

**MyDHL<sup>+</sup>**



# MyDHL<sup>+</sup>

HOW TO CREATE A SHIPMENT FROM THE U.S. EMBASSY/CONSULATE  
GENERAL TO YOUR HOME OR ALTERNATIVE DELIVERY ADDRESS

**DHL Express – Excellence. Simply delivered.**



## HOW TO CREATE A DOCUMENT SHIPMENT WITH MYDHL+ From the U.S. Embassy/Consulate General to your home or alternative delivery address

Dear Applicant, please click [here](#) to create a shipping label for the return of your Passport/visa and follow the instructions below.



### HELPFUL TIP

We recommend **Chrome** or **Safari** to access the website.

Please remember that **visas can only be processed in the U.S. Embassy in Madrid.**

**If you have an appointment at the U.S. Embassy/Consulate General**, please bring your shipping label with you.

**If you are submitting your passport/visa application via DHL**, please enclose this shipping label (waybill) inside the package you are sending to the U.S. Embassy/Consulate for the return of your new Passport/visa.

**YOU MUST HAVE YOUR LABEL PRINTED BEFORE THE COURIER ARRIVAL.**

### 1. Create a Shipment

Fill in the **'From'** section with the address of the U.S. Embassy or U.S. Consulate General Barcelona:

**Embajada de los Estados Unidos  
Calle Serrano nº 75  
28006, Madrid.**

In the "Name" field please specify the department:

- ACS - American Citizens Services
- Visas NIV (Non-Immigrant)
- Visas IV (Immigrant)

It is important that you put **your** email address and cell phone number in this section.

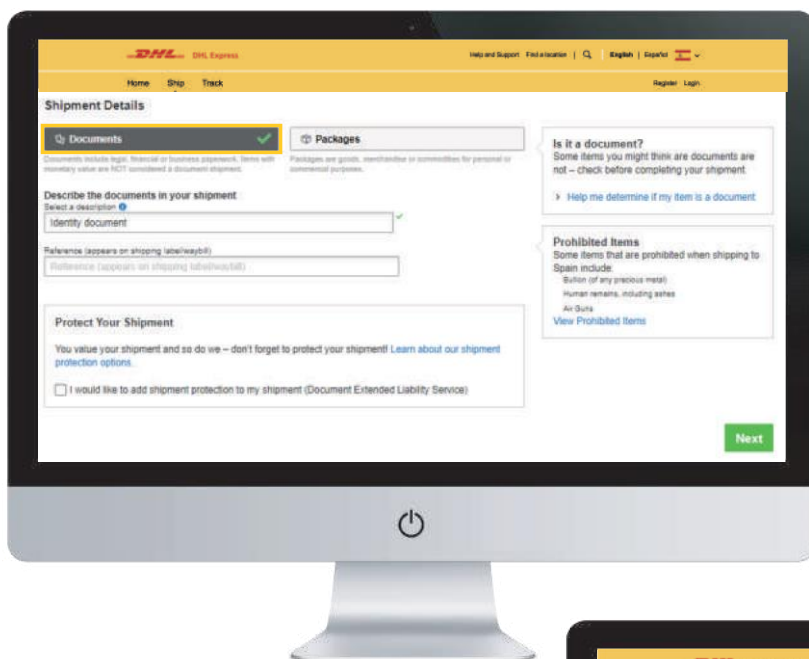
**PLEASE DO NOT PUT ANY EMAIL ADDRESS OR PHONE NUMBER FROM THE U.S. EMBASSY HERE**

In **'To'** section, please include your full address:

It is important to detail:

- Floor and letter/number if you live in an apartment building.
- **Your Cell phone number.**
- **Your Email address**

