



myGermany.com

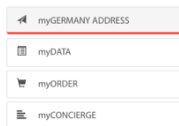
EXPLORE THE GERMAN SHOPPING WORLD

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/>



myGermany ADDRESS = Your German delivery address and telephone number

myDATA = 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 and Concierge Plus+ Forms

HOW TO USE myDATA



Personal Data

Personal Addresses

Preferences

Invoices

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

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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 & Shipment Invoices, not Proforma

HOW TO USE myORDER



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

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!

| Concierge

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

Your submitted Concierge Orders appear here with status *paid*. As soon as Concierge has ordered, 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
Ordernr.	Ordered	Name	Status	Actions
25672	17.12.2019	Schuhe	payment_pending	
25673	17.12.2019	Schuhe	ordered	
30857	24.04.2020	TestCS	ordered	
27286	18.05.2020	New Adidas	ordered	

Article No.	Article Name	Quantity	Unique Price	Manufacturer	Weight	State
30313	New Adidas	2	1090,4	Adidas	0	

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

| Expected

Let us know what you expect, only then we can check incoming parcels accordingly!

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 shipping & customs 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!



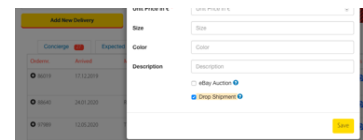
Drop Shipment | To be selected before we receive the package!

| Expected

The fastest way to forward your package: <https://mygermany.com/dropshipment/>

Drop Shipment can be set only if you enter a *New Delivery* in the *Expected Box*. Because we need to handle Drop Shipments differently from the very beginning when we receive this package. A received package which was not defined as *Drop Shipment* while adding a delivery, cannot be turned into Drop Shipment when already processed and 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).

88640	24.01.2020	Russia	9000 g / 39000 g	arrived
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Article No.	Article Name	Quantity	Unique Price	Manufacturer
103928		1	556	other

[Click to change article value.](#)

97989	12.05.2020	TEST	8800 g / 18000 g	arrived
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Detailed Pictures & Inspect Content | Get received packages inspected?

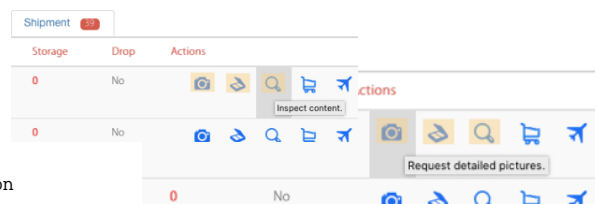
| Inbox

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 / 43000 g	ready to ship	
9000 g / 39000 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 image icon to see the pictures. Click photo icon



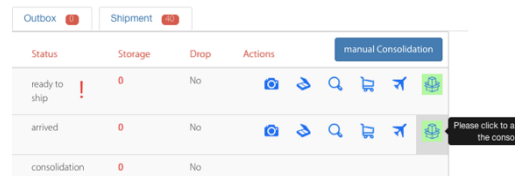
to get more **detailed pictures**.
For Drop Shipment we don't take photographs.

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.

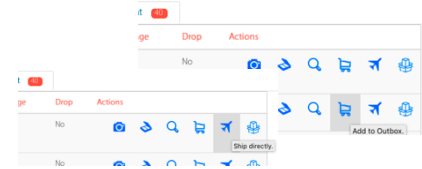
Shipping | Ship directly (CheckOut) or gather your orders in the Outbox!

| **Inbox**

[Get your packages forwarded!](#)

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 & pay please check:

Shipping Address

Select delivery address from drop down, where we shall deliver.

Shipping Summary

Check the declared customs value we use for shipping documents! This is your responsibility!

Comments -

Leave comments for outgoing packages here. Not via eMail, requests via eMails cannot be taken care of.

