





USER MANUAL myGermany Account (account.mygermany.com)

How to use your myGermany Account – a short and simple summary for most of our functions:

Video “How does it work”: <https://mygermany.com/#video>

Check our FAQ with full text search: <https://mygermany.com/faqs/>

 myGERMANY ADDRESS	myGermany ADDRESS = Your German delivery address and telephone number
 myDATA	myDATA = Your billing and shipping addresses, settings/options for shipments, invoice-download
 myORDER	myORDER = Dashboard for Concierges and your orders (Expected > Inbox > Outbox and Shipment history)
 myCONCIERGE	myCONCIERGE = Concierge Form

HOW TO USE myDATA

 myDATA Personal Data Personal Addresses Preferences Invoices

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Personal Data	= customer number + name & business name + tax IDs + password + preferred language + newsletter subscription + Business
Personal Addresses	= Your billing address + several shipping addresses (each shipping address can have different address and contact data)
Preferences	= Set you generic shipping options, applicable for each incoming/outgoing package.
Invoices	= Download for Concierge and Shipment Invoices, not Proforma

HOW TO USE myORDER



Concierge	Expected Delivery	Inbox	Outbox	Shipment			
Orders	Ordered	Merchant	Ordered By	Status	Drop	Tracking	Actions
66072	28.03.2019	-	Christian Schmalich	open	No		
67981	30.04.2019	Otto	Christian Schmalich	open	No		
82420	01.11.2019	-	Christian Schmalich	open	No		
98229	14.05.2020	Test	Christian Schmalich	open	No		

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Concierge | Let us buy, pay or pick up for you! | Concierge

<https://mygermany.com/how-it-works-concierge-service/>

Your submitted Concierge Orders appear here with status *paid*. As soon as we have executed, the status turns into *ordered* and you will see it in the *Expected Box*. When we receive your order it will disappear from here and moved as *arrived* in the *Inbox*.
Cancel – As long as we have not executed the order, you can cancel in the Concierge Box (bin icon).
Concierge Invoice – download invoice (invoice icon).

Concierge	Expected Delivery	Inbox	Outbox	Shipment
Orders	Ordered	Name	Status	Actions
25672	17.12.2019	Schuhe	payment_pending	
25673	17.12.2019	Schuhe	ordered	
26857	24.04.2020	TestCS	ordered	
27386	18.05.2020	New Adidas	ordered	

Article No.	Article Name	Quantity	Unique Price	Manufacturer	Weight	State
30353	New Adidas	2	10914	Adidas	0	

Add New Delivery | How & Why to enter data for incoming packages? | Expected

Let us know what delivery you expect and we can match it with arrivals!

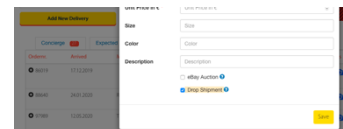
You don't have to enter these data – but it makes our lives easier ☺
 One Order = one package. Even if your package contains several items, just enter only one order with a summarized content description (e.g. several textiles, beauty items or spare part collection). We will use and edit that information for the shipping documents (Profoma invoice).
TrackingID – your trackingID for incoming packages will help us to match your packages!
eBay – put eBay seller name, only then we can match incoming packages!
Drop Shipment – **IMPORTANT** – can be set only if you enter your *New Delivery* to the *Expected Box*.



Drop Shipment (Add New Delivery) | Select options before we receive the package! | Expected

The fastest way to forward your package: <https://mygermany.com/drop-shipment/>

Drop Shipment can be set only if you enter your *New Delivery* in the *Expected Box*. Because we need to handle Drop Shipments differently from the very beginning when we receive them. A received package which was not defined as *Drop Shipment* to begin with, cannot be turned into Drop Shipment when already stored in warehouse.
Drop Shipments will not be opened or photographed.



Check & Change Package Data | Change value or content description? | Inbox

Change these data in your *Inbox* by yourself!

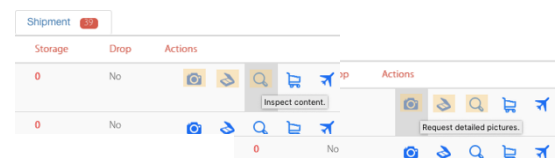
The data is used for the shipment, and thus for customs clearance. If you want to change the value or description, click in your *Inbox* on the order and afterwards double click *name* or *value*.
Based on the description and value the customs defines the import duties for you!
So please check those by yourself in your account and change if needed. myGermany will take your figures for the shipment papers (in *Outbox* you will receive a summary of those before initiating the shipment).

