Create Shipme

Create Shipment Bulk Upload



# WELCOME

Manage

Accounts



DHL eCommerce Portal gives you the ability to:

- Independently submit shipments and generate labels for Packet Standard, Packet Priority Manifest, Packet Economy, Packet Plus Standard, Packet Plus Priority Manifest, Parcel International Standard, Parcel International Direct, and Parcel International Direct Expedited shipping services
- Integrate with marketplaces (currently eBay and Amazon)
- Create and place pickup requests for shipments
- Track the status of Packet Plus Standard, Packet Plus Priority Manifest, Parcel International Standard and Parcel International Direct shipments
- Offer tracking visibility to consignee via our public tracking page
- Pay your DHL eCommerce invoices

 Generate shipment reports for all shipments using the portal reporting feature

Reports

 Download a Notice of Posting for every shipment submitted

Supported Browsers:

- Google Chrome
- Mozilla Firefox
- Safari
- Internet Explorer 11 or later



https://ecommerceportal.dhl.com/Portal/

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## **SHIPMENT OVERVIEW**

### When you first login you will be taken to the **SHIPMENT OVERVIEW** page.

🕞 SHIPMENTS	Shipments > Shipment Overview	ERVIEW
Shipment Overview	Search	
New Shipments	Shipment ID / Tracking ID / C	Consignee
Shipment Report	SEARCH	RESET
Advanced Report		
ිම PICKUP		
TRACKING	MY SHIPMENTS	
ACCOUNTS & 양 SETTINGS	PRINT LABELS	
GETTING STARTED	PICKUP NAME	Shipmei
CUSTOMER SERVICE	No Records Found	

### **Shipment Overview**

List of all shipments that have been submitted previously with their current tracking status.

### **New Shipments**

Create and print labels for shipments and view previously created shipments yet to be submitted for processing.

### Shipment Report & Advanced Report

Generate reports for submitted shipments.

### Tracking

Track up to 50 items using the Shipment or Tracking ID.

### Pickup

Create and place online pickup requests.

### Accounts & Settings

Manage users and access, pay Invoices, Manage integration channels, bulk upload template, and change your password.

### **Getting Started**

Getting started videos on Create Shipment & Pickup, Marketplace Integration and Tracking & Reports.

### **Customer Service**

FAQs and Customer service contact details for selected countries.

Welcome

Ship

Create Shipment

Bulk Upload

Channel Integration Pickup

Tracking

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Contact Us

# MANAGE ACCOUNTS

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In this section, we will guide you on the following functions:

- A. <u>Create User</u> Creation of Customer Users
- B. <u>Create User Access Group</u> Creation of Access Groups for customer users

### C. Shipper Details

Changing information of Shipper Details

### D. Billing Details

- Pay any outstanding invoices
- Make an ad-hoc payment to your account
- Download your invoices from our billing system
- E. <u>Change Password</u> Change the login password

Manage

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## MANAGE ACCOUNTS Create User

	SHIPMENTS	Accounts & Settings -> Manager Accounts -> Account Details LUCKYMODEL.COM -> 880000264 USER ACCESS SHIPPER DETAILS BILLING DETAILS				
		USER ACCESS GROUP		USERS		
	ACCOUNTS & SETTINGS	CREATE ACCESS GROUP	2	ADD USER	DISABLE USER	DELETE USER
1	Manage Accounts					
	Manage Channels	GROUP NAME		NAME	ROLE	ACTIVE
	Change Password	test		user 005	eShipping User	N
				user 006	eShipping Super User	Y Y
	STARTED			Testing Testing	eShipping Super User	Y
_	CUSTOMER SERVICE			Janice Testing	eShipping Super User	Y

	ADD USER DISABLE USER DELETE USER	
3	USER DETAILS * denotes mandatory field	ACTIVE Y
	* First Name *Email Address	Y
	*Last Name Contact Number	Y Y
	*ROLE	Y
4		Y Y
	eShipping Super User eShipping Tracking & Reporting eShipping User	Y
	eShipping Finance User eShipping Supervisor User	N

### 1. Select Manage Accounts

- 2. You will see your account name and the super user details created for you by our onboarding team. Select **[Add User]** to create all users before creating an Access Group.
- An overlay will appear requesting for user information, fill in all mandatory fields marked with an asterisk (\*) and select the role of the user (click <u>here</u> to learn more about user roles) before clicking on the [Save] button. User/s added successfully will appear on the 'Users' list.
- 4. After the users in your organization are added, you may proceed to create user access by selecting [Create Access Group].

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Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

## **MANAGE ACCOUNTS** Create User Access Groups

Pick-Up Accounts Users	_	
Pick-Up Accounts		Selected Pick-up References
TEST6 CUSTOMER - TEST6 CUSTOMER - 500930		
5240199997		
	1007	
	REMOVE	
SAVE CANCEL		
SAVE CANCEL USER ACCESS GROUP derotes mandatory field 'Group NAME Test 1		
SAVE CANCEL SER ACCESS GROUP Group NAME Test 1 Pick-Up Accounts Users Available Users		* Selected likers
SAVE CANCEL SERR ACCESS GROUP denotes mandatory field "Group NAME Test 1 Pick-Up Accounts Vers Available Users eshipping user1		* Selected Users
SAVE CANCEL  SER ACCESS GROUP  devolves mandatory feld  "Group NAME  Test  Pick-Up Accounts Users  Available Users  eshipping user1 eshipping user1 eshipping user2		* Selected Users
SAVE CANCEL  SERF ACCESS GROUP  Genotes mandatory feel  Group NAME  Test  Pick-Up Accounts  Available Users  eshipping user1 e	ADD )	* Selected Users
SAVE CANCEL  CANCEL  DEER ACCESS GROUP  deroles mandatory field  "oroup NAME  Test  Pick-Up Accounts Users  Available Users  eshipping user1 eshipping user1 eshipping user2 eshipping user3 etacking user1	ADD >	* Selected Users

- 1. After assigning a group name in the pop-up window, select and add the Pick-Up Account/s you wish to have for this access group.
- 2. Next, click the **[Users]** tab to select and add the user/s from the Available Users list that you wish to grant access to the selected pick-up account/s before clicking on the **[Save]** button.
- 3. A 'Customer user access has been created successfully' notification will appear at the top of the page. Group/s successfully created will appear on the 'User Group Access' column.

Accounts & Settings > Manage Accounts > Account Details			
ACCOUNT DETAILS CUSTOMER USER ACCESS	SHIPPER DETAILS		
USER ACCESS GROUP	CUSTOMER USERS		
CREATE ACCESS GROUP	ADD USER	DISABLE USER	DELETE USE
GROUP NAME	NAME	ROLE	ACTI
test	user 005	eShipping User	Ν

Pickup

## **MANAGE ACCOUNTS** Shipper Details

- 1. You are able to edit your shipper details in our portal. Select the shipper you wish to update details for, click on the **[Edit]** button to make the changes.
- 2. The process is complete upon clicking the **[Update]** button.

Shipper details can be seen on the <u>Create</u> <u>Shipment page</u>. Alternately this address can be edited at the time of Shipment Creation.

### NOTE

Updating Shipper Details in our portal does **not** trigger an auto-update of your details in our Billing or Operations systems.



Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

## **MANAGE ACCOUNTS** Shipper Details - India

- 1. For eCommerce customers in India there are four fields available under shipper details section:
  - a) GSTIN
  - b) IEC Number
  - c) Logo
  - d) Digital Signature
  - The data in these four fields will used to populate the Consolidated and Shipper invoices / Export invoices
  - Invoices will be emailed to the email address present in the [Shipper Details] Email Address field at manifest
  - GSTIN is mandatory for shipment creation, as Blue Dart requires this to request a pickup
  - An IEC number is mandatory if you are setup to generate Export Invoices
- 2. Clicking on the **[EDIT]** button allows the user to add this information.
  - After the information has been updated, the new information will be reflected in the Consolidated and Shipper invoices

#### Accounts & Settings > Manage Accounts > Account Details IN70 TEST ACCOUNT - 990001414

) GST Same state - 5999999199			
e Default Pickup Details	OFF		1
nipper Name	* City	Company	GSTIN
N70 Test Customer	mumbai	IN70 Test Customer 2_compa	07AAQFR0274F1Z7
ddress Line 1	State	Phone Number	IEC Number
oregaon	maharashtra	23234234234234234234	5566991234
Idress Line 2	Postal Code	Email Address	Loco Upload Image
numbai	221092	test@dhl.com	
			images.png
ddress Line 3	* Shipper Country		Digital Signature Upload Image
	India (IN)		DS1.png
2			Note: Supported file formats are JPEG, JPG PNG with a maximum size of 100KB. For ber resolution 130mm Width x 60mm Height is recommended.

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## **MANAGE ACCOUNTS Billing Details**

The Billing Details allows you to pay your DHL eCommerce invoices online.

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1. At the top of the page, an adhoc payment can be made. The invoice field will be empty and any dollar amount can be entered.

Accounts & Settings > Manage Accounts > Account Details

- 2. Account Summary shows:
  - SOLDTO account name •
  - SOLDTO account #
  - Address (as configured in our billing ٠ system, not Shipper Details)
  - Credit Limit •
  - Billed Amount is the total of all invoices generated that are not yet paid.
  - Un-billed Amount is estimated • amount against all processed orders that are not yet invoiced
  - Last Updated On: the most recent time • the three fields above were updated

- 3. Invoice Details
  - All invoices in our system for the • last 6 months will show here
  - Clicking on the PDF link will download your invoice
  - Clicking on the **CSV** link will • download the invoice supporting document
  - **PAY NOW** button will show until full invoice amount is paid, multiple transactions per invoice is supported.
  - 4. Transaction History
    - Here you can view all payments • made through our Portal payment Gateway

ACCOUNT DETAILS CU	JSTOMER USER ACCESS	SHIPPER DETAILS BILLIN	IG DETAILS			
LLING DETAILS	1					
SOLDTO Account						
Test Account - 1234567890	PAY NOW					
ACCOUNT SUMMARY						
SOLDTO Account Name	Test Account		Credit Limit#	THE	0.00	
SOLDTO Account ID	1234567890		Billed Amount* @	тне	5657.02	
Address	Bangkok, 1010	at, 10, TH	Un-billed Amount*	THE	127.71	
			i menori provinci na secondari Secondari			
Invoice Details Irai	4					
Displaying 1-2 out of 2 resu	Its		≪ < 1 > ≫			25
INVOICE NUMBER	INVOICE DATE	INVOICE AMOUNT	INVOICE PAID	DOWNLOADABLE Ø	ACTION	
2610222011	30 Apr 2018	THB 1355.64	THB 0.00	12 Martin	PAY NOW	
	30 Apr 2018	THB 4301.38	THB 0.00	2	PAY NOW	

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CANCEL

## **MANAGE ACCOUNTS** Billing Details

- 1. To make a payment, select either the **PAY NOW** button
  - a. at the top of the page, for an Ad-hoc payment,

or

- b. next to an outstanding invoice.
- 2. Change or provide a payable amount
- 3. Tick to agree to our T&Cs (more information can be found by following the links shown)
- 4. Clicking on the **NEXT** button, which will open an overlay to make payment

Click <u>here</u> for Australia, Singapore, and Thailand payment Click <u>here</u> for China bill payment

Click <u>here</u> for Hong Kong and Japan payment Click <u>here</u> for Malaysia payment

### NOTE

Once the payment has been made the portal Transaction History will update with the latest payment status

VOICE TEST	- 990001965					
CCOUNT DETAILS	CUSTOMER USER ACCESS S	HIPPER DETAILS	G DETAILS			
LING DETAILS						
OLDTO Account Test Account - 12345	67890 • PAY NOW	а				
CCOUNT SUMM	ARY					
OLDTO Account Name OLDTO Account ID ddress	Test Account 1234567890 123 Main Street Bangkok, 10100	і, тн	Credit Limit <sup>e</sup> Billed Amount <sup>e</sup> Un-billed Amount <sup>e</sup> "Last Updated On	тнв тнв тнв 06 Ju	0.00 5657.02 127.71 in 2018 15:24:56	
Invoice Details	Transaction History					
Displaying 1-2 out of	2 results		《 〈 1 〉 》			250 -
INVOICE NUMBER	INVOICE DATE	INVOICE AMOUNT	INVOICE PAID	DOWINLOADABLE 🚳	ACTION	
2610222011	30 Apr 2018	THB 1355.64	THB 0.00	2	PAY NOW	h
2610222012	30 Apr 2018	THB 4301.38	THB 0.00		PAY NOW	IJ
1			b			
PAYMEN denotes mandato	T DETAILS		PAY * denote	MENT DETAILS	5	
Invoice Number			Invoic	e Number		
-			2610	154111		
Payable Amoun	t		2 Payab	le Amount		
SGD			AUD	30.00		
✓ Following	transaction is for		3 🗹	Following transaction is for		

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NEXT

CANCEL

## **MANAGE ACCOUNTS** Make Payment – Australia, Singapore, and Thailand

1		
	Step 1: Please set	lect your payment method
	MasterCar VISA VISA RAIIPAY III AIIPay	rd SecurePay - All Cards
_	Ne	xt Step: Enter your Payment Details
2 -27/12-		
	Step 2: Enter your	Payment Details
	Card Number	
	Card Holder Name	
	Card Expiry Date	•
	CVC	What is CVC?

- 1. Select a payment method from the available options see on the screen
- 2. Fill in all credit card details and click on **continue**

### NOTE

Available payment methods will differ depending on Sales Organization

Pickup

## **MANAGE ACCOUNTS** Make Payment – Australia, Singapore, and Thailand

3	<b>772</b>
	Step 3: Please review and complete your payment
	You are paying AUD 65.00 with Total payment amount AUD 65.00 Card Number XXXX XXXX 0010 Card Expiry Date 08/2018 Card Holder Name Test Payment
4 -2	previous pay
	Thank you for your payment. Your account will be updated within 48 hours. Note:You may proceed to minimize or close the browser window to view the transaction details.

Invoice Details Trans	saction History				
isplaying 1-11 out of 11 resu	its		$\ll$ $\langle$ 1 $\rangle$ »		250 *
REFERENCE ID	AMOUNT PAID	INVOICE NUMBER	TRANSACTION DATE	TRANSACTION STATUS	STATUS DESCRIPTION
1760	AUD 23.00		10 Jul 2017	AUTHORISED	Thank you for your payment. Your account will be updated within 48 hours.
1710	AUD 70.00	2610153614	05 Jul 2017	AUTHORISED	Thank you for your payment. Your account will be updated within 48 hours.

