



myGermany.com

EXPLORE THE GERMAN SHOPPING WORLD

## 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/>

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**myGermany ADDRESS** = Your German delivery address and telephone number

**myPROFILE** = Your billing and shipping addresses, settings/options for shipments, invoice-download

**myORDER** = Dashboard for Concierges and your orders (Expected > Inbox > Outbox and Shipment history)

**myCONCIERGE** = Concierge Services: We purchase, pick-up or source for you

**myAFFILIATE** = Earn for each registration or shipment sent by your recommendations (mygermany.com/affiliate-programs/)

**myFREIGHT** = Check our options for bulky items

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## myPROFILE

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

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

# myORDER

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

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

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

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

| Concierge

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).



Order No.	Expected Delivery	Name	Status	Actions
25472	17.12.2019	Schuhe	payment_pending	[Icons]
25473	17.12.2019	Schuhe	ordered	[Icons]
25457	24.04.2020	Speed5	ordered	[Icons]
25286	18.05.2020	New Adidas	ordered	[Icons]

Article No.	Article Name	Quantity	Unique Price	Manufacturer	Weight	Gate
30313	New Adidas	2	199,9 €	Adidas	0	000000

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

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

| Expected

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!

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

| Expected

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?

Change data in your *Inbox* by yourself!

| Inbox

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).**



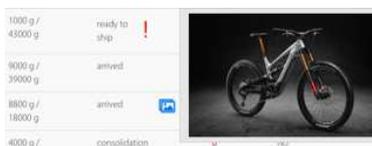
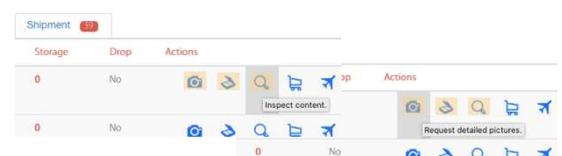
Order No.	Article Name	Quantity	Unique Price	Manufacturer
8840	24.01.2020	Russia	9000 g / 39000 g	arrived
10328	1	1	55€	other
9789	12.05.2020	TEST	8800 g / 19000 g	arrived

## Detailed Pictures & Inspect Content | Get received packages inspected?

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

| Inbox

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.



### Premium Members:

For each incoming package you will find **free pictures** of label and content in *Inbox*. Click the image icon to see the pictures. Click photo icon to get more **detailed pictures**. 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.

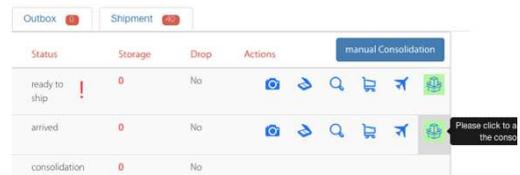
Our team will focus manually on consolidation which is often better than system consolidation - of course also for free. Once, we done packaging, your items will be added as new order with *ready to ship*.

**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.



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

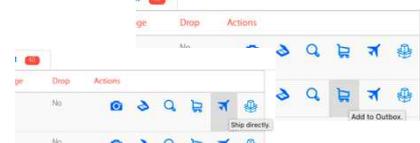
| Inbox

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*.

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, requests via eMails cannot be taken care of.

Shipping Address	Billing Address
Mr. Christian Schmalisch Scheffelstrasse 22A Leipzig 04277 Germany	Mr. Christian Test Schmalisch StrasseTestRusland 9882736Gk, Mokska United States

Shipping Summary DHL Weltpaket	
Shipper Declared customs value	DHL Weltpaket 5.00 €
Comments	Do not comment via eMail, comment here only. Send us per email.
Documents needed	
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/transport-insurance/>

### 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 underestimate that! In case of damages, carrier transport insurance will refund only if we have used adequate packaging material.

### Upload Document -

Upload your documents via Drobox. 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](mailto: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**.

Date	Shipper	TrackingID	Status
23.04.2018	DHL	01981968023211	shipped
13.05.2018	DHL	1234	shipped
03.11.2017	DHL		
14.03.2018	DHL		

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

# myCONCIERGE

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

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

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

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

## 1. Concierge

You let us know what to purchase and we do it for you!

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

## 2. Concierge Plus+

We support more demanding wishes!

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

## 3. myPick-Up in Germany & Ship

We pick-up your packed or unpacked items in Germany into our warehouse, or we send to you.

<https://mygermany.com/pickupoptions/>

## 1. CONCIERGE

### 1. Step | Place your Concierge Order. You pay for purchase and delivery in German

... once you have paid, we will place your order at the merchant onlineshop.

... once we have received the order, you will be notified in your account and via eMail.

### 2. Step | Put it in Outbox & initiate the Shipment. Only now you pay international shipping.

... 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.

**Concierge Form** ✕

Please enter the items you want us to buy / pay / pick up on your behalf. You can add up to 10 articles per order. Please key in all information by the best of your knowledge.

Article Name *	<input type="text"/>
URL *	<input type="text"/>
Manufacturer	<input type="text"/>
Quantity *	<input type="text"/>
Article Number	<input type="text"/>
Size	<input type="text"/>
Color	<input type="text"/>
Comments	<input type="text"/>
Merchant *	<input type="text"/>
Unit Price in € *	<input type="text"/>
Shipping cost in € *	<input type="text"/>
Please select	<input type="checkbox"/> Purchase it now for me
	<input type="checkbox"/> Pay for my bought items ?
	<input type="checkbox"/> Pick up items for me ?
Comments	<input type="text"/>

#### Shipping costs in € | Shipping costs from onlineshop

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 items for me | 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.

