

DHL ONLINE SUPPLIES ORDERING CUSTOMER GUIDE (USA)

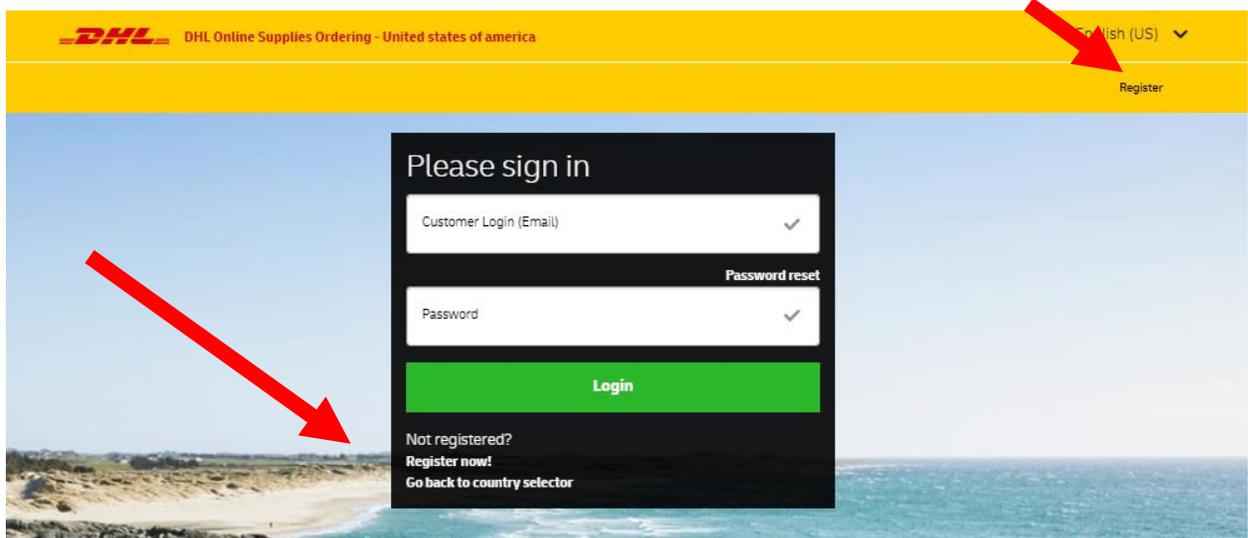
Online Supplies Ordering (OSO) is available to DHL Express account holders for the delivery of DHL packaging within the USA.

To make ordering supplies easier and for greater security, the new version of OSO requires you to register, giving you access to these time-saving features:

- View and copy previous orders
- Save frequently used delivery addresses in an address book
- Store your DHL account numbers

REGISTER TO GET STARTED

1. Go to [DHL Online Supplies Ordering](#) and click Register now!



2. Complete the registration form, noting the minimum password requirements.

Please fill out the following fields to signup:

Customer name	✓
Contact Name	
Customer Login (Email)	✓
Password	✓
Repeat password	✓

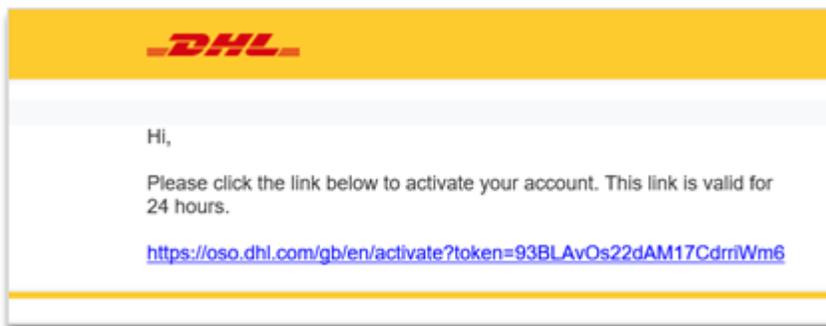
Signup

The password must be a minimum of 8 characters and must contain at least:

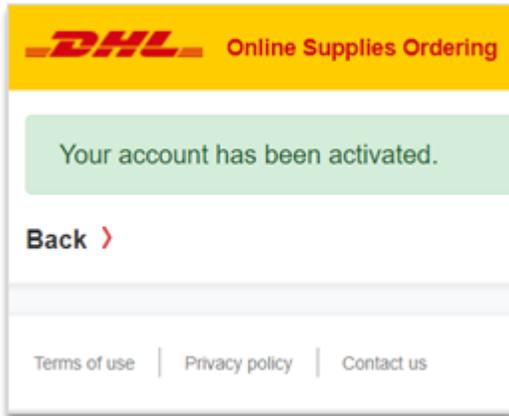
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character: @ # \$. - + ! * & ?