- 3. Review the details shown on the screen, if correct click on **Pay**
- A success or fail screen will be seen on the pop-up window, which can now be closed
- 5. The Transaction History on the Portal will update to show the status of the payment

The following status' can be seen:

AUTHORISED: the payment was completed successfully REFUSED: the payment was refused CANCELLED: the payment was cancelled, or the user returned to the Portal before completing the transaction PENDING: It is not possible to obtain the final status of the payment ERROR: an error occurred during the processing of your payment

## **MANAGE ACCOUNTS** Make Payment - China

Payment Initiation   DHL eCommerce - Google Chrome	
Secure   https://preprod.dhlecommerce.dhl.com/Portal/pa	ages/customer/paymentInitiationLandingPage.xhtml
744	
logs in to WaChat application na	vigator to 'Discover' to 'Scan OP Code' and scans the OP cos
	vigates to Discover, to scall QK code and scalls the QK cot
	Reference Id
	7214
	Customar Account Id
	5248838883
	Customer Name GZ Talgang Trading Co Ltd
	on raigang raang oo na
757,242,748,743,242	Invoice Number
日1955日金 555	Payable Amount
	CNY 3.00
CLOSE	

- 1. Scan the QR code with the We Chat app on your cellphone
- 2. Make the payment through the We Chat app, by following the instructions.

The following status' can be seen:

### **QR CODE GENERATED:** Pending transaction confirmation

AUTHORISED: Thank you for your payment. Your account will be updated within 48 hours REJECTED: Payment was rejected. Payment authorization was unsuccessful PENDING: Pending transaction confirmation EXPIRED: Transaction status not received



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Pickup

## **MANAGE ACCOUNTS** Make Payment – Hong Kong and Japan



- 1. Select a payment method from the available options see on the screen
- 2. Fill in all credit card details and click on [Make Payment]
- 3. Observe the success or fail message

All active Payment methods are shown and user can select any payment method by clicking on it.

**AUTHORISED** - Thank you for your payment. Your account will be updated within 48 hours

**ERROR** - An error occurred during the payment processing

**CANCELLED** - The payment was cancelled by the shopper before completion, or the shopper returned to the merchant's site before completing the transaction.

**REFUSED** - The payment was rejected. Payment authorization was unsuccessful.



Pickup

## **MANAGE ACCOUNTS** Make Payment – Malaysia



**AUTHORISED** - Thank you for your payment. Your account will be updated within 48 hours

**PENDING** - An error occurred during the payment processing

**REFUSED** - The payment was rejected. Payment authorization was unsuccessful.

## 1. The next screen will show a summary of the payment and provide options for which payment providers are available

- 2. Select the payment provider of choice (currently only FPX is available)
- 3. Once FPX is selected the next screen will show a list of Malaysia bank accounts to choose
- Once the desired bank is selected clicking [Submit] will open a new window where the user can login to the selected bank and make the payment
- 5. Once payment is accepted within the users bank account they will be redirected back to a success screen in the window

### NOTE

Payment flow within the bank will differ depending on the users bank account

## **CHANGE PASSWORD**

_DHL_	
	* Old Password
ACCOUNTS & SETTINGS Manage Accounts	*New Password
Manage Channels Change Password	* Retype New Password
GETTING STARTED	SAVE

All users are able to see the "Change Password" menu item under Accounts and Settings.

Should you require to change your password:

- 1. Select the [Change Password] menu under "Accounts & Settings"
- 2. Fill in your Old Password
- 3. Fill in your New Password twice
- 4. Click [SAVE[

### NOTE

Your password must be at least 8 characters and contain at least one upper case, one lower case, one number, and one special character.

If you are unable to access your account, please contact DHL eCommerce for assistance.

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Create Shipment

**Bulk Upload** 

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# CREATE **SHIPMENT**



In this section, we will guide you on the following functions:

A. Create Shipment Steps to create a single shipment

B. Printing Labels Steps to print labels for your shipments

С. **Shipment Submission** Steps to submit shipments

## **CREATE SHIPMENT**



Next

We	lcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us
	CRE	ATE SI	HIPME	NT					
	C	ONSIGNEE DETAILS				In this s shipme	ection, you will fi nt information.	ill in consignee an	d

Company

Phone Numbe

Email Address

\*CONTENT INDICATOR

Does not contain

Lithium Batteries - 00

X

ORIGIN

China - CN

Fields marked with an asterisk (\*) are mandatory.

- 4. Enter details for the mandatory fields. Please note that **State code is required for shipments to the USA and AU**. Phone Number and Email when entered will not appear on the label.
- 5. Clicking the **[ADD ITEM]** button will reveal a line of information to be filled out. While fields marked with an asterisk (\*) are mandatory

**Export Description** must be in Chinese character and is mandatory for shipments outbound from China.

For pickup accounts with Dangerous Goods enabled, the **Content Indicator** field will be displayed as a mandatory field. Please contact DHL eCommerce if you require any assistance with this.

NOTE

\*UNIT PRICE

300

\*QUANTITY

1

\*Currency

Consignee

\* Address Line 1

Address Line 2

Address Line 3

\*ITEM CODE

1234567

ADD ITEM

SHIPMENT CONTENTS

India customers may see additional fields under Shipment Contents which are required for Export Invoice generation or Ewaybill generation. Please contact your local onboarding if you are unsure about any information.

•

Postal Code

\* City

State

\*CONTENT DESCRIPTION

Jeans

EXPORT DESCRIPTION

Jeans

300

\* Total Declared Value

Back



- 6. Enter details for the mandatory fields. Anything entered into the **[Remarks]** field will be printed on the label, and can be used to pick and pack details, or instructions for delivery.
- 7. Incoterm will auto-populate with the correct entry for your shipping service, unless both options are available.

SHIPMENT DETAILS

8. If applicable, [Value Added Services] will be seen.

**[Cash on Delivery]** is available for select accounts and products. If applicable the toggle can be turned on and a value entered. **[Shipment Value Protection]** can be turned on by toggling the button to **[ON]**. You can un-tick "Same as Total Declared Value" to see a text field.

*Shipment Description	Remarks	
		NOTE
ON SHIPMENT VALUE PROTECTIO	N ON Same As Total Declared Value	India customers will see additional fields under Shipment Details which are required for Export Invoice generation. Please contact your local onboarding if you are upsure about any
	*Shipment Description  N SHIPMENT VALUE PROTECTION	*Shipment Description Remarks Shipment Description ShiPMENT VALUE PROTECTION ShiPMENT VALUE PROTECTION Same As Total Declared Value

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us
CRE	ATE SI	HIPME	NT					

Return Name	*City	Company
Address Line 1	* State	Phone Number
Address Line 2	*Postal Code	Email Address
	* Return Country	
Address Line 3	United States of America - US	
Address Line 3	United States of America - US	
Address Line 3 SHIPPER DETAILS Use Default Shipper Name	United States of America - US	Company
Address Line 3 SHIPPER DETAILS Use Default Shipper Name Test Lucky HK Account	United States of America - US	Company Test Lucky HK Account
Address Line 3 SHIPPER DETAILS Use Default Shipper Name Test Lucky HK Account Address Line 1 23 205 Teal Lucky HK Account	United States of America - US	Company Test Lucky HK Account Phone Number
Address Line 3 SHIPPER DETAILS Use Default Shipper Name Test Lucky HK Account Address Line 1 123 2/F Test Lucky HK Account	United States of America - US  United States of America - US  City KowLoon State KLN	Company Test Lucky HK Account Phone Number 123456789
Address Line 3 SHIPPER DETAILS Use Default Shipper Name Test Lucky HK Account Address Line 1 123 2/F Test Lucky HK Account Address Line 2	United States of America - US United States of America - US City City KOWLOON State KLN Postal Code 123456	Company Test Lucky HK Account Phone Number 123456789 Email Address

For Parcel International Direct and Parcel International Direct Expedited (to the **United States** only) a return address can be added.

Toggle the switch to **[ON]** then fill in all mandatory fields. The return address can only be within the USA.

10. **Confirm Shipper Details:** this section contains the details associated with your account. Details can be edited by switching **Use Default** to **OFF**.

Alternatively, shipper details can also be changed from the <u>Manage Account</u> function.

11. Once you have filled out all of the Consignee and Shipment information, click the [Create Shipment] button.

## **CREATE SHIPMENT** Printing Labels



Once you have created your shipments they need to be printed

- 1. Select the shipments that you want to print labels for by ticking on the check **box.**
- 2. Click on the [**PRINT LABELS**] button.
- 3. Select your **Printer Type**: **Document Printer** or **Label Printer**. Click <u>here</u> for more information on choosing your Printer Type.
- 4. Click on the [**PRINT**] button to generate and download labels.
- 5. Label is downloaded for printing and Label field in the table is updated with green tick. If you are an India customer you will also get Shipment Invoice or Export Invoice.



Displaying	g 1-250 out of 10893 re	isults			0	χ ζ 1 2 3 4	5 6 7 8	9 10 > >>				
	PICKUP NAME	SHIPMENT ID	CREAT V	TION DATE TR	RACKING ID	CONSIGNEE	DESTINATION C	OUNTRY	SHIPPING SERVICE	WEIGHT (G)	SALES CHANNEL	ι
	ATIONAL USTRALIA BANK	APUATSHIPMENT	TE 17 Fel	eb 2018		ANDY LORELIE	italy		Parcel International Standard	100	marketplace1	
	at Earth Logistics ty Ltd	APUATSHIPMENT	TE 17 Fel	eb 2018		MARY ANNA	Germany		GM Packet Standard	100	marketplace2	(
SHIPM	e mandatory field ENT SUBMISSIC ing 1-2 of 2 results ENT ID	ON DETAILS	DN DATE	CON	NSIGNEE		DESTINATION COUNTRY	SHIPPING SERVIC	.e	SALES (	HANNEL	
SHIPM Displayi	s mandatory field ENT SUBMISSIO ing 1-2 of 2 results ENT ID TSHIPMENT_TEST_	ON DETAILS CREAT	DN DATE	CON	VSIGNEE DY LORELIE		DESTINATION COUNTRY Italy	SHIPPING SERVIC Parcel Internation	:E nel Standard	SALES C marketp	HANNEL	
* denotes SHIPM Displayi SHIPM APUA*	I MARASIENY REID ENT SUBMISSIC ing 1-2 of 2 results ENT ID TSHIPMENT_TEST_ TSHIPMENT_TEST_	CREAT 00004 17 Feb 00005 17 Feb	DN DATE 2010 2010	CON AND MAR	NSIGNEE DY LORELIE RY ANNA		DESTINATION COUNTRY Italy Germany	SHIPPING SERVIC Parcel Internatio GM Packet Star	15 nel Standard vdard	SALES C marketp marketp	HANNEL Mace1 Mace2	
* denotes SHIPM Displayi SHIPMI APUA* APUA*	INARADATINY Field	CREAT 00004 17 Feb 00005 17 Feb	DN DATE 2016 2016 IUMBER O	CON AND MAI DF SHIPMENTS 1	NSIGNEE DY LORELIE RY ANNA SELECTED	2	DESTINATION COUNTRY Italy Germany *HANDOV	SHIPPING SERVIC Parcel Internation GM Packet Star //ER OPTION	:E nel Standard ndard DHL	SALES C marketp marketp EXPRESS A	HANNEL Jace1 Jace2 WB	
* denotes SHIPM Displayi SHIPMI APUA APUA	Internationary field ENT SUBMISSIO Ing 12 of 2 results ENT ID TSHIPMENT_TEST_J SHIPMENT_TEST_G C-UP ACCOUNT	ON DETAILS CREAT 00004 17 Feb 00005 17 Feb	0N DATE 2018 2018 IUMBER O	CON AND MAR DF SHIPMENTS :	VSIGNEE DY LORELIE RY ANNA SELECTED	2 0	DESTINATION COUNTRY Italy Germany "HANDOV PICK-UP	SHIPPING SERVIC Parcel Internatio GM Packet Star /ER OPTION DROP-OFF	:E nal Standard ndard DHL	SALES C markets markets EXPRESS A	HANNEL Jace1 Jace2 W/B	
*denotes SHIPM Displayi APUA* PICK Luci 123 Ce, Hon	I ministroy field ENT SUBMISSIG Ing 12 of 2 results ENT ID TSHEPWENT_TEST_J TSHEPWENT_TEST_J C-UP ACCOUNT kymodel.com-520 456 3/F, Mansfield	CREAT CREAT 20004 17 Fee 100005 17 Fee 1 1 Industrial 2,	DN DATE 2010 2010 IUMBER O	CON AND MAI DF SHIPMENTS 1	VSIGNEE DY LORELIE RY ANNA SELECTED	0.100	DESTINATION COUNTRY Italy Germany *HANDOV PICK-UP	SHIPPING SERVIC Parcel Internatio GM Packet Star //ER OPTION DROP-OFF	2E nai Standard dard DHL 	SALES C marketp marketp EXPRESS A	HANNEL Jace1 Jace2 W/B	

After the shipping labels are printed, you can Submit Shipments when the shipments are ready for handover to DHL.

- 1. Select the shipments that are ready to submit by highlighting the tick box and click on the [Shipment Submission] button.
- 2. Select the **Handover Options** (either Pick-up or Drop-Off) for each Pick-Up Account.
- 3. If required, tick the 'Email notification' box. This is a proactive email notification that will be sent to the consignee's email address (if provided). <u>Click here to view the sample email.</u>
- 4. Then click on the [Submit] button.

If the DHL EXPRESS AWB field is available, please key in the details if they are available to you. This field is only for Express accounts.

### NOTE

Once a shipment is submitted, it cannot be edited or deleted.



## Shipment Submission

1 Pick-up Acc	ount Details			
Pick-up Name	Luckymodel.com	Ac	count No	
2 Shipping Se	rvice(s)			
Shipping Servic	GM Packet Economy			
3 Details				
Total	No. of Items	Weight(kg) 0.10	No. of Receptaci	85
Handover Info	O Drop-Off  Pick-Up	DHL Dis DHL eComme	tribution Centre rce - Hong Kong Terminal	
Remarks/VAS				
4 Signature				

5

### SHIPMENT OVERVIEW

Searc	th .		Submissio	n Date		Pickup Name			
Ship	ment ID / Tracking Id /	Consignee	From Dat		To Cute	Extent A3 Deserved A3 TESTS CUSTOMER + Details State Ever To Test 2			
	SEARCH	RESET	Advanced Sean	ch		* Detain			
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Y SHI PRIN playir	IPMENTS IT LABELS Ing 1-138 out of 138 m PICKUP NAME	isults SHPMENT ID	SUBMISSION DATE ¥	HANDOVER D	DC STATUS	CC 1 >>> STATUS DATE TRACONG D	CONSIGNEE	DESTINATION COUNTRY	250 SHIPPING SERVICE
/ SHi PRIN playin	IPMENTS IT LABELS Ing 1-138 out of 138 m PICKUP NAME SH44 Sold To Test 2	SHPMENT ID CNY72000010	SUBMISSION DATE ¥ 28 Apr 2016	HANDOVER D D B555555742	OC STATUS 2 SUGMITTED	C 1 > 3 STATUS DATE TRACKING ID 28 Apr 2016	CONSIGNEE MARY ANNA	DESTINATION COUNTRY United States of America	250 SHIPPING SERVICE GM Packet Standard

- 4. A Handover Note will be downloaded which is used by operations to process your items. You will need to fill in the number of receptacles manually.
- 5. Your shipments will now be listed on the **Shipment Overview** page, under **My Shipments**.

