myDHLFreight
User Manual
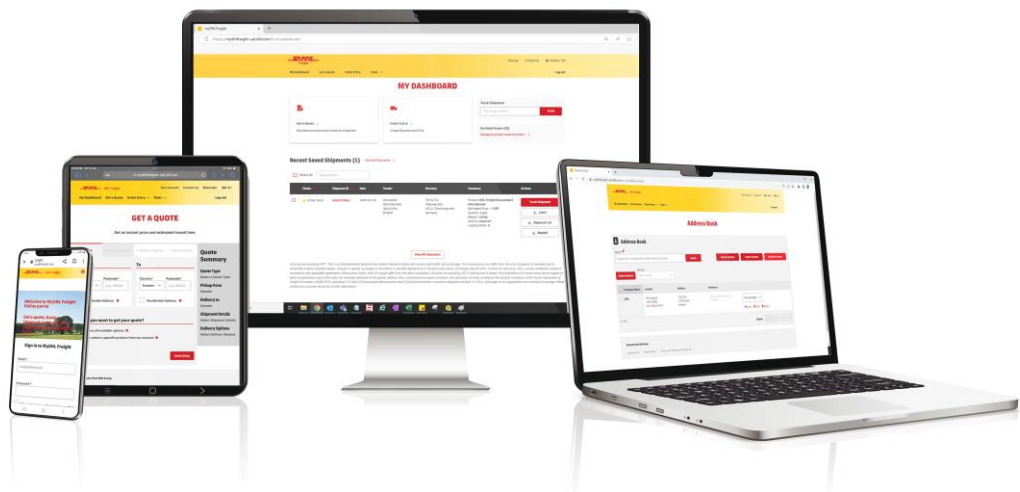V1.6

TABLE OF CONTENTS

INTRODUCTION TO MYDHLFREIGHT

Welcome to *myDHLFreight*, the Freight Customer Portal, a self-service web-based portal for registered business customers of DHL Freight.

myDHLFreight, has been carefully designed to give our **regular shippers** more control and convenience, providing easy access to a range of self-service features that can be accessed anytime, anywhere. Our intuitive and user-friendly booking process enables DHL Freight's customers to create consignments within a few clicks across different standard products and value-added services. Please contact your local DHL Freight Sales representative if you are interested in using myDHLFreight.

The following information are the minimum requirement for a smooth registration:
- ➢ Company name and address
- ➢ DHL customer account (please provide your local DHL Freight Invoice ID)
- ➢ Your contact (incl. email and phone no.)

You will receive two separate emails containing an access link and a temporary password after completing registration and the initial onboarding. Please check your spam folder if you don't receive them.

In case of any uncertainty, please contact your local DHL Freight Sales representative or DHL Freight terminal.

1. Registration Page

To create your profile on myDHLFreight, please follow the link below.
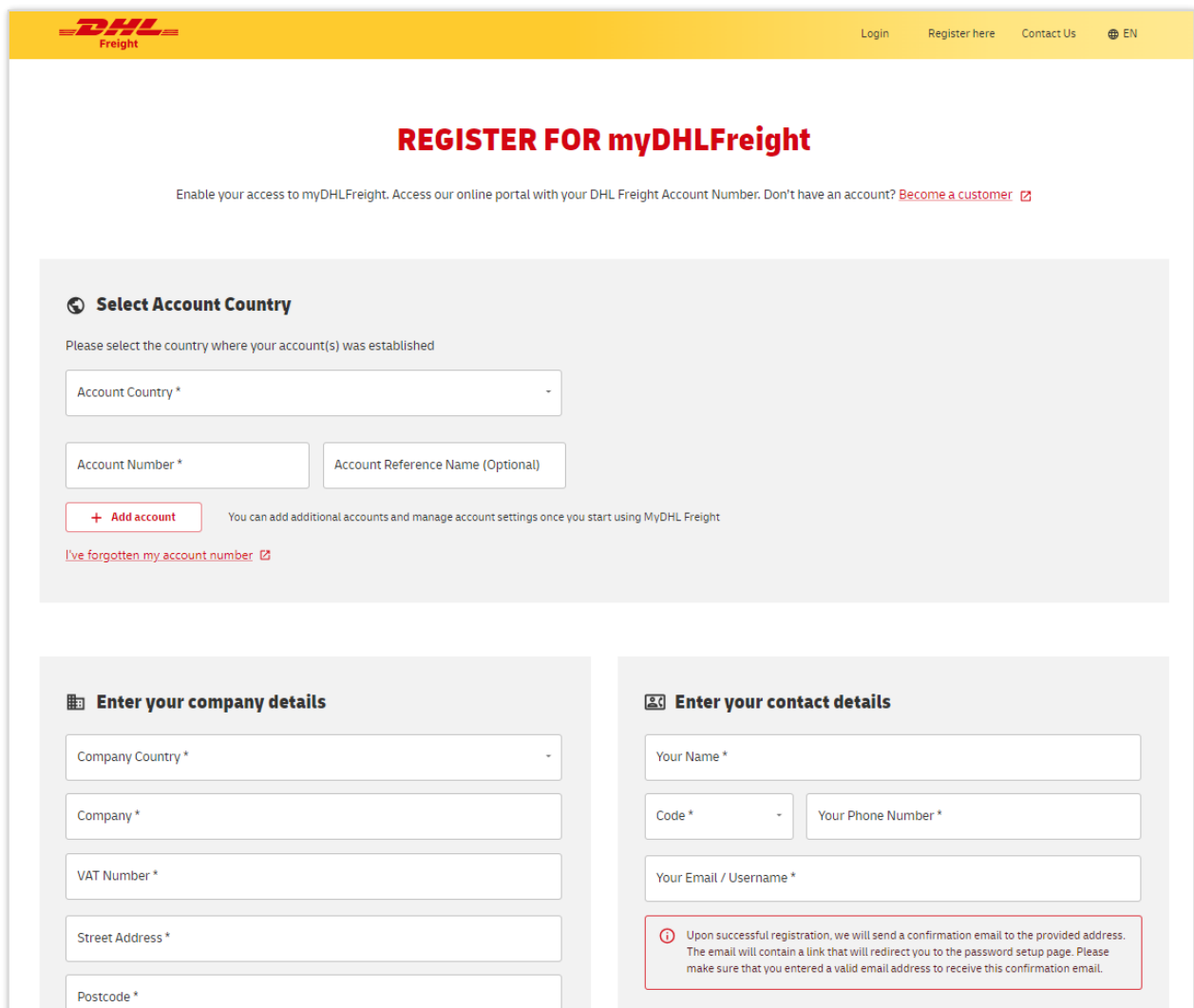
Link: myDHLFreight - Registration
Please fill in all relevant information on the form and click on the "Submit" button.