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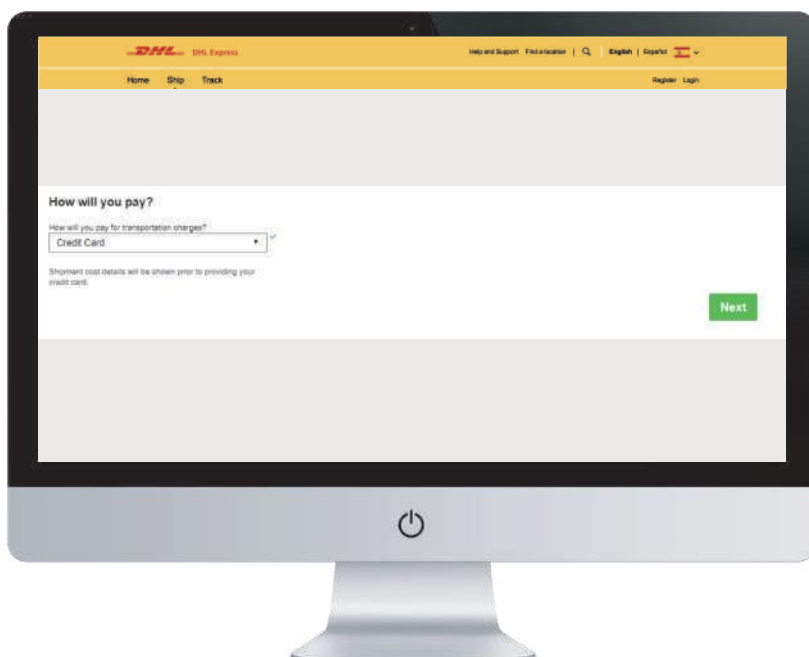
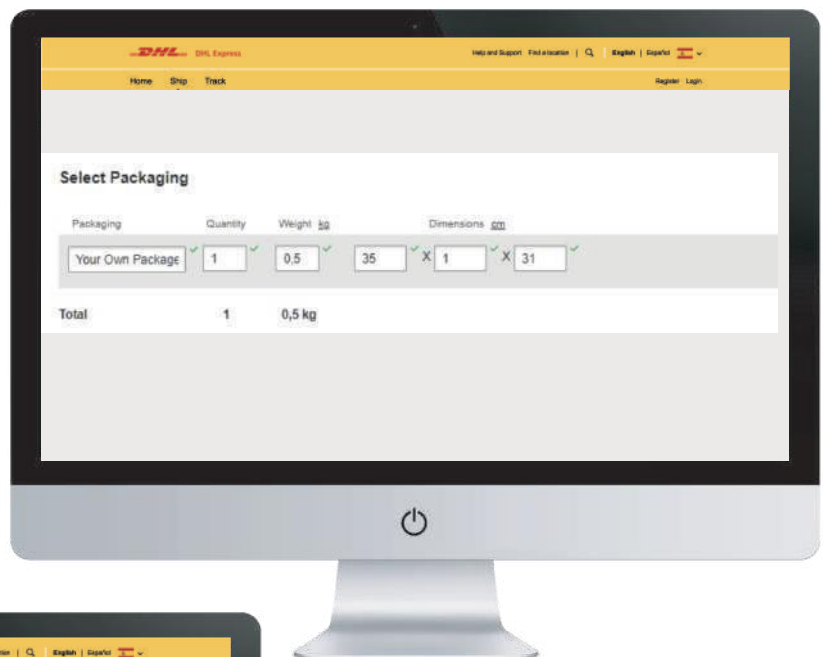


2. Select **'Documents'** and complete **'Shipment details'** section. Please select the option that best describes the content of your shipment:

