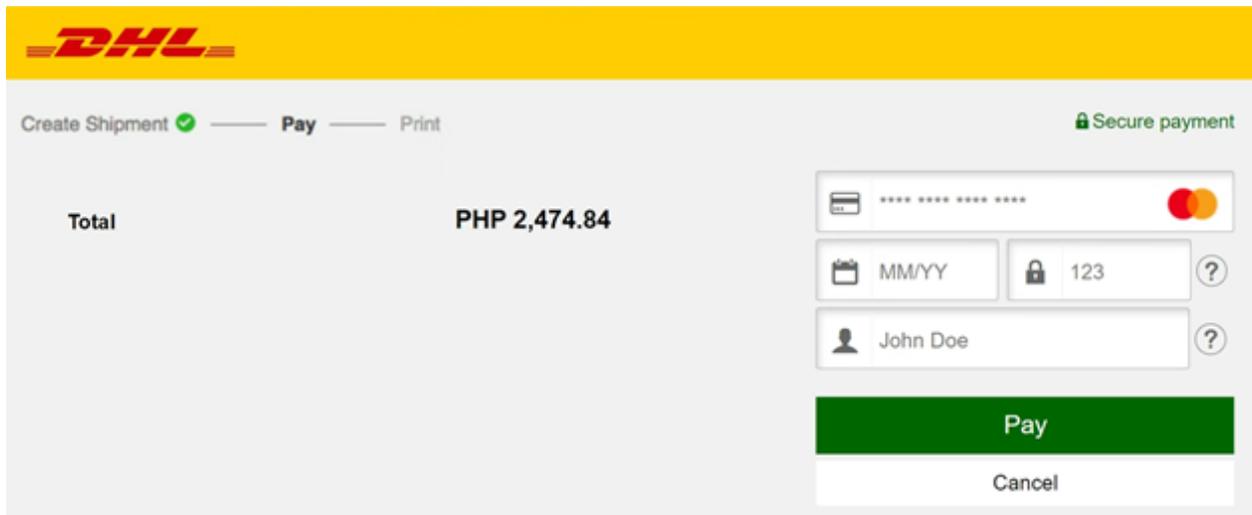
By clicking on Accept and Pay I am agreeing to [Terms and Conditions](#), [Online T&C](#) and declare that this shipment does not include any [Prohibited Items](#).

Accept and Pay

The contents within the screen are for demonstration purposes only. Please refer to the rates/charges indicated during your actual booking.

Important: Billing address is the same as the ship FROM address **DO NOT** check the box for **Billing address is the same as the ship FROM address**. And then enter your residence address.

8. On the next page, enter your credit card details and then click **Pay**.



The screenshot displays the DHL payment interface. At the top left is the DHL logo. Below it, there are navigation options: "Create Shipment" with a green checkmark, "Pay" (which is the active step), and "Print". On the right side, there is a "Secure payment" indicator with a lock icon. The main content area shows a "Total" of "PHP 2,474.84". To the right of the total is a credit card payment form. The form includes a card number field with a card icon and a Mastercard logo, an expiration date field labeled "MM/YY", a security code field labeled "123" with a lock icon, and a name field labeled "John Doe". Below the form are two buttons: a green "Pay" button and a white "Cancel" button. A black arrow points from the "Pay" button in the instruction above to the "Pay" button in the screenshot.

The contents within the screen are for demonstration purposes only. Please refer to the charges indicated during your actual booking.

Important: Please note of the additional 20% buffer in the credit card pre authorization, should there be adjustments on the actual weight of your shipment. If there are no changes, actual freight charges will apply less the PSA discount.

9. If payment is successful, on the next page:

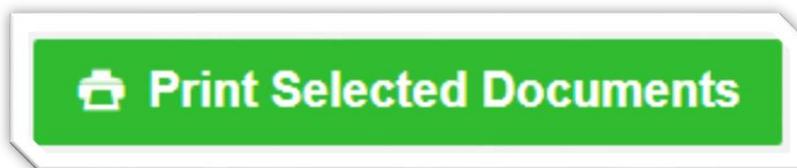
- a. Select the **Label (Waybill)** and the **Receipt** checkboxes.

Important: Waybill details are sent automatically to Unisys PSA Serbilis. Please take note of your **Piece # / Piece ID** and **Pickup Confirmation Number**.