Next step

## 2. CONCIERGE PLUS+

### Concierge+ Form ✕

Concierge+ will investigate best and cheapest options to source/purchase items. Give us an idea of your wishes and we will start looking. When we have found several options, we will email you and discuss the details.

Initial payment 29.00 €, later - once you confirmed, 15% of the items values which we will find for you. Depending on the effort, we may charge our effort per hour. Any additional questions? [service@mygermany.com](mailto:service@mygermany.com)

**Description**

Order Description / Instruction

**URL**

URL

**Amount Article**

Let us know how much we shall source? ▾

**Merchant**

Merchant

**Maximum Budget  
€**

Maximum price you would like us to negotiate for you. ▾

**Comments**

Any additional informations like pickup address, contact infos etc.

**Time Range**

Maximum time range for pickup / purchase

Back

Next step

### HOW TO USE?

You fill the form and pay upfront € 29,00 to initiate our Concierge Plus+ Services. Let us know what we can do for you and we will contact you within 24h during our business time. <https://mygermany.com/pickup-concierge-service-germany/#conciergeplus>

### 3. PICK-UP & SHIP

If you want us to pick-up unpacked or packed packages or pallets in Germany, use that form. You can get it delivered into our warehouse (where we can check, consolidate, pack and prepare for international shipment). Or you can send it directly to you (recommended for ready-to-be-shipped-packages, not for freight).

If you get it picked-up into our warehouse, we will inform you once received and discuss with you packaging, shipping and clearance options.

#### Shipment Data

**Pick-Up Address:** \* Chrisdthfrth Schr ✓ Chrisdthfrth Schmalloch Nordastrasse 5 München 99427 Germany

**Shipping Address:** \* myGermany Waref ✓ myGermany GmbH Nordstraße 5 99427 Weimar Germany

**Shipping Dimensions:** \* Weight Length Width Height

**Already packed?** \*  Yes  No

Do you want us to purchase/pay the article on your behalf? If yes, use our Concierge Service » ?

**Shipment Name:** \* Your Shipment Name, you name it

**Content Description:** \* Detailed article & content description which will be used on Shipping Documents. Please put each Article with Single Value.

**Reference Nr.:** Internal Reference Number

**Customs Tariff No.:** ? If several, please list it with Comma.

**Dangerous Goods?** ?

**Value €:** \* Total Value of your Package.

**eMail ID for Status Update-eMails:** if several, separate with Comma

**Pick-Up Date & Time:** e.g. Monday from 10 AM

**Contact Name:** Contact Person we can contact at your facility for the pick-up.

Next step

#### Shipping Address

Our myGermany Warehouse address is set as standard delivery address. You can set another address, too.

#### Already packed?

If not packed, we will communicate with you and/or sender and check the pick-up conditions. We can pick-up non packed items.

#### Customs Tariff Numbers

You don't need to add that, we can do that. But if you have it, it is a big help.

#### Dangerous Goods

Please let us know if Lithium, Oil, Gas Pressure Cans, Perfume etc. is included. Please let us know details in the Content Description.

# Frequently asked questions

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

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## **Alcohol -**

<https://mygermany.com/prohibited-items/#alcohol>

## **Buy in local shops -**

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

## **Billing Invoice for external online hopping -**

It should be yours, and not myGermany.

## **Change Value and Descriptions -**

<https://mygermany.com/ufaq/change-goods-value-article-description/>

## **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/ufaq/do-you-handle-the-customs-import-clearance-processes-in-my-country/>

## **Customs Tax & Import Duties -**

Paid by recipient, not myGermany. Normally you pay it to carrier when they deliver to you.

<https://mygermany.com/ufaq/who-pays-for-possible-custom-duties-and-import-taxes/>

## **Customer Service -**

Via eMail and LiveChat. No communication via social media. You can opt for a call back in our contact form.

## **Contact Details Carriers -**

<https://mygermany.com/logisticpartners/#contact>

## **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/dropshipment/>

## **Lithium Ion Batteries -**

<https://mygermany.com/prohibited-items/#lithium>

## **Receive in Germany from outside EU? -**

No, we don't for Standard & Premium Members, but for Business Members! <https://mygermany.com/ufaq/do-you-accept-packages-from-outside-europe-can-i-import-from-non-eu-to-mygermany/>

## **Perfume -**

<https://mygermany.com/prohibited-items/#id8000>

## **Pictures of received packages -**

For Standard Members we don't, for Premium and Business Members we do from outside labels and from top the content. Detailed pictures can be requested for.

## **Return Shipments -**

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

## **Shipping Costs -**

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

## **Shipping Costs Differences -**

<https://mygermany.com/cheap-international-shipping-from-germany/#faq>

## **Storage Fee -**

Based on time and scope: <https://mygermany.com/subscriptions/>

## **Transport Insurance -**

Select insurance yourself in Outbox. Insurance cannot be higher than declared customs value!

<https://mygermany.com/transport-insurance/>

## **Telephone Number from myGermany -**

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