Shipping Overview

Change Shipping Address ▾

Shipping Address Mr. Christian Schmalisch Scheffelstrasse 22A Leipzig, 04277 Germany	Billing Address Mr. Christian Test Schmalisch StrasseTestRusland 98827 ZGUs, Moksowa United States
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Shipping Summary DHL Welpaket

Shipper: DHL Welpaket	<input type="checkbox"/> Transport Insurance? 500
Declared customs value: 5.00 €	<input type="checkbox"/> Remove Documents? + 1.00 €
Comments: Do not comment via eMail, comment here only.	<input type="checkbox"/> Additional Packaging? + 1.00 €
Documents needed: Send us per email.	<input checked="" type="checkbox"/> Upload/attach Documents? + 1.00 €
	<input type="checkbox"/> 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 the outgoing package.

Additional Packaging

Select between three options. The better we pack the lower 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 Drobbox naming the files with your name and shipping number (pSD...). 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**

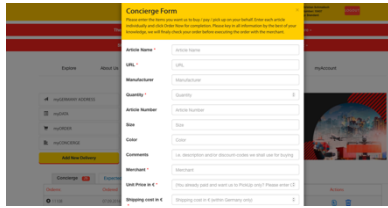
[Locate your packages by yourself.](#)

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**.

Concierge	Expected Delivery	Inbox	Outbox	Shipment	
Ord No.	Date	Shipper	Tracking#	Status	Actions
40277	23.04.2020	DHL	01997600123211	shipped	
40348	12.05.2020	DHL	1234	shipped	
20676	03.11.2017	DHL			
23612	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](#)



HOW TO USE myCONCIERGE

Concierge & Concierge Plus+

Let us buy, pay or pick-up for you

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

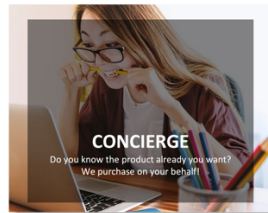
How does it work: <https://mygermany.com/pickup-concierge-service-germany/>

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

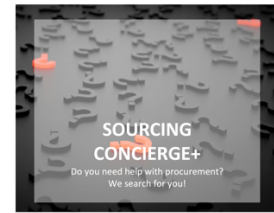
Concierge Form

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"/>



Concierge
 You know exactly what you want & ask us to purchase on your behalf.



Concierge Plus+
 You need our support to find the things you need. E.g. you are interested in a German Bike and need advice, consultancy and purchase support.

Shipping costs are 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 at the second step only, when putting the order in the *Outbox* for the final delivery. 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 - You want us to pick up packed or unpacked items. Minimum pick up fee is € 20,00 which will be added automatically by the system. Especially large or unpacked items may cause higher cost. This we will discuss with you and/or sender before we order and charge later.

... **myGermany shall purchase, pay and pick-up for you?**
 Please enter all data in form.

... **You have purchased and paid already; we just shall pick up?**
 Please enter all data in form. For items value put € 0.01 in the *Unit Price* field.

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.

Frequently asked questions

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

Alcohol - we can ship within Europe only, in non-EU-countries only if for private use and alcohol value below 40%. Please contact info@mygermany.com

Buy in local shops - no, currently we don't provide such services

Change Value and Descriptions - you can change that in your Inbox, click on the Article's value and name.

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/>

Credit Cards, SIM Cards, Verification Pins - we do not receive or forward!

Customs Clearance in your country - yes, we execute the clearance: <https://mygermany.com/taxes-and-customs-duties/#faq>

Customs Tax & Import Duties - Paid by recipient, not myGermany. Normally you pay it to carrier when they deliver to you. <https://mygermany.com/taxes-and-customs-duties/#faq>

Customer Service - only via eMail & LiveChat, no communication via social media or phone. You can opt for a call back.

Contact Details Carriers - <https://mygermany.com/logisticpartners/#contact>

Dimensions & Weight & Volumetric Weight of your package - 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! <https://mygermany.com/taxes-and-customs-duties/#FAQ-customs>

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

Pictures of packages - free service for Premium Members. Pics from outside: label & content. Detailed pictures can be requested in Inbox.

Return Shipments - <https://mygermany.com/servicesonepager/#return>

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, an on Membership Plan: <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 myGermany - for shopping purposes use the one in your account. We do not provide customer support via phone.