



myDHLFreight

User Manual

V1.4

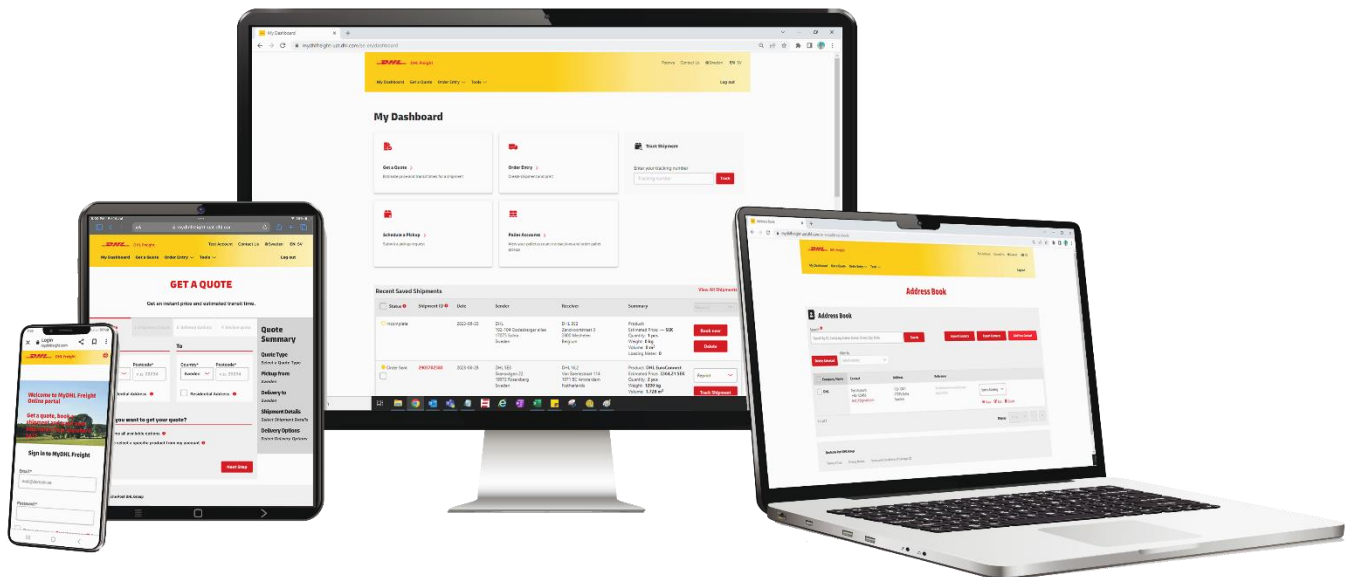


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INTRODUCTION TO MYDHLFREIGHT

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

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

The following information are the minimum requirement for a smooth registration:

- Company name and address
- DHL customer account (please provide your local DHL Freight Invoice ID)
- Your contact (incl. email and phone no.)

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

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

1. Registration Page

To create your profile on myDHLFreight, please follow the link below

Link: [myDHLFreight - Registration](#)

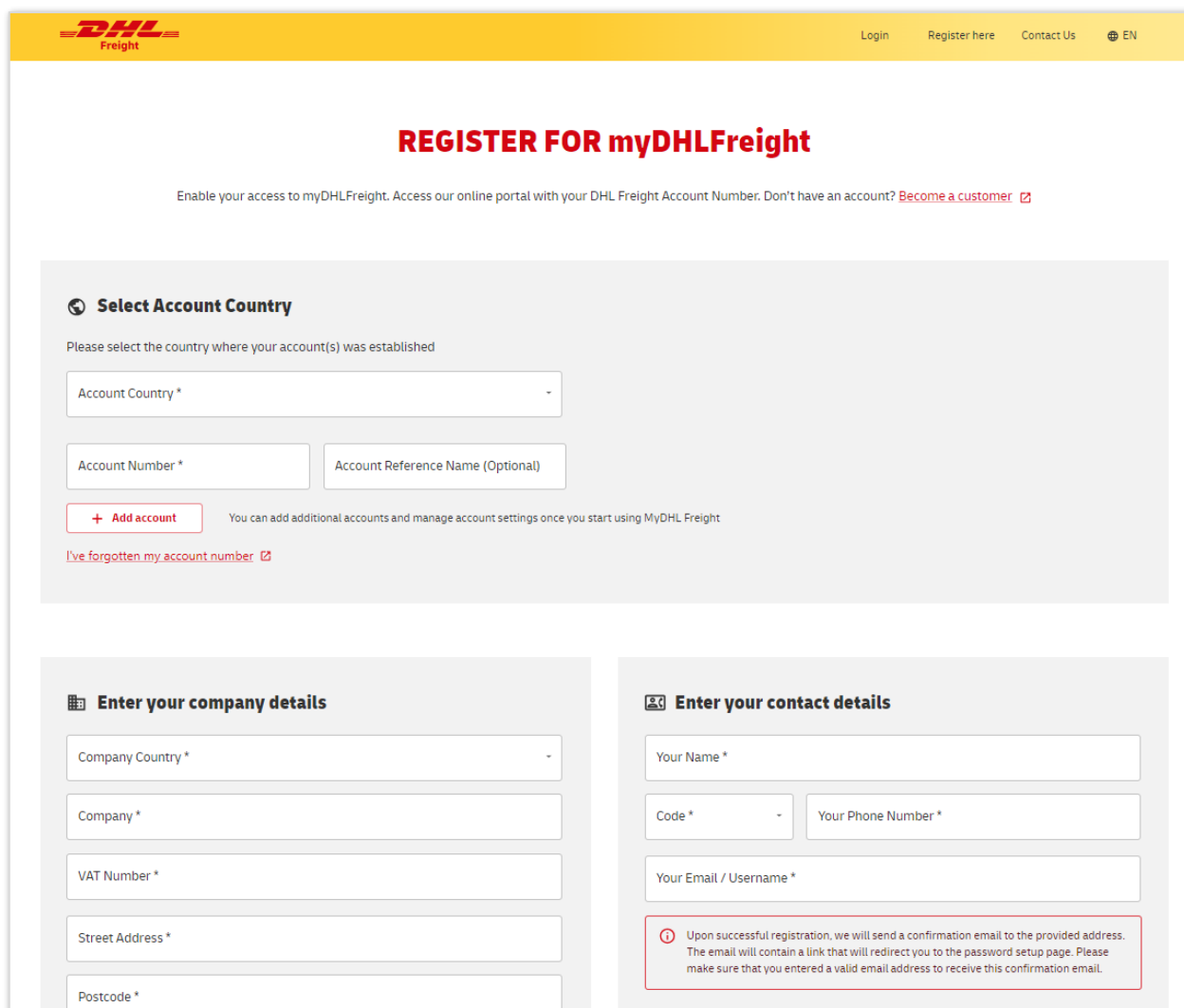
Please fill in all relevant information on the form and click on the “Submit” button.