For your security, you will be asked to change your password every 90 days.

3. Click **Signup** to submit your request.
4. You will receive an email to activate your OSO account. The activation link is valid for 24 hours only.

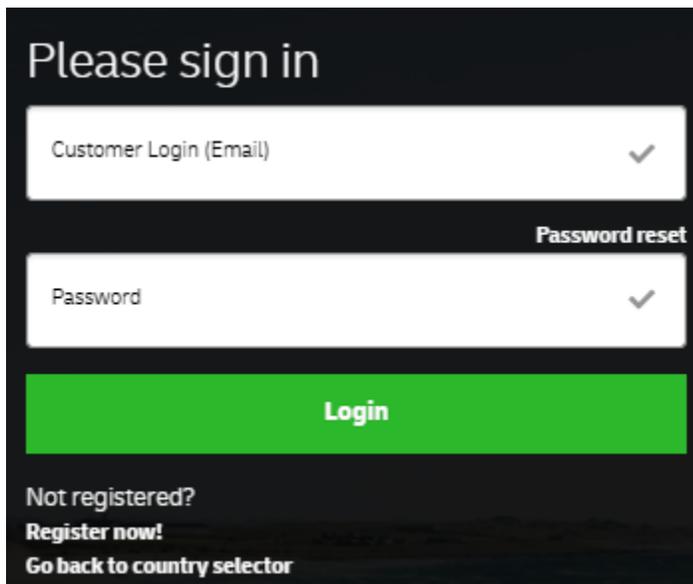


- Once you have activated your account, click Back to sign in.



You will also receive an email to confirm that your account has been activated.

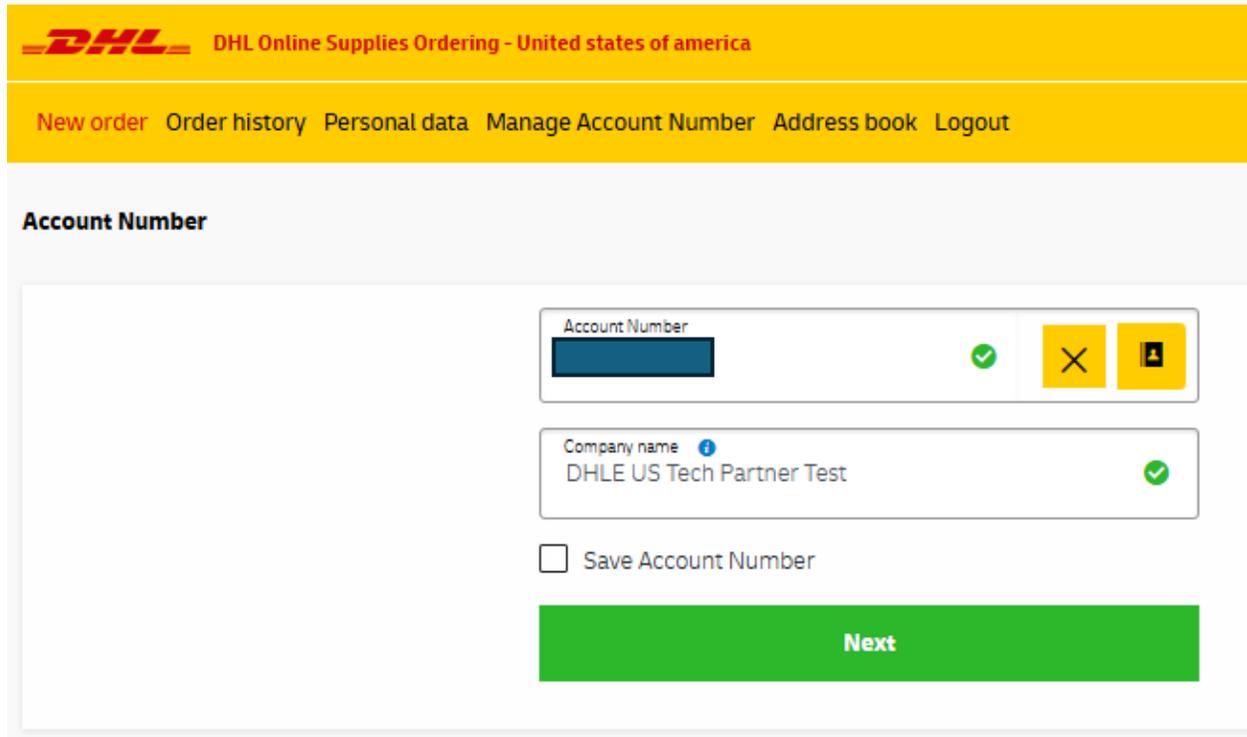
- Enter your email address and password and click **Login**.