If your account is enabled for pick-up, after submitting the page will auto-direct to book a pick-up for your newly submitted shipments.

Click <u>here</u> to learn about China, Malaysia, and Thailand pickup Click <u>here</u> to learn about India pickup Click <u>here</u> to learn about Australia pickup

### NOTE

If your account is for India sales org and you are not setup for Ewaybill generation, you will not be able to submit shipments worth more than 50,000 INR. During manifest you will receive a download with Shipment Invoices or Export Invoices and a packet list in place of the Handover Note. Click <u>here</u> to learn more.

### Manage Accounts

Create Shipment

**Bulk Upload** 

Reports

Contact Us

# **BULK UPLOAD**



On the Portal you can upload up to 1000 shipments at one time. You can also customize your upload to suit your own file setup.

- A. Customize Bulk Upload How to customize your bulk upload file
- B. Upload File

How to upload and create shipments in bulk

- С. Printing Labels How to print labels in bulk
- D. Submit Shipments Submitting your shipments

## **BULK UPLOAD** Customize

Manage

Accounts

5 SHIPMENTS	Custom te	replate created successfully				
TRACKING	MANAG	GE BULK UPLOAD TEMP	LATE			
ACCOUNTS &	* dendes mandati	ary field				
Manage Accounts	Tampiana ty Domestic	Apply default partal field no	ne			
Manage Channels	_					3
Manage Bulk Upload	2	JRATION				
femplate	2	ITAL FEIDNAVE	LEVEL	ManDaTORY	DESCRIPTION	CUSTOMOTO RELD NAME
Change Password		Privat Arrest Number	SUBURN	Ves	This account number	Brisen Armont Nombar
GETTING STARTED	2	Sales Channel	D-IPMENT	No	Onter sales charrier. E.o. Mattethilace	Sales Channel
CUSTOMER	-	Reinward Onlar ID	SHPUENT	Yes	Linux shimmeri identifor	Revenue Contact ID
SERVICE	4	Shipping Service Code	SHIPHENT	Yes	DHLeC Shipping Service	Shipping Service Code
	5	Company	SHIPVENT	No	Consignes company name	Company
		Consignee Name	0HPMENT	Yes	Consignee full name	Consignee Name
	7	Address Line 1	SHIPWENT	Yes	Consignee address line 1	Address Line 1
	8	Address Line 2	SHIPVENT	No	- Consignee address line 2	Address Line 2
	9	Address Line 3	SHIPVENT	No	Consignee address line 3	Address Line 3
	10	Oty	<b>SHIPWENT</b>	Yes	Consignee city name	Oty
	11	State	SHIPMENT	Yes	Consignee state name or code	State
	12	Postal Code	SHIPVENT	Yes	Consignee postal code	Postal Code
	13	Destination Country Code	SHIPMENT	Ves	Consignee destination country code	Destination Country Code
	14	Phone Number	SHIPMENT	Recommended	Consignee contact number	Phone Number
	15	Email Address	SHIPMENT	No	Consignee email address	Email Address
	15	Shipment (Weight (g)	SHIPMENT	Yes	Total shipment weight, including packaging	Shipment Weight (g)
	17	Langth (cm)	SHIPMENT	No	Leigh of Shipment	Length (cm)
	18	Widh (cm)	SHIPWENT	No	Width of Shipment	Width (cni)
	19	Height (cm)	SHIPMENT	No	Height of Shipment	Height (cm)
	20	Currency Code	SHIPMENT	Yes	Currency that declared value and unit value are in e.g. USD	Ourrency Code
	21	Total Declared Value	SHIPMENT	No	Total declared value of the shipment	Total Declared Value
	22	is insured	SHIPMENT	Conditional	Indicator on whether package is insured. Required for shipment with gvi9.	is insured
	23	Insurance	SHIPMENT	Conditional	Insured Value (up to 2 decimal points). Required with "to insured" field.	Insurance
	24	IS 000	SHIPMENT	Conditional	Indicator on whether cash on delivery is required	16 COD
	25	Cash on Delivery Value	SHIPMENT	Conditional	Cash on Delivery amount. Required with "Is COD" field.	Cash on Delivery Velue
	26	Shipment Description	SHIPMENT	Yes	Generic description of contents in shipment	Shipment Description
	27	Remarka	SHIPMENT	No	Additional remarks to be printed on the shipping label	Remarks
	28	Shipper Company	SHIPMENT	Conditional	Shipper company name	Shipper Company
	29	Shipper Name	SHIPMENT	Conditional	Shipper full name	Shipper Name
	30	Shipper Address1	SHIPMENT	Conditional	Shipper address line 1	Shipper Address1
	31	Shipper Address2	SHIPMENT	Conditional	Shipper address line 2	Shipper Address2
	32	Bhipper Address3	SHIPMENT	Conditional	Shipper address line 3	Shipper Address3
	33	Shipper City	SHIPMENT	Conditional	Shipper city name	Shipper City
	34	Shipper State	SHIPMENT	Conditional	Shipper state	Shipper State
	35	Shipper Postal Code	SHIPMENT	Conditional	Shipper postal code	Shipper Postal Code
	36	Bhipper Country Code	SHIPMENT	Conditional	Shipper country code	Shipper Country Code
	37	Bhipper Phone Number	EHIPMENT	Conditional	Shipper contact number	Shipper Phone Number
	38	Shipper Email address	SHIPMENT	Conditional	Shipper ornail address	Shipper Email address
			FLOTADAT.		Others and instance and a solid flag Vindensee Deservation	Percent

- 1. Select the Manage Bulk Upload Template menu option under Accounts & Settings
- 2. Select your Template Type (if applicable)
- 3. Create your **Customized Field Names.** Clicking the **Apply default field name** option will copy the header names from **Portal Field Name** into **Customized Field Name**.

You can customize the field name into any language, as long they do not duplicate

4. Clicking the **[SAVE TEMPLATE]** button will save the changes that you have made.

### NOTE

- Yes = field must be present
- No = field can be left blank
- Recommended = is mandatory, field may be required at upload depending on your Shipping Service or Sales Org
- Conditional = adding one field may have dependency on others

## **BULK UPLOAD** Download File

	_DHL_							dee_h	ello_01@yopmai	l.com : Er	ıglish	۲	Logout	
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	New Shipments Shipment Report Advanced Report	Se	REATE SHIPMENT arch hipment ID / Tracking	UPLOAt	D FILE Downlow	ad Templa	Creation Date	To Date	Pickup	Name All <u>Deselect All</u> hula Fashion House Details a Mano Yan	3			
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(	CUSTOMER SERVICE	P	RINT LABELS	Image: C:\Us       Name       Image: DHLeC AP F       Image: DHLeC AP F	ers\awrobert\Deskt Portal upload file_1. Portal upload file_1. Tab spaced templat	op\Asia 0_en.xls 0_ch.xls e-v.1.txt	Portal sampl	Name Customized I Customized I	rs\awrobert\ nternational Domestic Up	Desktop\Cu Upload File load File.xls	.xlsx x	l samj		÷
A1	- : >	< 🗸 f:	Pick-up Acc	ount Number	r		C.				K		м	N
	A ick-up Account Number	5 Sales Channel	Shipment Order ID	Tracking Number	E Shipping Service Code	Company	Consignee Name	Address Line 1	Address Line 2	Address Line 3	City	L	Postal Code	Destination Cou
1 Pi			202249209		PKD		李小明	香港东路6号	5号楼		Hong Kong	нк	189720	нк
1 Pi 2 51	12345	marketplace1	292340290											
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1 Pi 2 51 3 51 4 51 5 51	12345 12345 12345 12345 12345	marketplace1 marketplace1 marketplace2 marketplace2	294258028 294589275 235802820Q		PPS PLD PLT		JOHN DOE ANDY LORELIE MARY ANNA	111 COLEMAN AVENUE VIALE EUROPA 22 MEMORY LANE 1	UNIT 12A		Singapore Rome Brooklyn	SG	189720 12345 22345	SG IT US

### 1. Select New Shipments.

- Select Download Template (if you have customized a template, you can choose Download Customized Template). Open the Zip folder that is automatically downloaded, and open the .XLSX template (you will need to have compression software on your computer e.g. WinZip, 7-Zip)
- 3. The .XLSX template that you have downloaded will look like the example on the left. Fields marked in green are mandatory for standard shipment creation

### NOTE

When uploading the file, only the headers marked as being mandatory in the "File Specs" tab have to be included in your upload file, if adding an additional group, all headers must be added. Fields marked as optional can be included as and when required.

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

## **BULK UPLOAD** Upload File

Organize 🔻 New folder	i · · · · · · · · · · · · · · · · · · ·		
Favorites     Documents library     Test Templates	Arrange by: Folder -	CREATE SHIPMENT UPLOAD FILE	Download Templ
Recent Places Name	^ 		
Downloads	x		
🔀 Libraries		Shipments > New Shipments > File Upload	
Documents		6 FILE UPLOAD	
J Music			
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		1. Opload File 2. Review Contents	
🛀 Computer			
🗊 Windows (C:)		BROWSE	
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FILE UPLOAD

1.0	Jpload File	2. Review Content	s				
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	PICK-UP N	IAME SALES CHANNE	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR 🔻	ERROR DESCRIPTION
	SHA Sold	To Test 2 marketp	a ( 294589275	PLD	ANDY LORELIE	⊘	Export Description required, Your account does not support the service product in the shipment data
	SHA Sold	To Test 2 marketp	au 139414108A	Parcel International Direct	MARY ANNA	♪	Export Description required
	SHA Sold	To Test 2 marketp	au 292348298	GM Packet Standard	李小明		
	SHA Sold	To Test 2 marketp	au 294258028	GM Packet Plus Standard	JOHN DOE		
	SHA Sold	To Test 2 marketp	a. 235802820Q	Parcel International Direct	MARY ANNA		
U	IPLOAD MOR	RE				PRINT NOW	PRINT ALL LATER CANCEL

- 4. Once you have filled out the mandatory fields in the file, save the file in a local folder.
- 5. On the Portal, click the **[Upload File]** button.
- 6. In the File Upload screen, click the **[Browse]** button, find your file, select Open and click on the **[Next]** button.
- 7. Review Contents: The uploaded file will be verified by the system and results will be shown on this page. A summary of uploaded file will be shown at top of page.
- 8. Error details will be shown under the Error Description column. If errors do occur, edit the shipment by clicking on the Shipment Order ID which will open a prompt page.

### NOTE

When uploading the columns can be in any order as long as all headers are present and match the downloaded default names or what has been customized.

## **BULK UPLOAD** Upload File

Manage

Accounts



9. A notification at the top of the page will tell you what the error is.

Once the error has been rectified, click on the **Update** button at the bottom of the page to complete the process.

- Review Contents: Once errors are rectified the summary section is updated and if the number of uploaded shipments are less than 1000, the [UPLOAD MORE] button is enabled.
- 11. Clicking on the **[UPLOAD MORE]** button will allow another file to be uploaded. A total of 1000 orders can be uploaded.

### NOTE

Should there be a lot of errors, you can choose to edit the .XLSX file and reupload it from the **Upload File** page

```
Back
```

## **BULK UPLOAD** Print Label



- 12. Review Contents: The **PRINT NOW** button will create the shipments and download labels and move the shipments from review contents page to shipment submission page.
- 13. Select shipment orders.
- 14. Click on [PRINT NOW] button.
- 15. Select the Printer Type
- 16. Click on **[PRINT]** button to download the labels in your system.

## **BULK UPLOAD** Print Label

Manage

Accounts

250 •
4

17. Label is downloaded in local system, "Shipment Created Successfully" message is shown at the top of Review contents page and the summary section is updated. The [UPLOAD MORE] button will be disabled and Shipment orders are moved out of Review Contents page to Shipment Submission page.

Reports

You will stay on Review Contents page until all shipment orders are processed.

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us
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Print Label



18. Samples of labels that could be downloaded.

### NOTE

If a LIBA code is provided while creating shipments then that code will be shown on Labels

Pickup

## **BULK UPLOAD Print Label**

Manage

New Shipments > File Upload



### SHIPMENT SUBMISSION \* denotes mandatory field

SHIPMENT SUBMISSION DETAILS

### Displaying 1-4 of 4 results

SHIPMENT ID	CREATION DATE	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE	SALES CHANNEL	WEIGHT(G)
dk111TestXBO-Chong-1	23 Nov 2016	John Doe	Germany	GM Packet Plus Standard		100
dk111TestXBO-Chong-2	23 Nov 2016	John Doe	Germany	GM Packet Plus Standard		100
dk111TestXBO-Chong-3	23 Nov 2016	John Doe	Germany	GM Packet Plus Standard		100
dk111TestXBO-Chong-4	23 Nov 2016	John Doe	Germany	GM Packet Plus Standard		100

- 19. Review Contents: Select the shipment before choosing either of the options **PRINT** NOW or PRINT ALL LATER to process the remaining shipments orders.
- 20. Click on [PRINT ALL LATER] button to print labels at later stage from New Shipments page.
- 21. Once you have printed all of the remaining shipment labels, you will be re-directed to Shipment Submission page where a 'Shipment created successfully' message is shown on top of the page. Only shipments processed via [PRINT NOW] can be found on this page.

## **BULK UPLOAD** Shipment Submission

Shipments > Shipment Submission SHIPMENT SUBMISSION

\* denotes mandatory field

SHIPMENT SUBMISSION DETAILS

#### Displaying 1-4 of 4 results



- 22. Shipment Submission: Number of shipments and Total Weight (KG) per pick-up account are displayed.
- 23. Select Handover Options (either Pick-up or Drop Off).
- 24. Provide DHL AWB number for Express accounts, if available. (Note: This field is optional).
- 25. If required, tick the 'Email notification' box. This is a proactive email notification that will be sent to the consignee's email address (if provided). <u>Click here to view the sample</u> <u>email.</u>

Click on **[SUBMIT]** button to confirm shipments data submission to DHL.