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

If you forget your password, simply click on “Forgot password?” on the login page and enter your email address.

You will receive a link via email to reset your password.

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



The screenshot shows the myDHLFreight registration page. At the top, there is a yellow header with the DHL Freight logo on the left and links for Login, Register here, Contact Us, and a language selector (EN) on the right. The main heading is "REGISTER FOR myDHLFreight" in red. Below this, a sub-heading says "Enable your access to myDHLFreight. Access our online portal with your DHL Freight Account Number. Don't have an account? [Become a customer](#)." The registration form is divided into two main sections: "Select Account Country" and "Enter your company details" / "Enter your contact details".

Select Account Country

Please select the country where your account(s) was established

Account Country *

Account Number *

Account Reference Name (Optional)

[+ Add account](#) You can add additional accounts and manage account settings once you start using MyDHL Freight

[I've forgotten my account number](#)

Enter your company details

Company Country *

Company *

VAT Number *

Street Address *

Postcode *

Enter your contact details

Your Name *

Code * Your Phone Number *

Your Email / Username *

Upon successful registration, we will send a confirmation email to the provided address. The email will contain a link that will redirect you to the password setup page. Please make sure that you entered a valid email address to receive this confirmation email.

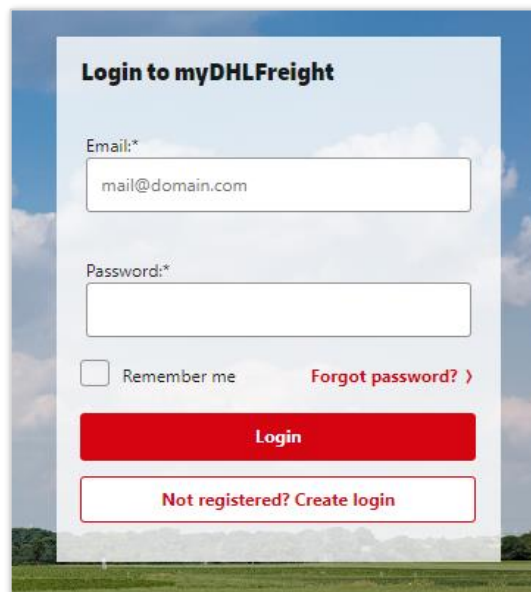
2. Login Page

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

Link: [myDHLFreight - Login](#)

Following menus are available for all customers:

- Login
- Register here
- Contact Us
- Language Change
- Forgot Password
- Not registered? Create login



Login to myDHLFreight

Email:*
mail@domain.com

Password:*

☐ Remember me [Forgot password? >](#)

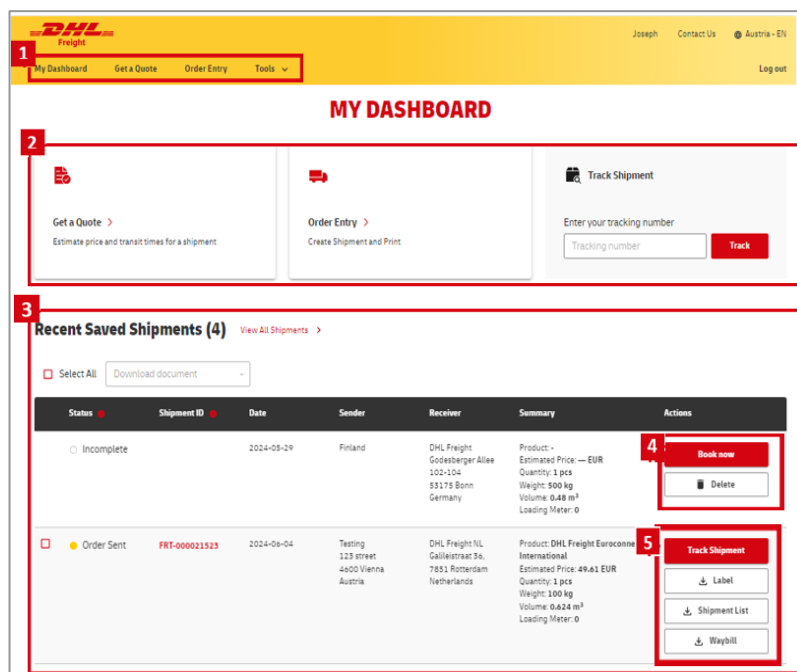
Login

[Not registered? Create login](#)

3. Dashboard

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

1. Banner shows the menu bar, which can be accessed to see more functions.
2. Quick access to Quote, Order Entry and Tracking shipment
3. List of the latest shipments along with all the shipment details
4. Option to finalize incomplete shipments
5. Option to Track & Reprint, labels, shipment lists or waybills.