A screenshot of the DHL login form. The background is black. At the top, the text "Please sign in" is displayed in white. Below this, there are two white input fields. The first field is labeled "Customer Login (Email)" and has a checkmark icon on the right. The second field is labeled "Password" and also has a checkmark icon on the right. To the right of the password field, there is a link for "Password reset". Below the input fields is a large green button with the text "Login" in white. At the bottom of the form, there is text that says "Not registered? Register now! Go back to country selector".

CREATE A NEW ORDER

You are on the **New Order** page when OSO opens.

1. Enter your DHL account number.



DHL DHL Online Supplies Ordering - United states of america

[New order](#) [Order history](#) [Personal data](#) [Manage Account Number](#) [Address book](#) [Logout](#)

Account Number

Account Number ✓

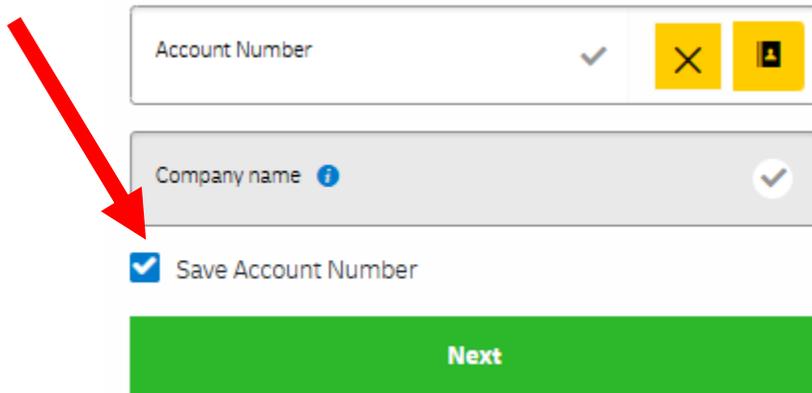
Company name ⓘ ✓

Save Account Number

Next

Is the company name correct for this delivery? The company name that DHL holds for the account will be displayed. If this is not the company the supplies are being delivered to, **click into the field** to edit it.

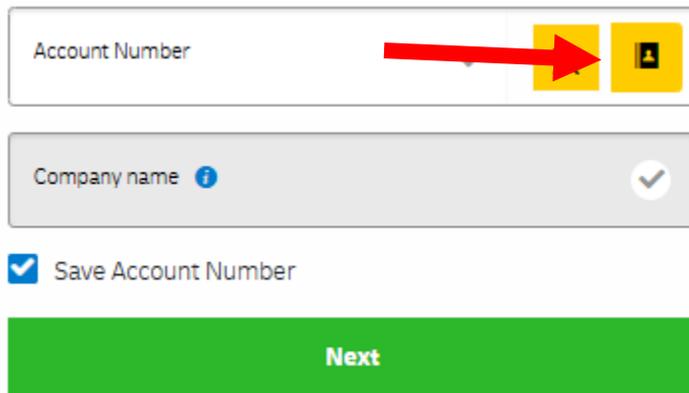
2. If you wish to save this account number for future orders, tick Save account number.



The screenshot shows a form with two input fields. The first field is labeled 'Account Number' and has a checkmark icon on the right. The second field is labeled 'Company name' and has an information icon and a checkmark icon. Below the fields is a checkbox labeled 'Save Account Number' which is checked. A large red arrow points from the top left towards the 'Save Account Number' checkbox. At the bottom of the form is a green button labeled 'Next'.

Tips for future orders:

- To retrieve a saved account number, click the List icon to the right of the field.



The screenshot shows the same form as above. A red arrow points from the right side of the 'Account Number' field towards the List icon (a yellow square with a list symbol) located to the right of the field. The 'Save Account Number' checkbox is checked, and the 'Next' button is visible at the bottom.

- If you change the company name, this will be displayed on the next order. It can be edited again as needed.

