

WELCOME

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
- 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/>

SHIPMENT OVERVIEW

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

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

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.

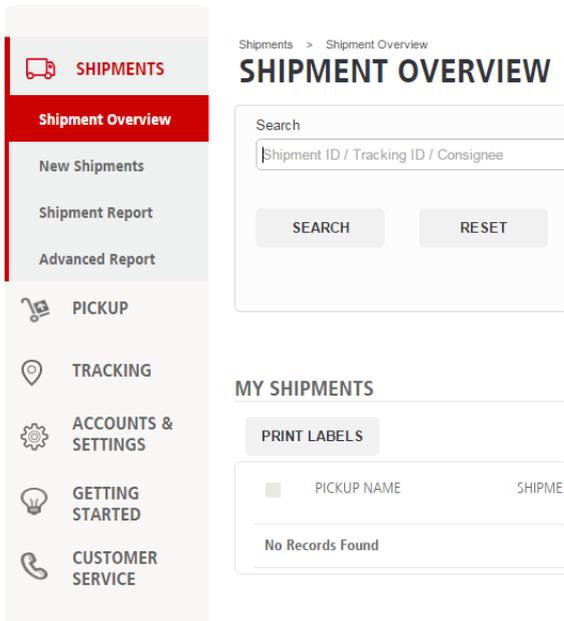
Getting Started
Getting started videos on Create Shipment & Pickup, Marketplace Integration and Tracking & Reports.

Customer Service
FAQs and Customer service contact details for selected countries.

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.



MANAGE ACCOUNTS



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

A. Create User

Creation of Customer Users

B. Create User Access Group

Creation of Access Groups for customer users

C. Shipper Details

Changing information of Shipper Details

D. Billing Details

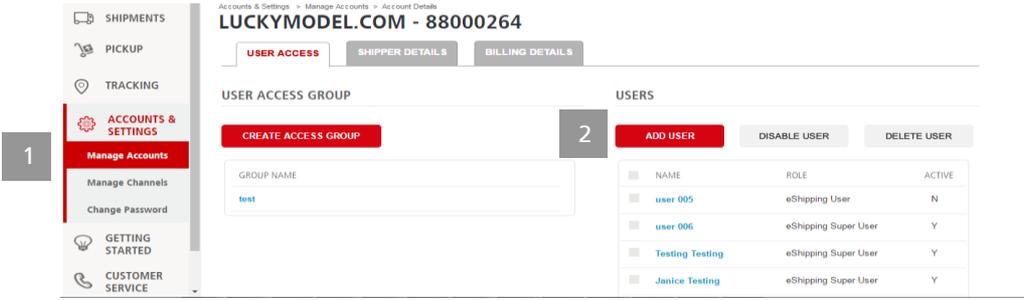
- Pay any outstanding invoices
- Make an ad-hoc payment to your account
- Download your invoices from our billing system

E. Change Password

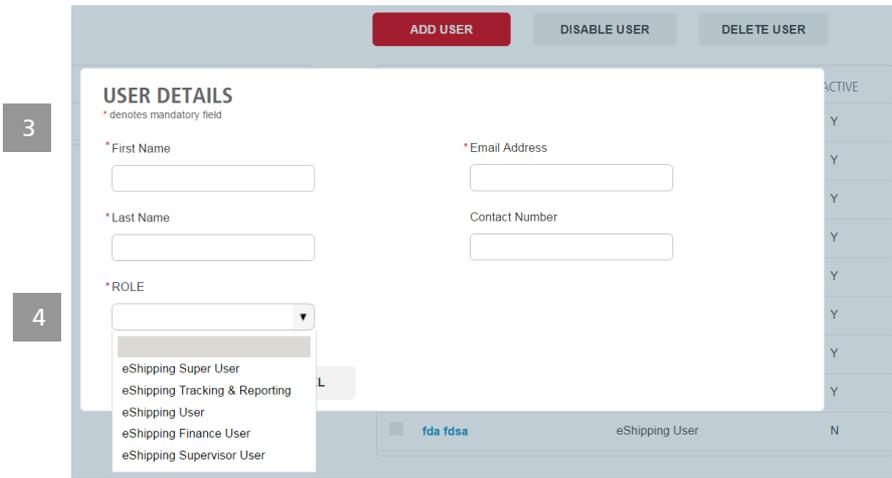
Change the login password

MANAGE ACCOUNTS

Create User



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.
3. 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 [here](#) 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]**.

MANAGE ACCOUNTS

Create User Access Groups

1 USER ACCESS GROUP
* denotes mandatory field

*Group NAME
Test 1

Pick-Up Accounts | Users

Pick-Up Accounts

- TEST6 CUSTOMER - TEST6 CUSTOMER - 500930
- SHA Sold To Test 2 - SHA Sold To Test 2 - 5240199997

ADD >

< REMOVE

Selected Pick-up References

SAVE CANCEL

2 USER ACCESS GROUP
* denotes mandatory field

*Group NAME
Test 1

Pick-Up Accounts | **Users**

Available Users

- eshipping user1
- eshipping user2
- eshipping user3
- etracking user1

ADD >

< REMOVE

Selected Users

SAVE CANCEL

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.

3 Customer user access has been created successfully.

Accounts & Settings > Manage Accounts > Account Details

LUCKYMODEL.COM - 88000264

ACCOUNT DETAILS | **CUSTOMER USER ACCESS** | SHIPPER DETAILS

USER ACCESS GROUP

CREATE ACCESS GROUP

GROUP NAME
test
test1

CUSTOMER USERS

ADD USER | DISABLE USER | DELETE USER

NAME	ROLE	ACTIVE
user 005	eshipping User	N
user 006	eshipping Super User	Y

MANAGE ACCOUNTS

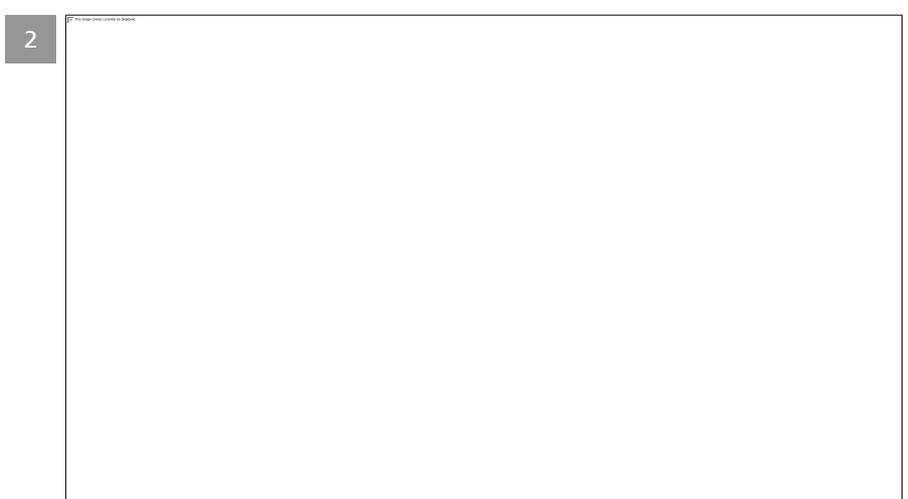
Shipper Details

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 Create Shipment page. 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.



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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 be 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

ACCOUNT DETAILS CUSTOMER USER ACCESS **SHIPPER DETAILS**

SHIPPER DETAILS

GST Same state - 6099999100

Use Default Pickup Details OFF

*Shipper Name <input type="text" value="IN70 Test Customer"/>	*City <input type="text" value="mumbai"/>	Company <input type="text" value="IN70 Test Customer_2_compa"/>	1 GSTIN <input type="text" value="07AAQFR0274F1Z7"/>
*Address Line 1 <input type="text" value="goregaon"/>	State <input type="text" value="maharashtra"/>	Phone Number <input type="text" value="23234234234234234"/>	IEC Number <input type="text" value="5566991234"/>
Address Line 2 <input type="text" value="mumbai"/>	Postal Code <input type="text" value="221092"/>	Email Address <input type="text" value="test@dhf.com"/>	Logo <input type="button" value="Upload image"/>
Address Line 3 <input type="text"/>	*Shipper Country <input type="text" value="India (IN)"/>	Digital Signature <input type="button" value="Upload image"/>	DS1.png

Note: Supported file formats are JPEG, JPG and PNG with a maximum size of 100KB. For best results, 1500px Width x 600px Height is recommended.

2

MANAGE ACCOUNTS

Billing Details

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

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

2. Account Summary shows:

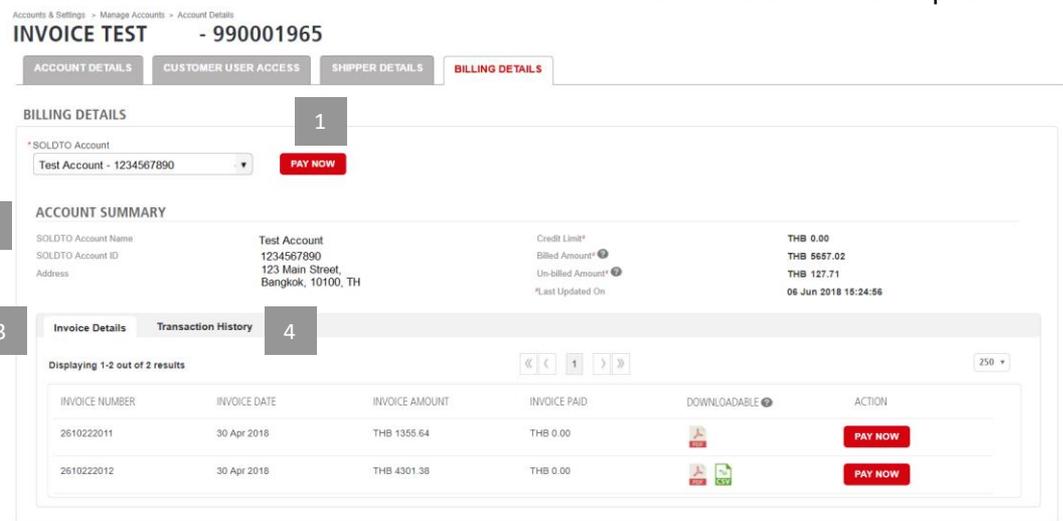
- SOLDTO account name
- SOLDTO account #
- Address (as configured in our billing system, not **Shipper Details**)
- Credit Limit
- Billed Amount is the total of all invoices generated that are not yet paid.
- Un-billed Amount is estimated amount against all processed orders that are not yet invoiced
- 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



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MANAGE ACCOUNTS

Billing Details

- To make a payment, select either the **PAY NOW** button
 - at the top of the page, for an Ad-hoc payment,
 - next to an outstanding invoice.
- Change or provide a payable amount
- Tick to agree to our T&Cs (more information can be found by following the links shown)
- Clicking on the **NEXT** button, which will open an overlay to make payment

Click [here](#) for Australia, Singapore, and Thailand payment
 Click [here](#) for China bill payment
 Click [here](#) for Hong Kong and Japan payment
 Click [here](#) for Malaysia payment

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

Accounts & Settings > Manage Accounts > Account Details

INVOICE TEST - 990001965

ACCOUNT DETAILS CUSTOMER USER ACCESS SHIPPER DETAILS **BILLING DETAILS**

BILLING DETAILS

*SOLDTO Account: Test Account - 1234567890 **PAY NOW** **a**

ACCOUNT SUMMARY

SOLDTO Account Name	Test Account	Credit Limit*	THB 0.00
SOLDTO Account ID	1234567890	Billed Amount*	THB 5657.02
Address	123 Main Street, Bangkok, 10100, TH	Un-billed Amount*	THB 127.71
		*Last Updated On	06 Jun 2018 15:24:56

Invoice Details Transaction History

Displaying 1-2 out of 2 results

INVOICE NUMBER	INVOICE DATE	INVOICE AMOUNT	INVOICE PAID	DOWNLOADABLE	ACTION
2610222011	30 Apr 2018	THB 1355.64	THB 0.00		PAY NOW b
2610222012	30 Apr 2018	THB 4301.38	THB 0.00		PAY NOW

a

PAYMENT DETAILS

* denotes mandatory field

Invoice Number: -

2 *Payable Amount: SGD

3 Following transaction is for [DHL Ecommerce \(Singapore\) Pte Ltd - T&C / Privacy](#)

4 **NEXT** CANCEL

b

PAYMENT DETAILS

* denotes mandatory field

Invoice Number: 2610154111

2 *Payable Amount: AUD

3 Following transaction is for [Deutsche Post Global Mail \(Australia\) Pty Ltd - T&C / Privacy](#)

4 **NEXT** CANCEL

MANAGE ACCOUNTS

Make Payment – Australia, Singapore, and Thailand



Step 1: Please select your payment method

MasterCard
 VISA
 Alipay
 UnionPay
 SecurePay - All Cards

Next Step: Enter your Payment Details

[previous](#)

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



Step 2: Enter your Payment Details

Card Number

Card Holder Name

Card Expiry Date /

CVC What is CVC?

Next Step: Review and Complete Your Payment

[previous](#) [continue](#)

MANAGE ACCOUNTS

Make Payment – Australia, Singapore, and Thailand



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 XXXX 0010
Card Expiry Date	08/2018
Card Holder Name	Test Payment

[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.

5

Invoice Details **Transaction History**

Displaying 1-11 out of 11 results

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.