MY DASHBOARD

1 My Dashboard | Get a Quote | Order Entry | Tools | Log out

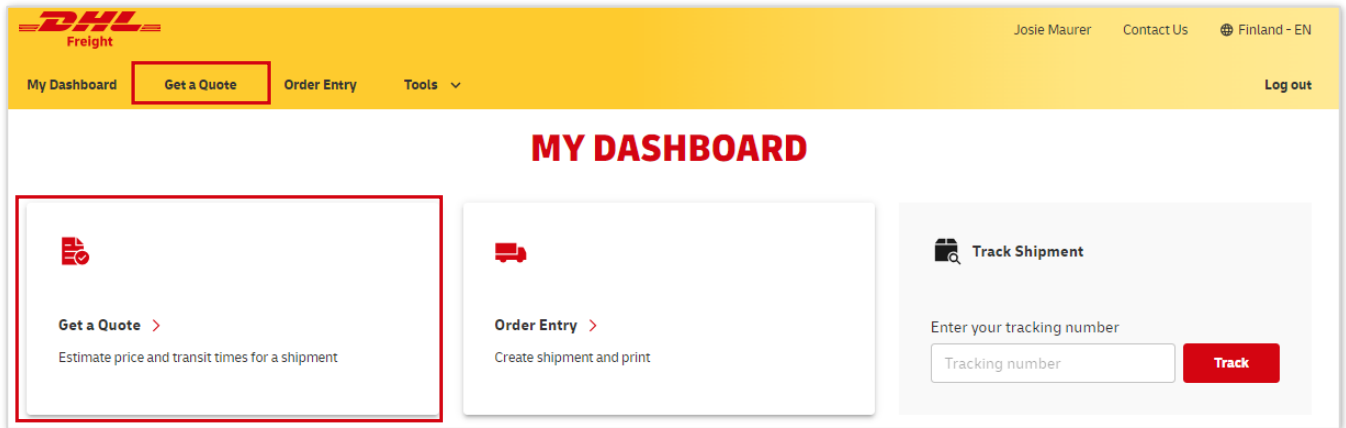
2 Quick access to Quote, Order Entry and Tracking shipment

3 Recent Saved Shipments (4) [View All Shipments >](#)

Status	Shipment ID	Date	Sender	Receiver	Summary	Actions
<input type="radio"/> Incomplete		2024-05-29	Finland	DHL Freight Godesberger Allee 102-104 53175 Bonn Germany	Product: - Estimated Price: — EUR Quantity: 1 pcs Weight: 300 kg Volume: 0.48 m³ Loading Meter: 0	4 Book now Delete
<input checked="" type="radio"/> Order Sent	FRT-000021523	2024-06-04	Teutling 123 street 4600 Vienna Austria	DHL Freight NL Galleistraat 36, 7851 Rotterdam Netherlands	Product: DHL Freight Eurocom International Estimated Price: 49.61 EUR Quantity: 1 pcs Weight: 100 kg Volume: 0.624 m³ Loading Meter: 0	5 Track Shipment Label Shipment List Waybill

4. Get a Quote

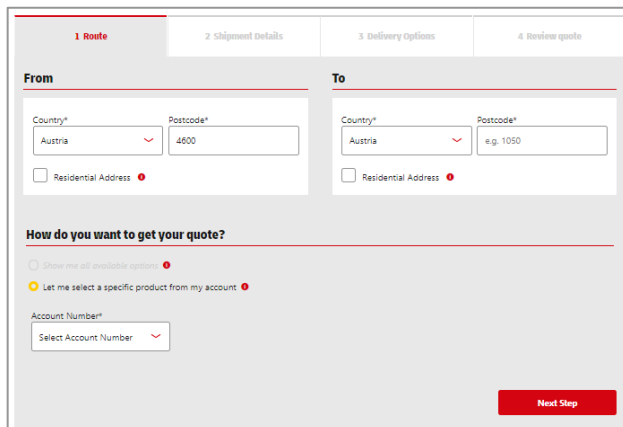
Access the Get a Quote option by clicking on the banner or dashboard screen to get an instant estimated shipment price and transit time.



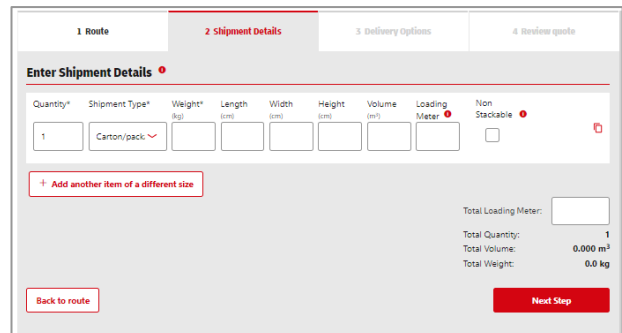
The screenshot shows the myDHLFreight dashboard. The top navigation bar includes the DHL Freight logo, user name 'Josie Maurer', 'Contact Us', and location 'Finland - EN'. Below the navigation bar, there are links for 'My Dashboard', 'Get a Quote' (highlighted with a red box), 'Order Entry', and 'Tools'. The main content area is titled 'MY DASHBOARD' and contains three cards: 'Get a Quote' (with a red box around it), 'Order Entry', and 'Track Shipment'. The 'Get a Quote' card includes a red icon and the text 'Get a Quote >' and 'Estimate price and transit times for a shipment'.

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

- 1) **ROUTE:** Enter the Pickup and Destination country and post code, select your account number.
- 2) **SHIPMENT DETAILS:** Fill in the mandatory fields regarding the shipment i.e., Quantity, Packaging type and Weight etc.