Once you submit a registration request, our Customer Service team will be notified to approve it.

If you forget your password, simply click on "Forgot password?" on the login page and enter your email address.
You will receive a link via email to reset your password.

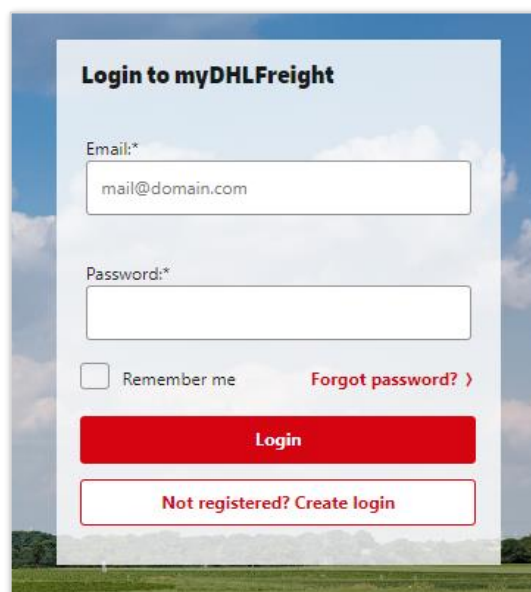In case of any uncertainty, please contact your local DHL Freight Sales representative or DHL Freight terminal.

2. Login Page

To login to the myDHLFreight portal, please follow the link below and enter your username and password.

Link: myDHLFreight - Login

Following menus are available for all customers:

➢ Login

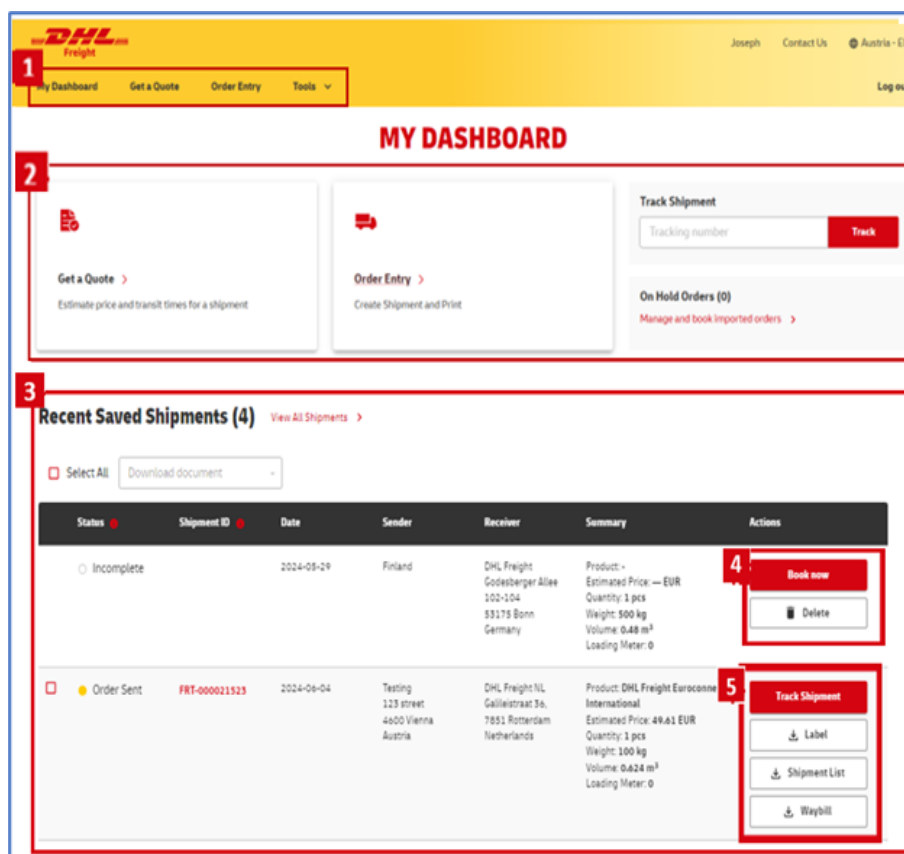➢ Register here

➢ Contact Us

➢ Language Change

➢ Forgot Password

➢ Not registered? Create login

3. Dashboard

Upon logging in, you'll land on the "dashboard". The dashboard provides you with various functionalities available in the portal and will be explained in detail in upcoming chapters.