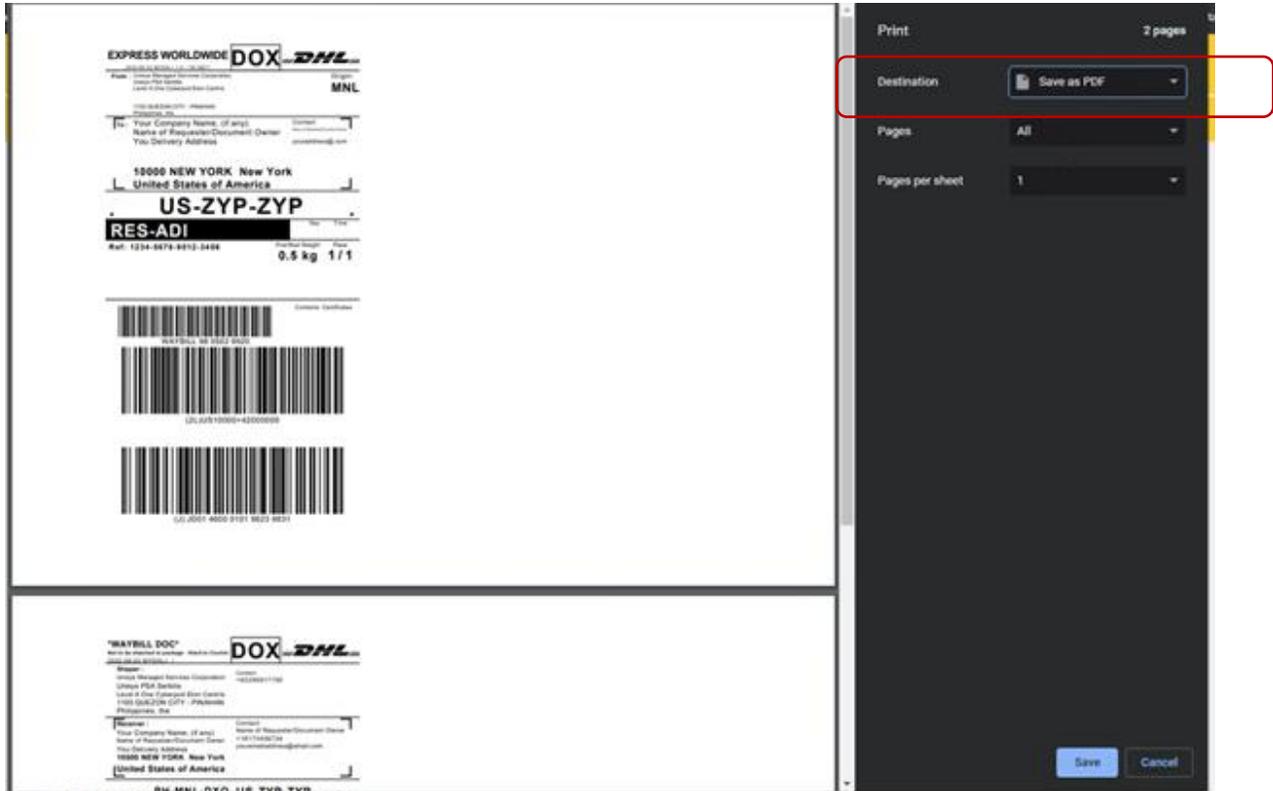
Piece number can also be found on the **bottom of AWB copy**.

The screenshot shows the DHL Express website interface. The main content area is titled "Print and You're Done!" and "Print and preview your documents". It includes a preview of a shipping label and a receipt. Below the preview, there are checkboxes for "Label (Waybill)" (checked) and "Receipt" (unchecked), and a "Number of Copies" field set to "1". A green button labeled "Print Selected Documents" is visible. To the right, a summary box displays: "Your Tracking Number 9805029920", "Piece # 1: XXXXXXXXXXXXXXXX", "Pickup Confirmation Number XXXXXXXXXXXXXXXX", and "Pickup Details Fri, Aug 5, 2022 Between 3:00 pm and 5:30 pm". Below this, there is a section for "Receiver" and "United States of America" with details for "PH-MNL-DXO US-ONT-ON2". Further down, "Product Details" and "Shipment Details" are listed, including "03 EXPRESS WORLDWIDE (42)", "0.5 kg", and "1" piece. A barcode is shown at the bottom with "WAYBILL XXXXXXXX" and "XXXXXXXXXXXX" below it.