- 26. User will be redirected back to the New Shipments page and a message appears for successful shipment submission.
- 27. Handover Note is generated and downloaded for printing (handover note is not valid for Express accounts)

×

Manage

## **BULK UPLOAD** Shipment Submission

28 -		-up Account Details	5	Handover N	lote	85555556666			
	Pick-up	Name SHA Sold	To Test 2		Account N	5240199997 0			
	2 Ship	2 Shipping Service(s)							
	Shipping	Service(s) GM	Packet Standard						
	3 Deta	ils							
		No.	of Items	Weigh	it(kg)	No. of Recept	acles		
	Total	3		0.30					
	Handove	er Info 🔿 Drop-C	Off   Pick-Up	DHL	DHL Distribution eCommerce - Sh	Centre anghai Termina	I		
	Remarks	AVAS							
	4 Signa	iture							
	I declare	the contents of the s	hipment under this I	Handover Note does	not contain any pro	hibited or hazardo	ous goods.		
	The Gene	ral Terms and Cond	litions of DHL eCom	merce shall apply on	the services provides	ded by DHL eCom	merce.		
	Signatur	e SHA So	ld To Test 2			Date 22-Apr-20	16 11:00:58		
MY SHIPI	MENTS								
PRINT L	ABELS	sults		29	«	( 1 )	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		
PI	CKUP NAME	SHIPMENT ID	SUBMISSION DATE 💌	HANDOVER DOC	STATUS	STATUS DATE	TRACKING ID	CONSIGNEE	DESTINATION COUNTRY
CL	IST6 JSTOMER	294589275	22 Apr 2016	85555556668	SUBMITTED	22 Apr 2016		ANDY LORELIE	Italy
Sł	HA Sold To Test 2	CNY72000008	22 Apr 2016	85555556669	SUBMITTED	22 Apr 2016		MARY ANNA	United States of America
01									
or	HA Sold To Test 2	CNY720000009	22 Apr 2016	85555556669	SUBMITTED	22 Apr 2016		MARY ANNA	United States of America

- 28. Two copies of Handover Note are generated for each DHL eCommerce pick-up accounts - one copy for customer and one for DHL during physical shipment handover.
- 29. Handover Note ID will also be populated in Shipment Overview Page before Shipment ID for all sales orgs other than India.

If your account is enabled for pick-up, after submitting the page will auto-direct to book a pick-up for your newly submitted shipments.

Click here to learn about China, Malaysia, and Thailand pickup Click here to learn about India pickup Click here to learn about Australia pickup

### NOTE

250 \*

SHIPPING

Parcel

Internationa Standard

GM Packet Standard

GM Packet Standard GM Packet Standard

If your account is for India sales org and you are not setup for Ewaybill generation, you will not be able to submit shipments worth more than 50,000 INR. During manifest you will receive a download with Shipment Invoices or Export Invoices and a packet list in place of the Handover Note. Click here to learn more.

Cre Shi

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Tracking

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# CHANNEL INTEGRATION

In this section, we will guide you on the following functions:

- A. Manage Channels
  - Steps to register <u>eBay</u> channel account to pull orders and update tracking ID
  - Steps to register <u>Amazon</u> channel account to pull orders and update tracking ID

### B. Manage Products

Steps to maintain details of products SKUs

### C. Pull Orders

Steps to pull orders from marketplaces

D. <u>Push Tracking Details</u> Steps to push tracking ID to marketplaces



## **CHANNEL INTEGRATION** Manage Channels - eBay

1	Manage	COUNTS & TTINGS Accounts Channels	Accounts & Genergy - Manage Channes MANAGE CHANNELS ADD CHANNEL right now on	Ma pul an 1.	inage Channe Il orders and u eBay account: Select <b>Manag</b>
3	Adducts & Settings + My Channes + ADD CHANNEL * denotes mandatory field	Add Dramel		3.	Enter the <b>eB</b> a portal.
	t. Account Credentials 2. ACCOUNT CREDENTIAL right nov on	Features 3. Terms & Cond LLS TE	ans ar ID VSER_UAT_U1	4.	Once the Me <b>CREDENTIAL</b> authenticatio
		Pleas credit Control For s unab	Auterstaan you asound by clicing the Confirm Celebratia button below. You will be redired at to the ediay portal to confirm your account each Jourg reasons, eday portal requires you to Authenticate your conductais within 5 mins after clicing the Confirm Credentiab button. If you are to conduct a sign in the your time, you will be required to match the Authentication posses.	5.	Enter <b>eBay N</b>
			CONTINU CREDENTIALS CANCEL	6.	Read the con application a
5	We've got a ne	aw look!   comments?	<sup>6</sup> ebay		
	SIGN IN		Grant application access: DHL eCommerce		
	Sign in with your eBay accor ECommerce testuser_ual_m1	unt to link your account to D	Ready to use DHL eCommerce? Great! We need your consent to share your eBay You can change this any time by editing your account preferences. Please take the time to read DHL eCommerce's terms of service and privacy polic service. Remember, we don't manage policies set by other companies. By clicking on the "I agree" button, you're allowing us to link your eBay account wit	data. Don't worry, γ, because these p th DHL eCommerc	we won't share your eBay password. policies will apply when you use this e.
	Forgot your password?		l agree No thanks, take me to the Application's website or eBay homepage		

Manage Channels enables you to sign up with marketplaces to pull orders and update tracking IDs. See steps below to register an eBay account:

- 1. Select Manage Channels.
- 2. Select EBAY logo.
- Enter the eBay Merchant ID that you wish to register in our 3. portal.
- 4. Once the Merchant ID is provided, click on the [CONFIRM **CREDENTIALS**] button to proceed with eBay Merchant ID authentication.
- 5. Enter eBay Merchant ID and Password.
- Read the content and Click on [I agree] button to grant 6. application access to DHL eCommerce.


# **CHANNEL INTEGRATION** Manage Channels - eBay

Th	ank You					1
Aut	horization succ	cessfully comp	leted.			
lt's	now safe to ci	lose the brows	er window/tab.			
Accounts I ADD • denotes	CHANN mandatory field	nneis > Aos Channei NEL				
1. Ac	count Credential	s 2. Features	3. Terms & Cor	nditions		
ACC	OUNT CREDE	NTIALS				
	<b>FIFTHER FIFTHAL CAP</b>					
2		ľ	Yo	et u can now pro	way TESTUSER_UAT_M1 account	nt authenticate
Accounts &		CANCEL + Add Channel L	Yo	et u can now pro	ay TESTUSER_UAT_M1 accou	nt authenticate
Accounts & ADDD * denotes r 1. Acco		CANCEL s - Add Channel 2. Festures 3. Te	Yer	et u can now pro	ay TESTUSER_UAT_M1 accou	nt authenticate
Accounts & ADD * denotes r 1. Acco FEATU		CANCEL L - Add Channel 2. Features 3. Te	You	et u can now pro	oay TESTUSER_UAT_M1 accour	nt authenticate
Accounts & C ADD * denotes r 1. Acco FEATU	REXT  ARE S  Pull Orders  This service will en	CANCEL a - Add Channel 2. Features 3. Tet manage your shipping	rms & Conditions	et u can now pro	on details to DHLEC AP Portal in the "New	nt authenticate

- 7. Close the Thank You window in order to return to our portal.
- 8. Click [NEXT] to proceed with eBay Account Registration.
- Select features (Pull Orders from Channel and Push Tracking Details to Channel), click on [NEXT] button to proceed with eBay Account Registration. Select either Pull Orders feature or both Pull Orders and Push Tracking Details features.
- Select "I Agree" check box to agree with DHL eCommerce terms & conditions then proceed with eBay Account Registration and click on [FINISH] button.

1. Account Credentials	2. Features 3. Terms & Conditi	ons
ERMS & CONDITIO	NS	
and the second of the second prices	a prior to over	
You agree to be bound by opening. Any revision will agreement to the revised v DHL COM.	the General Terms and Conditions signer be posted at DHL COM and your continu- version. You also agree to abide by the te	I with DHL eCommerce at the time of account cd usage of this site shall constitute your rms of use and privacy policy posted at
You agree to be bound by opening. Any revision will a greement be revised v DHL COM:	the General Terms and Conditions signe be posted at DHL.COM and your continu version. You also agree to abide by the te	I with DHL eCommerce at the time of acount of usage of this site shall constitute your rms of use and privacy policy posted at

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Next

# **CHANNEL INTEGRATION** Manage Channels - eBay

#### 11

CHANNEL ADDED

Congratulations! You have successfully activated ebay integration using your ebay account TESTUSER\_UAT\_M1. You should now be able to use DHLeC AP. Portal for processing ebay orders immediately.

You can import your Paid and Awaiting to Ship Orders from – Marketplaces > ebay > New Shipment > Get Order

You can Review Shipping and Tracking Information via - Marketplaces > ebay > Shipment Overview

DHL&C will be performing the activity based on the existing Business Policies imported from your elsay account, in case, you notice that some of your orders have not imported properly or have not imported at all, it will be crucial that you check the ebsty Business Policies. Business policies are used on the elsay Feed Template to configure Parymert, Singuing, and Returns information. If a change is needed to one of the Business Policies, log into your account at elsay, modify the policy, then run the import process to update the policy information in your DHLacG account.

DONE

12

Do you wish to ENABLE Manage Products for ebay ?

This feature will ENABLE you to update the missing information based on SKU ID in Manage Products module under Accounts & Settings



- 11. Click on the **[DONE]** button to complete eBay account registration in DHL eCommerce Portal. Registered eBay accounts can be viewed on the Manage Channels page.
- 12. An overlay will ask if you wish to enable the 'Manage Products' feature for eBay – click Yes or No. This feature will enable the system to auto update any missing product information during the shipment preparation process. However, product SKU information first needs to be maintained through the [MANAGE PRODUCT] module which we will cover in this user guide.

Alternatively, this can be done on the **Manage Channels** page with **ON / OFF** toggle.

- 12. You can change the features selected by clicking on the **'Edit'** link and unsubscribe by clicking on the **'Unsubscribe'** link. Upon token expiry, steps 4-7 will have to be repeated to reregister the channel account.
- To register another channel account, click on the 'Add Another Account' link. [Max 10 accounts can be registered].

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# **CHANNEL INTEGRATION** Manage Channels - Amazon



Manage Channels enables you to sign up with marketplaces to pull orders and update tracking IDs. See steps below to register an Amazon account:

- 1. Select Manage Channels.
- 2. Select Amazon logo.
- 3. Select the country of the Amazon marketplace from the drop down list you wish to register a channel account for.
- 4. Click on Get Amazon MWS token and follow the steps as per 'know more' and select check box "I have the Amazon MWS Authorization token"
- 5. Click [Next]

ADD CHANNEL

enotes mandatory field					
1. Account Credentials	2. Features 3. Ten	ms & Conditions			
ACCOUNT CREDEN	TIALS				
amazo	on <sup>.</sup>	* MarketPlace Amazon United State	s <b>v</b>		
		AUTHORISATIO	N TOKEN		
		The button 'Get Amaz application to access n	on MWS Token' will redirect to Amazon I ny Amazon seller account with AWS'. Kno	IWS. On Amazon MWS, enter the infor w More	mation provided below after selecting "Option 2:1 want to use an
		Application Name DHL eCommerce	Developer Account Number 1843-8113-4598	GET AMAZON MWS TOKEN	
		I have the Amazon	MWS Authorisation token		
		A Note For Security reasons, t the task.	the DHL eCommerce browser session will	expire in 25 mins. If you are unable to con	nplete this step within the given time, you will be required to restart
		NEXT	CANCEL		

Back

Next



### **CHANNEL INTEGRATION** Manage Channels - Amazon

denotes mandatory field     1. Account Credentials     2. Features	3. Terms & Conditions	6. Provide Sell	ler ID, MWS Authentication Token, Display Name
ACCOUNT CREDENTIALS	MarketPlace Anazari United States	(should be to register o	unique value). And select check box(es) if you wish other marketplaces for the same group.
	* Seler ID	7. Click on <b>[P</b> F	ROCEED] when done.
	* MWS Authentication Token		
	Display Name	8. Click <b>[NEXT</b>	] to proceed with <b>Amazon Account Registration</b> .
	Select other marketplaces to register : Amazon Mexico * Display Name		
	Amazon Canada Olispisy Name		
		_	
	PREVIOUS PROCEED CANCEL	8 Accounts & Settings > My Channels > ADD CHANNEL	Add Channel
* denotes mandatory field		* denotes mandatory field	
1. Account Credentials 2. Features	3. Terms & Conditions	1. Account Credentials 2.	Features 3. Terms & Conditions
ACCOUNT CREDENTIALS		ACCOUNT CREDENTIA	LS
amazon	MarketPlace Amazon United States		
	* Seler ID A2R558 YBC4D583	amazoi	Seller ID A2R5SBYBC4DSB3 account authenticated for marketplace Amazon United States
	* MWS Authertication Token AKIAIPWSA2NYHKLB283Q		Seller ID A2R5SBYBC4DSB3 account authenticated for marketplace Amazon Mexico.
	Clapping Name     Test US Account     Test US Account     Salart rither mediatrilense to recipiter -		Seller ID A2R5SBYBC4DSB3 account authenticated for marketplace Amazon Canada.
	Berry done internetistance to register - B Amazon Marcioo * Display Name Test Merico Account		You can now proceed with setting up the channel
	IR Amszon Canada * Display Name Test Canada Account		
	PREVIOUS PROCEED CANCEL		PREVIOUS NEXT CANCEL