1. Banner shows the menu bar, which can be accessed to see more functions.

2. Quick access to Quote, Order Entry, Tracking shipment and On Hold Orders

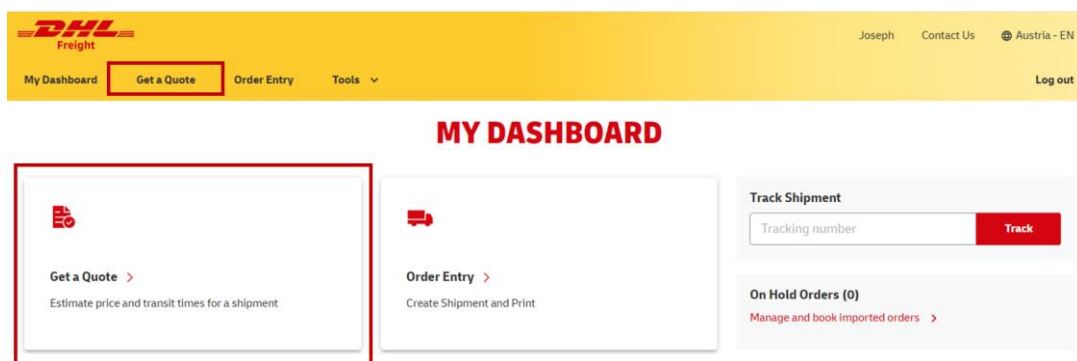3. List of the latest shipments along with all the shipment details

4. Option to finalize incomplete shipments.

5. Option to Track & Reprint, labels, shipment lists or waybills.

4. Get a Quote
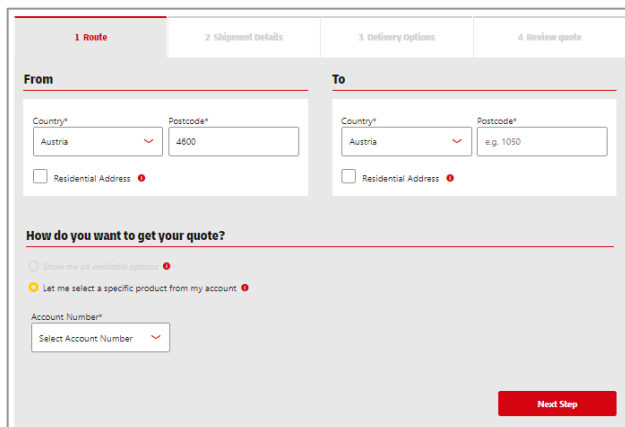
Access the Get a Quote option by clicking on the banner or dashboard screen to get an instant estimated shipment price and transit time.
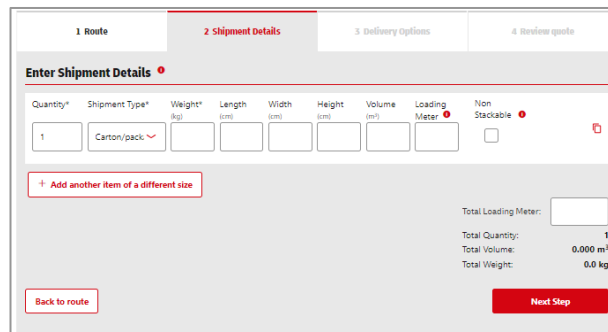

You will need to update few details for the system to show the desired output.

1) __ROUTE:__ Enter the Pickup and Destination country and post code, select your account number.

2) __SHIPMENT DETAILS:__ Fill in the mandatory fields regarding the shipment i.e., Quantity, Packaging type and Weight etc.

3) DELIVERY OPTION: This page will display the products that can be chosen. If you change Desired Pickup Date you will see the corresponding Delivery Date.

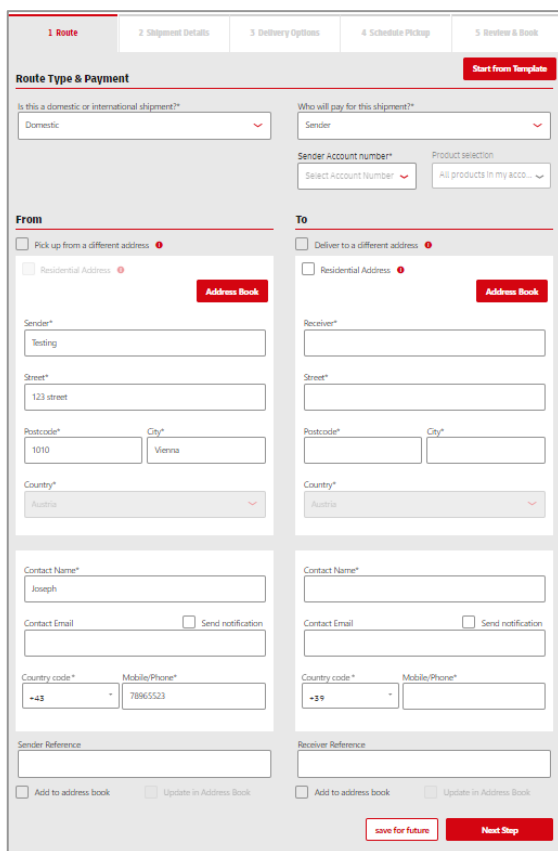**4) REVIEW QUOTE:** You will now be able to see the estimated shipment price based on the details you have entered.
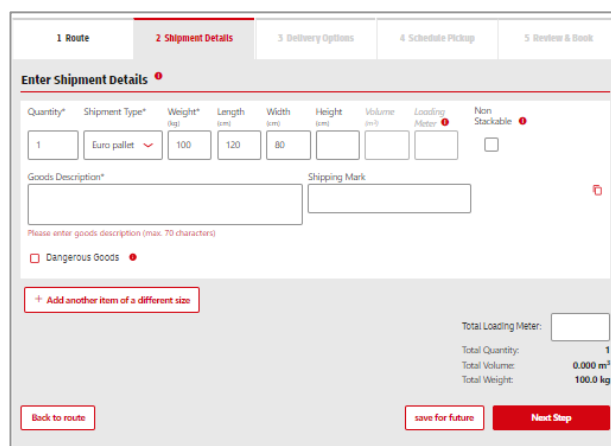

5. Order Entry

If you want to book a shipment, select an option on the Dashboard page.