- 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
- The Transaction History on the Portal will update to show the status of the payment

The following status' can be seen:

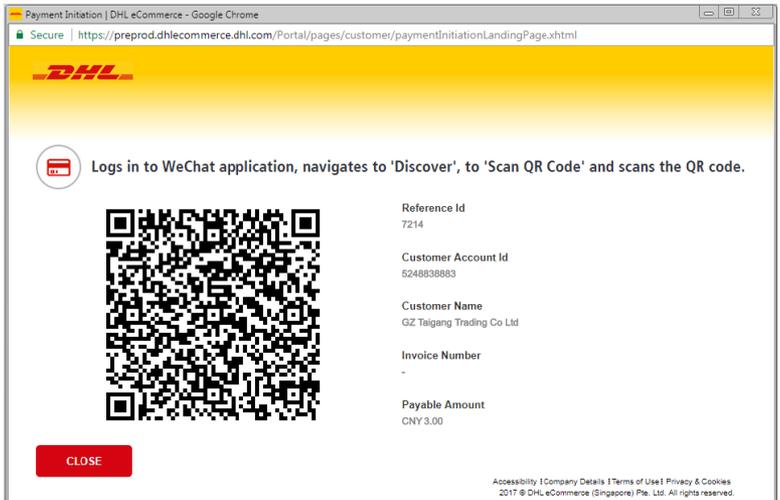
- AUTHORISED:** the payment was completed successfully
- REFUSED:** the payment was refused
- CANCELLED:** the payment was cancelled, or the user returned to the Portal before completing the transaction
- PENDING:** It is not possible to obtain the final status of the payment
- ERROR:** an error occurred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

[Back](#)

MANAGE ACCOUNTS

Make Payment - China

1

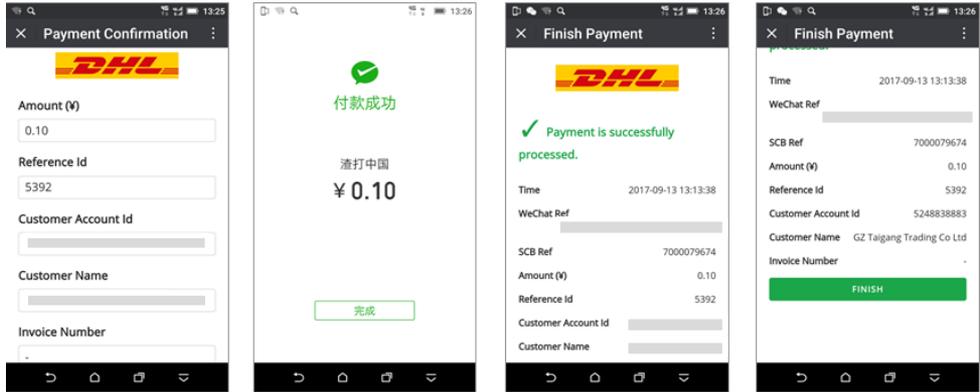


1. Scan the QR code with the We Chat app on your cellphone
2. Make the payment through the We Chat app, by following the instructions.

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

2



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MANAGE ACCOUNTS

Make Payment – Hong Kong and Japan

1

Order summary

Payment reference: 7484
 Description: 520600
 Amount (HKD): \$10.00

Select payment method

VISA | Mastercard | UnionPay | Alipay

Cancel payment

2

Order summary

Payment reference: 7484
 Description: 520600
 Amount (HKD): \$10.00

Payment details

* Indicates a required field

Card number * ✓

Cardholder's name * ✓

Expiry date * ✓

Security code * ✓ Last 3 digits on the back of card

Cancel payment | **Make Payment**

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

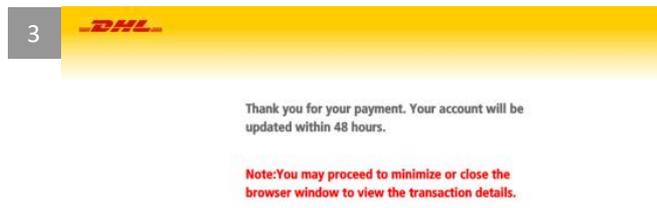
All active Payment methods are shown and user can select any payment method by clicking on it.

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.

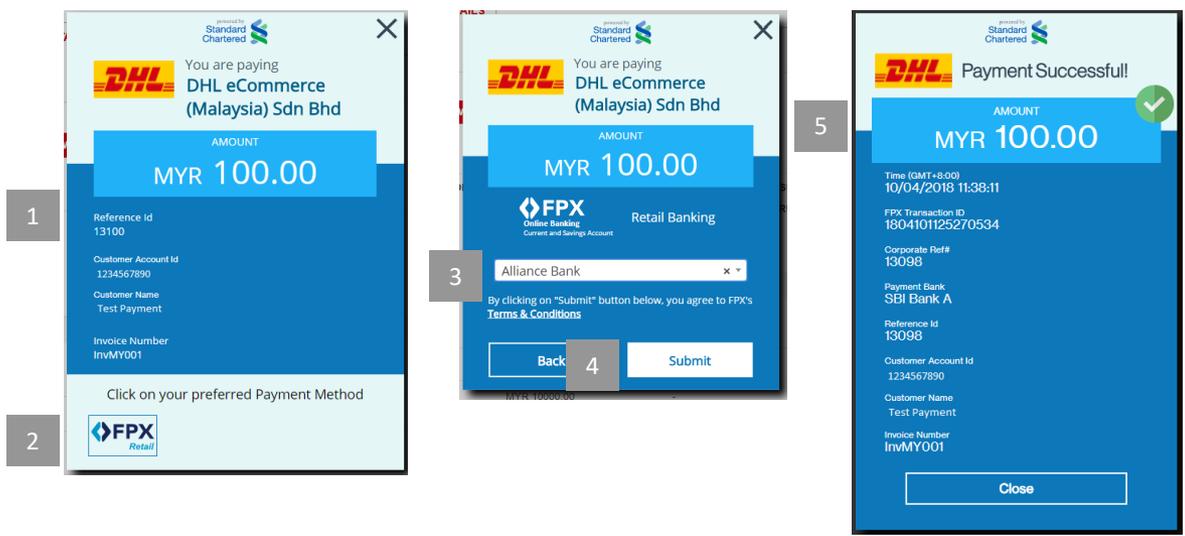
REFUSED - The payment was rejected. Payment authorization was unsuccessful.



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MANAGE ACCOUNTS

Make Payment – Malaysia



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
4. 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

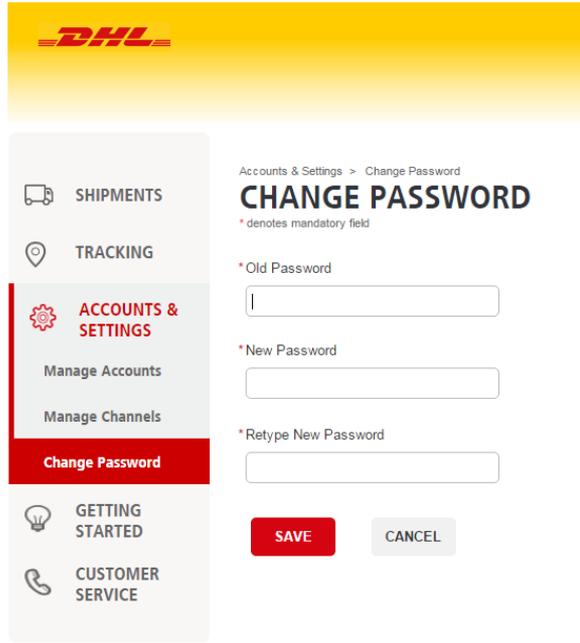
AUTHORISED - Thank you for your payment. Your account will be updated within 48 hours

PENDING - An error occurred during the payment processing

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

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

CHANGE PASSWORD



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.

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
- C. Shipment Submission**
Steps to submit shipments

Next

CREATE SHIPMENT

1

 **SHIPMENTS**
 Shipment Overview
New Shipments
 Shipment Report
 Shipment Report (Beta)

NOTE
 The **Shipping Service** drop down list will vary as the services offered will differ by sales organization.

1. Select **New Shipments**.
2. Select **Create Shipment**.
3. Select from the drop down list your **Pick-up Account**, **Shipping Service**, **Destination Country** which are mandatory fields. Next, fill in **Shipment Order ID** - your unique shipment reference which cannot be duplicated with any past or future shipments, and **Sales Channel** (optional).

For detailed descriptions of the fields, please refer to the [Glossary](#).

2

Shipments > New Shipments

NEW SHIPMENTS

[CREATE SHIPMENT](#) |
 [UPLOAD FILE](#) |
 [Download Template](#)

3

Shipments > New Shipments > Create Shipment

CREATE SHIPMENT

* denotes mandatory field

*Pick-Up Name:

*Shipping Service:

*Destination Country:

Shipment Order ID:

Sales Channel:

*Shipping Service:

Packet International Standard - PKD	Non-tracked service for shipments weighing less than 2kg
Packet International Economy - PKG	Non-tracked economy service for shipments weighing less than 2kg
Packet Plus International Standard - PPS	Tracked service for shipments weighing less than 2kg
Packet Plus International Priority Manifest - PPM	Priority tracked service for shipments weighing less than 2kg (limited destinations)
Packet International Priority Manifest - PKM	Priority non-tracked service for shipments weighing less than 2kg (limited destinations)
Parcel International Standard - PLD	Tracked service for shipments up to 20kg
Parcel International Direct Expedited - PLE	Direct tracked service for shipments up to 20kg (limited destinations)
Parcel International Direct Standard - PLT	Expedited tracked service for shipments up to 6.5kg to the USA (limited destinations)

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Next

CREATE SHIPMENT

In this section, you will fill in consignee and shipment information.

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.

4 CONSIGNEE DETAILS

*Consignee	Postal Code	Company
<input type="text"/>	<input type="text"/>	<input type="text"/>
*Address Line 1	*City	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 2	State	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 3		
<input type="text"/>		

5 * SHIPMENT CONTENTS

*ITEM CODE	*UNIT PRICE	*QUANTITY	*CONTENT DESCRIPTION	EXPORT DESCRIPTION	ORIGIN	*CONTENT INDICATOR
1234567	300	1	Jeans	Jeans	China - CN	Does not contain Lithium Batteries - 00 ✕

*Currency:
 *Total Declared Value:

NOTE

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.

CREATE SHIPMENT

- 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.
- 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.

6 SHIPMENT DETAILS

*Shipment Weight (g)

Length (cm) Width (cm) Height (cm)

*Shipment Description

Remarks

*Incoterm

8 VALUE ADDED SERVICES

CASH ON DELIVERY ON

SHIPMENT VALUE PROTECTION ON

Same As Total Declared Value

NOTE

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

CREATE SHIPMENT

9 RETURN DETAILS

Enable Return Address

*Return Name *City Company

*Address Line 1 *State Phone Number

Address Line 2 *Postal Code Email Address

Address Line 3 *Return Country

10 SHIPPER DETAILS

Use Default

Shipper Name **Test Lucky HK Account** City **KOWLOON** Company **Test Lucky HK Account**

Address Line 1 **123 2/F Test Lucky HK Account** State **KLN** Phone Number **123456789**

Address Line 2 Postal Code **123456** Email Address

Address Line 3 Shipper Country **Hong Kong**

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9. 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 Manage Account function.

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

CREATE SHIPMENT

Printing Labels

SHIPMENTS

2 **PRINT LABELS** SHIPMENT SUBMISSION DELETE

Displaying 1-13 out of 13 results

PICKUP NAME	SHIPMENT ID	CREATION DATE	TRACKING ID	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE	WEIGHT (G)	SALES CHANNEL	LABEL
<input checked="" type="checkbox"/> TEST6 CUSTOMER	54321685	28 Apr 2016		John Doe	United States of America	Parcel International Standard	500		
<input checked="" type="checkbox"/> SHA Sold To Test 2	123456	22 Apr 2016		Sample Name	Australia	GM Packet Plus Standard	500	eBay	

1

3 **PRINT LABELS**

Printer Type

Document Printer

Label Printer

4 **PRINT** CANCEL

PICKUP NAME	SHIPMENT ID	CREATION DATE	TRACKING ID	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE	WEIGHT (G)	SALES CHANNEL	LABEL
<input checked="" type="checkbox"/> TEST6 CUSTOMER	54321685	28 Apr 2016		John Doe	United States of America	Parcel International Standard	500		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SHA Sold To Test 2	123456	22 Apr 2016		Sample Name	Australia	GM Packet Plus Standard	500	eBay	<input checked="" type="checkbox"/>

5

5 DHLCommerce(170...pdf) [Show all downloads...](#)

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 [here](#) 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.

CREATE SHIPMENT

Shipment Submission

1 SHIPMENTS

PRINT LABELS **SHIPMENT SUBMISSION** DELETE

Displaying 1260 out of 10883 results

PICKUP NAME	SHIPMENT ID	CREATION DATE	TRACKING ID	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE	WEIGHT (G)	SALES CHANNEL	LABEL
<input checked="" type="checkbox"/> NATIONAL AUSTRALIA BANK	APUATSHIPMENT_TEST_00004	17 Feb 2016		ANDY LORELIE	Italy	Parcel International Standard	100	marketplace1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Earth Logistics	APUATSHIPMENT_TEST_00005	17 Feb 2016		MARY ANNA	Germany	GM Packet Standard	100	marketplace2	<input checked="" type="checkbox"/>

2 SHIPMENT SUBMISSION

SHIPMENT SUBMISSION DETAILS

Displaying 1 of 2 results

SHIPMENT ID	CREATION DATE	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE	SALES CHANNEL	WEIGHT(G)
APUATSHIPMENT_TEST_00004	17 Feb 2016	ANDY LORELIE	Italy	Parcel International Standard	marketplace1	100
APUATSHIPMENT_TEST_00005	17 Feb 2016	MARY ANNA	Germany	GM Packet Standard	marketplace2	100

PICK-UP ACCOUNT	NUMBER OF SHIPMENTS SELECTED	WEIGHT (G)	*HANDOVER OPTION	DHL EXPRESS AWB
Luckymodel.com-520022 123456 3/F, Mansfield Industrial Ce, Hongkong NT,000000, Hong Kong	1	0.100	PICK-UP <input checked="" type="radio"/> DROP-OFF <input type="radio"/>	--

3 Email notification

4 **SUBMIT** CANCEL

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). [Click here to view the sample email.](#)
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.