- Passports.
- Other.
- Visas

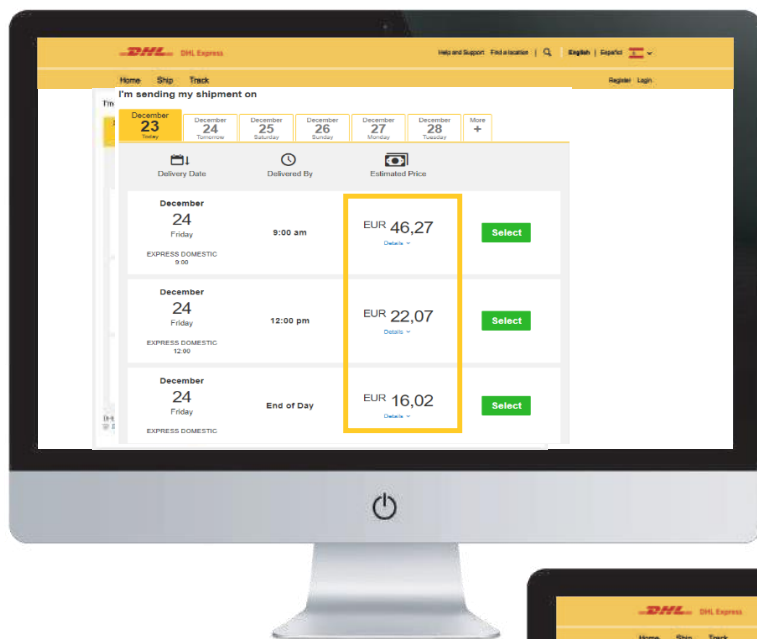
Once complete click **'Next'**.

3. Complete the **'Select Packaging'** section ensuring you select **'Your Own Packaging'** and put one (1) kilogram maximum and as dimensions **35 \* 1 \* 31**.

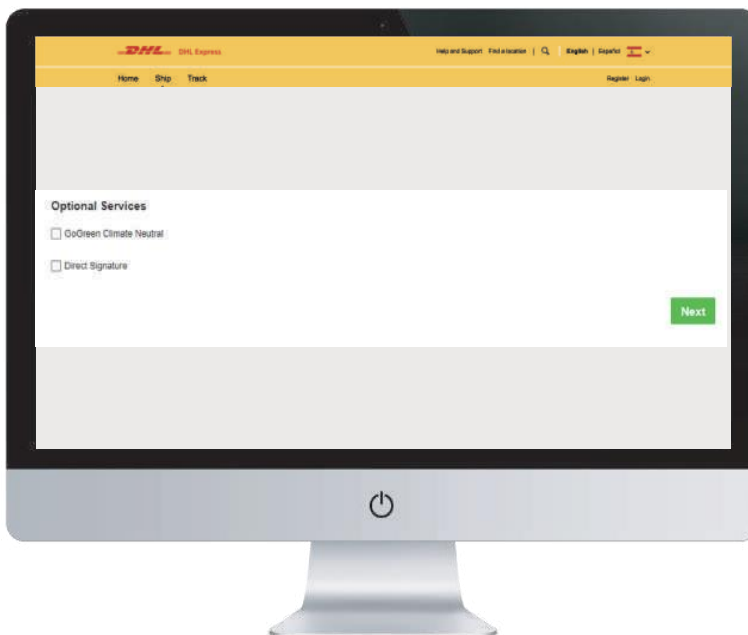


4. **'How will you pay?'** Once complete click **'Next'**.

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6. Please be aware that any **'Optional Service'** will have an extra charge.

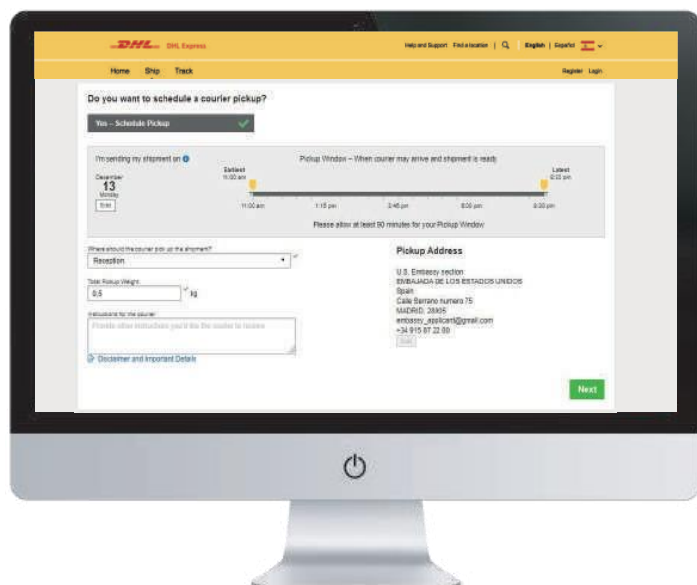


5. As you do not know when the U.S. Embassy/Consulate will send you back your documents, please click on **'More+'** and select the latest business day that MyDHL+ allows you to choose (usually within one week.).