You will need to fill in the relevant data in order to book the shipment. See screenshots below for details. For a detailed guide on how to book a shi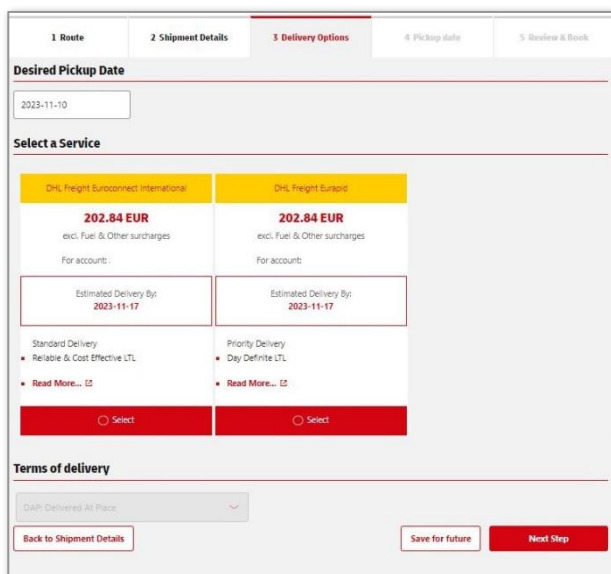pment, please refer to the tutorial videos available at https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html

1) **ROUTE:** Choose the direction of the shipment, select the relevant account number, enter the address of the receiver.
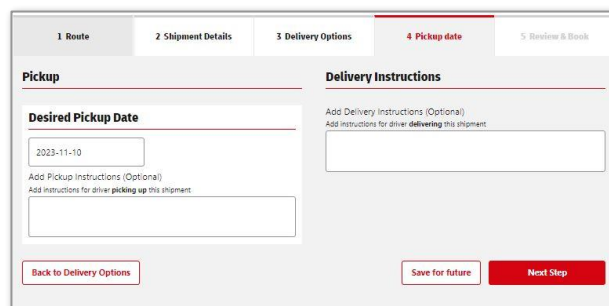

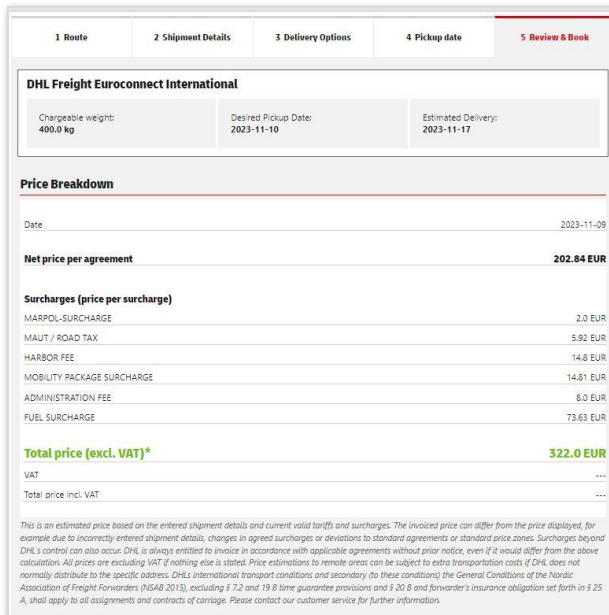2) **SHIPMENT DETAILS:** Update the quantity, packaging type, weight, dimensions and add a description of the goods.

3) **DELIVERY OPTION:** Select the product and any value-added services you want to include in your shipment booking.

4) **SCHEDULE PICKUP:** Select the desired pickup date and include any additional instructions that you wish to share.

5) **REVIEW & BOOK:** This page allows you to view the total net price of the shipment.

6) **REVIEW & BOOK:** On the second half of the page, you have the option to upload the document and select the email for the confirmation.
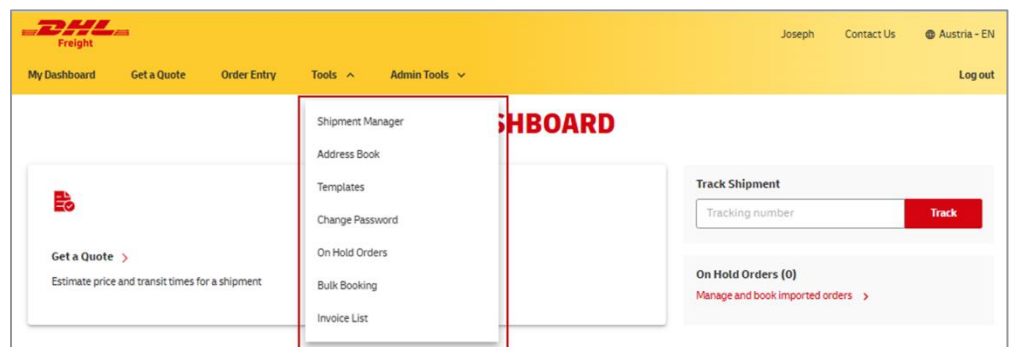
6. Tools

Under the Tools sections, you will find a list of options:

- ➢ Shipment Manager
- ➢ Address Book
- ➢ Templates
- ➢ Change Password
- ➢ On Hold Orders
- ➢ Bulk Booking
- ➢ Invoice List
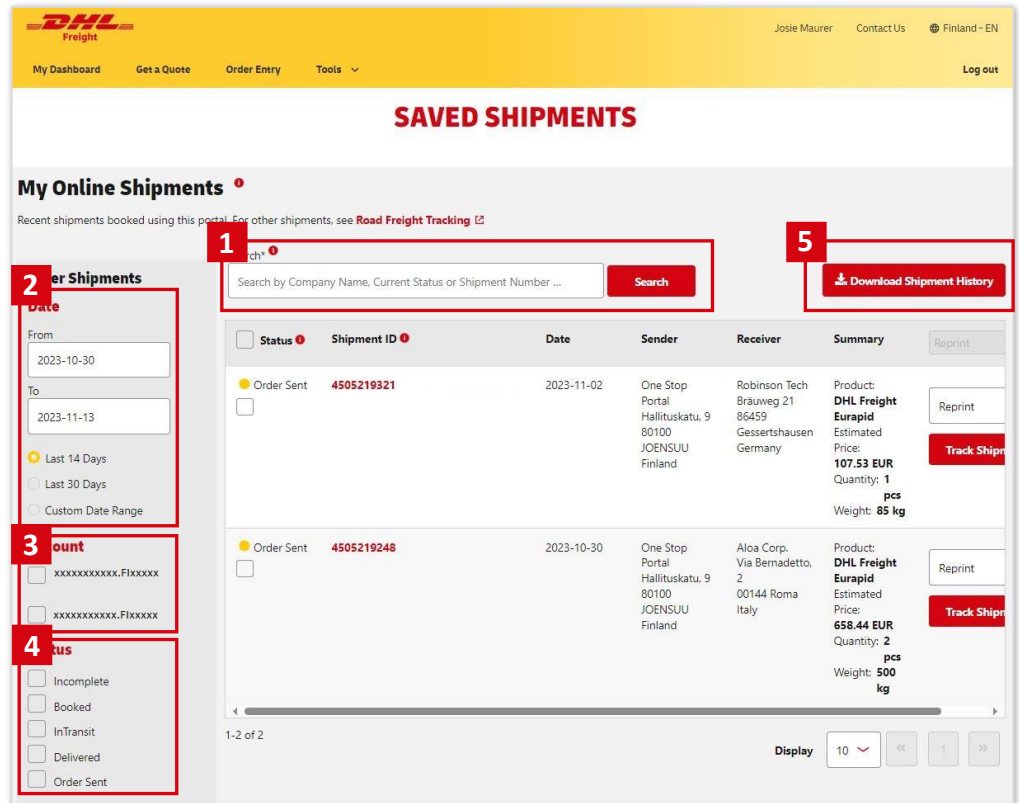
6.1. Shipment Manager

This section allows you to search for booked shipments using various criteria.

1. It is possible to search for specific customers' booked shipments.

2. You can use the date range to look for previously booked shipments.

3. You can also search for a shipment booked using a specific account number.

4. It is also possible to search for shipments based on their status.

5. Once you have the desired results you can download the data using the download shipment history option.

6.2. Address Book

You can save frequently used addresses in the Address Book. The portal allows importing up to 1000 addresses using a template, exporting data, or manually adding addresses. You can add up to maximum of 5000 addresses.
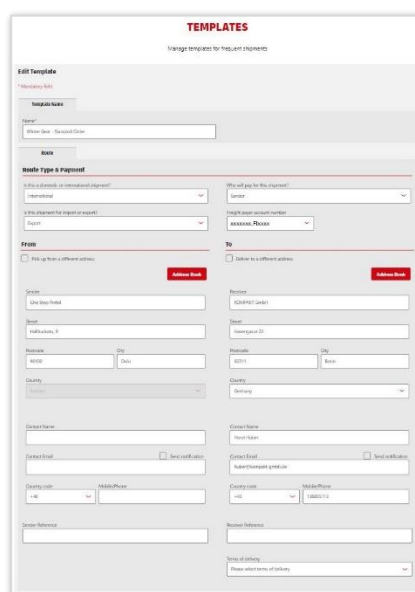
6.3. Templates

If you frequently need to book consignments with the same information, you can save time by using the Template feature.

This is a one-time activity where you need to fill in the form with all relevant details. Afterwards, for booking the shipment, your saved template can be found in the menu bar under Tools ➜ Templates. All you need is to choose the relevant template and change the pickup date or time.
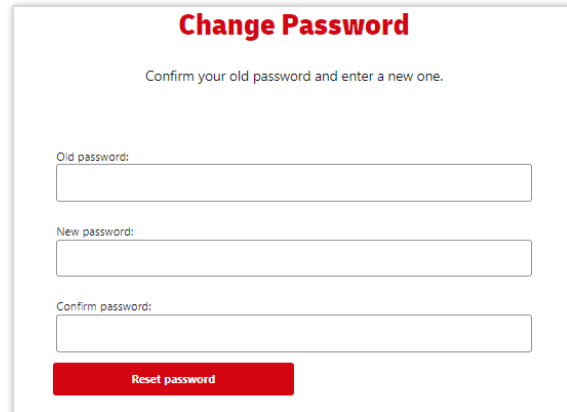
6.4. Change Password

You can change your profile password anytime you feel the need.