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

Next

BULK UPLOAD

Customize

1

2

3

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PORTAL FIELD NAME	LEVEL	MANDATORY	DESCRIPTION	CUSTOMIZED FIELD NAME
1 Pickup Account Number	SHIPMENT	Yes	DLR account number	Pickup Account Number
2 Sales Channel	SHIPMENT	No	Order sales channel. E.g. Marketplace	Sales Channel
3 Shipment Order ID	SHIPMENT	Yes	Unique shipment identifier	Shipment Order ID
4 Shipping Service Code	SHIPMENT	Yes	DLR/LAC shipping service	Shipping Service Code
5 Company	SHIPMENT	No	Company name	Company
6 Company Name	SHIPMENT	Yes	Company full name	Company Name
7 Address Line 1	SHIPMENT	Yes	Company address line 1	Address Line 1
8 Address Line 2	SHIPMENT	No	Company address line 2	Address Line 2
9 Address Line 3	SHIPMENT	No	Company address line 3	Address Line 3
10 City	SHIPMENT	Yes	Company city name	City
11 State	SHIPMENT	Yes	Company state name or code	State
12 Postal Code	SHIPMENT	Yes	Company postal code	Postal Code
13 Destination Country Code	SHIPMENT	Yes	Company destination country code	Destination Country Code
14 Phone Number	SHIPMENT	Recommended	Company contact number	Phone Number
15 Email Address	SHIPMENT	No	Company email address	Email Address
16 Shipment Weight (g)	SHIPMENT	Yes	Total shipment weight, including packaging	Shipment Weight (g)
17 Length (cm)	SHIPMENT	No	Length of shipment	Length (cm)
18 Width (cm)	SHIPMENT	No	Width of shipment	Width (cm)
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	Currency 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 BOP	Is Insured
23 Insurance	SHIPMENT	Conditional	Insured Value (up to 2 decimal points). Required with 'Is Insured' flag	Insurance
24 Is COD	SHIPMENT	Conditional	Indicator on whether cash on delivery is required	Is COD
25 Cash on Delivery Value	SHIPMENT	Conditional	Cash on Delivery amount. Required with 'Is COD' flag	Cash on Delivery Value
26 Shipment Description	SHIPMENT	Yes	Generic description of contents in shipment	Shipment Description
27 Remarks	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 Shipper 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 Shipper Country Code	SHIPMENT	Conditional	Shipper country code	Shipper Country Code
37 Shipper Phone Number	SHIPMENT	Conditional	Shipper contact number	Shipper Phone Number
38 Shipper Email address	SHIPMENT	Conditional	Shipper email address	Shipper Email address
39 Service1	SHIPMENT	Recommended	Drop indicator (only used for Northern Domestic)	Service1

SAVE TEMPLATE RESET

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

Back

Next

BULK UPLOAD

Download File

1 Select New Shipments.

2 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

Pick-up Account Number	Sales Channel	Shipment Order ID	Tracking Number	Shipping Service Code	Company	Consignee Name	Address Line 1	Address Line 2	Address Line 3	City	State	Postal Code	Destination Country
512345	marketplace1	292348298		PKD		李小明	香港东路6号	5号楼		Hong Kong	HK	189720	HK
512345	marketplace1	294258028		PPS		JOHN DOE	111 COLEMAN AVENUE	UNIT 12A		Singapore	SG	189720	SG
512345	marketplace1	294589275		PLD		ANDY LORELIE	VIALE EUROPA 22			Rome		12345	IT
512345	marketplace2	235802820Q		PLT		MARY ANNA	MEMORY LANE 1			Brooklyn	NY	22345	US
512345	marketplace2	139414108A		PLT		MARY ANNA	MEMORY LANE 1			Brooklyn	NY	22345	US

NOTE

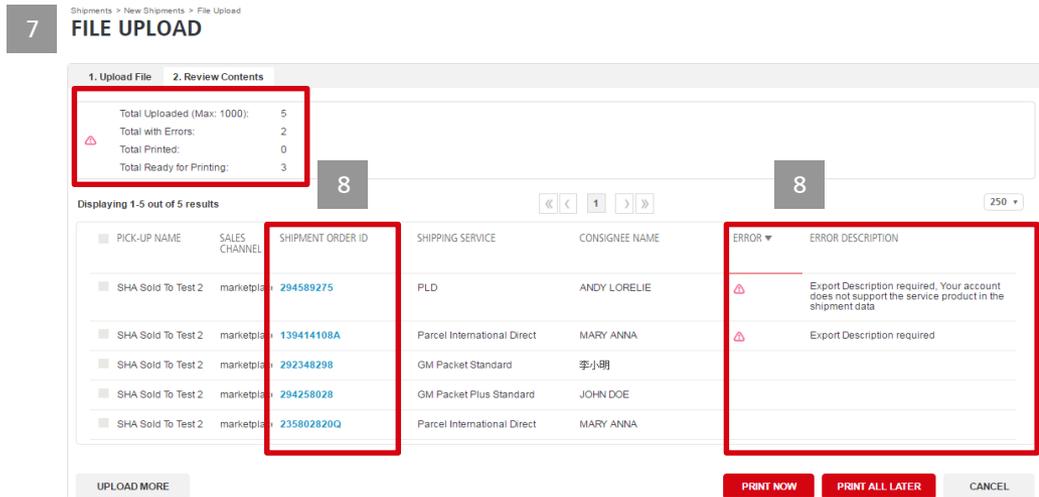
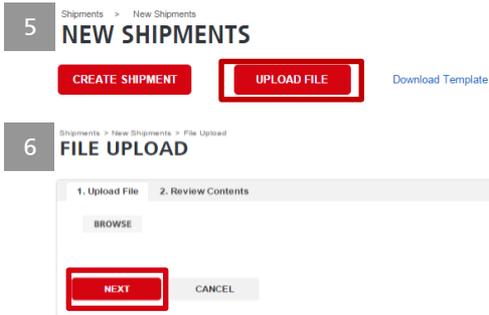
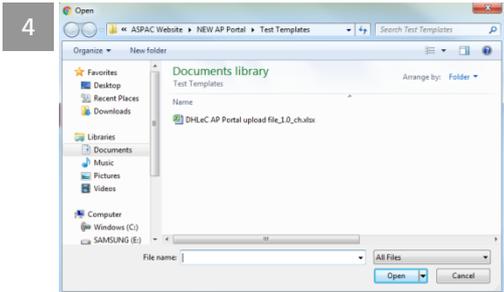
When uploading the file, only the headers marked as being mandatory in the "File Specs" tab have to be included in your upload file, if adding an additional group, all headers must be added. Fields marked as optional can be included as and when required.

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Next

BULK UPLOAD

Upload File



- Once you have filled out the mandatory fields in the file, save the file in a local folder.
- On the Portal, click the **[Upload File]** button.
- In the File Upload screen, click the **[Browse]** button, find your file, select Open and click on the **[Next]** button.
- 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.
- 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

10

Shipments > New Shipments > File Upload

FILE UPLOAD

1. Upload File 2. Review Contents

Total Uploaded (Max: 1000):	13
Total with Errors:	0
Total Printed:	0
Total Ready for Printing:	13

Displaying 1-13 out of 13 results

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE
Wizard Solutions Co.,Ltd	wizard	THAIDOM-TESTWS-01040	Parcel Domestic
Wizard Solutions Co.,Ltd	wizard	THAIDOM-TESTWS-01041	Parcel Domestic
Wizard Solutions Co.,Ltd	wizard	THAIDOM-TESTWS-01042	Parcel Domestic
Wizard Solutions Co.,Ltd	wizard	THAIDOM-TESTWS-01043	Parcel Domestic
Wizard Solutions Co.,Ltd	wizard	THAIDOM-TESTWS-01052	Parcel Domestic

9

EDIT SHIPMENT

Shipping Service: Parcel Domestic - PDD
 Destination Country: Thailand - TH
 Sales Channel: marketplace1

CONSIGNEE DETAILS

Company: 李小姐
 Postal Code: 43000
 Address Line 1: 隆基路104号
 District: LU ANHART
 Province:
 Address Line 2:
 Address Line 3:
 Company:
 Phone Number:
 Email Address:
 RETURN ADDRESS
 Shipper Name: Pak Pinyayarak
 Address Line 1: ซอยพิชชาภิรมย์
 Address Line 2:
 Address Line 3:
 District: BANGKOK
 Postal Code: 10400
 Shipper Country: Thailand
 Phone Number: 0854915552
 Email Address: pinyayarak@gmail.com

Update Delete Cancel

11

UPLOAD MORE SHIPMENTS

BROWSE

NEXT CANCEL

PRINT NOW PRINT ALL LATER CANCEL

UPLOAD MORE

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

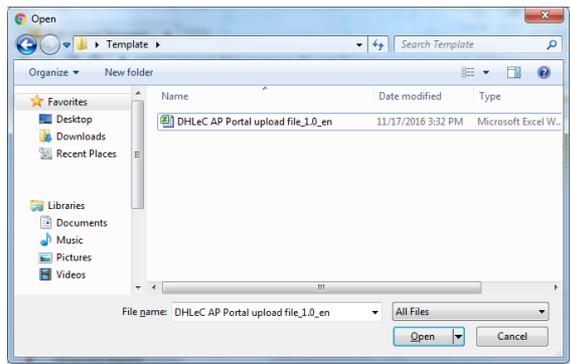
Once the error has been rectified, click on the **Update** button at the bottom of the page to complete the process.

10. 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 re-upload it from the **Upload File** page



BULK UPLOAD

Print Label

12

Shipments > New Shipments > File Upload

FILE UPLOAD

1. Upload File | 2. Review Contents

Total Uploaded (Max: 1000): 4
 Total with Errors: 0
 Total Printed: 0
 Total Ready for Printing: 4

Displaying 1-4 out of 4 results

PICK-UP NAME	SALES CHANNEL	SHIPMENT	SHIPMENT TYPE	CONTACT	ERROR	ERROR DESCRIPTION
<input checked="" type="checkbox"/> SZX Pick Up Test 6		TestXBO-				
<input checked="" type="checkbox"/> SZX Pick Up Test 6		TestXBO-Chong-2	GM Packet Plus Standard	John Doe		
<input type="checkbox"/> SZX Pick Up Test 6		TestXBO-Chong-3	GM Packet Plus Standard	John Doe		
<input type="checkbox"/> SZX Pick Up Test 6		TestXBO-Chong-4	GM Packet Plus Standard	John Doe		

13

14

15

16

UPLOAD MORE

PRINT NOW | PRINT ALL LATER | CANCEL

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

17 i Total 2 Shipments created successfully
Total 2 Shipments printed successfully

Shipments > New Shipments > File Upload

FILE UPLOAD

1. Upload File
2. Review Contents

Total Uploaded (Max: 1000):	4
Total with Errors:	0
Total Printed:	2
Total Ready for Printing:	2

Displaying 1-2 out of 2 results
« < 1 > »
250 ▾

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR	ERROR DESCRIPTION
<input type="checkbox"/> SZX Pick Up Test 6		TestXBO-Chong-3	GM Packet Plus Standard	John Doe	▼	
<input type="checkbox"/> SZX Pick Up Test 6		TestXBO-Chong-4	GM Packet Plus Standard	John Doe		

UPLOAD MORE
PRINT NOW
PRINT ALL LATER
CANCEL

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.

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

Back

Next

BULK UPLOAD

Print Label

18

Shipment ID: CHNEMTEST_YUE_QIANG_S04

Remarks: K2016XXX01-EARPHONES(BLACK)

COMMERCIAL INVOICE May be opened officially

Documents Commercial Sample
 Gift Other

Detailed Description of Contents	Weight	Qty	Value	Origin
Earphones		1	29.99	TW
Total	200.0 G		USD 29.99	

I, the undersigned, whose name and address are given on the form, certify that the particulars given in the declaration are correct and that this form does not contain any dangerous articles prohibited by legislation or by customs regulations.