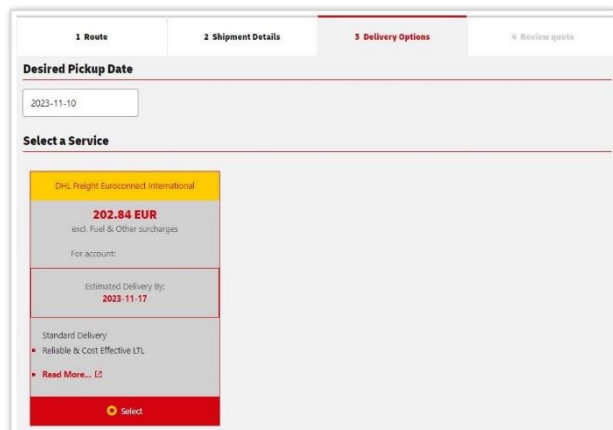


The screenshot shows the '1 Route' step of the quote process. It has four tabs: '1 Route', '2 Shipment Details', '3 Delivery Options', and '4 Review quote'. The 'From' section includes 'Country*' (Austria) and 'Postcode*' (4600). The 'To' section includes 'Country*' (Austria) and 'Postcode*' (e.g. 1050). There are checkboxes for 'Residential Address'. Below this, a section 'How do you want to get your quote?' has two radio buttons: 'Show me all available options' and 'Let me select a specific product from my account'. An 'Account Number*' dropdown is set to 'Select Account Number'. A 'Next Step' button is at the bottom right.

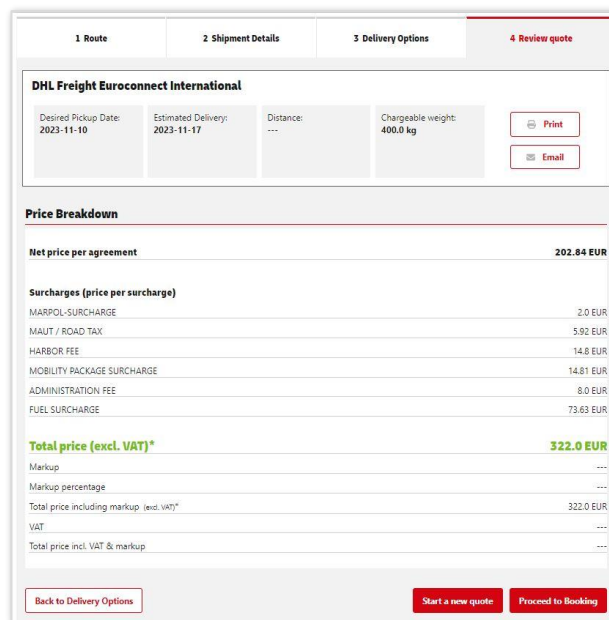


The screenshot shows the '2 Shipment Details' step of the quote process. It has four tabs: '1 Route', '2 Shipment Details', '3 Delivery Options', and '4 Review quote'. The 'Enter Shipment Details' section includes a table with columns: Quantity*, Shipment Type*, Weight* (kg), Length (cm), Width (cm), Height (cm), Volume (m³), Loading Meter*, and Non Stackable*. The table has one row with values: 1, Carton/pack, and empty fields for the rest. Below the table is a button '+ Add another item of a different size'. On the right, there are summary fields: 'Total Loading Meter:', 'Total Quantity: 1', 'Total Volume: 0.000 m³', and 'Total Weight: 0.0 kg'. There are 'Back to route' and 'Next Step' buttons.

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



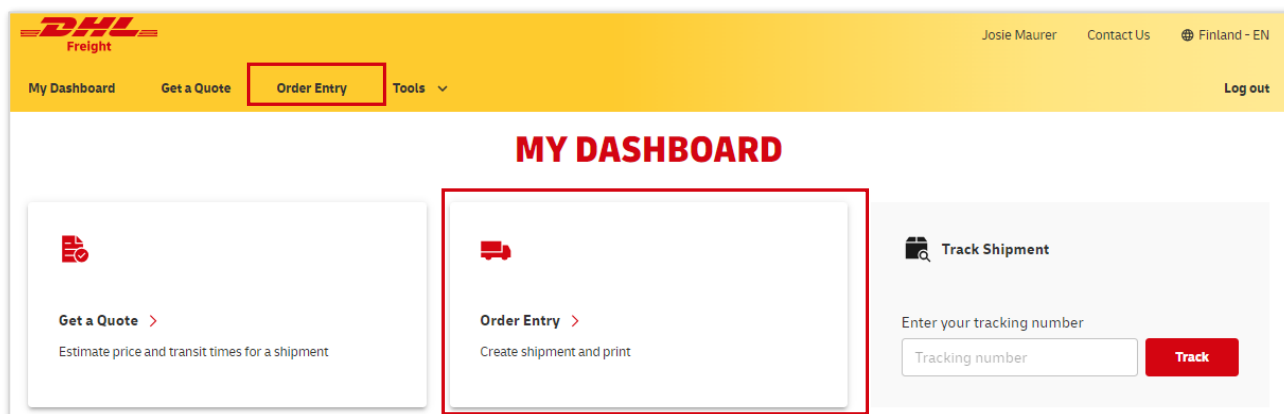
- 4) **REVIEW QUOTE:** You will now be able to see the estimated shipment price based on the details you have entered.