NOTE: Passwords must be at least 8 characters, must contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (@#!)
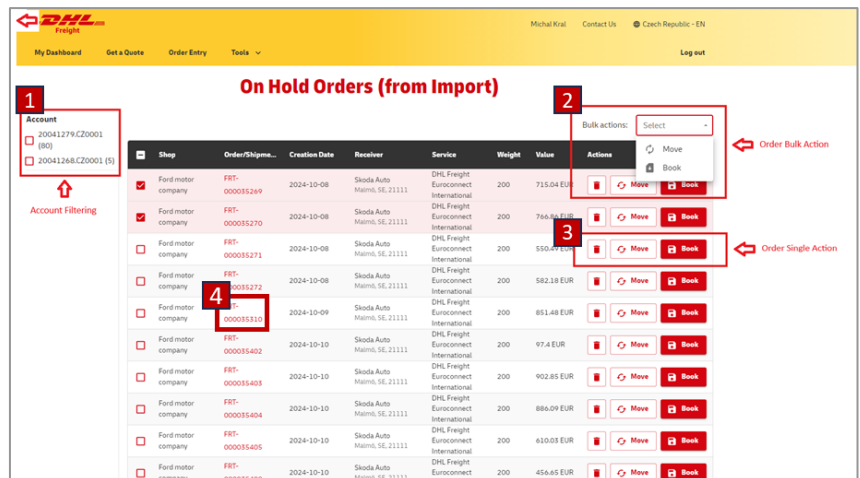
6.5. On Hold Orders

This functionality will allow you to import multiple orders to DHL systems through integration in one bulk process.

1. Allows to filter based on account.

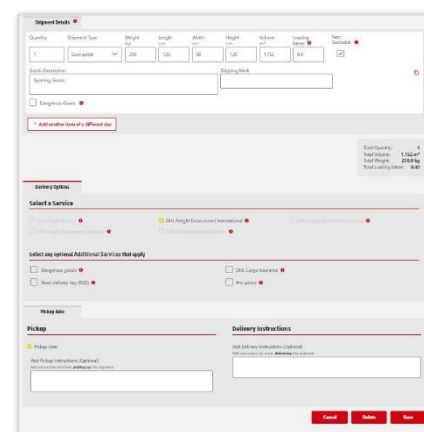2. Bulk operations available for multiple orders. Bulk operations can also be used for single line (faster process of bulk booking)
   2a) Bulk move of all selected (checked) orders into myDHLFreight.
   2b) Orders visible in Dashboard or SavedShipment in status Moved.

3. Single line actions available for each order
   3a) Delete order from DHL systems completely.
   3b. Download order to myDHLFreight (available in dashboard or saved shipments) in status Moved.
   3c) Download order to myDHLFreight and open Order Entry flow directly

4. You can click on the order id to view the shipment details.

Book button in Bulk action and single line entry:
- ➢ Process allows to select pick up dates for bulk booked orders.
- ➢ Results of bulk booking visible for customer (Booked or Error)
- ➢ Orders visible in myDHLFreight for further actions

You have 1 shipments selected to book

Select a pickup option to book your shipments

Pickup instructions
- ◉ Use pickups option as per individual shipment
  - ☐ Set pickup date to   📅 2024-11-04
- ○ Do not schedule pickup
  Selection contains shipment v
- ○ Schedule one pickup for a
  Selection contains shipment v

Your Quick Book Is Complete

3 ✓
Booked

View your complete quick book report

Documents for 3 booked shipments

Label (3)	⬇ Download
Waybill (1)	⬇ Download
Shipment List (3)	⬇ Download
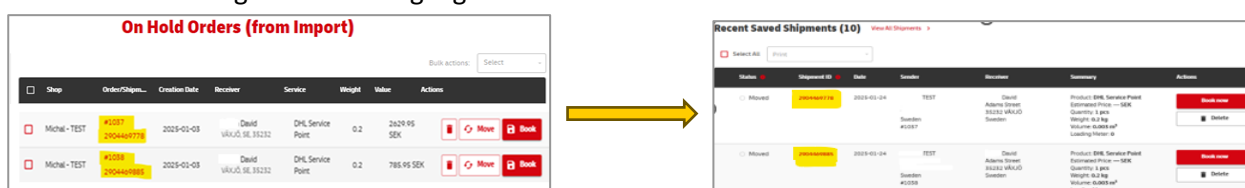
Close

NOTE
- ➢ To be able to use this functionality, you must be able to understand basic principles of API calls and integration concept.
- ➢ The shipments reflected in the system are arranged from Oldest to Newest order.
- ➢ You can use the dropdown to display more records on the screen. The system will allow you to only view the 100 records at a time.
- ➢ The portal will allow you to book maximum of 100 orders at a time. E.g. in case if you have 150 orders to be booked this needs to be made in two batches first the 100 orders and the rest of 50 orders to be booked in second batch (this can be done without any time delay)
- ➢ All account users can view the orders on the On Hold Orders page, until they are moved by an individual user to action. And those moved order will reflect on the individual dashboard. E.g. the below highlighted order ID once Moved will reflect on the user dashboard.