Date and Senders Signature
TEST16 CUSTOMER 14-04-2016

PPS

R RECOMMENDED

UAT_Testing_Pickup
 Consignee_001
 Address line 1 001
 Address line 2 001
 Address line 3 001

Junction City KS
 66441
 United States of America

DHL

PLT

Package Weight: 200.0 G
 Ship Date: 04/14/2016

From:
 SHA Sold To Test 3
 SHA Sold To Test 3
 SHA Sold To Test 3

Shanghai,
 123456
 China CN

To:
 Consignee_004
 UAT_Testing_Pickup
 Address line 1 004
 Address line 2 004
 Address line 3 004
 ZHOU, ZHOU
 BAT 2CD
 United Kingdom

CHNEMTEST_YUE_QIANG_S11

Remarks
 K2016XXX03-T-shirt(RED)

PLT US **DHL**

To: Consignee1
 Address line1

CITY, WA
 12344
 United States of America US

Shipment ID: HKLMCSHIP_DATA_001

Remarks:

Ship Date: 10/02/2017

PLT US **DHL**

From:
 TEST PICK UP 8
 TEST PICK UP 8
 123 TEST PICK UP 8
 123 TEST PICK UP 8
 123 TEST PICK UP 8
 KOWLOON, HK
 123456
 Hong Kong HK

HKLMCSHIP_DATA_001

Shipment ID: HKLMCLABELTEST3

PKG

Name
 Address

NEW YORK
 12345 NY
 United States of America US

Shipment ID: HKLMCLABELTEST3

Remarks:

COMMERCIAL INVOICE May be opened officially

Documents Gift Commercial Sample Other

Detailed Description of Contents	Weight	Qty	Value	Origin
Label Test		1	10.0	
Total	100.0 G		AUD 10.0	

I, the undersigned, certify that the particulars stated in the declaration are correct, and that these items do not contain any dangerous articles prohibited by legislation or by customs regulations.

01-06-2017 Page 1/1

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

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Next

BULK UPLOAD

Print Label

19

Shipments > New Shipments > File Upload
FILE UPLOAD

1. Upload File | 2. Review Contents

Total Uploaded (Max: 1000): 4
 Total with Errors: 0
 Total Printed: 2
 Total Ready for Printing: 2

Displaying 1-2 out of 2 results

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR	ERROR DESCRIPTION
<input type="checkbox"/> ZX Pick Up Test 6		TestXBO-Chong-3	GM Packet Plus Standard	John Doe		
<input type="checkbox"/> ZX Pick Up Test 6		TestXBO-Chong-4	GM Packet Plus Standard	John Doe		

UPLOAD MORE | **PRINT NOW** | **PRINT ALL LATER** | CANCEL

21

Total 2 Shipments created successfully
Total 4 Shipments printed successfully

Shipments > Shipment Submission
SHIPMENT SUBMISSION

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

- Review Contents: Select the shipment before choosing either of the options **PRINT NOW** or **PRINT ALL LATER** to process the remaining shipments orders.
- Click on **[PRINT ALL LATER]** button to print labels at later stage from New Shipments page.
- 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.

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Next

BULK UPLOAD

Shipment Submission

Shipments > Shipment Submission

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

PICK-UP ACCOUNT	NUMBER OF SHIPMENTS SELECTED	TOTAL WEIGHT(KG)	*HANDOVER OPTION	DHL EXPRESS AWB
SZX Pick Up Test 6-5329040 SZX Pick Up Test 6, Shenzhen,190,123456, China	4	0.400	PICK-UP <input type="radio"/> DROP-OFF <input checked="" type="radio"/>	--

25 Email notification

SUBMIT CANCEL

26 3 Shipment(s) manifested successfully

Shipments > New Shipments

NEW SHIPMENTS

27 DHLc_HandoverNo....pdf Show all

- Shipment Submission: Number of shipments and Total Weight (KG) per pick-up account are displayed.
- Select Handover Options (either Pick-up or Drop Off).
- Provide DHL AWB number for Express accounts, if available. (Note: This field is optional).
- 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). [Click here to view the sample email.](#)
- Click on **[SUBMIT]** button to confirm shipments data submission to DHL.
- User will be redirected back to the New Shipments page and a message appears for successful shipment submission.
- Handover Note is generated and downloaded for printing (handover note is not valid for Express accounts)

BULK UPLOAD

Shipment Submission

28

Handover Note

1 Pick-up Account Details

Pick-up Name: SHA Sold To Test 2 Account No: 524019997

2 Shipping Service(s)

Shipping Service(s): GM Packet Standard

3 Details

Total No. of Items: 3 Weight(kg): 0.30 No. of Receptacles: []

Handover Info: Drop-Off Pick-Up DHL Distribution Centre: DHL eCommerce - Shanghai Terminal

Remarks/VAS: []

4 Signature

I declare the contents of the shipment under this Handover Note does not contain any prohibited or hazardous goods. The General Terms and Conditions of DHL eCommerce shall apply on the services provided by DHL eCommerce.

Signature: SHA Sold To Test 2 Date: 22-Apr-2016 11:00:58

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

MY SHIPMENTS

PRINT LABELS

29

Displaying 1-136 out of 136 results

PICKUP NAME	SHIPMENT ID	SUBMISSION DATE	HANDOVER DOC ID	STATUS	STATUS DATE	TRACKING ID	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE
TEST6 CUSTOMER	294589275	22 Apr 2016	8555556668	SUBMITTED	22 Apr 2016		ANDY LORELIE	Italy	Parcel International Standard
SHA Sold To Test 2	CNY720000008	22 Apr 2016	8555556669	SUBMITTED	22 Apr 2016		MARY ANNA	United States of America	GM Packet Standard
SHA Sold To Test 2	CNY720000009	22 Apr 2016	8555556669	SUBMITTED	22 Apr 2016		MARY ANNA	United States of America	GM Packet Standard
SHA Sold To Test 2	CNY720000005	22 Apr 2016	8555556666	SUBMITTED	22 Apr 2016		MARY ANNA	United States of America	GM Packet Standard

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 [here](#) to learn more.

Back

CHANNEL INTEGRATION

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

- A. Manage Channels**
 - Steps to register eBay channel account to pull orders and update tracking ID
 - Steps to register Amazon 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. Push Tracking Details**

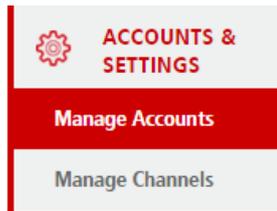
Steps to push tracking ID to marketplaces

Next

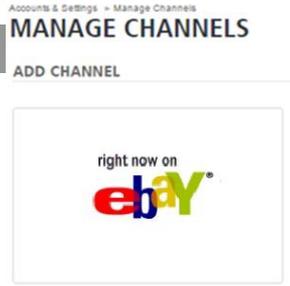
CHANNEL INTEGRATION

Manage Channels - eBay

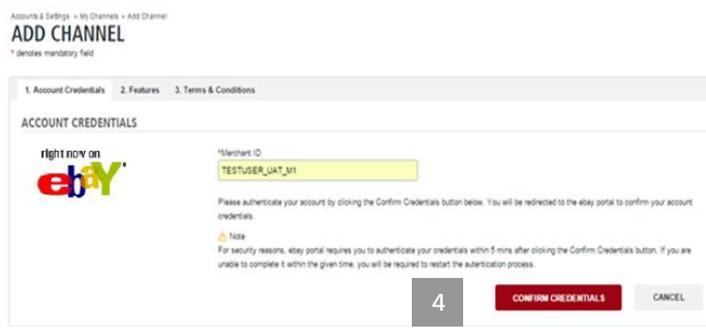
1



2



3

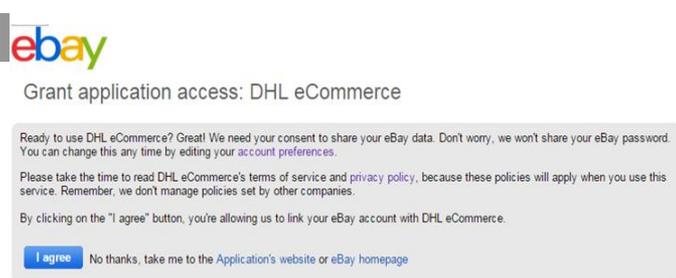


4

5



6



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

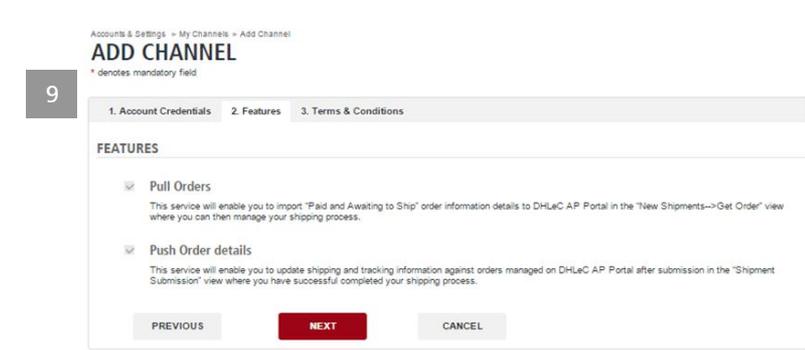
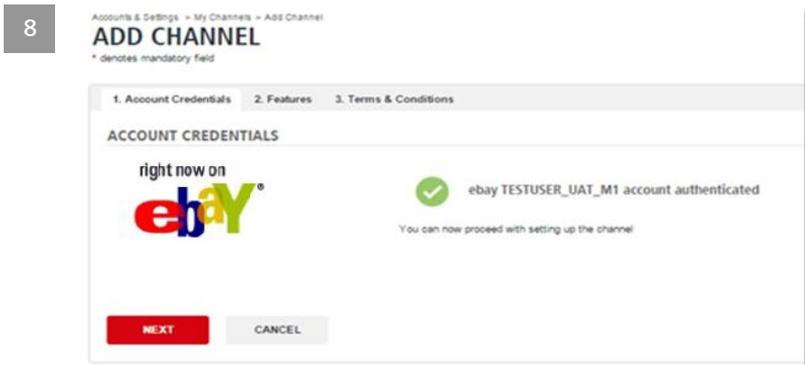
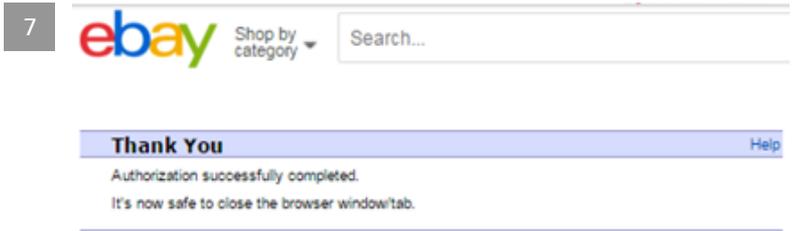
1. Select **Manage Channels**.
2. Select **EBAY** logo.
3. Enter the **eBay Merchant ID** that you wish to register in our portal.
4. Once the Merchant ID is provided, click on the **[CONFIRM CREDENTIALS]** button to proceed with eBay Merchant ID authentication.
5. Enter **eBay Merchant ID** and **Password**.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

Back

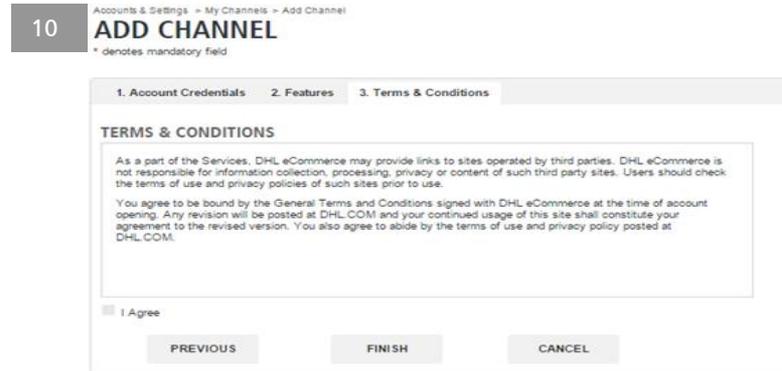
Next

CHANNEL INTEGRATION

Manage Channels - eBay

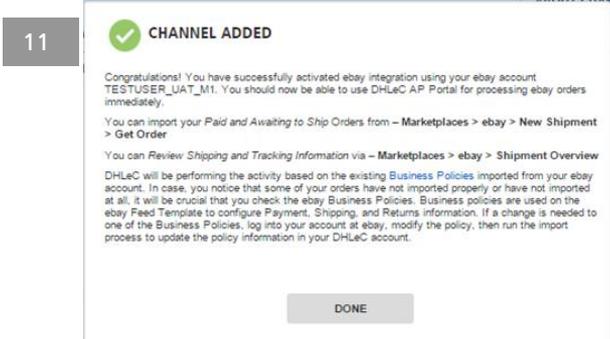


7. Close the **Thank You** window in order to return to our portal.
8. Click **[NEXT]** to proceed with **eBay Account Registration**.
9. Select features (Pull Orders from Channel and Push Tracking Details to Channel), click on **[NEXT]** button to proceed with **eBay Account Registration**. Select either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

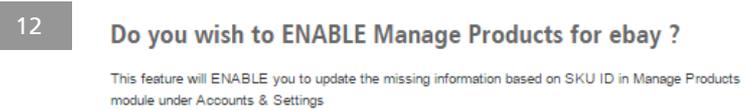


CHANNEL INTEGRATION

Manage Channels - eBay

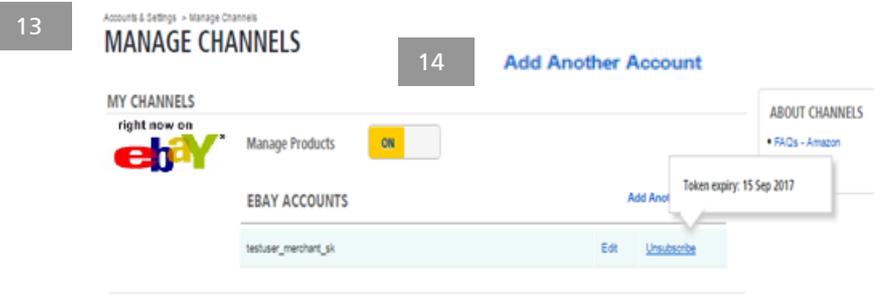


11. Click on the **[DONE]** button to complete eBay account registration in DHL eCommerce Portal. Registered eBay accounts can be viewed on the Manage Channels page.