Article No.	Article Name	Quantity	Unique Price	Manufacturer
103028	other	1	555	other
97989	TEST	1	880 g / 10000 g	arrived

Detailed Pictures & Inspect Content | Get Received Packages Inspected? | Inbox

Questions about received packages? Want additional pictures? We shall check amount, size, functions etc.?

Select these options and leave comments for our warehouse team. Within the next 24–48h we will process your request and notify you via your registered email and update the same in your account. A service fee will be charged with your next transaction.



1000 g / 4300 g	ready to ship	
8000 g / 29000 g	arrived	
8800 g / 18000 g	arrived	
4000 g /	consolidation	



For each incoming package you will find **free pictures** of label and content in *Inbox*. Click the photo icon. For Drop Shipment we don't take photographs.

Consolidation | Automatic or Manual Consolidation of your received Packages!

| Inbox

Several packages in *Inbox* shall be sent in one package?

If you put your order straight in the *Outbox* to ship them, the free repacking & consolidation happens automatically by system. But if you can bear 1-2 days, select *Manual Consolidation* in your *Inbox* (not *Outbox*). Select all the orders you want to consolidate in one process.

Our team will focus manually on consolidation which is often better than system consolidation - of course also for free. Once, we done packaging, your items will be added as new order with *ready to ship*.

Comments - let our team know special requirements here, not via eMail!

Additional Consolidation Packaging - choose that option if you want us to secure your item with above average packaging material.

Storage Costs - if you don't forward your consolidated packages, storage fees will apply (€ 3,00 per package and day after 7 days for Standard/Sensitive customers, and after 30 days for Premium customers).

Free consolidation happens only once! Once we have consolidated your parcel, there will be no further changes for free. A new re-consolidation will be charged a € 29,00.

Status	Storage	Drop	Actions
ready to ship	0	No	[Icons]
arrived	0	No	[Icons]
consolidation	0	No	[Icons]

Shipping | Ship directly (CheckOut) or gather your orders in the Outbox!

| Inbox

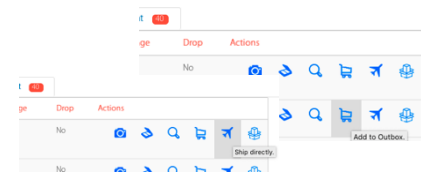
Ship your orders!

Click the *Plane icon* and your order will be moved directly to the *CheckOut*.

Click the *ShippingCart icon* and your order will be added to *Outbox*, where you can gather and check several orders before heading out to *CheckOut*.

We ship to your selected address in our account!

You can continue now to *Outbox (CheckOut)* in order to check available shipping methods and costs. If you cancel you can get back to *Inbox* without being forced to pay.



Shipment Overview | Select address, carrier, service options and leave comments.

| Outbox

Your responsibility is to finalize the shipment details in the *Outbox*!

Before you initiate the shipment and pay please check:

Shipping Address - select *delivery address* from drop down, we shall deliver too.

Shipping Summary - check the *declared customs value we use!* This is your responsibility!

Comments - leave *comments* for outgoing packages here, not via eMail!

Shipping Overview

Change Shipping Address -

Shipping Address
Mr. Christian Schmälisch
Scheffelstrasse 22A
Leipzig, 04277
Germany

Billing Address
Mr. Christian Test Schmälisch
StrasseTestRausland
98827ZGGr, Mokswa
United States

Shipping Summary DHL Weltpaket

Shipper: Declared customs value 5.00 €
Comments: Do not comment via eMail, comment here only. Send us per email.
Documents needed: Send us per email.

Transport Insurance? 500 €
Remove Documents? + 1.00 €
Additional Packaging? + 1.00 €
Upload (attach Documents)? + 1.00 €
Discreet Shipment? free

Shipping: 50.00 €
Additional Services: 1.00 €
Storage Fee: 81.00 €
Shipping Cost: 132.00 €

Transport Insurance - calculate your insurance (<https://mygermany.com/ufaqs/to-what-extent-are-my-parcels-insured/>)

Remove documents - all invoice related documents will be taken out of your package

Additional Packaging - select between three options. The better we pack the smaller the risk your package will be damaged during the long international ride! Please don't under-estimate that! In case of damages, carrier transport insurance will refund only if we have used adequate packaging material.