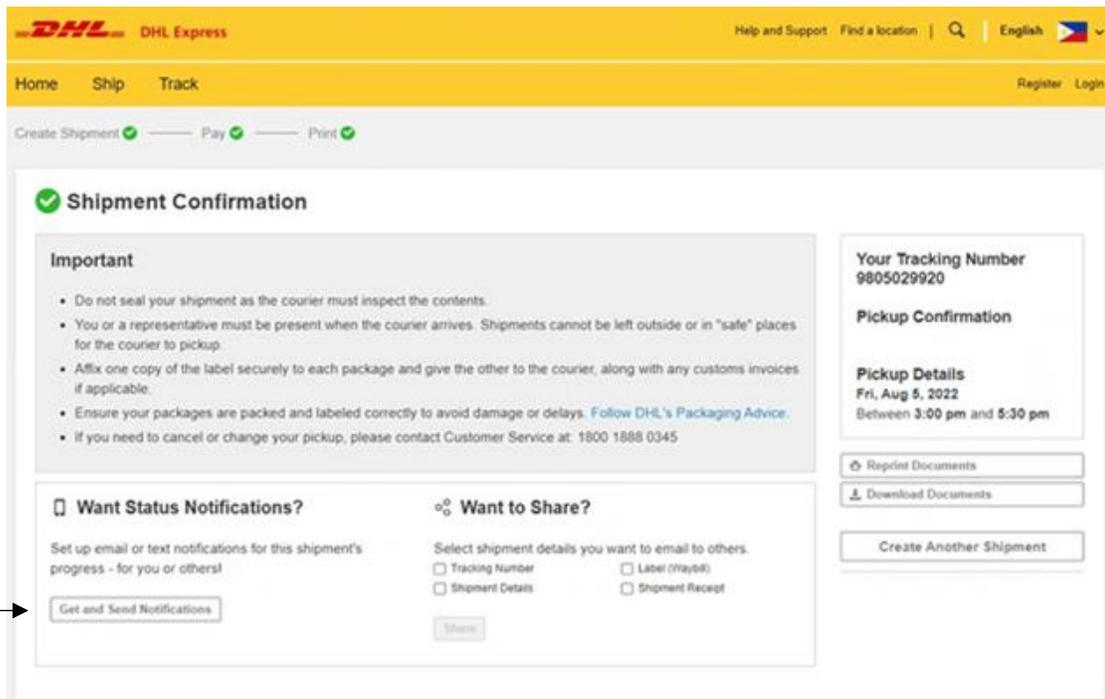
- b. Click **Print Selected Documents** and **save as PDF**. This is your copy of the Waybill and the Receipt. **Piece ID will be reflected in the waybill**. **Keep your Tracking Number or Waybill number** to monitor your shipment.



Important: This portion will complete your transaction. **Tracking Number or Waybill number** will be generated. Request will now route to info2@psaserbilis.com.ph



10. On the next page, click **Get and Send Notifications** to receive notifications on the progress of your shipment.



11. Enter your **email address** and select the six (6) check boxes corresponding to the statuses.

Click **Notify**. Please **DO NOT** skip this process. This will inform you the status of your requested documents

Get and Send Notifications

Select the way you want to notify each person and the statuses you want them to get for this shipment. You can even send notifications to yourself.

Type: **Email** | Email Address: **Youremailaddress@email.com** ✓ | Send notifications in: **English**

Picked Up | Clearance Event | Customs Clearance | Exceptions | Out for Delivery | Delivered

Notify

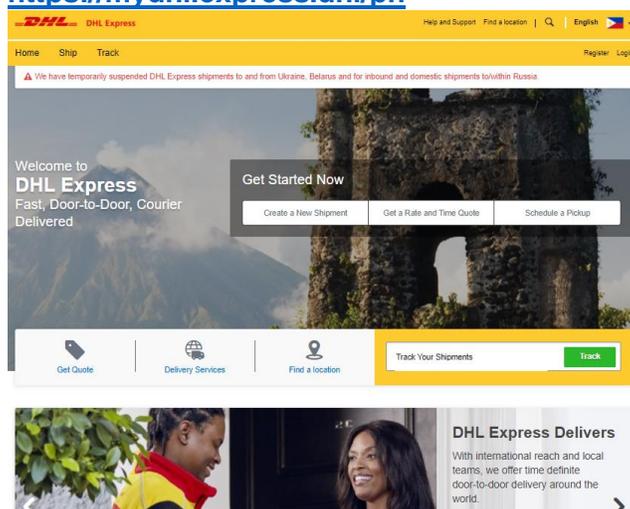
12. You're done!