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.

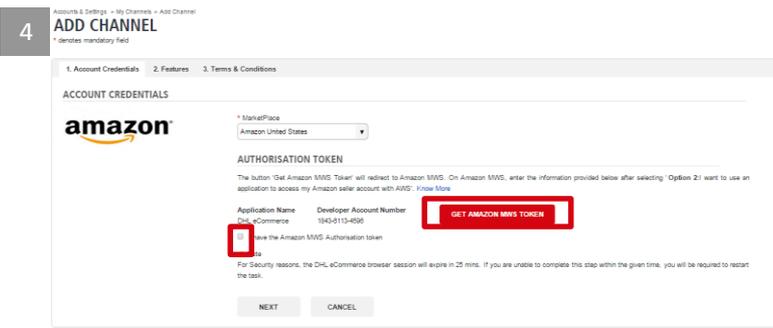
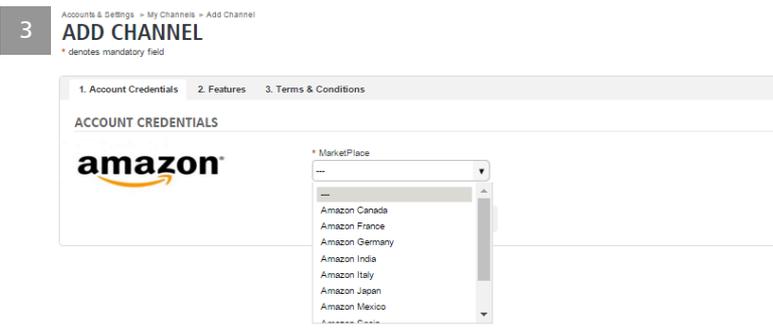
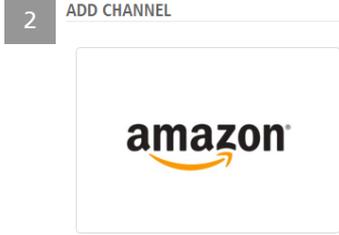
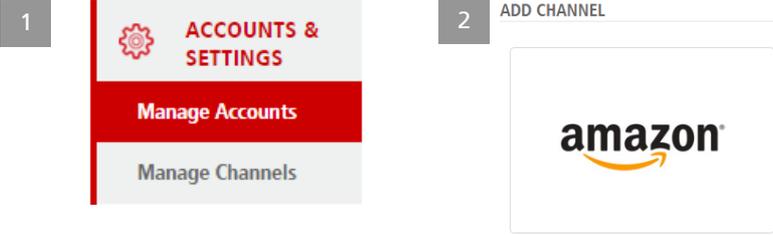


12. You can change the features selected by clicking on the **'Edit'** link and unsubscribe by clicking on the **'Unsubscribe'** link. Upon token expiry, steps 4-7 will have to be repeated to re-register the channel account.

13. To register another channel account, click on the **'Add Another Account'** link. [Max 10 accounts can be registered].

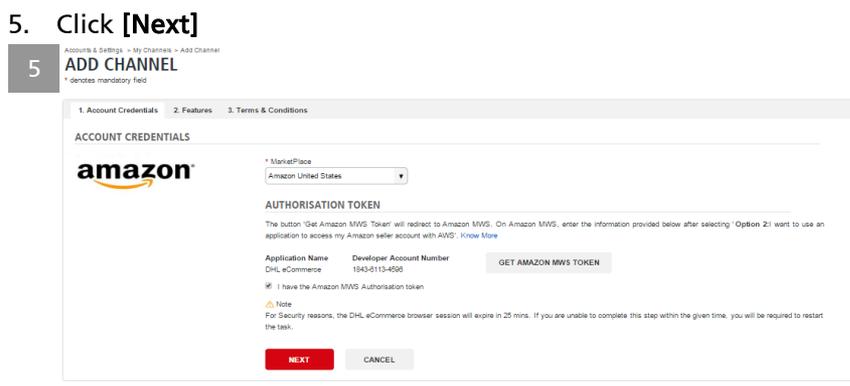
CHANNEL INTEGRATION

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"



CHANNEL INTEGRATION

Manage Channels - Amazon

6

* denotes mandatory field

1. Account Credentials 2. Features 3. Terms & Conditions

ACCOUNT CREDENTIALS



MarketPlace
Amazon United States

* Seller ID
[Empty field]

* MWS Authentication Token
[Empty field]

* Display Name
[Empty field]

Select other marketplaces to register:

Amazon Mexico
* Display Name
[Empty field]

Amazon Canada
* Display Name
[Empty field]

PREVIOUS PROCEED CANCEL

- Provide Seller ID, MWS Authentication Token, Display Name (should be unique value). And select check box(es) if you wish to register other marketplaces for the same group.
- Click on [PROCEED] when done.
- Click [NEXT] to proceed with **Amazon Account Registration**.

7

* denotes mandatory field

1. Account Credentials 2. Features 3. Terms & Conditions

ACCOUNT CREDENTIALS



MarketPlace
Amazon United States

* Seller ID
A2R5SBYBC4DSB3

* MWS Authentication Token
AKIAPW5A2Y1H1LB2BQ

* Display Name
Test US Account

Select other marketplaces to register:

Amazon Mexico
* Display Name
Test Mexico Account

Amazon Canada
* Display Name
Test Canada Account

PREVIOUS PROCEED CANCEL

8

Accounts & Settings > My Channels > Add Channel

ADD CHANNEL

* denotes mandatory field

1. Account Credentials 2. Features 3. Terms & Conditions

ACCOUNT CREDENTIALS



✓ Seller ID A2R5SBYBC4DSB3 account authenticated for marketplace Amazon United States.

✓ Seller ID A2R5SBYBC4DSB3 account authenticated for marketplace Amazon Mexico.

✓ Seller ID A2R5SBYBC4DSB3 account authenticated for marketplace Amazon Canada.

You can now proceed with setting up the channel

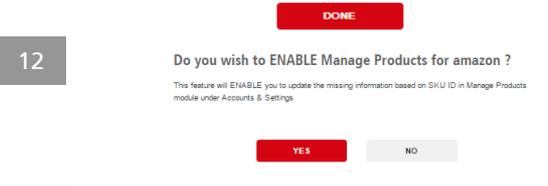
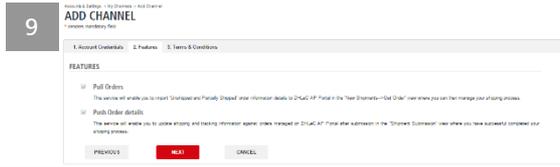
PREVIOUS NEXT CANCEL

Back

Next

CHANNEL INTEGRATION

Manage Channels - Amazon



AMAZON ACCOUNTS [Add Another Account](#)

Display Name	Country		
Test Canada Account	Canada	Edit	Unsubscribe
Test Mexico Account	Mexico	Edit	Unsubscribe
Test US Account	United States	Edit	Unsubscribe

9. 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.

10. 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.

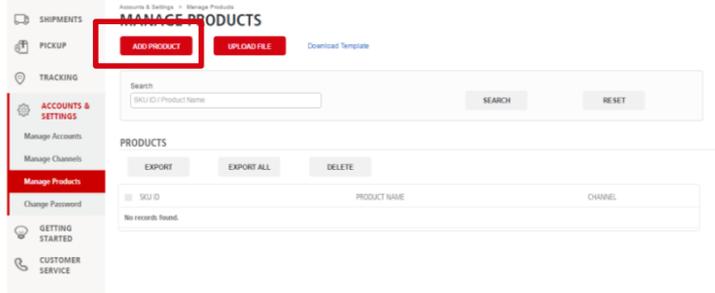
13. You can change the features selected by clicking on **'Edit'** link and unsubscribe by clicking on **'Unsubscribe'** link.

14. To register another channel account, click on **'Add Another Account'** link. [Max 20 accounts can be registered].

CHANNEL INTEGRATION

Manage Products

1



2



3



4



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 auto-update the missing information with the product SKU information maintained in our portal.

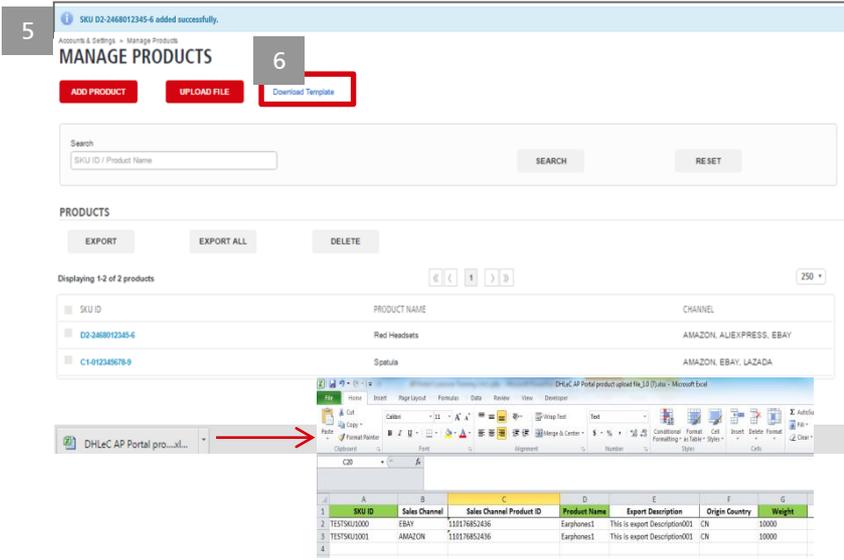
1. Select **Manage Products** in Accounts & Settings. Click on **[ADD PRODUCT]** button to add single product at a time.
2. Key in as much of your product information as possible so as to avoid any missing information required during shipment preparations. **The SKU ID in this section refers to your 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.

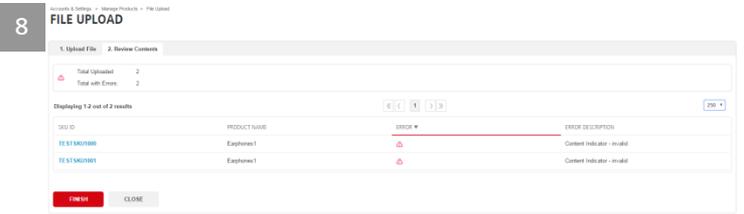
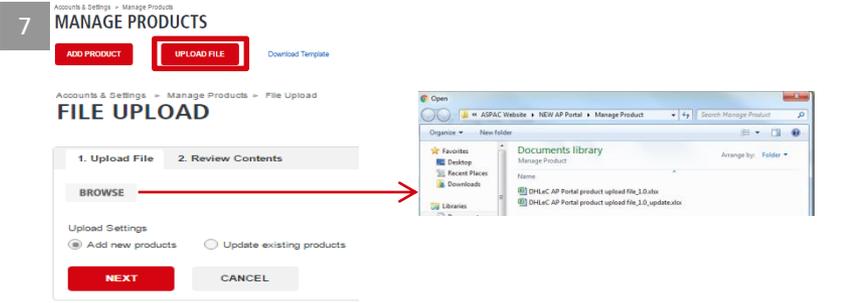
4. Click on the **[SUBMIT]** button to complete the process.

CHANNEL INTEGRATION

Manage Products

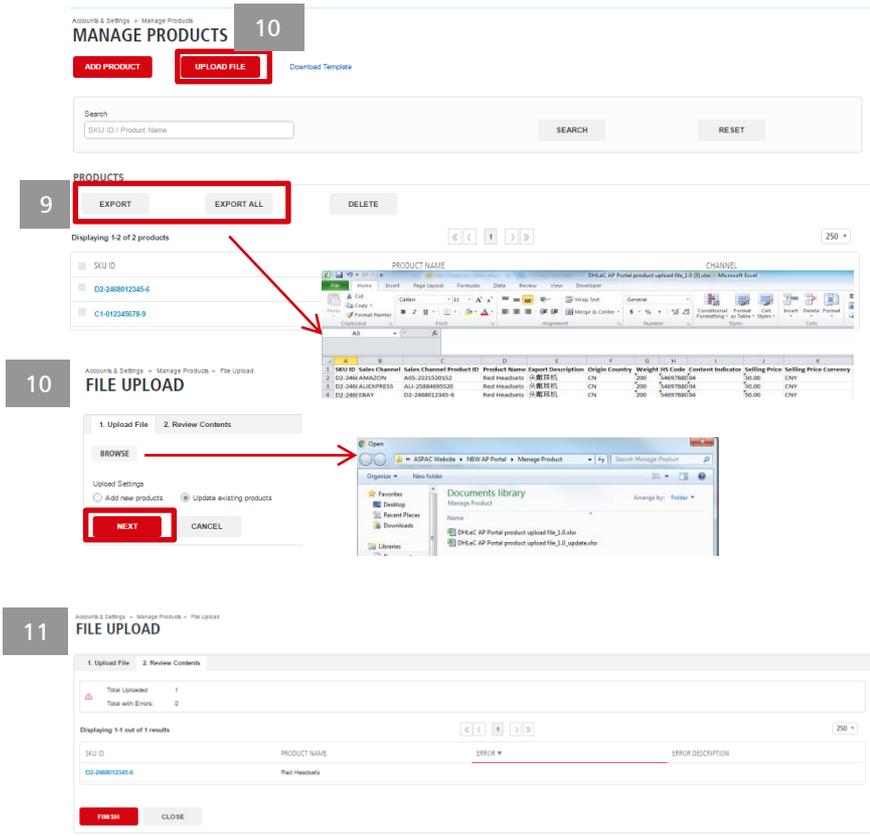


- A notification message will appear at top of the page whether a SKU ID is added successfully or not. You can also view the product IDs created or maintained in the PRODUCTS section.
- For bulk upload of product information, select **Download Template**. Open the downloaded .XLSX template (see example on left), provide product information accordingly and save it in your local folder once done.
- 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.
- 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.