Upload Document - Upload your documents via Dropbox. We will attach these documents to the outgoing packages.

Discreet Shipment - we do not use the original sender carton box.

Additional Packaging | Fragile Sticker, Bags, Styrofoam etc.

| Outbox

We use more than average packaging material if you wish so.

If you do not select anything (*regular*), we repack and secure with existing packaging material.

If you select *strong*, we use additional material to secure. We use fragile stickers and plastic bags or foil to protect from rain e.g.

If you select *strongest*, we invest more time and use additionally Styrofoam to protect your items.

For wooden crates please contact us at freight@mygermany.com

Tracking IDs | Track your shipments.

| Shipment

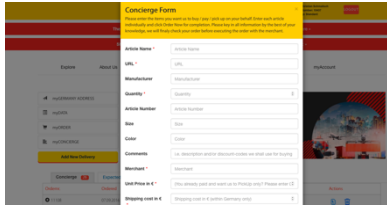
Locate your packages by yourself.

As soon as your package is prepared for shipment, we inform you via eMail and in your account. When it has handed over to carrier, you will receive status updates via eMail. In the *Shipment Box* you will find tracking IDs and further information of sent packages such as delivery address, tracking ID, pictures, descriptions, weight or invoices.

Click on the carrier opens the external **carrier tracking link**.

Order No.	Date	Shipper	Tracking#	Status	Actions
02377	20.04.2020	DHL	0190760013211	shipped	[Icons]
02388	12.05.2020	DHL	1234	shipped	[Icons]
20676	03.11.2017	DHL			[Icons]
23612	14.03.2018	DHL			[Icons]

Shipper: DHL Premium / Economy
Phone: 0049 228 4333 112
E-Mail / Contact: [Check here](#)
Local Information: [Check here](#)
Package Tracking: [Click here](#)



HOW TO USE myCONCIERGE



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<https://mygermany.com/how-it-works-concierge-service/>

Video “How does it work”: <https://mygermany.com/#video>
 Check our FAQ with full text search: <https://mygermany.com/faqs/>

Concierge Form

Please enter the items you want us to buy / pay / pick up on your behalf. Enter each article individually and click Order Now for completion. Please key in all information by the best of your knowledge, we will finally check your order before executing the order with the merchant.

Article Name *	<input type="text" value="Article Name"/>
URL *	<input type="text" value="URL"/>
Manufacturer	<input type="text" value="Manufacturer"/>
Quantity *	<input type="text" value="Quantity"/>
Article Number	<input type="text" value="Article Number"/>
Size	<input type="text" value="Size"/>
Color	<input type="text" value="Color"/>
Comments	<input type="text" value="i.e. description and/or discount-codes we shall use for buying"/>
Merchant *	<input type="text" value="Merchant"/>
Unit Price in € *	<input type="text" value="(You already paid and want us to PickUp only? Please enter)"/>
Shipping cost in € *	<input type="text" value="Shipping cost in € (within Germany only)"/>
Ebay & Co Options	<input type="checkbox"/> Purchase it now for me Please buy and pay the ebay article for me. (Please make sure to submit the suitable ebay-URL within that form). <input type="checkbox"/> Pay for me bought items, i.e. ebay I have already auctioned / bought the article with my ebay account. Please and conduct the payment process for me. (myGermany will contact you individually to get further information: seller details, payment details and a proof that the delivery address is your myGermany address; e.g. do a screenshot of the payment information site).
Pick-up Option	<input type="checkbox"/> Please pick up items for me Please organize pick-up, because the private seller in Germany does not provide shipment options but ask for self-collection. (myGermany handles the communication and the pick up; and charges an extra fee of min. 20€ for this service. If higher costs occur, you will be charged, but we will discuss upfront with you. Please mind/take care, that the seller needs to pack the articles before pick up, and that some articles are not in condition for international transport, myGermany will check that upfront).
Comments	<input type="text" value="Additional informations concerning the ebay or pick-up option"/>