## **CHANNEL INTEGRATION** Manage Channels - Amazon

	Annual Statings - 197 Channels - And Channel ADD CHANNEL			
9	* denotes mendelony field			
	1. Account Credenials 2. Features 3. Terms & Cond	9255		
	PEATORES			
	This service will enable you to impart 'Unuhipped and P	ataly Shipped' onde information datals to DHLaC AP Postal in the Thee Shipments-	-Out Order' size where you can then my	and a loss sylfoud to come
	Push Order details The service of evable you to update eloping and in alloping process.	oling information against orders managed on DHLaC AP Potal after submission in	te Styret Schristor verstere	ton Jane ancoesty coubjeted for
	PREMOUS MEXT	CANCEL		
10	Assessifie & Detlings -> My Channels -> Add Channel ADD CHANNEL * denotes mandatory field			
	1. Account Credentials 2. Features 3. Term	s & Conditions		
	TERMS & CONDITIONS			
	As a part of the Services, DHL eCommerce may pro	vide links to sites operated by third parties. DHL eCommerce is not respo	naible for information collection, pro	cessing, privacy or content of such third party sites. Users
	You agree to be bound by the General Terms and Cor agreement to the revised version. You also agree to ab	such toms your to use. stillons signed with DHL eCommerce at the time of account opening. Any i de by the terms of use and privacy policy posted at DHL COM.	revision will be posted at DHL COM	I and your continued usage of this site shall constitute your
	R LAgree			
	PREVIOUS	CANCEL		
11	CHANNEL A	DDED		
	Congratulations! You have	successfully activated Amazon integ	gration using your	Amazon account. You
	should now be able to use	DHLeC AP Portal for processing An	nazon orders imm	ediately.
	You can import your UnSh	ipped and PartiallyShipped Orders fro	om – New Shipm	nent > Get Order
	You can Review Shipping	and Tracking Information via - Shipr	ment Overview	
	DHLeC will be performing your orders have not impo Amazon account setttings Amazon account settings.	the activity based onyour Amazon ac rted properly or have not imported at . You may require to run the import p	count setup. In c all, it will be crucia rocess once you r	ase, you notice that some of al that you check the modify or update the
		DONE		
12	Do yo	ou wish to ENABLE Manage P	roducts for an	nazon ?
	This feat module u	ure will ENABLE you to update the missing informat inder Accounts & Settings	tion based on SKU ID in	Manage Products
		YES	NO	
10	amazon	Manage Products ON		
- 15				Add Another Account
		Amazon Accounts	Country.	
		Lispay name	Country	
		Test Canada Account	Canada	Edit Unsubscribe
		Test Mexico Account	Mexico	Edit Unsubscribe

Test US Accourt

- Select features (Pull Orders from Channel and Push Tracking Details to Channel), click on [NEXT] button to proceed with Amazon Account Registration. Select either Pull Orders feature or both Pull Orders and Push Tracking Details features.
- Select "I Agree" check box to agree with DHL eCommerce terms & conditions then proceed with Amazon Account Registration and click on [FINISH] button.
- 11. Click on **[DONE]** button to complete Amazon account registration in DHL eCommerce Portal. Registered Amazon account can be viewed at Manage Channels page.
- 12. An overlay will ask if you wish to enable the 'Manage Product' feature for Amazon channel – click **Yes** or **No**. This feature will enable the system to auto update any missing product information during shipment preparation process. However, product SKU information first needs to be maintained through [Manage Product] module which we will cover in this user guide.

Alternatively, this can be done on the **Manage Channels** page with **ON / OFF** toggle.

- 13. You can change the features selected by clicking on **'Edit'** link and unsubscribe by clicking on **'Unsubscribe'** link.
- 14. To register another channel account, click on 'Add Another Account' link. [Max 20 accounts can be registered].

Next

# **CHANNEL INTEGRATION** Manage Products

1	□ SHIPMENTS	Annound & Setting > Manage Products MANACCE PRODUCTS ADD PRODUCT UPLOAD FLE	Download Template		
	TRACKING	Search			
	ACCOUNTS & SETTINGS	SKU ID / Product Name		SEARCH	RESET
	Manage Accounts	PRODUCTS			
	Manage Channels	EXPORT EXPORT ALL	DELETE		
	Manage Products	III SKU ID	PRODUCT NAME		CHANNEL
	GETTING	No records found.			
	STARTED				
	CUSTOMER SERVICE				

ADD PRODUCT

CANCEL

Manage

Accounts

SKUID		Country Of Origin		Content Indicator	
C1-012345678-9		China (CN)	•	-	
Product Name		"Weght(g)		Unit Selling Price	
Spatula		100		10	
Export Description		HS Code		Selling Currency	
割勺		54832152385		CNY - China	
AMA 20N	Same as SKU ID	A01-98785432-1	×		
EBAY Y	Same as SKU ID	ebay-13578012345	X		

Manage Products enables you to maintain product SKU information. In the event that any missing product information is encountered during shipment preparations, the system will autoupdate the missing information with the product SKU information maintained in our portal.

- 1. Select Manage Products in Accounts & Settings. Click on [ADD **PRODUCT**] button to add single product at a time.
- 2. Key in as much of your product information as possible so as to avoid any missing information required during shipment preparations. The SKU ID in this section refers to your own product ID; not the one assigned by the marketplaces.
- 3. Proceed to populate product information relevant for your sales channels. The Channel Product ID in this section refers to the product ID assigned to you by the marketplaces. In most cases the product IDs are different. The same SKU entry should be used for associating multiple product ids from different marketplaces

Although we currently only provide integration with Amazon and eBay, you may still proceed to maintain product information for other marketplaces in the drop down list. This will eliminate any duplicate efforts once we are ready to integrate with the other marketplaces.

4. Click on the [SUBMIT] button to complete the process.



## **CHANNEL INTEGRATION** Manage Products

	6		
ADD PRODUCT UPLOAD FILE	Download Template		
Search			
SKU ID / Product Name		SEARCH	RESET
PRODUCTS			
EXPORT EXPORT ALL	DELETE		
Displaying 1-2 of 2 products		8	
	DRODUCT NAME		CHANNEL
D2-2468012345-6	Red Headsets		AMAZON, ALIEXPRESS, EBAY
C1-012345678-9	Spatula		AMAZON, EBAY, LAZADA
	A A B	C D	F F G
	I         SkU ID         Sales Channel         Sales Channel           2         TESTSKU1000         EBAY         110176852436           3         TESTSKU1001         AMAZON         110176852436	el Product ID Product Name Earphones1 Th Earphones1 Th	Export Description         Origin Country         Weight           is is export Description001         CN         10000           is is export Description001         CN         10000
Manual Letting - Manage Products	1 Siko Danie Sie Danie 2 ITSSR2000 EAV 1017BISI 5 ITSSR2001 AM420N 11017BISI 4	el Product ID Product Name Explores1 Th Explores1 Th	Spart Description         Onlight Sourch (************************************
ADDVIDE 1 STERING + MARAGE PRODUCT MANAGE PRODUCTS ACC PRODUCT (MPLOAD FILE)	1 510000 EBAT Stan Danne San Danne 2 15150000 EBAT STR 15558 3 155500001 AAA20N 11517165546 4	el Product ID <u>Product Name</u> Eurybanes1 Th Eurybanes1 Th	Topos Description         Origin Contry         Weight Network           Is is reget theracity         CH         10000           Is is reget theracity         CH         10000
Accounts & Collige + Manage Products MANAGE PRODUCTS ACO PRODUCT (PR. AAD FILE) D Accounts & Settings + - Manage Products + - PR FILE UPLOAD	AUU Suc Dane Lan Cane     Testavior Earl Tistration     Testavior Earl Tistration     Testavior     Anacon Tistration	el Product I De Trodoust I Iano E apphonest Th E apphonest Th Website + NEW AP Point + Manage	Types Developing         Origin Contry         Weight Negative Is is report Neurophysical         Weight Ch           is is expert Second Second Paralact         1 (1)         1000
Aussish & Salling + Manage Products MANAGE PRODUCTS MOPROCOLT UPLOAD FILE FILE UPLOAD	EVEN     EVEN	el Product IBO Earphonest Th Earphonest Th Earphonest Th Website N KOV AP Portul + Managet Website + NOV AP Portul + Managet	Types Description         Origin Contry         Weaht No           is in segent Second CA         0000         0000           is in segent Second Seco
Accounts & Setting + Manage Products MANAGE PRODUCTS Acco Pricodor III UPLOAD PILE D Accounts & Settings + Manage Products + Pile FILE UPLOAD 1. Upload File 2. Review Content	1 TSS:0001 EAH TAIL TSS:000     10 TSS:0001 AAACON TSS:0001     AAACON TSS:0001 AAACON     S:0001 AAACON TSS:0001     AAACON TSS:0001     AAACON     TSS:0001     TSS:0001 AAACON     TSS:0001 AAAACON     TSS:00001 AAAACON      TSS:0001 AAAAACON     TSS:0001 AAAACON      TSS	el Product IBD Esrphones T Esrphones T Esrphones T T Numer Manage Product Numer	Type Description         Origin Country         Week           is is experimentation (CA         10000         10000           is is experimentation (CA         10000         10000           Previous         • 1 ±9         Science Manage Analysis         Market           Previous         • 1 ±9         Science Manage Analysis         Market           Previous         • 1 ±9         Science Manage Analysis         Market

- 5. A notification message will appear at top of the page whether a SKU ID is added successfully or not. You can also view the product IDs created or maintained in the PRODUCTS section.
- 6. For bulk upload of product information, select **Download Template.** Open the downloaded .XLSX template (see example on left), provide product information accordingly and save it in your local folder once done.
- 7. Click on **[UPLOAD FILE]** button and browse for the file you have just saved. Double click on the selected file which is adding new products, please ensure the 'Upload Settings' is correctly set for 'Add new products'. Click on **[NEXT]** to complete the file upload process.
- 8. The next screen shows you a summary of products uploaded and error message/s (if any). Please click on the product with an error message to correct/update information, otherwise click on [FINISH] button if all is correct. You will be brought to the next screen with a "SKU(s) uploaded successfully" message.

Back



### **CHANNEL INTEGRATION** Manage Products

Accounts & Dettings > Manage Products MANAGE PRODUCTS	10		
ADD PRODUCT UPLOAD FILE	Download Template		
Search SKU ID / Product Name		SEARCH	RESET
9 EXPORT EXPORT A	LL DELETE		
Displaying 1-2 of 2 products			250 •
SKU ID	PROD Z a v c i v File Home Intert	UCT NAME Page Lagrout Formelias Orata Review View Developer	CHANNEL product upload file_10_(0).dis - Microsoft Excel
C1-012345678-9	Perfer Promat Painter	an $  1  + \mathbf{A}^* \mathbf{A}^*  = = \mathbf{B}^* \mathbf{A}^*$ $  \mathbf{B}^*  \operatorname{sign} \operatorname{Iet}$ Ge $\mathbb{Z}   1  +   \mathbf{B}^* +   \mathbf{A}^* $ $  \mathbf{B}^*  = \mathbf{B}^*   \mathbf{B}^*  = \mathbf{B}^*   \mathbf{B}^*  = \mathbf{B}^*   \mathbf{B}^* $ $  \mathbf{B}^* $ $  \mathbf{B}^*  = \mathbf{B}^*   \mathbf{B}^* $ $  \mathbf{B}^$	nend
10 Accounts & Gettings + Manage Products + 7te Uppad FILE UPLOAD	A 8     SAU ED Sales Channel 5a     D2-246/ AMAZON A/     D2-246/ ALEXPESS A/     D2-266/ CBAY 07	C D E F Idea Channell Product ID Product Name Expert Description Origin Country 65-222330333 Feel Headborn 分配数字,分配有效。CN 2366695254 Feel Headborn 分配数字。CN 23666952540 Feel Headborn 分配数字。CN	6         H         J         X           Weight H1 Code         Context Indicate Selling Price Selling Price Converse Social Selection Selection Selection Selection Code         Social Selling Price Selling Price Converse Social Selection Selection Selection Selection
1. Upload File 2. Review Contents BROWSE	• Open	<ul> <li>ASPAC Website &gt; NEW AP Portal &gt; Manage Product</li> <li>• 49 Second</li> </ul>	Manage Product P
Upload Settings Add new products  Update existing prov NEXT CANCEL	ducts Provider Desktop	New Folder  Documents library  Manage Product  Fare  Disc C AP Portal product upload (its 1.0.star	E • I • • • • • • • • • • • • • • • • •
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11 Annurita Latinga - Managa Products - Pire Laborat			
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111 America & Stelling + 1. Marcing H Transford + 7 His Lynned FILE UPLOAD  1. Updated Title 2. Review Contents  1. Updated Title 2. Review Contents  1. Updated title 1.  1. Updated and Enviro. 0			
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1111 11111 11111 11111 11111 111111	PRODUCT NAME	EC X 22 BMA+	INCO ESCURION
111 111 111 111 111 111 111 111	HODUT NAME Ref Halanda	et a sa Mar	(20 × ) UNION SECURITION

- 9. The **Export** and **Export All** options allow you to make edits to your product ID information individually or in bulk, should there be any updates or discrepancies (e.g.: currencies, colors, country of origin etc.). Update the product information in the downloaded template and save it in your local folder once done.
- 10. Click on **[UPLOAD FILE]** button, ensure that the 'Upload Settings' is set for 'Update Existing Products', then browse for the file with updated information. Double click on the selected file then click on **[NEXT]**.
- 11. The next screen shows you a summary of product/s uploaded and error messages (if any). Please click on the product with an error message to correct/update information, otherwise click on **[FINISH]** button if all is in order. You will be brought to the next screen with a "SKU(s) uploaded successfully" message.

Alternatively, repeat steps 9 and 10 if you have a long list of items to rectify.

### **CHANNEL INTEGRATION** Pull Orders

		Shipments > New Shipments				3
	Shipment Overview	CREATE SHIPMENT UPLOAD FILE	Download Template	2	Select Channel	Get Orders
1	New Shipments					Gerondera
	Shipment Report	Search Shipment Id / Tracking Id / Consignee	Creation Date	Pickup Name	Amazon eBay	

### PULL ORDERS

Maximum of 2 accounts can be selected



You are able to pull orders directly from registered channels / marketplaces using **PULL ORDERS** functionality. See instructions below to pull orders from registered channels

- 1. Select New Shipments.
- 2. Select Channel from Select Channel dropdown.
- 3. Click on [Get Orders] button.
- 4. Select the registered accounts (one or 2 accounts) [Note: Maximum of 10 accounts for eBay and 20 accounts for Amazon can be registered through Manage Channels]
- 5. Select the date range to pull orders from Channel / Marketplace.
- 6. Click on **[NEXT]** button in order to send the request to Channel / Marketplace to pull orders that are in "PAID AND AWAITING SHIPPING" status.