6.6. Bulk Booking

This functionality will allow you book multiple shipments by uploading the excel (data to be updated in the pre-defined template) on the portal., Bulk Booking feature will allow you to do so.
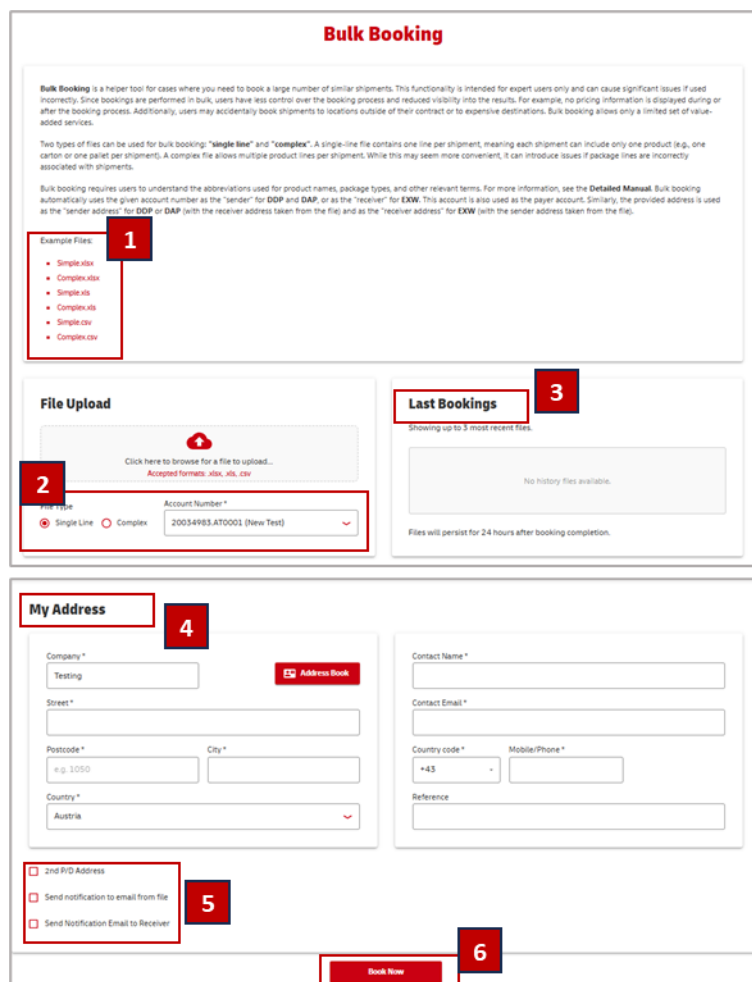
1. There are two different ways how this functionality can be used:
   Simple: this template is to be used when you have one product (e.g. 1 carton or 1 pallet, etc...)
   Complex: this template can be used when you have multiple product line for a shipment.
   *Snippet shown below for reference purposes.

2. Choose the type of file you wish to upload for booking including the Account number to be used for those bookings.

3. Last Bookings: this section will reflect the latest files uploaded for booking.

4. My Address: auto populated by default as this is the address picked from you profile/ your saved address. In case if you wish to change the sender address this section will allow you to do so.

5. If ticked, you can activate the option:
   - 2nd P/D Address: in case you have deviating Pick up or Delivery address (other than your address populated in the address field)
   - Send Notification to email from file.
   - Send Notification to Receiver.

6. Once all the information if keyed and updated click Book now. These booking upon successful shipment creation will reflect in the Dashboard/Shipment Manager area.

Snippet of Simple Line:

..de	2nd City	2nd Contact Name	2nd Email	2nd Phone	products|common|productLabel	Incoterm	Desired Pickup Date	portalOrder|Pickup Instructions	Delivery Instructions	Amount	Shipment Type	Weight (kg)	Length (cm)	Width (cm)	Height (cm)	Volume (m³
					ECI	DAP	29.04.2025			1	PLE	100	120	80	90	
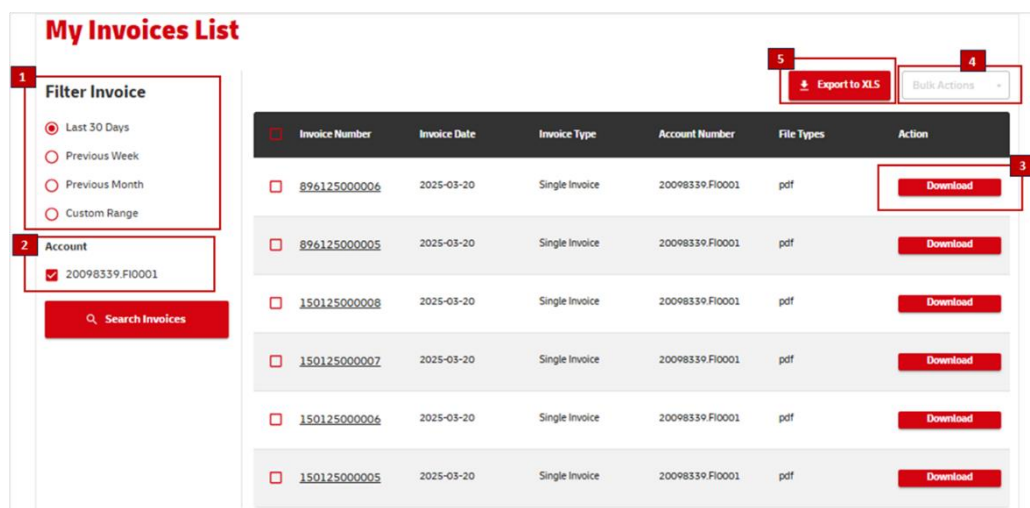
Snippet of Complex:

Header (S)	Name	Street	Postal code	City		Country code	Con
Header (P)	Amount	Package type	Weight [kg]	Length [cm]		Width [cm]	Hei
S	STOCK Plzeň-Božkov, s.r.o.,,3012345	Palírenská 641/2,,20123456789012345	12345	Praha - 01234567890123456789012345 6		CZ	Jiří
P	1	PAL	750		120	80	
S	Receiver company	Receiver street	12345	Prague		CZ	Joe
P	1	PAL	100		120	80	
P	2	CT	50		50	50	
P	2	CT	50				
P	2	CT	51				
P	2	CT	51				
S	Other company	Other street 12	54900	Brno		CZ	Joh
P	1	PAL	20000		1360	11	
P	4	CT	1		15	245	
P	4	CT	1		15	245	
S	STOCK Plzeň-Božkov, s.r.o.	Palírenská 641/2	32600	Plzeň 2-Slovany - Božkov		CZ	Jiří
P	1	PAL	100		120	80	
P	10	CT	50		50	50	
S	Finlandia Vodka	Helsinki Arena	00100	Helsinki 2		FI	Jiří
P	1	PAL	100.1		120	80	
P	10	CT	50		50	50	

6.7. Invoice List

If you wish to download your invoice, click on Tools and you will be able to locate Invoice List option in the dropdown.