You may now exit the page.

Thank you for booking your shipment with DHL Express!

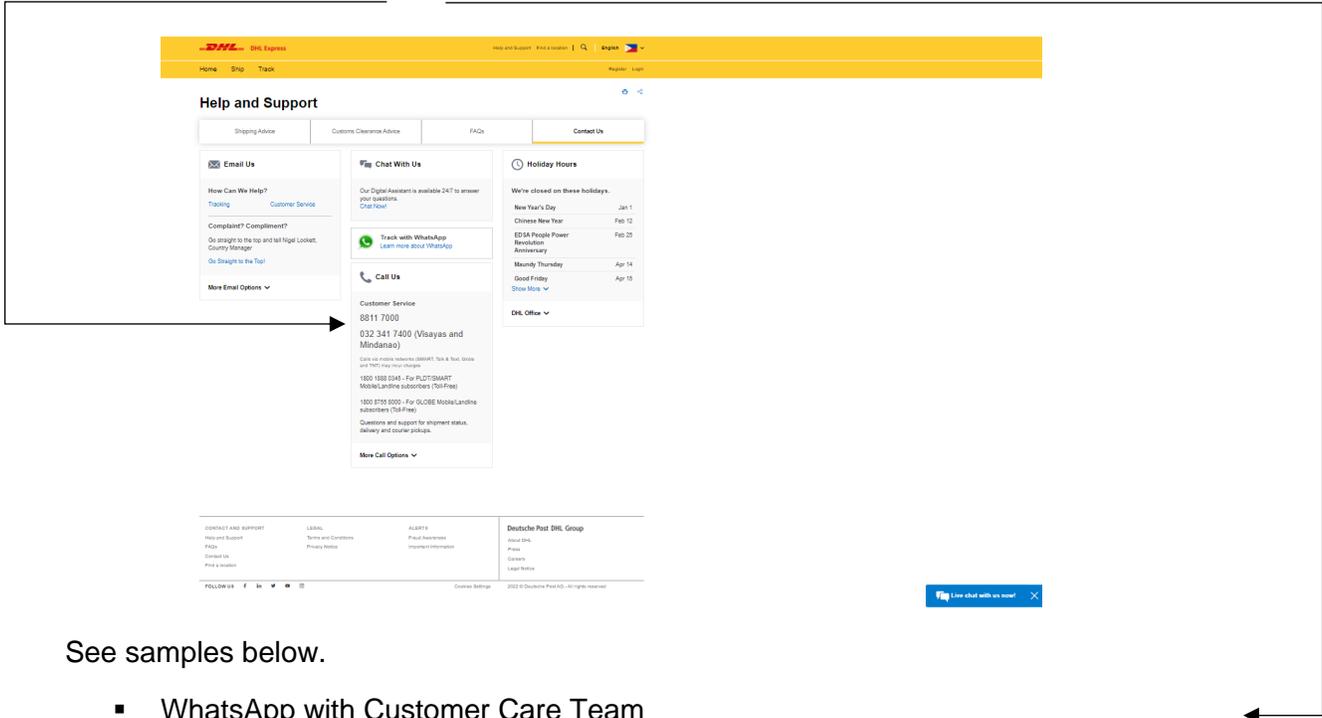
Important Reminders:

- All bookings must be managed through this link: <https://mydhl.express.dhl/ph>
- DHL Express delivery cost is separate from the PSA Serbilis fees, and is charged by and payable to DHL Express. All paid shipments for DHL Express are final and irrevocable.
- **No DHL Express waybill, no pickup and delivery.** PSA Serbilis is not liable for non-delivery of your document due to non-submission of your DHL Express waybill.
- DHL Express Terms and Conditions of Carriage apply.
- No changes to the Waybill can be made after payment of the shipment has been made.
- Only paid requests will be processed and shipped by Unisys PSA Serbilis.
- PSA Serbilis will ship the document(s) as issued by the PSA.
- Processing and preparing of documents is about 3-5 working days. Expected dispatch of documents to DHL Express is on 5th working day.
- You may track your shipments online through:
<https://mydhl.express.dhl/ph>