This is only a technical requirement and does not affect the delivery of your new passport/visa if it is ready before the date chosen.

Now please select product **'Express Domestic'**. Over the price that you see on your screen, you will get a promotional discount using promo code **'USEMBASSY'** later.

The promotional code can be used **only** with **Express Domestic** (*DHL Parcel cannot be used to receive your new passport/visa*).



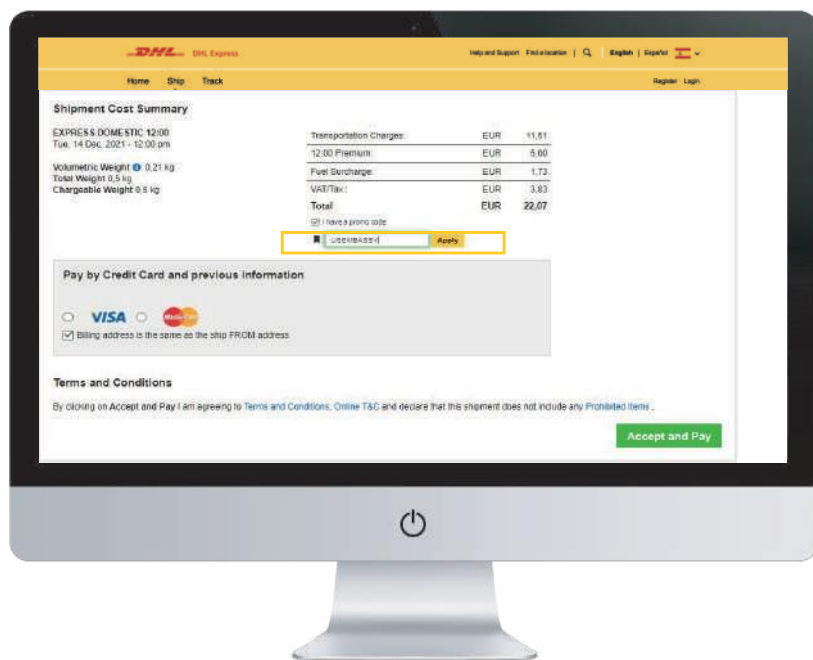
7. Select **'YES - SCHEDULE PICKUP'**. Move the yellow sliders to choose a pickup time.

This is a technical requirement and does not affect the pickup time from the Embassy/Consulate

Please remember that visas can only be processed in the U.S. Embassy in Madrid.

Click **'Next'**.

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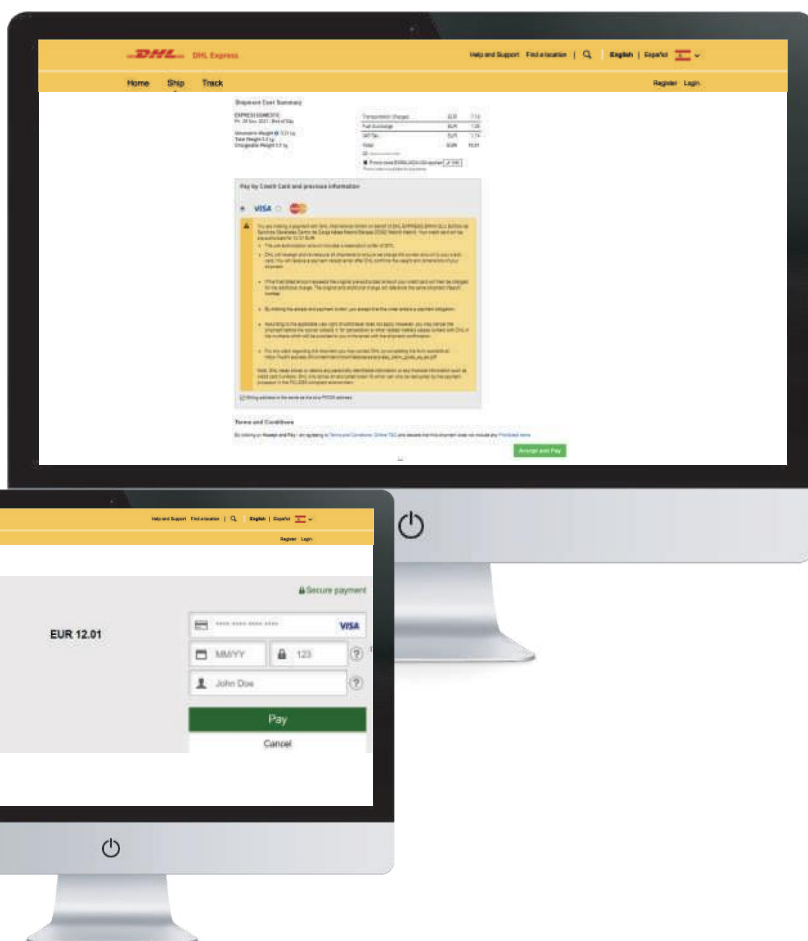
8. At **'Shipment Cost Summary'** please click on 'I have a promo code' and write promo code **'USEMBASSY'** and click apply.