Price Breakdown	
Net price per agreement	202.84 EUR
Surcharges (price per surcharge)	
MARPOL-SURCHARGE	2.0 EUR
MAUT / ROAD TAX	5.92 EUR
HARBOR FEE	14.8 EUR
MOBILITY PACKAGE SURCHARGE	14.81 EUR
ADMINISTRATION FEE	8.0 EUR
FUEL SURCHARGE	73.63 EUR
Total price (excl. VAT)*	322.0 EUR
Markup	---
Markup percentage	---
Total price including markup (excl. VAT)*	322.0 EUR
VAT	---
Total price incl. VAT & markup	---

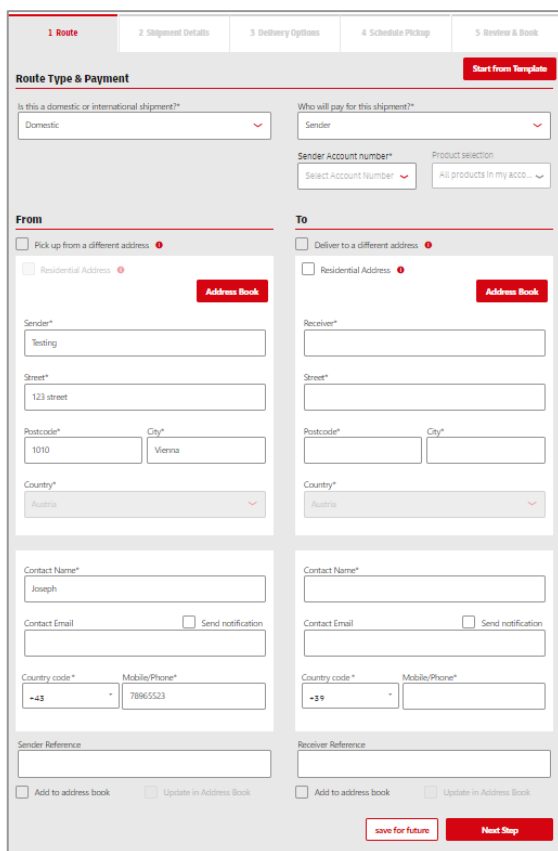
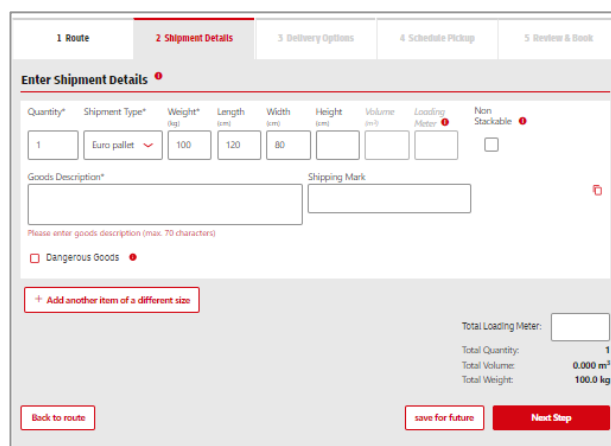
5. Order Entry

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

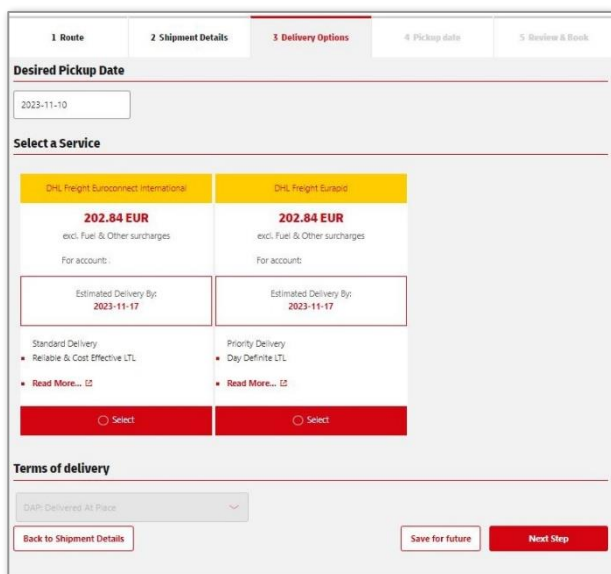
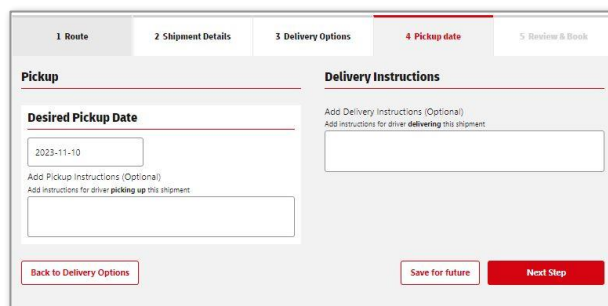


You will need to fill in the relevant data in order to book the shipment. See screenshots below for details. For a detailed guide on how to book a shipment, please refer to the tutorial videos available at <https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html>

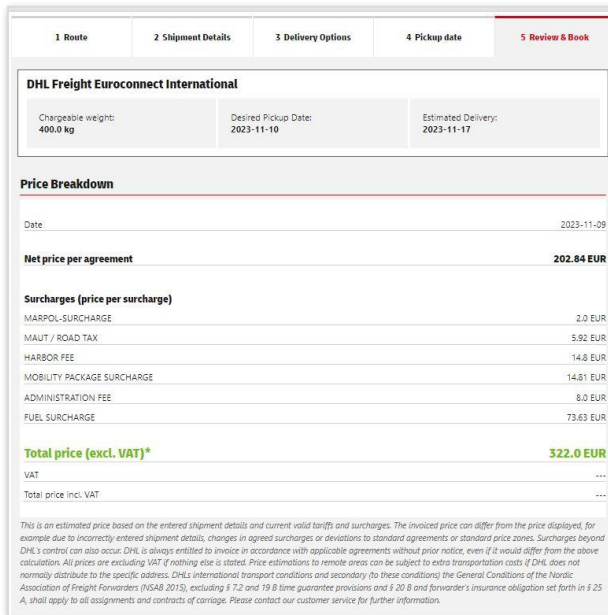
- 1) ROUTE:** Choose the direction of the shipment, select the relevant account number, enter the address of the receiver.
- 2) SHIPMENT DETAILS:** Update the quantity, packaging type, weight, dimensions and add a description of the goods.