1. Allows to filter based on required period.
2. Allows to filter based on the account number for which the invoice copy needs to be downloaded.
3. You can download the copy if need for the specific invoice number.

4. In case more invoice copy needs to be downloaded tis can be done using the bulk action tab
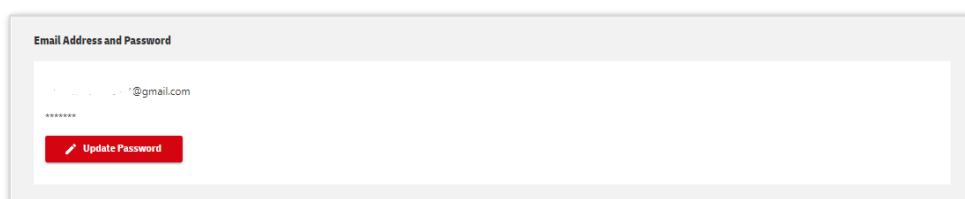5. You also have an option to extract the information in xls. format.

7. Profile

If you wish to make changes to your profile, click on the 'My Profile' option (your Username) located at the top right-hand corner of the page. Don't forget to save any changes after updating. Refer to the screenshots below for more details.

1. **Enter your contact details**: this section allows you to edit your address, phone number, VAT.
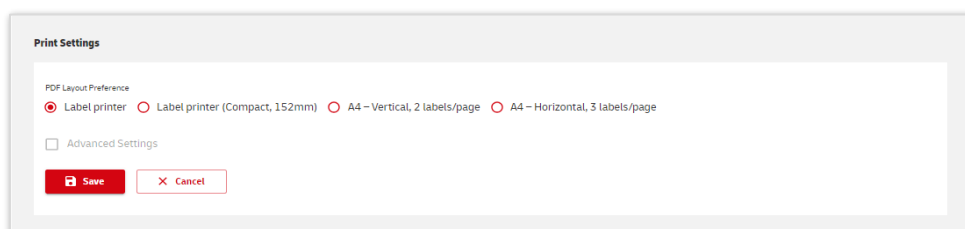

2. **Email Address and Password:** this section allows you to change your password.

3. **Print Settings**: this section allows you to modify your PDF layout preference***

4. **Shipment types:** this section allows you to select your most frequently used shipment type, which will then appear at the top of the list
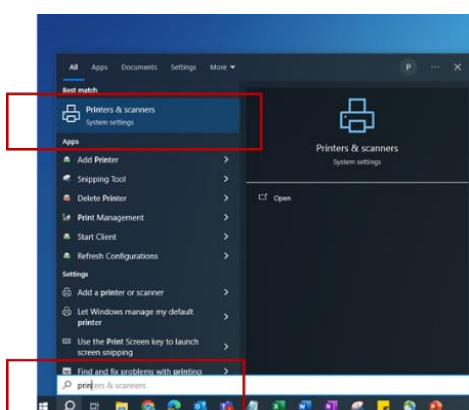

5. **Accounts:** this section displays the list of registered and approved account numbers. You can also add new account number here.
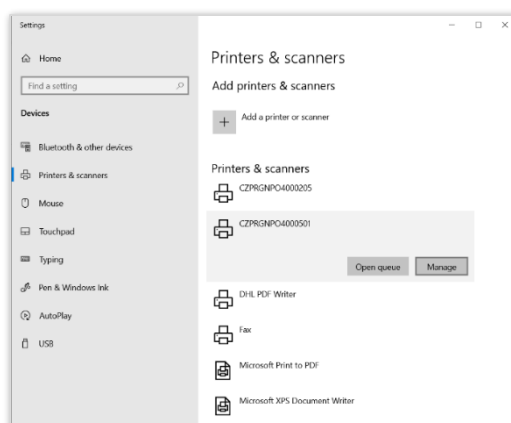
*** If the Print Settings do not meet your requirement, you manually adjust them on your printer by following below steps:

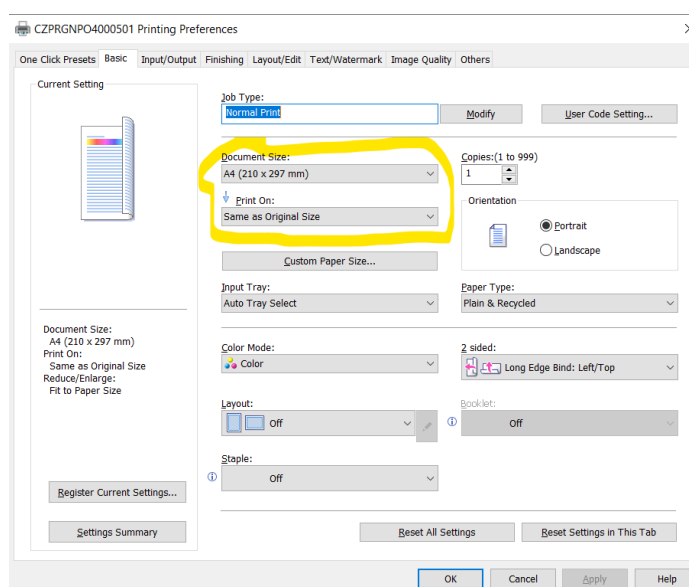| 1. Run printers and scanners settings	2. Select printer you are using for labels and select „Manage "
3. Select „Printing preferences "	4. Configure your defaults – especially page size

Please refer to our video tutorials for more information: https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html

If you wish to receive the full training manual (in English), please reach out to our Customer Service.