Next step

Shipping Costs displayed by the shop! Enter only the Shipping Costs from merchant to myGermany, not the shipping costs from myGermany to your destination. After arrival of your items at our warehouse, we will be able to define the final shipping costs, which you pay only in a second step, when putting the order in your *Outbox*. If your entered shipping costs differ from actual shipping costs, myGermany will charge the difference with your next transaction. This happens without consultation if the difference is not significant. Shipping Costs are free - then enter € 0.00

Pick Up Option - minimum pick up fee is € 20,00 which will be added automatically by the system, don't enter 20,00 in the field Shipping Costs! If you know the shipping costs, feel free to add them to the field, otherwise talk to us ahead of time! If higher cost applies, we will charge you later. Costs can be determined after communicating with the seller.

- a) **myGermany shall purchase, pay and pick up for you.**
Please enter the data in form.
- b) **You have purchased and paid already, we just shall pick up!**
Please enter the data in form, but put € 0.01 in the Unit Price field.

Place your Concierge Order – and pay the order = **1. Step**
 ... once you have paid, we will place your order with the merchant.
 ... once we have received the order, you will be notified in your account and via eMail.

Then you can put it in Outbox and initiate the shipment to your destination – and pay the final shipment = **2. Step**
 ... once you have paid we will prepare the shipment and send it.
 ... once it has been picked up by carrier you will receive the tracking information.

Frequently asked questions

Ask us | Check our FAQ with full text search: <https://mygermany.com/faqs/>

Alcohol -

we can ship within Europe only, in non-EU-countries only in certain cases and if you have import license.

Buy in local shops -

no, currently we don't provide such services

Billing Invoice for external online hopping -

it should be yours, and not myGermany.

Change Value and Descriptions -

<https://mygermany.com/ufaqs/can-change-value-ordersitems-inbox/>

Customs Value -

we take the value you provide in the account. Please check before shipping! It is your responsibility

Concierge Service -

<https://mygermany.com/pickup-concierge-service-germany/>

Credit Cards, SIM Cards, Verification Pins -

we do not forward!

Customs Clearance in your country -

<https://mygermany.com/ufaqs/do-you-handle-the-customs-clearance-processes/>

Customs Tax & Import Duties -

Paid by recipient, not myGermany. Normally you pay it to carrier when they deliver to you. <https://mygermany.com/ufaqs/how-will-the-import-tax-or-customs-duties-be-calculated/> and <https://mygermany.com/ufaqs/do-you-handle-the-customs-clearance-processes/>

Customer Service -

only via eMail, no communication via social media. You can opt for a call back.

Contact Details Carriers -

<https://mygermany.com/ufaqs/contact-data-of-the-carriers-tracking-how-can-i-track-my-package/>

Dimensions & Weight -

In the Inbox you will see real weight (Weight) and volumetric weight (VW). Hold your mouse over the article and you will get dimensions.

Drop Shipment -

<https://mygermany.com/drop-shipment/>

Lithium Ion Batteries -

<https://mygermany.com/ufaqs/can-ship-lithium-ion-batteries-smart-phones-laptops/>

Receive in Germany from outside EU? -

no we don't! <https://mygermany.com/ufaqs/do-you-acceptreceive-packages-from-outside-europe/>

Perfume -

<https://mygermany.com/ufaqs/can-ship-technical-devices-mobile-phones-laptops-lithium-ion-battery-perfum/>

Pictures of received packages -

free for everyone from outside: label and content. Detailed pictures can be purchased in Inbox.

Return Shipments -

<https://mygermany.com/ufaqs/return-shipments/>

Shipping Costs -

<https://mygermany.com/shipping-cost-calculator/>

Shipping Costs Differences -

<https://mygermany.com/ufaqs/why-do-the-actual-shipping-cost-differ-from-the-previously-calculated-cost-shipping-calculator/>

Storage Fee -

based on time and scope: <https://mygermany.com/ufaqs/how-long-are-the-parcels-stored-at-mygermany/>

Transport Insurance -

select insurance yourself in OutBox. Insurance cannot be higher than declared customs value! <https://mygermany.com/ufaqs/to-what-extent-are-my-parcels-insured/>

Telephone Number from myGermany -

for shopping purposes use the one in your account. We do not provide customer support via phone.