CHANNEL INTEGRATION

Manage Products



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.

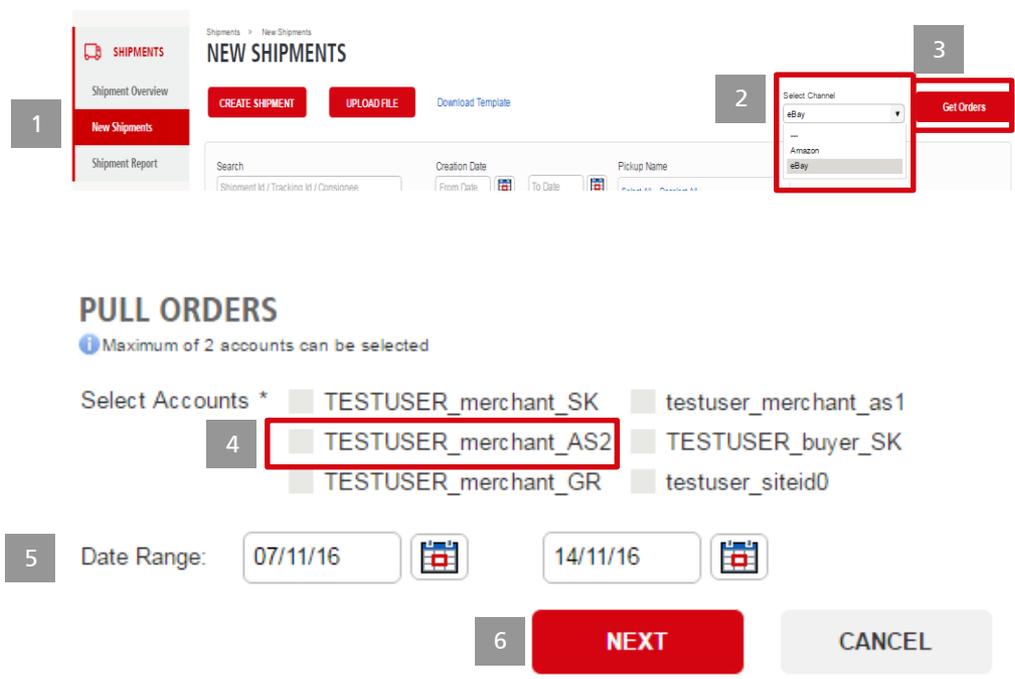
10. Click on **[UPLOAD FILE]** button, ensure that the 'Upload Settings' is set for 'Update Existing Products', then browse for the file with updated information. Double click on the selected file then click on **[NEXT]**.

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



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.

CHANNEL INTEGRATION

Pull Orders

7

REVIEW ORDERS

Total Orders Pulled : 7
Total Orders Assigned : 0

8

[Basic Search](#)

9

REVIEW ORDERS

Displaying 1-4 out of 4 results

SHIPPER ID	CHNL TRANSACTION ID	BUYER ID	DESTINATION COUNTRY	PRICE	CURRENCY	PAYMENT DATE	CHNL SHIPPING SERVICE	SKU ID	PICK-UP NAME	DHL/EC SHIPPING SERVICE
TESTUSER_mehant_SK	110177111714-27835282001	testuser_buyer_sk	US	517.0	USD	26 Apr 2016	Other	110177111714		
TESTUSER_mehant_SK	110177111714-27835281001	testuser_buyer_sk	US	517.0	USD	26 Apr 2016	Other	110177111714		
TESTUSER_mehant_SK	110177111714-27835280001	testuser_buyer_sk	US	517.0	USD	26 Apr 2016	Other	110177111714		
TESTUSER_mehant_SK	110177111714-27835290001	testuser_buyer_sk	US	517.0	USD	26 Apr 2016	Other	110177111714		

Select Pickup Account

SHA - Sold To Test 2
 Details

Select Shipping Service

- Review Orders: Summary of orders pulled is shown on the top of page.
- 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'.
- All pulled orders can be viewed in Review Orders page.

Back

Next

CHANNEL INTEGRATION

Pull Orders

10 REVIEW ORDERS

Displaying 1-4 out of 4 results

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-rohand_SK	110177111714-27835282001	testuser_buyer_s	US	517.0	USD	28 Apr 2018	Other	110177111714	SHA Sold To Test 2	GM Packet Standard
TESTUSER_me-rohand_SK	110177111714-27835281001	testuser_buyer_s	US	517.0	USD	28 Apr 2018	Other	110177111714		
TESTUSER_me-rohand_SK	110177111714-27835280001	testuser_buyer_s	US	517.0	USD	28 Apr 2018	Other	110177111714		
TESTUSER_me-rohand_SK	110177111714-27835289001	testuser_buyer_s	US	517.0	USD	28 Apr 2018	Other	110177111714		

11 Select Pickup Account: SHA Sold To Test 2
 Select Shipping Service: GM Packet Standard
 Assign

13 NEXT CANCEL

14 FILE UPLOAD

1. Upload File 2. Review Contents

Total Uploaded (Max: 1000): 1
 Total with Errors: 0
 Total Picked: 0
 Total Ready for Printing: 1

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR	ERROR DESCRIPTION
SHA Sold To Test 2	EBAY	11017711171427835282001	GM Packet Standard	Test User		

PRINT NOW PRINT ALL LATER CANCEL

- Review Orders: Select 1 or more orders in table.
- Select Pick-up account, Shipping Service from dropdown. Click on **[Assign]** button.
- 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.
- Once done, click on **[NEXT]** button.
- 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.
- Click on **SHIPMENT ORDER ID** to update or rectify any errors.

Displaying 1-1 out of 1 results

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR DESCRIPTION
SHA Sold To Test 2	EBAY	11017711171427835281001	GM Packet Standard	Test User	Please enter Shipment Weight. Please enter Shipment Weight

PRINT NOW PRINT ALL LATER CANCEL

CHANNEL INTEGRATION

Pull Orders

16 Please enter Shipment Weight

EDIT SHIPMENT

* Pick-up No: SHA Sold To Test 2-5240100097
 * Shipping Service: GM Packet Standard (PKD)
 * Destination Country: United States of America (US)
 Shipment Order ID: 11017711171427835281001
 Sales Channel: EBAY

17

SHIPMENT DETAILS

* Shipment Weight (g): 100
 * Shipment Description: Clothing, Shoes & Accessories
 Remarks:
 Length (cm): Width (cm): Height (cm):

SHIPPER DETAILS

Use Default: OFF

* Shipper Name: SHA Sold To Test 2
 * City: Shanghai
 Company: SHA Sold To Test 2
 * Address Line 1: SHA Sold To Test 2
 State:
 Phone Number:
 Address Line 2: SHA Sold To Test 2
 Postal Code: 123456
 Email Address:
 Address Line 3: SHA Sold To Test 2
 * Shipper Country: China (CN)

18

SAVE CANCEL

19

1. Upload File 2. Review Contents

Total Uploaded (Max: 1000):	1
Total with Errors:	0
Total Printed:	0
Total Ready for Printing:	1

- 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.

Back

Next

CHANNEL INTEGRATION

Print Labels

20

Shipments > New Shipments > File Upload

FILE UPLOAD

1. Upload File | 2. Review Contents

Total Uploaded (Max: 1000): 1
 Total with Errors: 0
 Total Printed: 0
 Total Ready for Printing: 1

Displaying 1-1 out of 1 results

PICK-UP NAME	SALES CHANNEL	SHIPMENT ORDER ID	SHIPPING SERVICE	CONSIGNEE NAME	ERROR	ERROR DESCRIPTION
<input checked="" type="checkbox"/>	SHA Sold To Test 2	AMAZON	203382869097943	GM Packet Standard	DHL Express	

21 **PRINT NOW** **PRINT ALL LATER** CANCEL

22

PRINTER TYPE

Document Printer
 Label Printer

PRINT CANCEL

23

Shipment ID: 1101771137143785232001

Remarks:

CUSTOMS DECLARATION CN22 Postal Administration (May be opened officially) Important!		PKD	PRIORITAIRE En cas de non-remise, prière de retourner à l'expéditeur 98243 Niagaraville ALLEMAGNE
<input type="checkbox"/> Gift <input type="checkbox"/> Printed Matter	<input type="checkbox"/> Sample <input checked="" type="checkbox"/> Others (Tick as appropriate)		
Detailed description of contents Clothing, Shoes & Accessories, Men's Clothing		Value USD 517.0	
Origin Country US	Total Weight (G) 100.0	Total Value USD 517.0	

I, hereby undersigned whose name and address are given on the item certify that the particulars given in the declaration are correct and that this item does not contain any dangerous articles or articles prohibited by legislation or by postal or customs regulations.

Date and Senders Signature
SHA Sold To Test 2 28-04-2018

Test User address
city WA
98102
United States of America

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

Back

Next

CHANNEL INTEGRATION

Submit Shipment

SHIPMENT SUBMISSION

* denotes mandatory field

SHIPMENT SUBMISSION DETAILS

Displaying 1-1 of 1 results

SHIPMENT ID	CREATION DATE	CONSIGNEE	DESTINATION COUNTRY	SHIPPING SERVICE	SALES CHANNEL	WEIGHT(G)
HKLMC11018566893328370312001	11 Jan 2017	My Name	United States of America	GM Packet Plus Standard	EBAY	300

PICK-UP ACCOUNT	NUMBER OF SHIPMENTS SELECTED	TOTAL WEIGHT(KG)	*HANDOVER OPTION	DHL EXPRESS AWB
Thrid Pickup for 520022-5329002 pick a road, Hong Kong,HK,Hong Kong	1	24	<div style="border: 2px solid red; padding: 2px;"> <input type="radio"/> PICK-UP <input checked="" type="radio"/> DROP-OFF </div>	--

25

Email notification

26

27

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 [here](#) 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). [Click here to view the sample email.](#)

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 [here](#) to learn about China, Malaysia, and Thailand pickup
 Click [here](#) to learn about India pickup
 Click [here](#) to learn about Australia pickup

CHANNEL INTEGRATION

Push Tracking Details

eBay Screen

SureshItemTestupdateS2 (110177111714) \$500.00 04/26/16 ✓ \$ Buy It Now or Best Offer Leave feedback More actions

testuser_buyer_sk (500 ☆) 0.0%

Test User (Contact Member) + \$17.00 shipping

Buyer Zip: 88102

Tracking number: **11017711171427835282001 [Add/Edit]**

Watch Count: 0

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.

Amazon Screen

Package 1 - Shipped 28 April 2016 DHL eCommerce [Print package packing slip](#) [Edit shipment](#)

Product Details	Item Quantity Included
<p>BX-OZ8A-FD35</p> <p>Quantity: 1</p> <p>SKU: LV-7HMS-FWM7</p> <p>ASIN: B01DWS6A96</p> <p>Listing ID: 0406QTI1PQQ</p> <p>Order Item ID: 20370511432715</p> <p>Condition: New</p> <p>Comments: This is a new product</p>	1

Shipping Details

Dispatch Date: 28 Apr 2016	Carrier: DHL eCommerce	Delivery Service: None entered	Tracking ID: HKSLM20393828669057943
----------------------------	------------------------	--------------------------------	--

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



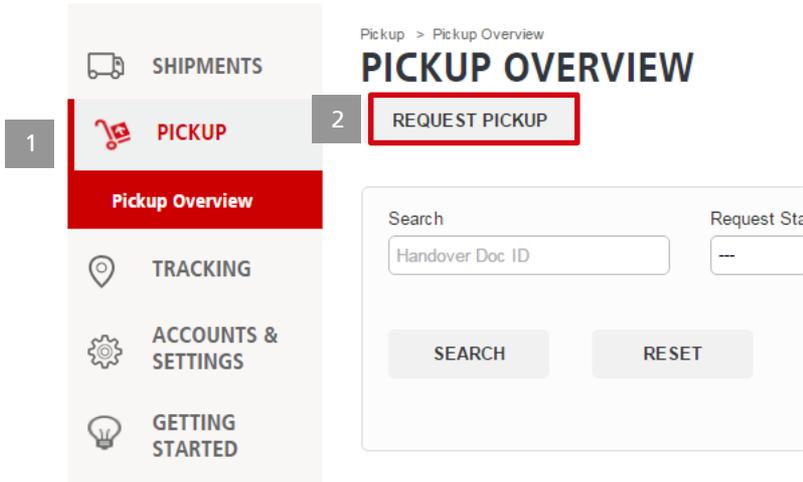
PICKUP

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

- A. Request Pickup**
Steps on requesting pickup
- B. Request Pickup Page (China, Malaysia, Thailand, and Singapore)**
Pickup page for China, Malaysia, Thailand, Singapore pickup account
- C. Request Pickup Page (India)**
Pickup page for India pickup account
- D. Request Pickup Page (Australia)**
Pickup page for Australia pickup account
- E. Pickup Request Overview Page**
Overview of the pickup

Next

REQUEST PICKUP



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

REQUEST PICKUP

China, Malaysia, Thailand, Singapore

3a Pickup > Pickup Overview > Request Pickup

REQUEST PICKUP

* denotes mandatory field

*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	×

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.

