

ID Requirement



DHL Express Safety Measures

- ID presentation is required by Ministry of Land, Infrastructure, Transport & Tourism to prevent aircraft terrorism.
- Shippers including DHL account holders must present their ID at Service Point. Otherwise, shipment will not be accepted.
- Acceptable ID: Driver's License, Passport, My Number Card, Residence Card/Special Permanent Residence Certificate. All must be valid and have ID photo and the present address.
- Non-document shippers using Express Easy must fill out Shipment Contents Confirmation sheet.
- If shipment is brought in by a representative, not the actual shipper,
 - The representative must present his/her ID.
 - For Express Easy non-document shipment, the representative must fill out Shipment Contents Confirmation sheet in his/her own name.
- For any questions, please contact DHL Customer Service at 0120-39-2580

DHL Japan

ID Requirement Q&A

Q: Why is ID required at Service Point?

A: The ID requirement is based on anti-air-terrorism actions by Ministry of Land, Infrastructure, Transport & Tourism.

Q: What are the acceptable ID's?

A: Acceptable ID: Driver's License, Passport, My Number Card, Residence Card/Special Permanent Residence Certificate. All must be valid and have ID photo and the present address.

Q: What is confirmed from ID?

A: Name and the present address will be confirmed.

Q: What will happen if a representative, not the actual shipper, visits Service Point for shipping?

A: The representative must present his/her ID. For Express Easy non-document shipment, the representative must fill out Shipment Contents Confirmation sheet in his/her own name.

Q: Will Service Point accept shipment if shipper has no ID?

A: Shipper must present ID. Otherwise, shipment will not be accepted.

Q: What can be done if shipper has no ID with photo?

A: Shipper must obtain ID or can ask a representative to use shipment service at Service Point. Students can use Student's ID. But at the same time, two of the following received in the past two months must be shown to confirm the present address.

Document from Credit Card Company

Document of utilities (Gas, Water, Electricity)

Document from Telecom companies

Document from Internet Provider

(Family name to be confirmed if documents are addressed to the head of household.)

Q: Must ID be presented for every shipment even if the shipper uses the same Service Point?

A: ID must be presented to make sure that the address remains the same.

Q: Is ID required to send document?

A: Yes. ID is required for document shipping, too.

Q: How will Shipment Content Confirmation sheet be handled?

A: DHL has the responsibility and treats the document in the same manner for waybills.

Q: When DHL account holders drop shipment off at Service Point, must DHL account holders present ID?

A: At DHL facilities, account holders are required to present their ID. From April 1, 2023, the same rule is applied to the partner Service Point. All shippers including account holders must show their ID.