250 \*

110177111714

110177111714

110177111714

NEXT

CANCEL

### **CHANNEL INTEGRATION** Pull Orders

7	REVIEW 0	RDERS									
	Total Orders Pu Total Orders As	illed : 7 isigned : 0									
	Chnl Shipping Serv	rice		Currency				Destination Count	ŋ		
_	Total Price Range	Between 217 and 2020	MAX	Buyer Id	ver Id		•	Shipper Id	er Id	•	
8	Channel Transactio	n Id I Transaction Id		Payment Date				To Date		<b>B</b>	
	SKU ID Enter one SKU n	umber									
	SEARCH	RESET	Basic Search	1							
9	REVIEW ORDERS Displaying 1-4 out of 4 re	sults				« <	1 > >>				
	SHIPPER ID	CHNL TRANSACTION ID	BUYER ID	DESTINATION COUNTRY	PRICE	CURRENCY	PAYMENT DATE 🔻	CHNL SHIPPING SERVICE	SKU ID	PICK-UP NAME	DHLEC SHIPPING SERVICE
	TESTUSER_me rchant_SK	2 110177111714- 27835282001	testuser_buyer_s k	US	517.0	USD	28 Apr 2016	Other	110177111714		

517.0 USD

517.0 USD

517.0 USD

•

28 Apr 2016 Other

28 Apr 2016 Other

28 Apr 2016 Other

TESTUSER\_me 110177111714-

27835281001 TESTUSER\_me 110177111714-

27835280001 TESTUSER\_me 110177111714-

27835259001

rchant SK

rchant\_SK

rchant\_SK

Select Pickup Account

SHA Sold To Test 2 + Details

testuser\_buyer\_s US

testuser\_buyer\_s US

testuser\_buyer\_s US

Select Shipping Service Shipping Service

Assign

- Review Orders: Summary of orders pulled is 7. shown on the top of page.
- 8. The search section enables user to search by 'Chnl Shipping Service', 'Currency', 'Destination Country', 'Total Price Range', 'Buyer Id', 'Shipper Id', Channel Transaction Id', 'Payment Date' and 'SKU ID'.
- 9. All pulled orders can be viewed in Review Orders page.

Velcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

### **CHANNEL INTEGRATION** Pull Orders

Displa	aying 1-4 out of 4 res	ults				« <	1 > >>				
	SHIPPER ID	CHNL TRANSACTION I	D BUYER ID	DESTINATION COUNTRY	PRICE	CURRENCY	PAYMENT DATE 🔻	CHNL SHIPPING SERVICE	SKU ID	PICK-UP NAME	DHLEC SHI SERVICE
	TESTUSER_me rohant_SK	110177111714- 27835282001	testuser_buyer_s k	US	517.0	USD	28 Apr 2018	Other	110177111714	SHA Sold To Test 2	GM Packe Standard
	TESTUSER_me rchant_SK	110177111714- 27835281001	testuser_buyer_s k	US	517.0	USD	28 Apr 2018	Other	110177111714		
	TESTUSER_me rchant_SK	110177111714- 27835280001	testuser_buyer_s k	US	517.0	USD	28 Apr 2018	Other	110177111714		
	TESTUSER_me rchant_SK	110177111714- 27835259001	testuser_buyer_s k	US	517.0	USD	28 Apr 2018	Other	110177111714		
elect	Pickup Account		Selec	ct Shipping Service							
() s	HA Sold To Test 2		Sh	ipping Service							
- *	etais		G	M Packet Standard		•					
				Accion							
				Assign							
								1.0	_		
								13	NEXT	CANCEL	
_									-		
Shipn	ients + New Shipments +	File Upload									
FII	LE UPLOAI	)									
1	. Upload File 2. F	eview Contents									
	Total Uploaded (I	Max: 1000): 1									
0	Total with Errors:	0						_	_		
	Total Printed:	0						_	1/		
	Total Heady for H	nnting: 1							1-4		
Dis	playing 1-1 out of 1 n	isults				« <	1 > >>	_			_
	PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING S	ERVICE	C	ONSIGNEE NAME	ERI	ROR V ERR	OR DESCRIPTION	
	SHA Sold To Te	at 2 EBAY	110177111714278352820	01 GM Packe	t Standard	Te	est User				

- 10. Review Orders: Select 1 or more orders in table.
- 11. Select Pick-up account, Shipping Service from dropdown. Click on [Assign] button.
- 12. Pick-up Account Name and DHL eCommerce Shipping Service is updated for the selected order. Follow the same steps in order to process more orders through DHL eCommerce.
- 13. Once done, click on [NEXT] button.
- 14. Orders assigned with DHL eCommerce Pick-up and Shipping service will move to Review Contents page. If you have enabled and updated your product SKU in **Manage Product**, missing product information will be automatically updated from the product information maintained in our system.
- 15. Click on SHIPMENT ORDER ID to update or rectify any errors.

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME		ERROR DESCRIPTION
SHA Sold To Test 2	EBAY	11017711171427836281001	GM Packet Standard	Test User	۵	Plesse enter Shipment Weight, Plesse enter Shipment Weight

Back

Next

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

### **CHANNEL INTEGRATION** Pull Orders

FDIT SHIP	MENT		
* Pick-up No		* Shipping Service	* Destination Country
SHA Sold To Test 2-	-5240199997	GM Packet Standard (PKD)	United States of America (US)
Shipment Order ID		Sales Channel	
110177111714278352	281001	EBAY	
SHIPMENT DETAIL	S		
* Shipment Weight (g)		Shipment Description	Remarks
100		Clothing, Shoes & Accessories	
Length (cm) Width (cm)	Height (cm)	la l	
SHIPPER DETA	ILS		
Use Default		OFF	
*Shipper Name		* City	Company
SHA Sold To Test	2	Shanghai	SHA Sold To Test 2
		State	Phone Number
*Address Line 1			
*Address Line 1 SHA Sold To Test	2		
*Address Line 1 SHA Sold To Test Address Line 2	2	Postal Code	Email Address
*Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test	2	Postal Code	Email Address
* Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test	2	Postal Code 123496	Email Address
*Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test	2	Postal Code 123498 *Shipper Country Ohna (CN)	Email Address
*Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test	2 2 2	Postal Code 123456 * Shipper Country China (CN)	Email Address
*Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test 18 SAVE	2 2 2 CANCEL	Postal Code 123480 * Shipper Country China (CN)	Email Address
1 Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test SHA Sold To Test	2 2 CANCEL	Postal Code 123480 * Shipper Country China (CN)	Email Address
1 Address Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test SHA Sold To Test SAVE	2 2 CANCEL	Postal Code 123480 * Shipper Country China (CN)	Email Address
14 ddress Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test 18 SAVE	2 2 CANCEL File 2. Review Co	Postal Code 122400 *Shipper Country China (CN)	Email Address
14 ddress Line 1 SHA Sold To Test Address Line 2 SHA Sold To Test Address Line 3 SHA Sold To Test 18 SAVE 19 1. Upload	2 2 CANCEL File 2. Review Co	Postal Code 123400 *Shipper Country China (CN) ontents	Email Address
18 SAVE	2 2 2 CANCEL File 2. Review Co	Postal Code 123450 *Shipper Country Onina (CN) Ontents D): 1	Email Address
18 SAVE	2 2 2 2 CANCEL File 2. Review Co al Uploaded (Max: 1000 al with Errors:	Postal Code 123450 *Shipper Country Chrina (CN) ontents D): 1	Email Address
18 SAVE	2 2 2 2 CANCEL File 2. Review Co al Uploaded (Max: 1000 al with Errors: al Printed:	Postal Code 123456 *Shipper Country Chrina (CN) Ditents	Email Address

- 16. Error message is shown at the top of edit screen.
- 17. Rectify all errors before printing labels.
- 18. Click on [UPDATE] button.
- 19. "Total with Error" count is updated.

### **CHANNEL INTEGRATION Print Labels**

	1. Upload File 2. Revie	ew Contents						
	Total Uploaded (Max: Total with Errors: Total Printed: Total Ready for Printil	1000): 1 0 0 ing: 1						
	Displaying 1-1 out of 1 result	ts			$\langle\!\langle$ ( 1 $\rangle$ $\rangle$			
D	PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR V	ERROR DESCRIPTION	
	SHA Sold To Test 2	AMAZON	20393828669057943	GM Packet Standard	DHL Express			
					2		IT NOW PRINT ALL LATER	
,	PRINTER TYPE							
	Document Printer							
	Label Printer							
	PRINT	CAN	CEL					
_								

- 20. Select the shipment order.
- 21. Click on [PRINT NOW] button. ([PRINT ALL LATER] can be chosen then all shipments will be created and moved to the [NEW SHIPMENT] screen).
- 22. Select Printer Type and click on [PRINT] button.
- 23. Label is downloaded in .pdf format for printing.

Shipment					I
CUSTOM: Postal Administ	S DECLARAT tration (May be oper	ION CN22 red officially) Important I	PKD	PRIORI En cas de non ramisa prière de rathoumer à Postfach 101	Deutsche Post Port Poyé (2544 Frankfurt
Gift Gift Printed Ma	atter 🗹 Other	le s (Tick as appropriate)		36243 Niadaraula ALLEMAGNE	Allemagne Briaf / Jatea Luftoart / Priartaire
Detailed descri Clothing, Shoes	ption of contents & Accessories:Meri	Value s ClossiegicSeeue			
Origin Country US	Total Weight (G) 100.0	Total Value USD 517.0			
I, hearby unders the item certify ti correct and that or articles prohit regulations.	igned whose name a hat the particulars giv this item does not co ited by legislation or	nd address are given on en in the declaration are rtain any dangerous articles by postal or customs	Test User address		
Date and Send SHA Sold To T	lers Signature 'est 2	28-04-2016	city WA 98102 United Stat	es of America	

# **CHANNEL INTEGRATION** Submit Shipment

#### SHIPMENT SUBMISSION

\* denotes mandatory field

SHIPMENT SUBMISSION DETAILS





#### NOTE

If your account is for India sales org you will not be able to submit shipments worth more than 50,000 INR.

During manifest you will receive a download with Shipment Invoices or Export Invoices and a packet list in place of the Handover Note. Click <u>here</u> to learn more.

- 24. Select the Handover option (either Pick-up or Drop Off).
- 25. If required, tick the 'Email notification' box. This is a proactive email notification that will be sent to the consignee's email address (if provided). <u>Click here to view</u> <u>the sample email.</u>

Click on **[SUBMIT]** button to confirm shipments data submission to DHL.

- 26. Click on [SUBMIT] button.
- 27. You will be taken to the **[New Shipments]** screen and a success message will show how many items you have submitted.

If your account is enabled for pick-up, after submitting the page will auto-direct to book a pick-up for your newly submitted shipments. Click <u>here</u> to learn about China, Malaysia, and Thailand pickup Click <u>here</u> to learn about India pickup

Click <u>here</u> to learn about Australia pickup

# **CHANNEL INTEGRATION** Push Tracking Details

#### eBay Screen

ı A	SureshitemTestupdateS2 (110177111714)	\$500.00 Buy It Now or Best Offer	04/26/16	✓ \$	â	×Į	Leave feedback More actions <del>v</del>
	Test User (Contact Member) Buyer Zip: 98102 Tracking number Match Count 0	+ \$17.00 shipping					

Upon submission, the Shipment ID is pushed back to marketplace (Amazon, eBay) as Tracking ID. The same can be viewed at marketplace by logging into your merchant account for corresponding order ID.

In case of eBay, tracking events are also updated to marketplace however in case of Amazon this is not applicable.

#### **Amazon Screen**

Package 1	Package 1 - Shipped 28 April 2016 DHL eCommerce Print package pack						
		Product Details			Item Quantity Included		
BX-OZ8A-FD	35				1		
Quantity:	1						
SKU:	LV-7HMS-FWM7						
ASIN:	B01DWJ6AN6						
Listing ID:	0406QTI1PQQ						
Order Item II	D: 20370511432715						
Condition:	New						
Comments:	This is a new product						
Shipping De	tails						
Dispatch Da	te: 28 Apr 2016	Carrier: DHL eCommerce	Delivery Service: None entered	Tracking ID: HKSU	M20393828669057943		



Next



		SHIPMENTS	Pickup > Pickup Overview PICKUP OVERVIEW	
1	90	PICKUP	2 REQUEST PICKUP	
	Pid	kup Overview	Search	Request Sta
	$\bigcirc$	TRACKING	Handover Doc ID	
	ŝ	ACCOUNTS & SETTINGS	SEARCH RESET	r
	P	GETTING STARTED		

You are able to place online pickup requests if 'Pickup' has been enabled for your account.

Currently pickup service is only applicable for China, Malaysia, India, Australia, and Thailand at this moment.

1. Select [Pickup]

2. Click on [Request Pickup]

#### NOTE

If you are from India Sales Organization then ad-hoc pickup is only applicable for you if you use a Handover ID that has shipments associated with it

Accounts Shipment Bulk Upload Integration Pickup Tracking Reports Cont.	me Manage Create Bulk Upload Channel Integration Pickup Tracking Reports	Contact U
---	--	-----------

# **REQUEST PICKUP** China, Malaysia, Thailand, Singapore

V

3a	Pickup > Pickup Overview > Reque REQUEST PICK * denotes mandatory field	ast Pickup <b>UP</b>					
	*PICKUP NAME	HANDOVER ID	*NUMBER OF BAGS	*TOTAL WEIGHT (KG)	EMAIL	REQUEST DATE FOR PICKUP	
	SHA Pick Up Test 1		1	10.00	test@dhl.com	11 Jul 2017	$\times$
	ADD PICKUP REQUEST						
	PICKUP REQUEST	CANCEL					

3a. After selecting the pickup account from the dropdown list, the email ID associated with that account in Shipper Details will be populated, if this is incorrect you can type a new email address in.

Key in a Handover ID which has not been used previously, or leave blank to generate one.

Fill in all of the following:

- Number of Bags
- Total Weight (KG)
- Email

Then click on [Pickup Request].

For China, Malaysia, Thailand, and Singapore pickup accounts, a maximum of 50 bags are allowed for each pickup request.

# India

3b	Pickup > Pickup Overvie <b>REQUEST</b> * denotes mandatory field	W > Request Pickup							
	*PICKUP NAME	HANDOVER ID	*NUMBER OF BAGS	*TOTAL WEIGHT (KG)	*TOTAL DECLARED VALUE	*CURRENCY	EMAIL	REQUEST DATE FOR PICKUP	
	Test Account		1	10.00	5.00	Australia - AUD	test@dhl.com	11 Jul 2017	$\times$
	ADD PICKUP RE	EQUEST							
		ST CANC	EL						

3b. After selecting the pickup account from the dropdown list, the email ID associated with that account in Shipper Details will be populated, if this is incorrect you can type a new email address in.

Key in a Handover ID that has shipments associated with it.

Fill in all of the following:

- Total Weight (KG)
- Total Declared Value
- Currency
- Email •

Then click on [Pickup Request].

#### NOTE

If you request for the system to generate a Handover ID for your pickup request, it will fail.