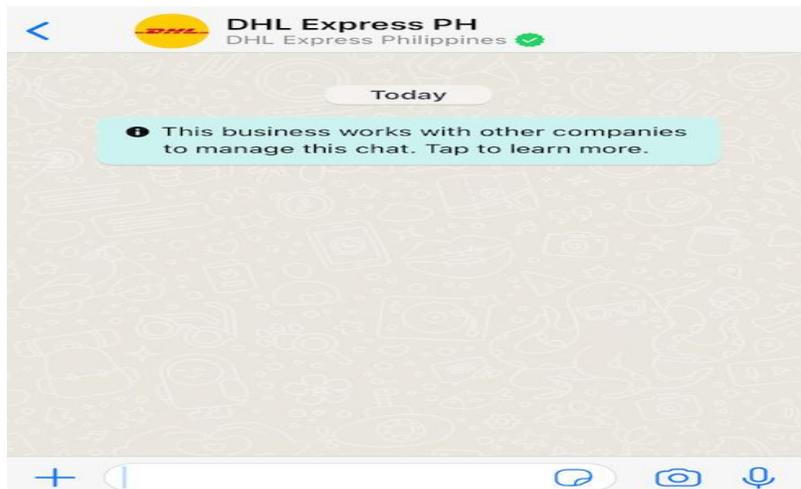
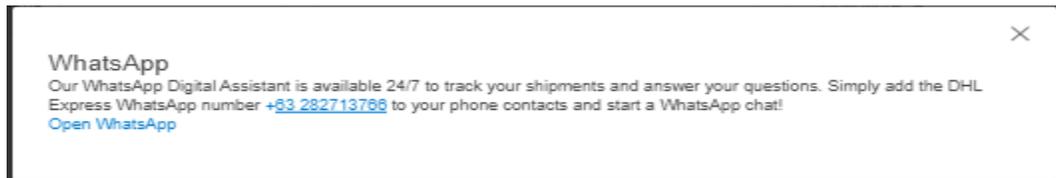
- For any concerns, you can contact DHL Express at the phone numbers and email address listed here: https://mydhl.express.dhl/ph/en/help-and-support.html#/contact_us

For **customers abroad**, follow up and/or other means of communications to DHL Express will be through WhatsApp or Live Chat.



See samples below.

- WhatsApp with Customer Care Team



- Live Chat with Customer Care Team

The screenshot shows the DHL Express website's 'Help and Support' page. The navigation bar includes 'Home', 'Ship', and 'Track'. The main content area is divided into several sections: 'Email Us', 'Chat With Us', 'Track with WhatsApp', 'Call Us', and 'Holiday Hours'. The 'Chat With Us' button is highlighted with a blue border. To the right, a chat window is open, showing a welcome message: 'Hi there! Welcome to DHL Express Philippines! I am your Digital Assistant Chat Bot. What can I do for you today? Please keep it brief or you can simply choose from the following options below.' Below the chat window are several buttons: 'Track a package', 'Representative', 'Get a quote', 'COVID-19', 'Shipment Acceptance', 'ECS FAQ', 'Sales Enquiries', 'Have a Promo Code', 'Account Billing', and 'Cash Billing'. At the bottom of the chat window is a text input field and a green send button.

- Email to DHL Express Customer Care Team

This screenshot is identical to the one above, showing the DHL Express website's 'Help and Support' page. However, an arrow points from the left side of the page to the 'Email Us' button, which is highlighted with a blue border. The rest of the page content, including the navigation bar, other support options, and the chat window, remains the same.

Live chat with us now!

Send an email to Customer Care Team

Email Us - Customer Service ✕

Name | ⚠

Required

Email Address ✓

Verify Email Address ✓

Account Number

ZIP Code

Company

Phone Number ✓

Comments ✓ 

? Your Location ✓

Click or select the Chair

[Refresh](#)

[Clear](#) [Submit](#)