3. Click **Next** to enter the **Delivery address**. All fields are required.

The screenshot shows a delivery address form with the following fields and buttons:

- Buttons at the top:** "Clear" (with a trash icon) and "Address book" (with a book icon), both in yellow boxes.
- Form fields:**
 - Contact person (text input)
 - Street (text input)
 - Street 2 (if none, type 'NA') (text input)
 - City (text input)
 - State (text input)
 - Postcode (text input)
 - Country (dropdown menu, currently showing "-")
 - Phone (text input)
 - Email address (text input)
- Buttons at the bottom:** "Back" and "Next", both in green boxes.

Delivery address tips:

- The delivery address and contact details used on your last order will be displayed for the next order. Use the **Clear** button to enter a new address or overwrite the existing one.
- If you have multiple delivery addresses, we recommend that you add them to your **Address book** first and then select from it when you order.

4. Click **Next** to select the **Products** you wish to order. Enter the quantity of items you require.



Box #3
Product code : B#3
13.3" x 12.7" x 4.0"

Items per unit: 1
Max order size: 50

Items

Charge (excl. VAT)

- There are limits on the number of times you can order a product during a certain period. If this is the case, the system will alert you.



Box #3
Product code : B#3
13.3" x 12.7" x 4.0"

Max order size is 50
Items per unit: 1
Max order size: 50

Items

Charge (excl. VAT)

- Click **Next** to view a **Summary** of your order and check that the details are correct. If not, use the **Edit** buttons to go back and amend.

Review and confirm your order

⚠ Polite Notice
DHL supplies are provided to our account customers strictly on the condition that they shall be used only for shipping with DHL. An account customer is not permitted to use these supplies with any other shipper, for any other purpose, and agrees that they shall not re-sell them.
DHL reserves the right to refuse to fulfill any order of supplies in circumstances where DHL is satisfied that the account holder has not complied with the terms of this notice.

Main information

DHLE US Tech Partner Test [REDACTED]

Edit

Address

Contact person	TEST	Street	TEST
Street 2 (If none, type "NA")	NA	City	TEST
State	TEST	Postcode	TEST
Country	United states of america	Phone	TEST
Email address	test@test.com		

Edit

Products

Product code	Product name	Number of units ordered	Number of items
B#3	Box #3	50 (Each)	50
		50 (Each)	50

Edit

Back

Confirm

- Click **Confirm** to submit your order. You will receive an email confirming your order details.

Account Number > Address > Products > Summary > Thank you

✓ Thank you, your order has been successfully received.
You will receive an automated email to confirm your order details.

MANAGING YOUR OSO ACCOUNT

The options available from the top menu help you to manage your OSO account and make ordering your supplies quicker and easier.

ORDER HISTORY:

New order **Order history** Personal data Manage Account Number Address book Logout

anibal (robertti.anibal@gmail.com)

Your orders

Showing 1-7 of 7 items.

Order ID	Created at ↓	Status	Account Number	Company name	
<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	
OSOUSIF8R	2025-10-16 15:21:00	Created		DHLE US Tech Partner Test	
OSOUSURPT	2025-10-14 14:33:25	Completed		DHLE US Tech Partner Test	

- View all the orders placed under your login
- **Copy** previous orders and **edit** them as required

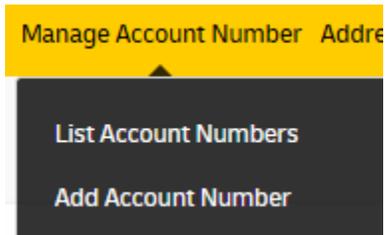
PERSONAL DATA:

Personal data Manage Account Nu

- Manage profile
- Manage password
- I want to be forgotten

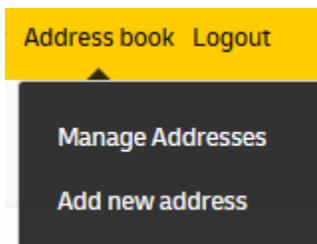
- Manage your contact details and password
- I want to be forgotten – if you no longer need your OSO account, you can permanently delete it. You can register again if required, but none of your previous data can be restored.

MANAGE ACCOUNT NUMBER:



- View, add and delete your DHL accounts - then just select the correct one when you create a new order

ADDRESS BOOK:



- Store your frequently used delivery addresses
- When you create a new order, you can quickly select one from the address book

Back Cover:

DHL Express (USA), Inc.

1210 South Pine Island Road

Plantation, FL 33324

www.dhl.com/us-en/home.html

Valid: 10/2025