Be sure **USEMBASSY** is in all capital letters.

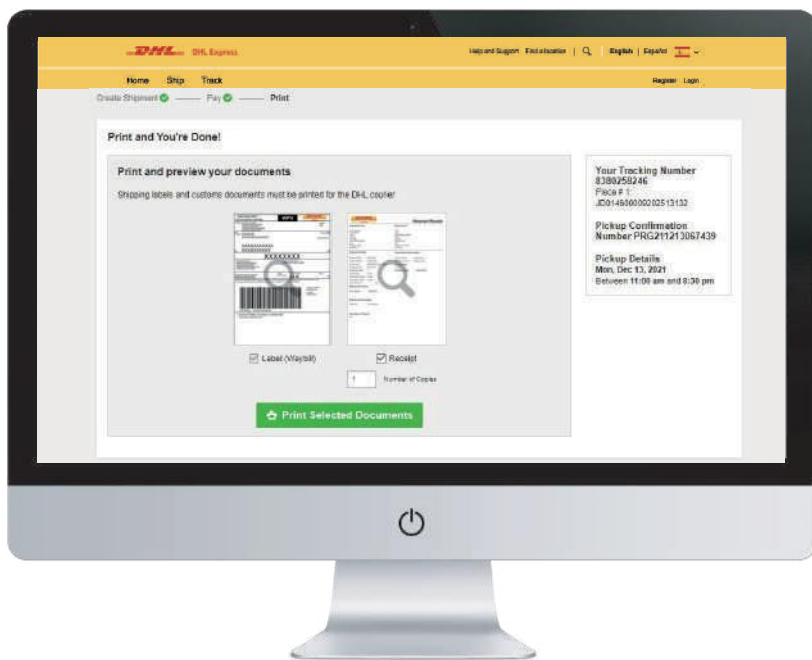
Now you should see on your screen the cost of your shipment.

9. Choose Visa or MasterCard to proceed with the payment.

Introduce your card number and the required information. Please click **'Accept and Pay'** to go to next step.



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10. Your shipment has been created, select both label and receipt and print both documents.



### IMPORTANT

If you have an appointment at the **U.S. Embassy/Consulate General**, please bring this shipping label (waybill) with you.

If you are submitting your application via DHL, please enclose this shipping label (waybill) inside the package you are sending to the U.S. Embassy/Consulate for the return of your new passport/visa.