REQUEST PICKUP

India

3b

Pickup > Pickup Overview > Request Pickup

REQUEST PICKUP

* denotes mandatory field

*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	✕

ADD PICKUP REQUEST

PICKUP REQUEST

CANCEL

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.

Back

Next

REQUEST PICKUP

Australia

3c Pickup > Pickup Overview > Request Pickup

REQUEST PICKUP

* denotes mandatory field

*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	×

ADD PICKUP REQUEST

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

Print Labels

5 Pickup created successfully

Pickup Overview
PICKUP OVERVIEW

REQUEST PICKUP

Search Request Status Pickup Date Pickup Name

Handover Doc ID -- From Date To Date Select All Deselect All

TEST6 CUSTOMER
+ Details
SHK Sold To Test 2
+ Details

SEARCH RESET

MY PICKUP

PRINT LABELS RE-SUBMIT PICKUP REFRESH STATUS

Displaying 1-28 out of 28 results

PICKUP NAME	HANDOVER ID	NUMBER OF BAG	TOTAL WEIGHT (K G)	REQUESTED DATE	PICKUP DATE	REQUEST STATUS	STATUS DESCRIPTION
SHK Sold To Test 2	8555556666	2	0.60	22 Apr 2016		SUBMITTED	
SHK Sold To Test 2	8555556245	20	2000.00	19 Apr 2016	19 Apr 2016	CONFIRMED	Labels ready for Printing 910000005416, 91000005448[more...]

- To print your pickup labels, highlight the appropriate CONFIRMED pickup and select the [PRINT LABEL] button.
- 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 re-download the packet list and this will show the BlueDart bag ID on the Shipping Label at the bottom of the document.

Packet List # 4593367363

Test Account

PACKET LIST

SHIPPING LABEL

Date: 04-Oct-2017 08:49:32
GSTIN: gasn001
IEC#: iec001
Account ID: 5899899510

Shipper Address:
Test Account,
address1address1test1address1address1 Sector - 28,
s1test1ad, 110075,
address1test2address1test2address1test2address1 New Delhi,
400099,
Andheri (E), Mumbai,
13,
India.
Phone: 7506268421

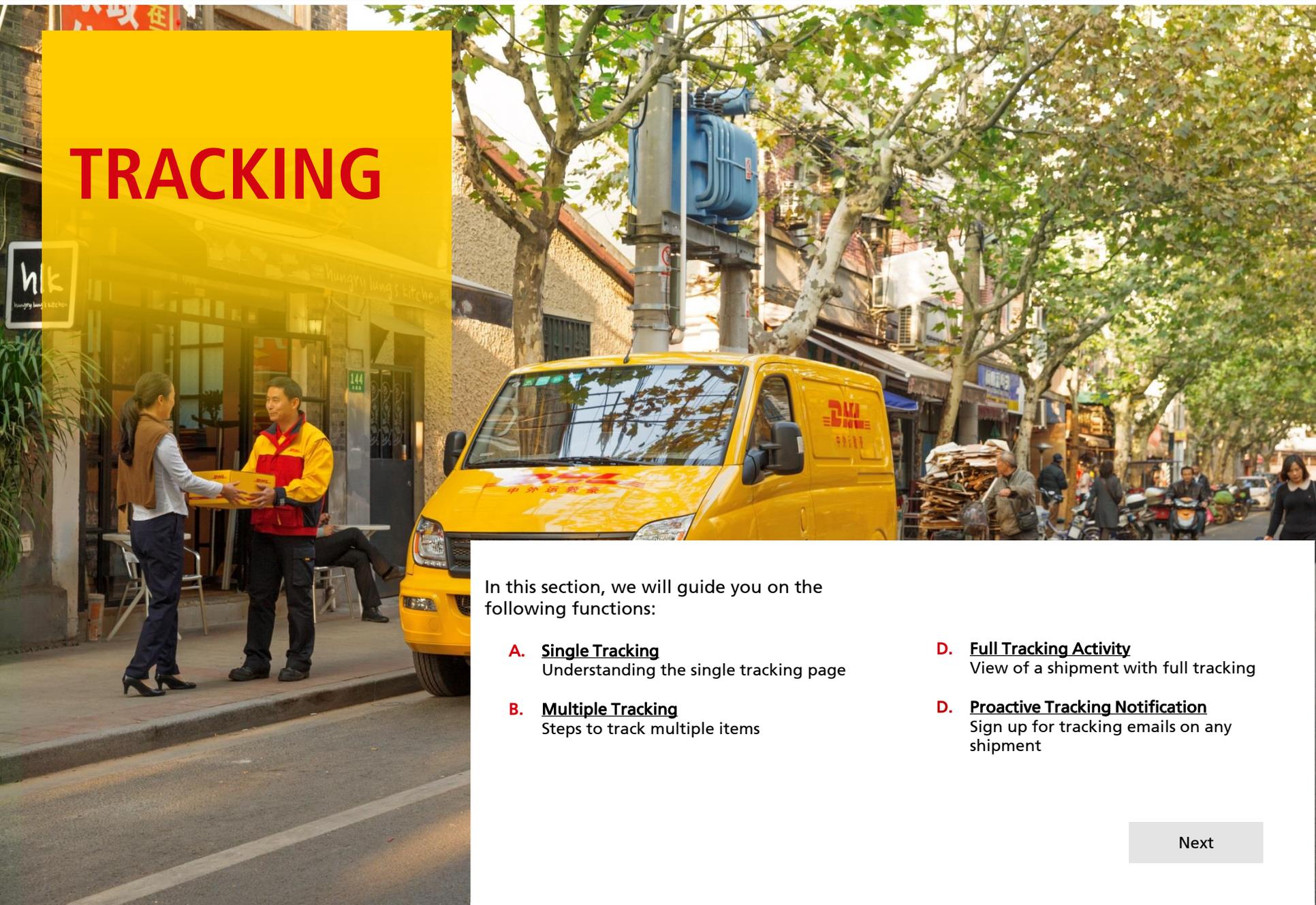
DHLac Terminal Address:
Plot No. 88, 89, 90 & 91, Bannoli, Dwaraka,

Handover Note:
89665590138

Barcode: [Barcode]

BLUE DART
DIART APEX (Prepaid)
Barcode: [Barcode]
69501005700

TRACKING



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

- A. Single Tracking**
Understanding the single tracking page
- B. Multiple Tracking**
Steps to track multiple items
- D. Full Tracking Activity**
View of a shipment with full tracking
- D. Proactive Tracking Notification**
Sign up for tracking emails on any shipment

TRACKING

- TRACKING**
- ACCOUNTS & SETTINGS
- GETTING STARTED
- CUSTOMER SERVICE

Single Tracking

Multiple 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.

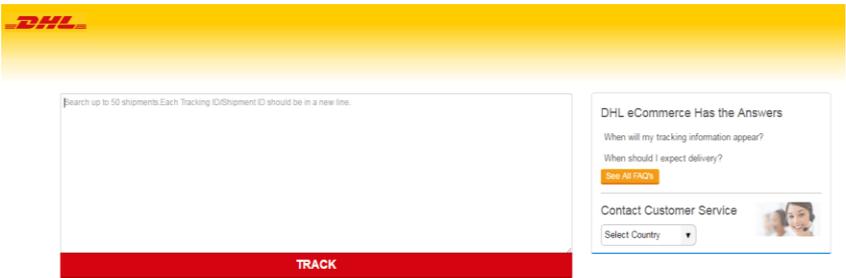
Internal Tracking

- 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/>



Back

Next

SINGLE TRACKING

Activity

Dec 01, 2015

01:24 PM MT

Logan, US | Item Successfully Delivered

Click [here](#) to enlarge and see full tracking activity

TRACK INQUIRY

Shipment ID
AU1490780963038

Tracking ID
1234567891

Shipping Service
GM Packet Standard (PKD)

Shipped From Terminal
C/O DHL Express India Pvt Ltd
40 Okhla Industrial Estate,
Phase III,
New Delhi, 110020,
India

Weight (g)
10

Currency
United States of America - USD

SVP
5.09

COD
10

NOTICE OF POSTING

Contents

ITEM CODE	QTY	UNIT PRICE	HS CODE
SKU111	1	23	1234567891

[More...](#)



DHL eCommerce Network & Operations

NOTICE OF POSTING

Customer Name Test India Pickup **Tracking ID** 1234567891

Consignee Name ConsigneeName **Date of Receipt** 29/03/2017

Consignee Address ConsigneeAddress1,
ConsigneeAddress2,
ConsigneeAddress3, ConsigneeCity,
Consignee_state, Hong Kong, 927008

Total Item (PC) 1

Total Item Wt (G) 10

Shipment ID AU1490780963038

This notice has been sent to you by DHL eCommerce to notify you that the above item(s) has been processed by DHL eCommerce and it will be dispatched from the mail terminal within 24 hours from Date of Receipt.

This is a computer-generated letter and no signature is required.

NEWS FEED

Americas | Asia-Pacific | Europe | National Holidays

01 Jun 2017 [Airport in Tucumán to Close for Maintenance Work](#)

30 May 2017 [Weather-Related Flight Disruptions in Toronto](#)

30 May 2017 [Flight Disruptions in the Northeast of the US](#)

25 May 2017 [Weather-Related Flight Cancellations in the US](#)

« < 1 2 > »

[Retrieve Archived Data](#)

Last Updated On: 31 May 2017

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.

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MULTIPLE TRACKING

1

```

CNY720000008
CNY720000009
CNY420000003
CNY720000006
CNY520000009
CNY520000010
CNY420000003
            
```

2 TRACK

3 We've found 6 mail items

✓	CNY720000008 SUBMITTED Fri, April 22, 2016 at 03:12 AM EDT Shanghai, CN	From: DHL SQUAD TO TEST 2 (DHL SQUAD TO TEST 2, SHANGHAI, CHINA, CN) To: [REDACTED] RECEIVED STATES OF AMERICA	<div style="border: 1px solid gray; padding: 2px;"> TRACK </div> <div style="border: 2px solid red; padding: 5px; margin-top: 5px;"> DHL eCommerce Has the Answers When will my tracking information appear? When should I expect delivery? How to ship Contact Customer Service Select Country </div>
✓	CNY720000009 SUBMITTED Fri, April 22, 2016 at 03:12 AM EDT Shanghai, CN	From: DHL SQUAD TO TEST 2 (DHL SQUAD TO TEST 2, SHANGHAI, CHINA, CN) To: [REDACTED] RECEIVED STATES OF AMERICA	
✓	CNY420000003 Electronic Notification Received Tue, April 19, 2016 at 05:16 AM EDT CN	From: DHL SQUAD TO TEST 2 (DHL SQUAD TO TEST 2, SHANGHAI, CHINA, CN) To: [REDACTED] RECEIVED STATES OF AMERICA	4
✓	CNY720000005 SUBMITTED Fri, April 22, 2016 at 03:00 AM EDT Shanghai, CN	From: DHL SQUAD TO TEST 2 (DHL SQUAD TO TEST 2, SHANGHAI, CHINA, CN) To: [REDACTED] RECEIVED STATES OF AMERICA	
✓	CNY520000009 Departed Origin Facility Sun, April 24, 2016 at 03:00 AM EDT Shanghai, CN	From: DHL SQUAD TO TEST 2 (DHL SQUAD TO TEST 2, SHANGHAI, CHINA, CN) To: [REDACTED] RECEIVED STATES OF AMERICA	
✓	CNY520000010 Departed Origin Facility Sun, April 24, 2016 at 03:00 AM EDT Shanghai, CN	From: DHL SQUAD TO TEST 2 (DHL SQUAD TO TEST 2, SHANGHAI, CHINA, CN) To: [REDACTED] RECEIVED STATES OF AMERICA	

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

From: SHIPPER NAME
 123 MAIN STREET
 SYDNEY
 NSW

To: CONSIGNEE
 123 MAIN STREET
 LOGAN
 UT
 UNITED STATES OF AMERICA
 84321
 (001) 55 555 5555

Activity

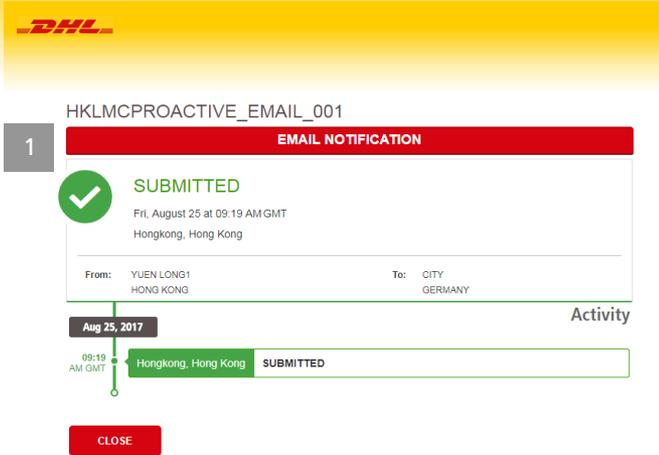
- Dec 01, 2015**
- 01:24 PM MT Logan, US Item Successfully Delivered
- 08:02 AM MT Logan, US Out for Delivery
- 07:52 AM MT Logan, US Processing at Facility
- 04:53 AM MT Logan, US Arrival at Destination
- 03:38 AM MT Logan, US Arrival at Destination Country
- Nov 25, 2015**
- 09:04 PM ET Hebron, US Departed from Facility
- 01:59 PM ET Hebron, US Processing at Facility
- 12:45 PM ET Hebron, US Arrival at Facility
- Nov 24, 2015**
- 04:27 PM ET Hebron, US Customs Release
- Nov 20, 2015**
- 05:28 PM LT Hong Kong, HK Departed Origin Facility
- 03:21 PM LT Hong Kong, HK Processing at Facility
- Nov 19, 2015**
- 03:18 PM LT Hong Kong, HK Arrival at Facility
- Nov 15, 2015**
- 05:01 PM MYT Hangzhou, CN SUBMITTED