- 3) DELIVERY OPTION:** Select the product and any value-added services you want to include in your shipment booking.
- 4) SCHEDULE PICKUP:** Select the desired pickup date and include any additional instructions that you wish to share.

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



1 Route **2 Shipment Details** **3 Delivery Options** **4 Pickup date** **5 Review & Book**

DHL Freight Euroconnect International

Chargeable weight: 400.0 kg Desired Pickup Date: 2023-11-10 Estimated Delivery: 2023-11-17

Price Breakdown

Date: 2023-11-09

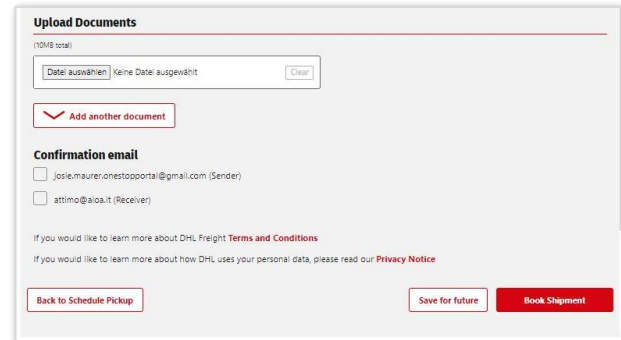
Net price per agreement 202.84 EUR

Surcharges (price per surcharge)

MARPOL-SURCHARGE	2.0 EUR
MAUT / ROAD TAX	5.92 EUR
HARBOR FEE	14.8 EUR
MOBILITY PACKAGE SURCHARGE	14.81 EUR
ADMINISTRATION FEE	8.0 EUR
FUEL SURCHARGE	73.63 EUR
Total price (excl. VAT)*	322.0 EUR
VAT	---
Total price incl. VAT	---

This is an estimated price based on the entered shipment details and current valid tariffs and surcharges. The invoiced price can differ from the price displayed, for example due to incorrectly entered shipment details, changes in agreed surcharges or deviations to standard agreements or standard price zones. Surcharges beyond DHL's control can also occur. DHL is always entitled to invoice in accordance with applicable agreements without prior notice, even if it would differ from the above calculation. All prices are excluding VAT if nothing else is stated. Price estimations to remote areas can be subject to extra transportation costs if DHL does not normally distribute to the specific address. DHL's international transport conditions and secondary (to these conditions) the General Conditions of the Nordic Association of Freight Forwarders (NS40 2013), excluding § 7.2 and 19.9 time guarantee provisions and § 20.8 and forwarder's insurance obligation set forth in § 25 A, shall apply to all assignments and contracts of carriage. Please contact our customer service for further information.

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



Upload Documents

(10/18 total)

[Datei auswählen] keine Datei ausgewählt [Clear]

✓ Add another document

Confirmation email

☐ josie.maurer.onestopportal@gmail.com (Sender)

☐ attimo@aioa.it (Receiver)

If you would like to learn more about DHL Freight [Terms and Conditions](#)

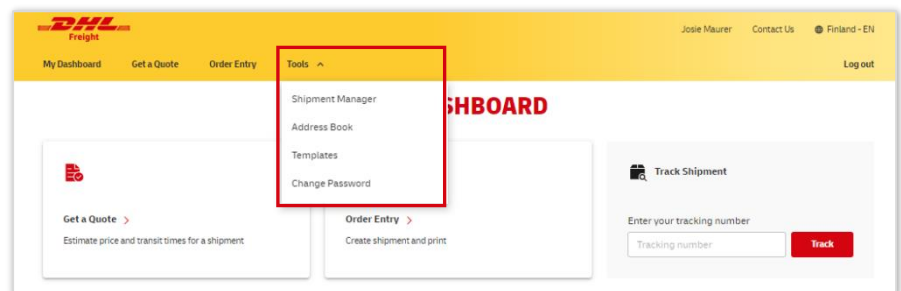
If you would like to learn more about how DHL uses your personal data, please read our [Privacy Notice](#)

[Back to Schedule Pickup] [Save for future] [Book Shipment]