### **REQUEST PICKUP** Australia

3с	Pickup > Pickup Overview REQUEST P * denotes mandatory field	Request Pickup						
	*PICKUP NAME	HANDOVER ID	*NUMBER OF BAGS	*TOTAL WEIGHT (KG)	EMAIL	*REQUEST DATE FOR PICKUP	*PERIOD 🕜	
	FOCDGM		5	10.00	test@dhl.com	13 Jul 2017	AM	$\times$
	ADD PICKUP REG	QUEST						
	PICKUP REQUEST	CANCEL						

3c. After selecting the pickup account from the dropdown list, the email ID associated with that account in Shipper Details will be populated, if this is incorrect you can type a new email address in.

For eCommerce customers, key in a Handover ID which has not been used previously, or leave blank to generate one. For Express customers this will not show.

Fill in all of the following:

- Number of Bags
- Total Weight (KG)
- Email
- Request Date for Pickup (up to 5 days in the future)
- Period: AM (before noon) or PM (after noon)

Then click on [Pickup Request].

A maximum of 50 bags are allowed for each pickup request.

### **PICKUP OVERVIEW PAGE**

Robert & Robert Constant	_							
PICKUP OVERVI	EW							
REQUEST PICKUP								
Search	Request Status	Pickup Date		ſ	Pickup Name			
Handover Doc ID	- •	From Date	To Date		Select All Deselect All			
SEARCH	RESET				SHA Sold To Test 2 + Details			
MY PICKUP								
MY PICKUP PRINT LABELS RESU	IBMIT PICKUP REF	RE SH STATUS						
MY PICKUP PRINT LABELS RESU Displaying 1-28 out of 28 results	IBMIT PICKUP REF	RE SH STATUS		« <	1 )>			2
MY PICKUP PRINT LABELS RESU Displaying 1-28 out of 28 results PICKUP NAME	IBMIT PICKUP REF	RESH STATUS NUMBER OF BAG	TOTAL WEIGHT (K G)	« < REQUESTED D	1 >> MATE PICKUP DATE	REQUEST STATUS	STATUS DESCRIPTION	2
MY PICKUP PRINT LABELS RESU Displaying 1.28 out of 28 results PICKUP NAME SHA Bold To Test 2	IBMIT PICKUP REFI HANDOVER ID 8555556666	RESH STATUS NUMBER OF BAG 2	TOTAL WEIGHT (K G) 0.60	C C C C C C C C C C C C C C C C C C C	1 >>> DATE PICKUP DATE	REQUEST STATUS SUBMITTED	STATUS DESCRIPTION	2

- 4. A 'Pickup created successfully' notification message will appear at top of the next screen. 'Request Status' and 'Status Description' can also be viewed on this page.
  - 'Submitted' In the midst of processing
  - 'Confirmed' Request is confirmed
  - 'Failed' Read email notification or status description for next step
  - 'Rejected' Read email notification or status description for next step

Whenever the status updates from 'Submitted' to 'Confirmed', 'Failed', or 'Rejected' - an email notification will be sent to the email ID provided while placing pick up request.

#### Please note:

- Singapore pickup status will never advance from SUBMITTED and no emails will be triggered.
- Malaysia and Thailand pickup requests will stay in SUBMITTED status unless they are FAILED.

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

### **PICKUP OVERVIEW PAGE** Print Labels

REQUEST PICKUP	EW Request Status	Pickup Date		Pickup Name		
Handover Doc ID SEARCH	RE SET	From Date	To Date	Select AI Developt AI     Tester Custover     * Develop     * Developt     * Developt     * Developt     * Developt		
MY PICKUP PRINT LABELS RESUB	MIT PICKUP REFF	RE SH STATUS				
Displaying 1-28 out of 28 results				$\ll$ $\langle$ 1 $\rangle$ $\gg$		25
PICKUP NAME	HANDOVER ID	NUMBER OF BAG	TOTAL WEIGHT (K G)	REQUESTED DATE PICKUP DATE	REQUEST STATUS	STATUS DESCRIPTION
SHA Sold To Test 2	8555556666	2	0.60	22 Apr 2016	SUBMITTED	
SHA Solid To Test 2	8555556245	20	2000.00	19 Apr 2016 19 Apr 2016	CONFIRMED	Labels ready for Printing 930000055439, 030000055448[more]
	-					Packet List # 459
	-		-	coupt		PACKET L
			Test Acc	Joann		
	<mark></mark>	Cut here an	Test Acc	ing label on the bag		SHIPPING LA

- 5. To print your pickup labels, highlight the appropriate CONFIRMED pickup and select the **[PRINT LABEL]** button.
- 6. A zip file will be downloaded which contains the appropriate bag labels depending on your sales organization.

### NOTE

If you are from India Sales Organization, after your pickup has been confirmed you can redownload the packet list and this will show the BlueDart bag ID on the Shipping Label at the bottom of the document.



Pickup

Reports

### TRACKING



Our tracking service allows you and the consignee(s) to view the shipment delivery status. Both of the internal and public tracking pages will allow User to track up to 50 shipments at a time.

### **Internal Tracking**

- Clicking on the Shipment ID under Shipments Overview will bring you to the internal tracking page for that shipment.
- Alternatively you can select the **Tracking** option on the left hand side menu.

### **Public Tracking**

 The recipient can track their shipment by entering the Shipment ID in the public tracking page

### https://ecommerceportal.dhl.com/track/



### **SINGLE TRACKING**



### Click here to enlarge and see full tracking activity



NEWS FEE	ED		
Americas	Asia-Pacific	Europe	National Holidays
01 Jun 2017	Airport in Tucumá	an to Close fo	or Maintenance Work
30 May 2017	Weather-Related	Flight Disrup	tions in Toronto
30 May 2017	Flight Disruptions	in the Northe	east of the US
25 May 2017	Weather-Related	Flight Cance	llations in the US
	< <	12>	>>
Retrieve Ar	chived Data		
Last Update	ed On:31 May 20	17	

#### Understanding Single Tracking

#### Activity

 The journey of the shipment will be shown under the 'Activity' section, in which you can view the current shipment delivery status.

#### **Consignee Address & Shipment Details**

- The **Inquiry** link will allow you to send an item inquiry to our customer service team via an online form
- A **Tracking ID** will be provided via Portal for traceable shipping services at the time of label generation.
- Clicking More will show all content information
- The News Feed on the single tracking page will update with recent weather and strike information, as well as show National Holidays around the world.

#### NOTE

Click on the **Notice of Posting** button on the tracking page to download a PDF format of Notice of Posting for each shipment that has been processed by DHL eCommerce.

```
Back
```

1	CNU CNU CNU CNU CNU CNU CNU	20000008 20000008 20000008 20000009 20000009 20000010 20000010		
2			TRACK	4
	_			
3	We've	found 6 mail items		
	<b>⊘</b>	CNY720000008 SUBMITTED Pr. April 22, 2014 613 12 AM GWT Brangelia CN		Or / 200028     Or / 200
	From	5% 50/0 10 1631 2,5% 50/0 10 1651 2, 5% 0/6% 12%	Te: NUMILO STALES OF AMERICA	DHL eCommerce Has the Answers
	<b>~</b>	CNY72000009 SUBMITTED Pr. (Aniz 2. 2014 et 231-2 Aurout Bregner, CN		Wen will ny taong internation appear? Wen should i exeed delexy? Emerging Contact Customer Service Beet County
	From	DHA SOLD TO TEST 2, SHA SOLD TO TEST 2, SHANGHAR-SZHIR, ON	Tel: NUMPED STATES OF ANDROA	
	<b>~</b>	CNY42000003 Electronic Notification Received Tec. Adm 5, 2016 & COLIS AMUT ON		4
	Prom	SHA SOLD TO TEST 2, SHA SOLD TO TEST 2, SHANGHAR-12008, ON	THE INCURING STATUS OF ANDROA	
	<b>~</b>	CNY720000005 SUBMITTED #K. April 22, 2014 at 23 00 AMIGUIT Diregation, ON		
	From	5% 50/0 10 11:51 2,5% 50/0 10 11:51 2,5% 6/6% -1268, ON	Te: MUNTED STATES OF ANDROA	
	<b>⊘</b>	CNYS20000009 Departed Origin Facility own. Ami 24. 2014 Brd 200 AMI/27 Onsering. KN		
	From	BHA SOLD TO TEST 2, BHA SOLD TO TEST 2, BHANGHAR-SDARE, ON	Tel NUMED STATES OF ANDROA	
	0	CNY520000010 Departed Origin Facility but, wri 51,254 wri 6100 MI2" emages: CN		

The user can track up to 50 Shipment IDs at a time.

- 1. Enter **Shipment ID** (each entry must be on a new line)
- 2. Click on **TRACK** and the most recent tracking status for each item will be shown in a list
- 3. Clicking on a single shipment will take you to the **Single Tracking** page for that shipment
- 4. Customer Service contact details for selected countries and FAQs are available on the right hand side of the page

### **FULL TRACKING ACTIVITY**

#### **TESTSHIPMENT001**

	Delivered	
	Mon, November 20 at 08:05 AM GMT	
	Rochedale South, AU	
om:	SHIPPER NAME 123 MAIN STREET SYDNEY NSW Dec 01, 2015 Activity	To: CONSIGNEE 123 MAIN STREET LOGAN UT UNITED STATES OF AMERICA 84331
	PM MT Logan, US Item Successfully Delivered	(001) 55 555 55555
	08:02 AM MT Logan, US Out for Delivery	
	07:52 Logan, US Processing at Facility	
	04:53 U Logan, US Arrival at Destination	
	03:38 Logan, US Arrival at Destination Country	
	Nov 25, 2015	
	09:04 Hebron, US Departed from Facility	
	01:59 Hebron, US Processing at Facility	
	12:46 Hebron, US Arrival at Facility	
	Nov 24, 2015	
	04:27 Hebron, US Customs Release	
	Nov 20, 2015	
	05:28 Hong Kong, HK Departed Origin Facility	
	03:21 PM LT Hong Kong, HK Processing at Facility	
	Nov 19, 2015	
	03:18 Hong Kong, HK Arrival at Facility	
	Nov 15, 2015	
	05:01 PM MYT Hangzhou, CN SUBMITTED	

### **EMAIL NOTIFICATIONS**

н	KLMC	PROACTIVE	E_EMAIL_001
1			EMAIL NOTIFICATION
		SUBMITTE	D
		Fri, August 25 at 09:	: 19 AM GMT
		Hongkong, Hong Ko	ong
	From:	YUEN LONG1	To: CITY
		HONG KONG	Activity
	Aug 25, 20	17	
AM	09:19 / GMT	Hongkong, Hong Ko	SUBMITTED
	ð		
		_	
	CLOSE		
	CLOSE		
	CLOSE		
Emai	close il No	tification	ı for
Emai	close il No	tification	
Emai HKLI	close iI No MCP	tification ROACT	i for IVE_EMAIL_001
Emai HKLN * Please n	close il No MCP iote, no ei	tification ROACT	1 for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar	CLOSE II NO MCP INTE, NO EI INTE, NO EI	tification ROACT	1 for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar	CLOSE II NO MCP NOCP me	tification ROACT	1 for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar	CLOSE II NO MCP Inte, no en me	tification 'ROACT mail notification v	I fOr IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar	CLOSE II NO VICP note, no ei me Address	tification ROACT mail notification v	I for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar	CLOSE II NO MCP note, no en me Address	tification ROACT mail notification v	I for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar	CLOSE II NO MCP note, no en me Address n 5 emai	tification 'ROACT mail notification v	I for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n From Nar Fo Email Maximun	CLOSE II NO MCP note, no en me Address	tification 'ROACT mail notification v	I for IVE_EMAIL_001 will be triggered after the shipment is Delivered)
Emai HKLN * Please n from Nar	I NO NCP Note, no et me Address n 5 emai	tification 'ROACT mail notification v	I for IVE_EMAIL_001 will be triggered after the shipment is Delivered)

You can subscribe for manifested shipment from public tracking page

- 1. Click on Email Notification option, an overlay will open to fill information
- 2. Provide From Name and Email Address in overlay
- 3. Click on Sign Up option for activating subscription
- 4. A success message is shown on top after successful sign up for track events

#### NOTE

Each email sent will contain a link to unsubscribe

You have successfully subscribed to receive email upda after the shipment is Delivered)

Create Shipment

Bulk Upload

Channel Integration

Pickup

Tracking

Reports

Contact Us

# **REPORTS**

In this section, we will guide you on the following functions:

- A. <u>Reports</u> Steps to generate a standard report
- B. Advanced Reports Steps to generate a customized report
- C. Advanced Reports- One Time Report Steps to generate a One Time Report
- D. Advanced Reports-Scheduled Report Steps to generate a Scheduled Report

### **SHIPMENT REPORTS**

	SHIPMENTS									
	Shipment Overview									
	New Chieneete									
	New Snipments									
	Shipment Report									
8	Shipments > Shipment Report	)RT								
	AD-HOC REPORT									
	Report Name			Pid	k-up Location				Shipment	Status
2				AI			¥	4		
	Handover Doc ID	Date Range		Shi	pping Service					
3							¥		Ele	ectronic Notificat
	Report Format			~	untry.				Arr	ival at DHLeC F
				_					Hel	ld for Customs ( ival at Destination
	CSV	•					•			
	CSV	•							Iter	m Successfully
	CSV								Iter	m Successfully
F	CSV								Iter	m Successfully
5	CSV GENERATE REPORT							l	Iter	m Successfully
5	CSV								Iter	m Successfully
5	CSV GENERATE REPORT	yout Formulas Dat	a Review View	Developer	Test Report.csv	- Microsoft Excel			Iter	m Successfully
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100 0 0 Apparel

Electronic Notification Receive

The Shipment Report feature allows the user to generate a comprehensive report of all shipments lodged on a particular Handover Doc or within a certain date range. Shipment reports can be generated in .CSV, .XLS, or .XLSX formats.

- 1. Click on [Shipment Report] on the left hand side menu.
- 2. Provide a name for your report.
- 3. Enter a Handover ID or choose a Date Range to generate your report. Select any other parameters if required.
- Select specific Shipment Status from 4. the drop down if needed.
- 5. Click on [GENERATE REPORT] to download report in the selected format.
- 6. See sample report on left.