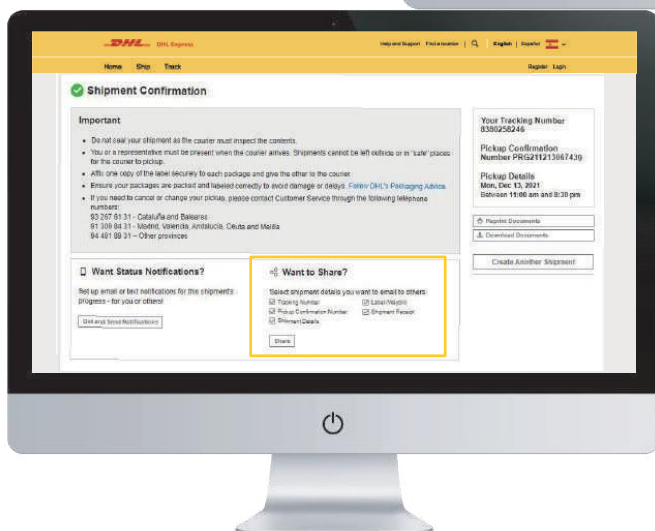
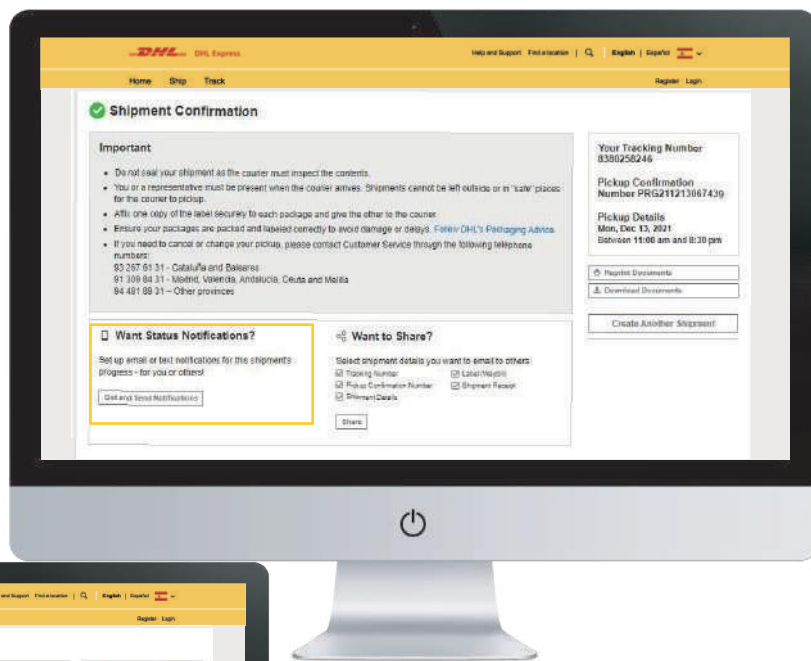
11. **Shipment Confirmation.** This section will offer you two free services:

#### Section 'Want Status Notifications?'

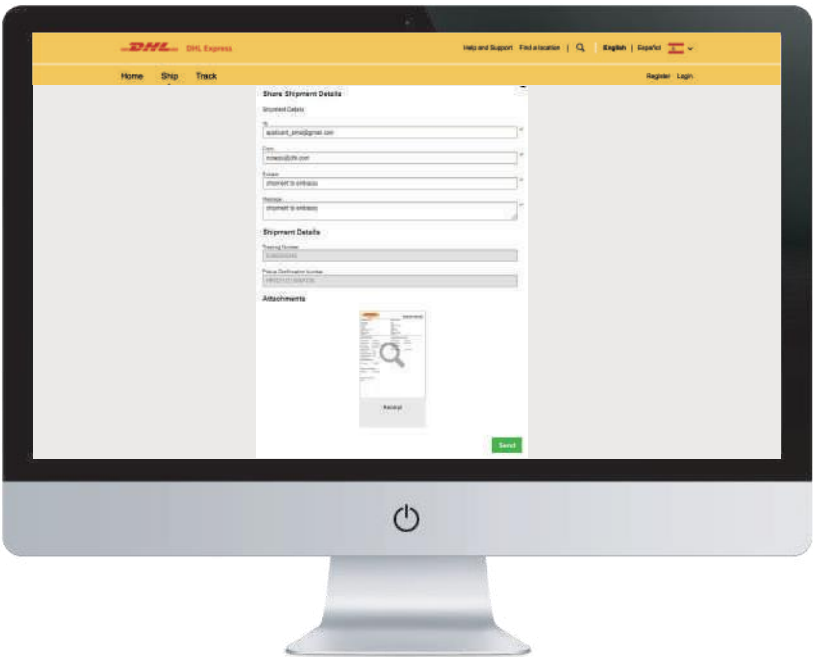
If you click on '**Get and Send Notifications**' you will receive an email when your shipment from the U.S. Embassy/Consulate has been picked up and when it has been delivered.