CLOSE

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Next

EMAIL NOTIFICATIONS



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

Email Notification for
 HKLMCPROACTIVE_EMAIL_001
 (* Please note, no email notification will be triggered after the shipment is Delivered)

2 From Name

To Email Address
 Maximum 5 email addresses and separate multiple addresses with a comma

3 **SIGN UP** CANCEL

4 You have successfully CLOSED to receive email updates! (* Please note, no email notification will be triggered after the shipment is Delivered)

NOTE
 Each email sent will contain a link to unsubscribe



REPORTS

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

- A. Reports**
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

1

SHIPMENTS

- Shipment Overview
- New Shipments
- Shipment Report**

2

Shipments > Shipment Report

SHIPMENT REPORT

AD-HOC REPORT

Report Name:

Pick-up Location:

Handover Doc ID: Date Range:

Shipping Service:

Report Format:

Country:

3

GENERATE REPORT

4

Shipment Status

--

- Electronic Notification Received
- Arrival at DHLcC Facility
- Held for Customs Clearance
- Arrival at Destination Country
- Item Successfully Delivered

6

Test Report.csv - Microsoft Excel

	A	B	C	D	L	M	N	O	P	Q	R	W	X	Y	Z	AA
7	ABC	5240199997	SHA Sold To Test	5240199997	P154398222160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	
8	ABC	5240199997	SHA Sold To Test	5240199997	P131722614160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	
9	ABC	5240199997	SHA Sold To Test	5240199997	P129021843160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	
10	ABC	5240199997	SHA Sold To Test	5240199997	P17794695160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	
11	ABC	5240199997	SHA Sold To Test	5240199997	P163998225160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	
12	ABC	5240199997	SHA Sold To Test	5240199997	P168013437160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	
13	ABC	5240199997	SHA Sold To Test	5240199997	P156588662160411	100	100	0	0	Apparel	MARY ANNA	Electronic Notification Receive	12/4/2016	2:45:53	China	

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.
4. Select specific **Shipment Status** from the drop down if needed.
5. Click on **[GENERATE REPORT]** to download report in the selected format.
6. See sample report on left.

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Next

ADVANCED REPORT

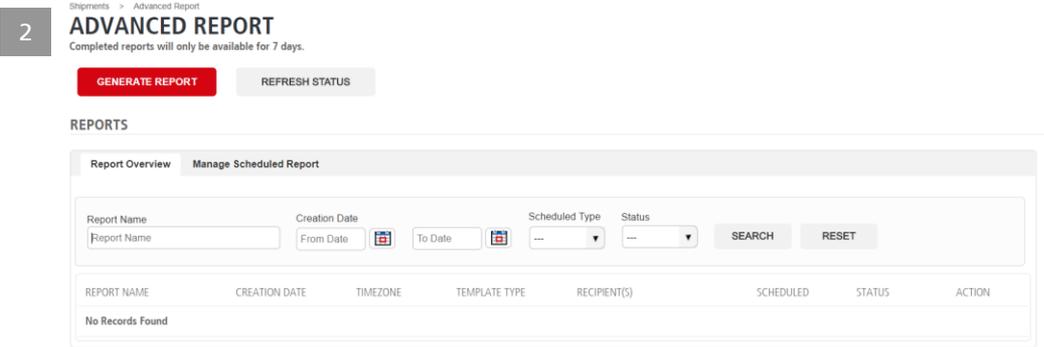


The **Advanced Report** feature allows you to generate more detailed reports than the **Shipment Report**. Besides allowing the user to generate a comprehensive report, additional features include:

- 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



ADVANCED REPORT

One Time Reports

Shipments > Advanced Report > Generate Report

GENERATE REPORT

* denotes mandatory field

3 * Report Name (Please do not use special characters: * ; ' " < > ? / *)

5 * Report Generation Type

4 * To Email Address(es)
Maximum 10 email addresses and separate multiple addresses with a comma

6 * Report Period

From Date

To Date

7 * Report Timezone

8 REPORT FILTER(S)

FIELD	VALUE
No additional filter.	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> ADD FILTER </div> <ul style="list-style-type: none"> Handover ID Pickup Location Country Shipping Service Shipment Status 	

3. Provide a name for your report.
4. 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 22nd of March, then data in the report will be shipments created from 12.00am to 11.59pm on the 22nd 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.

ADVANCED REPORT

One Time Reports

REPORT SETTINGS

9 * Report Format
 CSV

10 * Report Type

- All Item Details
- Shipment Not Tendered Report
- Shipment Weight Discrepancy Report
- Returned Shipments Report
- Cash On Delivery Collection Report
- Failed Delivery Report
- Attempted Delivery Report

11 * My Report Elements

- Soldto Account#
- Pickup Name
- Pickup Account#
- Submission Date
- Manifested Date
- Shipping Service
- Consignee Country
- Handover ID
- Shipment ID
- Tracking ID
- DHL eCommerce#
- Provided Weight (g)
- Actual Weight (g)
- Total Declared Value
- Consignee Name
- Last Status Description

Available Report Elements

- Billing Reference 1
- Billing Reference 2
- COD Amount
- COD Currency
- Consignee Address
- Consignee City
- Consignee Company
- Consignee Email
- Consignee Mobile
- Consignee Phone
- Consignee Postal Code
- Consignee State
- Customer Name
- Delivery Option
- Delivery Reference (DHLGM internal ID)
- GST Invoice date

12

CREATE REPORT | **SAVE AS FAVORITE** | CANCEL

- Select the **report format** you would like to generate. Currently the system supports **.CSV**, **.XLS**, and **.XLSX** file type generation.
- 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.
- 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.
- 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

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.

Shipments > Advanced Report > Generate Report

GENERATE REPORT

* denotes mandatory field

1 * Report Name (Please do not use special characters: * : ; ' " < > ? / ")

3 * Report Generation Type

2 * To Email Address(es)
Maximum 10 email addresses and separate multiple addresses with a comma

4 * Scheduled Type

5 * Report Timezone 🌐

ADVANCED REPORT

Scheduled Reports

6 REPORT FILTER(S)

FIELD	VALUE
Handover ID	

ADD FILTER LOGIC ▼

- Pickup Location
- Country
- Shipping Service
- Shipment Status

7 REPORT SETTINGS

* Report Format

8 * Report Type

- All Item Details
- Shipment Not Tentered Report
- Shipment Weight Discrepancy Report
- Returned Shipments Report
- Cash On Delivery Collection Report
- Failed Delivery Report
- Attempted Delivery Report
- Favorite All Item Details

9 * My Report Elements

- Soldto Account#
- Pickup Name
- Pickup Account#
- Submission Date
- Manifested Date
- Shipping Service
- Consignee Country
- Handover ID
- Shipment ID
- Tracking ID
- DHL eCommerce#
- Provided Weight (g)
- Actual Weight (g)
- Total Declared Value
- Consignee Name
- Last Status Description

10 Available Report Elements

- COD Amount
- COD Currency
- Consignee Address
- Consignee City
- Consignee Company
- Consignee Email
- Consignee Mobile
- Consignee Phone
- Consignee Postal Code
- Consignee State
- Customer Name
- Delivery Reference (DHLGDM internal ID)
- Last Status City
- Sales Channel
- Shipment 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 type.**
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

Shipments > Advanced Report

ADVANCED REPORT

Completed reports will only be available for 7 days.

GENERATE REPORT | **REFRESH STATUS**

REPORTS

1 **Report Overview** | Manage Scheduled Report

Report Name: From Date: To Date: Scheduled Type: Status: **SEARCH** **RESET**

Displaying 1-1 out of 1 results

REPORT NAME	CREATION DATE	TIMEZONE	TEMPLATE TYPE	RECIPIENT(S)	SCHEDULED	STATUS	ACTION
test	10 Apr 2018	GMT +07:00	All Item Details	test@test.com	NO	COMPLETED	Share

1. 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.
4. 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.

4 **SHARE REPORT**

* denotes mandatory field

* From Name:

* To Email Address(es):

Custom Subject:

Custom Message:

SHARE | **CANCEL**

ADVANCED REPORT

Manage Scheduled Report

Shipments > Advanced Report

ADVANCED REPORT

Completed reports will only be available for 7 days.

GENERATE REPORT

REPORTS

1

Report Overview | **Manage Scheduled Report**

2

DELETE

REPORT NAME	SCHEDULED TYPE	TEMPLATE TYPE	NEXT SCHEDULED DATE	TIMEZONE	FORMAT	RECIPIENTS
test report	Daily	All Item Details	11 Apr 2018	GMT +07:00	CSV	test@test.com

3

4 **EDIT SCHEDULED REPORT**

* Report Name

* To Email Address(es)

Maximum 10 email addresses and separate multiple addresses with a comma

UPDATE | CANCEL

1. 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.
4. 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

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)

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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)

Shipment ID: 

Remarks:

COMMERCIAL INVOICE May be opened officially **PKD**

Documents Commercial Sample
 Gift Other

Detailed Description of Contents	Weight	Qty	Value	Origin
Shirt (red)	1	1	41.45	CN
Total	200.0 G		USD 10.0	

I, the undersigned, whose name and address are given on this form, certify that the particulars given in the declaration are correct and that this form does not contain any dangerous articles prohibited by legislation or by customs regulations.

Date and Senders Signature: **AND** 17-02-2016 **New York EH**

Shipment ID: 

Remarks: use black box

COMMERCIAL INVOICE May be opened officially **PLD**

Documents Commercial Sample
 Gift Other

Detailed Description of Contents	Weight	Qty	Value	Origin
Shirt (red)	1	1	41.45	CN
Total	100.0 G		EUR 41.45	

I, the undersigned, whose name and address are given on this form, certify that the particulars given in the declaration are correct and that this form does not contain any dangerous articles prohibited by legislation or by customs regulations.

Date and Senders Signature: **AND** 17-02-2016 **ANDY LORELIE VIALE EUROPA 22 12345 Rome IT**

Shipment ID: 

Remarks:

COMMERCIAL INVOICE May be opened officially **PKD**

Documents Commercial Sample
 Gift Other

Detailed Description of Contents	Weight	Qty	Value	Origin
Shirt (red)	1	1	41.45	CN
Total	200.0 G		USD 10.0	

I, the undersigned, whose name and address are given on this form, certify that the particulars given in the declaration are correct and that this form does not contain any dangerous articles prohibited by legislation or by customs regulations.

Date and Senders Signature: **AND** 17-02-2016 **New York ZM**

Shipment ID: 

Remarks:

CUSTOMS DECLARATION **CN22** Postal Administration (May be opened officially) Import/Export **PKD**

Gift Sample
 Printed Matter Other (Tick as appropriate)

Detailed description of contents		Value
Tea		EUR 24.2
Origin Country	Total Weight (kg)	Total Value
AU	100.0	EUR 100.0

I hereby undertake whose name and address are given on this form, to certify that the particulars given in the declaration are correct and that this form does not contain any dangerous articles or articles prohibited by legislation or by postal or customs regulations.

Date and Senders Signature: **AND** 17-02-2016 **MARY ANNA MEMORY-LANE 1 22345 Bad Oeyenhausen DE**

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"

Shipment ID: 

Remarks: use black box

COMMERCIAL INVOICE May be opened officially **PLD**

Documents Commercial Sample
 Gift Other

Detailed Description of Contents	Weight	Qty	Value	Origin
Shirt (red)		1	41.45	CN
Total	100.0 G		EUR 41.45	

I, the undersigned, whose name and address are given on this form, certify that the particulars given in the declaration are correct and that this form does not contain any dangerous articles prohibited by legislation or by customs regulations.

Date and Senders Signature: **AND** 17-02-2016 **ANDY LORELIE VIALE EUROPA 22 12345 Rome IT**

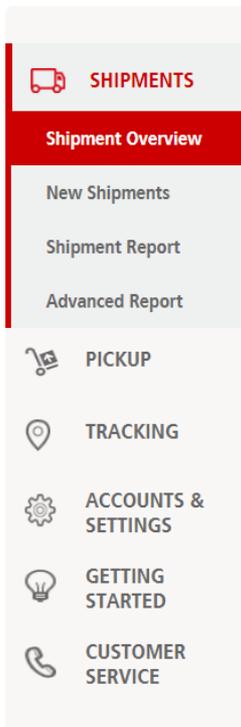
DIFFERENT USER ACCESS

There are four different types of users:

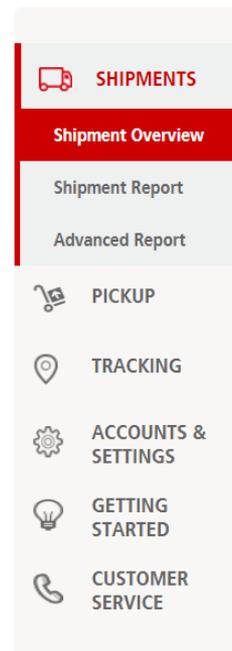
- eShipping Super User
- eShipping Supervisor
- eShipping User
- eShipping Tracking & Reporting
- eShipping Finance User

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.



Navigation menu seen by eShipping Super User, Supervisor, & User.



Navigation menu seen by Tracking & Reporting and eFinance User, they will not see 'New Shipments' on the menu.

Sample Pro-active Email Received By Consignee During Shipment Submission