- a 🕜 🗆 6

AA. China China China

China

China

China

### **ADVANCED REPORT**



GENERATE REPORT	REFRESH STATUS					
ORTS						
Report Overview Man						
Report Overview Main	age Scheduled Report					
Nepor Overview Man	age Scheduled Report					
Report Name	age Scheduled Report Creation Date	Sc	cheduled Type Status			
Report Name Report Name	Creation Date	ĩo Date	cheduled Type Status	• SEARCI	H RESET	

The **Advanced Report** feature allows you to generate more detailed reports then the **Shipment Report**. Besides allowing the user to generate a comprehensive report, additional features include:

- Save favorite report elements
- Schedule Daily Reports
- Schedule weekly reports
- Schedule monthly reports

### STEPS TO CREATE A REPORT

- 1. Click on [Advanced Report]
- 2. Click on the [Generate Report] button

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

## **ADVANCED REPORT** One Time Reports

	Shipments > Advanced R	eport > Generate Report					
	GENERATE • denotes mandatory field	REPORT					
2	* Report Name (Please do	not use special characters: * : ;	" ' < > ? / ")			* Report Generation Type	
3	Test report				5	One Time Report	•
4	* To Email Address(es) Maximum 10 email addresses test@test.com	and separate multiple address	es with a comma		6	<ul> <li>Report Period</li> <li>From Date</li> <li>Report Timezone </li> <li>CN / HK / MY / SG (GMT +08:00)</li> </ul>	T
0	REPORT FILTER(S)						
0	FIELD			VALUE			
	No additional filter.						
	ADD FILTER V						
	Handover ID Pickup Location						
	Country Shipping Service Shipment Status						

- 3. Provide a name for your report.
- Provide email addresses of the recipients to receive the generated report
   A maximum of 10 email addresses can be added, with each one separated by a coma.
- 5. Select the report generation type. For adhoc reports, select [One Time Report].
- 6. Select the **date range** for the report period. The maximum report period range is 1 month.
- 7. Select a **time zone** for your report. This will determine what shipment data appears in your report

e.g. If time zone "AU NSW (GMT +10:00)" is selected with date of 22<sup>nd</sup> of March, then data in the report will be shipments created from 12.00am to 11.59pm on the 22<sup>nd</sup> of March in GMT +10:00

8. User can also add filter logics into the report. The available filters are Pickup Location, Country, Shipping Service and Shipment Status. Handover ID is not applicable for Domestic. Manage

Pickup

# **ADVANCED REPORT** One Time Reports

#### **REPORT SETTINGS**

0	* Report Format							
9	CSV	11						
10	* Report Type	* My Report Elements	Available Report Elements					
	<ul> <li>All Item Details </li> <li>Shipment Not Tendered Report </li> <li>Shipment Weight Discrepancy Report </li> <li>Returned Shipments Report </li> <li>Cash On Delivery Collection Report </li> </ul>	<ul> <li>Soldto Account#</li> <li>Pickup Name</li> <li>Pickup Account#</li> <li>Submission Date</li> <li>Manifested Date</li> <li>Shipping Service</li> <li>Consignee Country</li> <li>Handover ID</li> </ul>	Billing Reference 1     Billing Reference 2     COD Amount     COD Currency     Consignee Address     Consignee City     Consignee Company     Consignee Email					
	<ul> <li>Falled Delivery Report </li> <li>Attempted Delivery Report </li> </ul>	Tracking ID Tracking ID DHL eCommerce# Provided Weight (g) Actual Weight (g) Total Declared Value Consignee Name Last Status Description	Consignee Phone Consignee Phone Consignee Postal Code Consignee State Customer Name Delivery Option Delivery Reference (DHLGM internal ID) GST Invoice date					

CREATE REPORT

SAVE AS FAVORITE

CANCEL

- 9. Select the report format you would like to generate. Currently the system supports .CSV, .XLS, and .XLSX file type generation.
- 10. **Report Type** will allow you to generate a certain kind of report with one click. Hover over the tool tip to learn what the function of each report is.
- 11. The values in My Report Elements section will change according to the report type that you have selected. You can also rearrange the order of the elements as desired.
- 12. Click on [CREATE REPORT]

#### NOTE

Favorite All Item Detail report type will show once you have saved your favorite. Fill in your recipients and choose you filters and elements then click [SAVE AS FAVORITE] to set up a favorite for your account

Manage

Accounts

# **ADVANCED REPORT** Scheduled Reports

Scheduled reports allows the user to schedule a report to be sent daily, weekly, or monthly with their required details.

- 1. Provide a name for your report.
- 2. Provide whichever **email addresses** are to receive this report.

A maximum of 10 email addresses can be added, with each one separated by a comma.

- 3. Select the report generation type. For scheduled reports, select [Scheduled Report].
- 4. Select the schedule type. **Daily**, **weekly**, or **monthly** scheduled reports can be generated.
- 5. Select a **time zone** for your report. This will determine what shipment data appears in your report

e.g. If time zone "AU NSW (GMT +10:00)" is selected and it is a Daily report, then at 12.00am at GMT+10:00 every day a report will be sent, and that report will contain data created from 12.00am to 11.59pm in GMT +10:00 the day before For **Daily** reports (limited availability), the report is sent daily, starting the day after it has been set up based on shipments **created** the previous day.

For **Weekly** reports, the first weekly report will be generated on the Monday of the following week with current data on shipments **created** the week before.

For **Monthly** reports, the first report will be sent on the first day of the following month with current data on shipments **created** the previous month.

Impments > Advanced Report > Generate Report GENERATE REPORT * denotes mandatory field		
Report Name (Please do not use special characters: * : ; " ' < > ? / ")	* Report Generation Type	
Test report	3 Scheduled Report	•
' To Email Address(es)	* Scheduled Type	
Maximum 10 email addresses and separate multiple addresses with a comma	4 Daily	•
test@test.com	* Report Timezone 🕜	
	5 CN / HK / MY / SG (GMT +08:00)	•

Back

Welcome	Manage Accounts	Create Shipment	Bulk Upload	Channel Integration	Pickup	Tracking	Reports	Contact Us

### **ADVANCED REPORT** Scheduled Reports

#### REPORT FILTER(S)

FIELD	VALUE
Handover ID	
ADD FILTER LOGIC V	
Pickup Location	
Country Shipping Service	
Shipment Status	

7

REPORT SETTINGS

SV T	9	10
Report Type	* My Report E	Available Repo
All Item Details	E Soldto Account#	COD Amount
	E Pickup Name	COD Currency
Shipment Not Tendered Report @	Pickup Account#	Consignee Address
Shinment Weight Discrenancy Report @	Submission Date	Consignee City
entren in sign benefans) report o	Manifested Date	Consignee Company
Returned Shipments Report @	Shipping Service	Consignee Email
Cash On Balivany Collection Report @	Consignee Country	Consignee Mobile
Cash on Derivery Collection Report	Handover ID	Consignee Phone
Failed Delivery Report @	Shipment ID	Consignee Postal Code
Attended Delivery Deced	Tracking ID	Consignee State
<ul> <li>Altempted betwery Report @</li> </ul>	DHL eCommerce#	Customer Name
Favorite All Item Details @	Provided Weight (g)	Delivery Reference (DHLGM internal ID)
	Actual Weight (g)	E Last Status City
	Total Declared Value	Sales Channel
	Consignee Name	Shipment Description
	East Status Description	Shipper Address

CREATE REPORT SAVE AS FAVORITE

CANCEL

- 6. Select the filter logics to be included into the report. Currently the available filters are **Pickup Location, Country, Shipping Service**, and **Shipment Status**.
- 7. Select the **report format** you would like to generate.
- 8. Select the **report typ**e.
- 9. The values in **My Report Elements** section will change according to the report type that you have selected. You can also rearrange the order of the elements.
- 10. The **Available Report Elements** allows you to add additional report elements into your current report type, by drag and drop the selected elements into My Report Elements section.
- 11. Click on **[Create Report]** to generate your report.

# **ADVANCED REPORT** Report Overview





- All the generated reports will be display at the **Report Overview** tab. The [REFRESH STATUS] button will refresh the page.
- 2. You can **download** the generated report again by clicking on the report name link. These will only be available for 7 days.
- **3.** Generated reports can be shared as well by clicking on the [Share] link.
- Enter the Custom Subject, recipient email address (up to 10 email address) and custom message to describe the contents of the e-mail report that you will be sharing. After clicking the [Share] button, the recipient will receive the email with the share link for them to download.
| Welcome | Manage<br>Accounts | Create<br>Shipment | Bulk Upload | Channel<br>Integration | Pickup | Tracking | Reports | Contact Us |
|---------|--------------------|--------------------|-------------|------------------------|--------|----------|---------|------------|
|         |                    |                    |             |                        |        |          |         |            |

# **ADVANCED REPORT** Manage Scheduled Report



4	EDIT SCHEDUL	ED REPORT	
	* Report Name		
	test report		
	* To Email Address(es) Maximum 10 email addresse with a comma test@test.com	is and separate multiple	addresses
	UPDATE	CANCEL	

- At the Manage Scheduled Report tab, you can see all of the scheduled reports.
- 2. You can delete the scheduled report by selecting the respective tick boxes and clicking the **[Delete]** button.
- 3. You can also **edit** the scheduled report setting by clicking on the report name.
- You can edit the report name and the recipient email address. Click on [Update] to update the report with your changes.

#### NOTE

If there is no data available when the scheduled report is to be sent, the creator will receive an email advising of this fact Manage Accounts

Create Shipment

**Bulk Upload** 

Channel Integration

Reports

CONTACT US



Should you require any assistance, please contact our Customer Service at:

#### Australia

Phone number: 1800 688 280 Email: cs-ecom.au@dhl.com Working hours: 9am - 5pm Monday to Friday (Sydney time)

### China (North & East)

Phone number: 400 888 3500 Email: cs-ecom.cn@dhl.com Working hours: 9am - 6pm Monday to Friday (Shanghai time)

#### Hong Kong & South China

Phone number: +852 2342 0702 Email: cs-ecom.hk@dhl.com Working hours: 9am - 6pm Monday to Saturday (Hong Kong time)

### India

Phone number: +91 22 6198 5101 Email: cs-ecom.in@dhl.com Working hours: 9:30am - 7pm Monday to Friday (Mumbai time) 9:30m - 1:30pm Saturday (Mumbai time)

### Japan

Phone number: +81 5479 2429 Email: cs-ecom.jp@dhl.com Working hours: 9am - 6pm Monday to Friday (Tokyo time)

#### Malaysia (Cross Border)

Phone number: +603 8065 8092 Email: cs-ecom.my@dhl.com Working hours: 9am - 6pm Monday to Friday (Kuala Lumpur time)

### Singapore

Phone number: +65 6883 0771 Email: cs-ecom.sg@dhl.com Working hours: 9am - 6pm Monday to Friday (Singapore time)

### **Thailand (Cross Border)**

Phone number: +66 2 345 5454 Email: cs-ecom.th@dhl.com Working hours: 9am – 6pm Monday to Friday (Bangkok time)

## **GLOSSARY**

Consignee: The recipient of the shipment that you are sending

Customer SoldTo Account Number: Your DHL eCommerce billing account #

Customer Name: Your company name

Customer Pick-Up Account #: Your DHL eCommerce account #

Handover Document: DHL eCommerce document to send with your shipments

Last Status: The most recent known location of your shipment

Manifested Date: The date you submitted the shipment(s)

Packet List: A list of all shipments being sent in one Handover, this is applicable for India customers only

Shipment: The total quantity of shipments sent

Shipment Content/Product: The contents in the shipment

Shipment ID: Shipment tracking number to be used on the DHL eCommerce portal

Shipping Service: Service that you have chosen to send your shipment with:

- Packet Plus International Standard: Tracked service for shipments weighing less than 2kg
- Packet Plus International Priority Manifest: Tracked service for shipments weighing less than 2kg
- Packet International Standard: Non-tracked service for shipments weighing less than 2kg
- Packet International Priority Manifest: Non-tracked service for shipments weighing less than 2kg
- Packet International Economy: Non-tracked service for shipments weighing less than 2kg
- Parcel International Standard: Semi-tracked (dependent on the destination country) service for shipments up to 20kg
- Parcel International Direct Standard: Tracked (dependent on the destination country) service for shipments up to 20kg
- Parcel International Direct Expedited: Tracked service for shipments up to 6.5kg to the United States

Tracking ID: Shipment tracking number to be used on other national postal service websites of destination country

# **PRINTING LABELS** PRINTER TYPES

### **Document Printer**

- Label Format: Adhesive A4 size paper (4 labels in one A4)
- Label Size: 114mm (Length) x 76mm (Height)





## Zebra Label Printer (LP2844 or TLP2844)

- Label Format: Adhesive direct thermal label (1 label). Suitable for LP2844/ TLP2844
- Label Size: 150mm (Length) x 100mm (Height) or 6" x 4"

		May be opened	PLD
COMMERCIAL I	VOICE	officially	1 20
Documents Co	mmercial S	ample	
🗌 Gift 🔽 Of	her		
Detailed Description of Contents	Weight Qty	Value Origin	
Shirt (red)	1	41.45 CN	
			ANDY LORELIE

# **DIFFERENT USER ACCESS**

There are four different types of users:

- eShipping Super User
- eShipping Supervisor
- eShipping User
- eShipping Tracking & Reporting
- eShipping Finance User

Different users will see different sets of Navigation Menu on the **Shipment Overview** page. Only the eShipping Super User and eShipping Finance user will have access to the **Billing Details** tab on Manage Accounts.



# Sample Pro-active Email Received By Consignee During Shipment Submission

DHL eCommerce - Your Shipment has been shipped! - Message (HTML)								
F H G Ignore H Junk + Delete Delete	Reply Reply Forward More Reply Reply Reply Reply Forward More Reply Forward Reply Re	g RTC a To Manager a Team E-mail √ Done A Reply & Delete ⅔ Create New Quick Steps		Mark Categorize Follow Unread * Up *	a A Find Pranslated → Editing	Zoom Zoom		
From: noreply@dhl.com To:  Cc Subject: DHL eCommerce - Your Shipment has been shipped!								
Dear Customer,       Image: Customer, Customer, Customerce, Customerce, triggered by DHL eCommerce S Pte Ltd. We are pleased to advise that your Shipment Id ABSIN12331231 (placed on 11/01/2017) is submitted for shipping with us.         To view the most recent shipment status, please visit: <a href="https://preprod.dhlecommerce.dhl.com/Portal/Track">https://preprod.dhlecommerce.dhl.com/Portal/Track</a> .         If you would like to receive further email notifications on your shipment's status, please subscribe by clicking on this link: Subscribe now!								
Kindly be advised that tracking events may differ from shipping service subscribed and destination shipped. Therefore, not all shipping services and destinations will have end-to-end tracking events. With regards, DHL eCommerce.Asia Portal Administrator								
Note: Please do not reply as this email address is not monitored. If you wish to contact us, please navigate to our tracking page via the link above.								
<ol> <li>See more a</li> </ol>	about: noreply@dhl.com.					22 .		