#### Section 'Want to Share?'

Please select all options and click on '**Share**'. You will receive an email with all the information that you have selected and it will allow you to track your shipment. Follow next instructions.

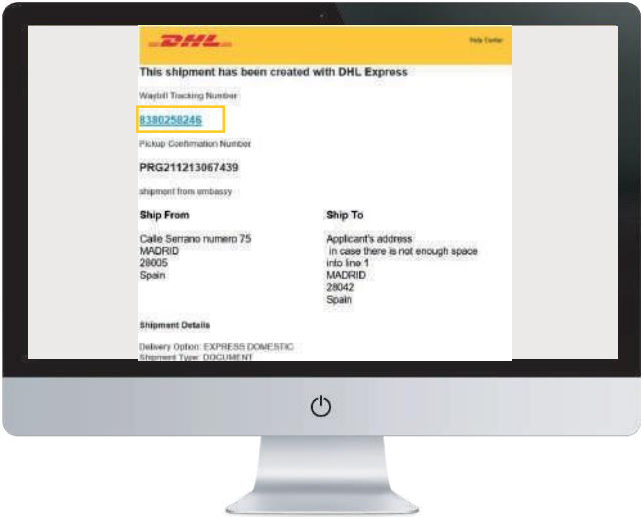
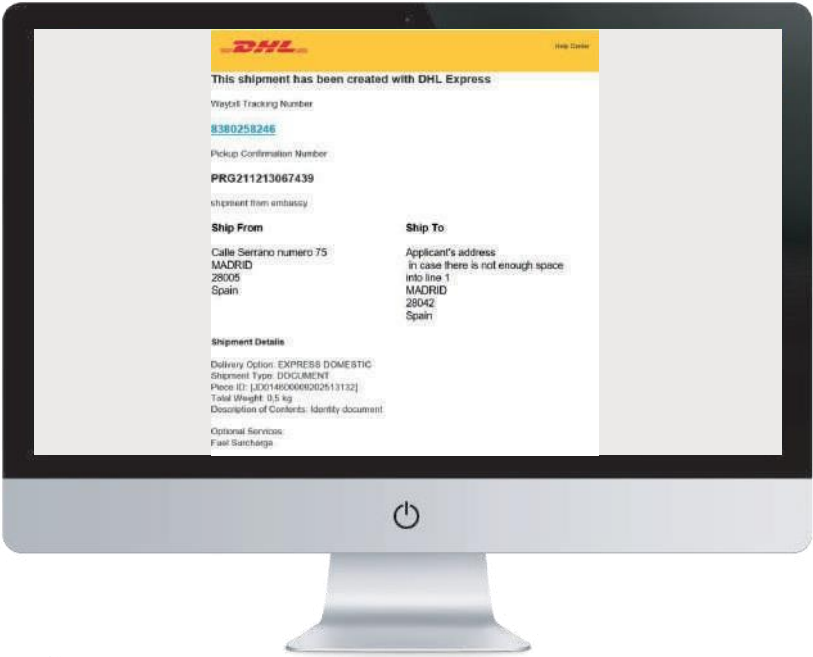


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12. In 'Share Shipment Details' please complete the form and click 'Send'.

13. You will receive an email with your shipment details.



14. You can follow your shipment by clicking on the tracking number.



IMPORTANT

Please note you will not be able to track this shipment until the Embassy/Consulate service is complete.

If you have activated notification email on step 11 you will be notified when your shipment is on its way.

[mydhl.express.dhl/es](https://mydhl.express.dhl/es)

[mydhl.express.dhl/es/en/help-and-support.html#/contact\\_us](https://mydhl.express.dhl/es/en/help-and-support.html#/contact_us)