6. Tools

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

- Shipment Manager
- Address Book
- Templates
- Change Password



DHL Freight

Josie Maurer Contact Us Finland - EN Log out

My Dashboard Get a Quote Order Entry **Tools**

- Shipment Manager
- Address Book
- Templates
- Change Password

Get a Quote > Estimate price and transit times for a shipment

Order Entry > Create shipment and print

Track Shipment

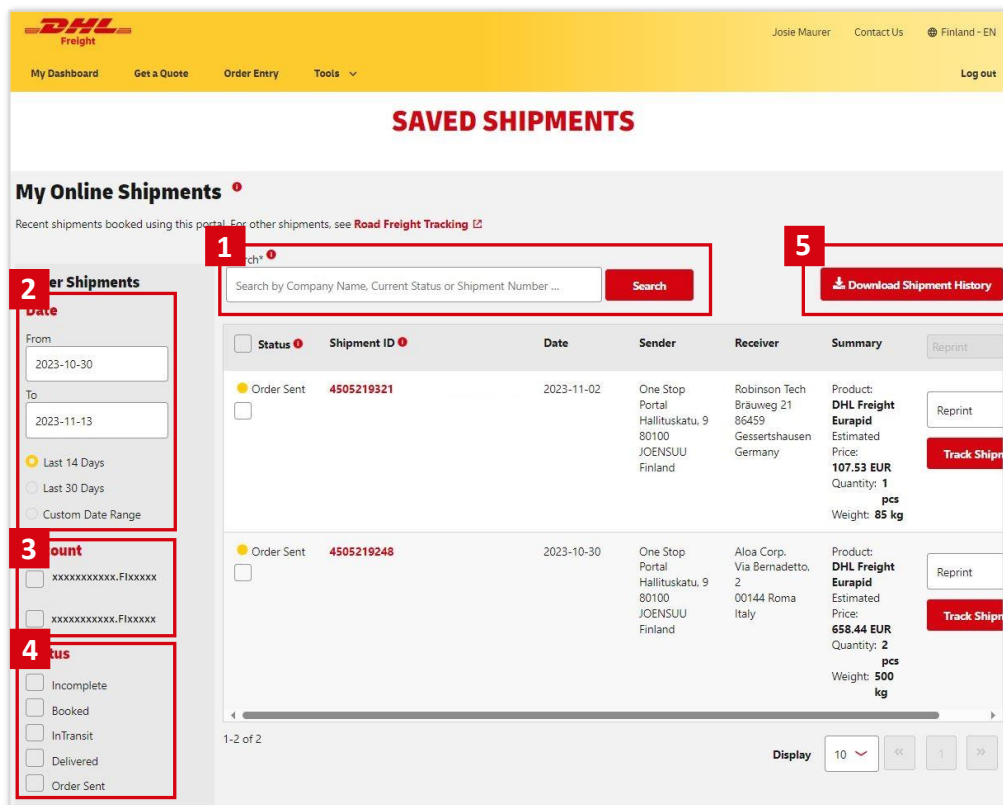
Enter your tracking number

Tracking number [Track]

6.1. Shipment Manager

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

1. It is possible to search for specific customers' booked shipments.
2. You can use the date range to look for previously booked shipments
3. You can also search for a shipment booked using a specific account number
4. It is also possible to search for shipments based on their status.
5. Once you have the desired results you can download the data using the download shipment history option.



The screenshot shows the 'SAVED SHIPMENTS' page in the myDHLFreight portal. The interface includes a search bar, filters for date, account number, and status, and a table of saved shipments. Red boxes and numbers 1 through 5 highlight specific features: 1. Search bar, 2. Date filter, 3. Account number filter, 4. Status filter, and 5. Download Shipment History button.

SAVED SHIPMENTS

My Online Shipments

Recent shipments booked using this portal. For other shipments, see [Road Freight Tracking](#)

1 Search

2 Filter Shipments

3 Account

4 Status

5 Download Shipment History

Status	Shipment ID	Date	Sender	Receiver	Summary
<input checked="" type="checkbox"/> Order Sent	4505219321	2023-11-02	One Stop Portal Hallituskatu, 9 80100 JOENSUU Finland	Robinson Tech Bräuweg 21 86459 Gessertshausen Germany	Product: DHL Freight Eurapid Estimated Price: 107.53 EUR Quantity: 1 pcs Weight: 85 kg
<input type="checkbox"/>					Reprint
<input checked="" type="checkbox"/> Order Sent	4505219248	2023-10-30	One Stop Portal Hallituskatu, 9 80100 JOENSUU Finland	Aloa Corp. Via Bernadetto, 2 00144 Roma Italy	Product: DHL Freight Eurapid Estimated Price: 658.44 EUR Quantity: 2 pcs Weight: 500 kg
<input type="checkbox"/>					Reprint

1-2 of 2

Display 10

6.4. Change Password

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

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

Change Password

Confirm your old password and enter a new one.

Old password:

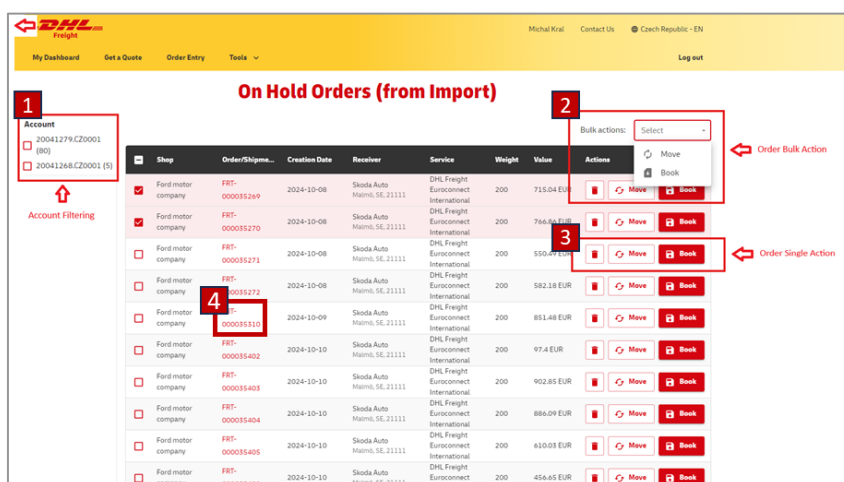
New password:

Confirm password:

6.5. On Hold Orders

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

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

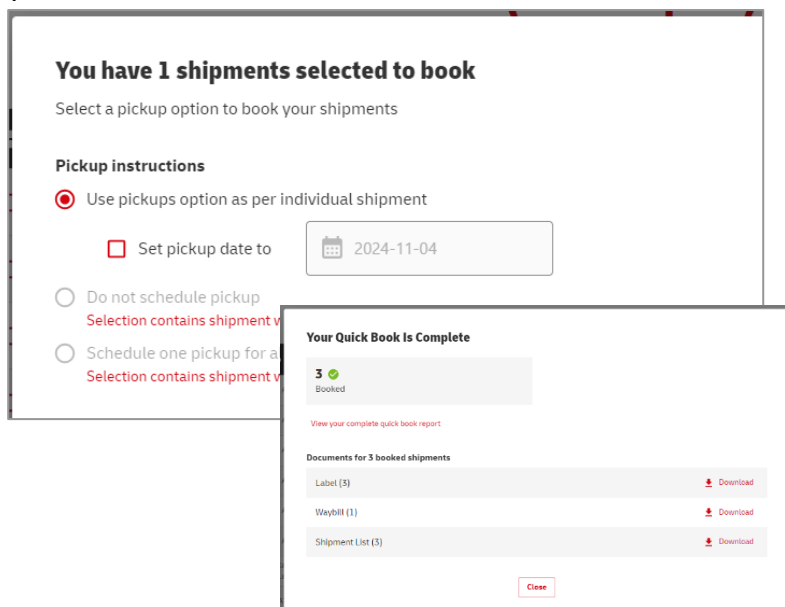


Shop	Order/Shipment	Creation Date	Receiver	Service	Weight	Value
Ford motor company	FBT: 000035269	2024-10-08	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	715.04 EUR
Ford motor company	FBT: 000035270	2024-10-08	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	756.76 EUR
Ford motor company	FBT: 000035271	2024-10-08	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	550.47 EUR
Ford motor company	FBT: 000035272	2024-10-08	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	582.18 EUR
Ford motor company	FBT: 000035310	2024-10-09	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	851.48 EUR
Ford motor company	FBT: 000035402	2024-10-10	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	97.4 EUR
Ford motor company	FBT: 000035403	2024-10-10	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	902.85 EUR
Ford motor company	FBT: 000035404	2024-10-10	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	886.09 EUR
Ford motor company	FBT: 000035405	2024-10-10	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	610.03 EUR
Ford motor company	FBT: 000035408	2024-10-10	Stoda Auto Hainz, SE, 21111	DHL Freight Euroconnect International	200	456.65 EUR

3. Single line actions available for each order
 - 3a)** Delete order from DHL systems completely.
 - 3b.** Download order to myDHLFreight (available in dashboard or saved shipments) in status Moved.
 - 3c)** Download order to myDHLFreight and open Order Entry flow directly
4. You can click on the order id to view the shipment details.

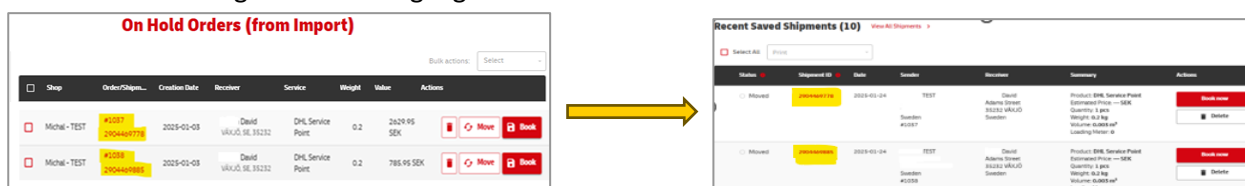
Book button in Bulk action and single line entry:

- Process allows to select pick up dates for bulk booked orders.
- Results of bulk booking visible for customer (Booked or Error)
- Orders visible in myDHLFreight for further actions



NOTE

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



On Hold Orders (from Import)

Ship	Order/Ship...	Creation Date	Receiver	Service	Weight	Value	Actions
<input type="checkbox"/>	Michel-TEST #1037 2004440775	2025-02-03	David VAKUO SE 33232	DHL Service Point	0.2	2629.95 SEK	<input type="checkbox"/> Move <input type="checkbox"/> Book
<input type="checkbox"/>	Michel-TEST #1038 2004440780	2025-02-03	David VAKUO SE 33232	DHL Service Point	0.2	785.95 SEK	<input type="checkbox"/> Move <input type="checkbox"/> Book

➔

Recent Saved Shipments (10)

Status	Shipment ID	Date	Sender	Receiver	Summary	Actions
Moved	#1037	2025-02-04	TEST	David Adams Street 81232 VAKUO Sweden	Product: DHL Service Point Estimated Price: ~50K Quantity: 1 pc Weight: 0.2 kg Volume: 0.001 m³ Loading: 1000 kg	<input type="checkbox"/> Book now <input type="checkbox"/> Delete
Moved	#1038	2025-02-04	TEST	David Adams Street 81232 VAKUO Sweden	Product: DHL Service Point Estimated Price: ~50K Quantity: 1 pc Weight: 0.2 kg Volume: 0.001 m³ Loading: 1000 kg	<input type="checkbox"/> Book now <input type="checkbox"/> Delete

6.6. Profile

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

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



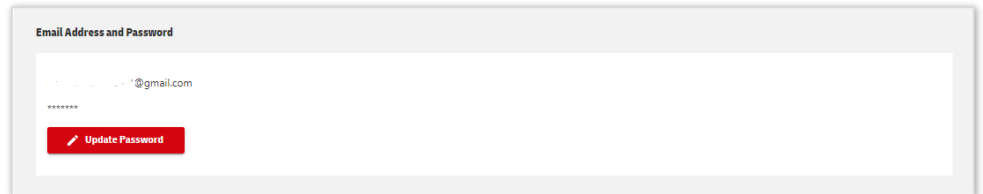
Enter your contact details

Joseph Testing
+43-78965523
123456

123 street
1010 Vienna
Austria

Edit Contact Information

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

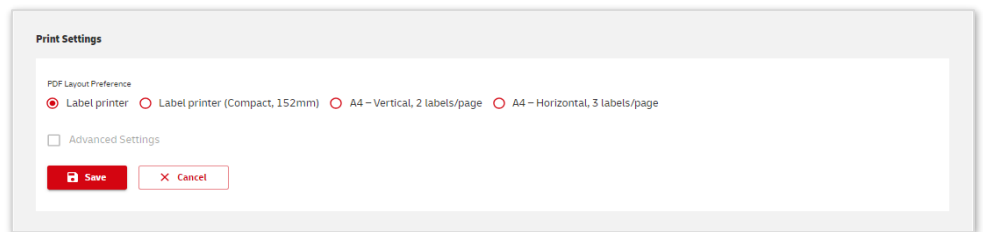


Email Address and Password

.....@gmail.com

Update Password

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



Print Settings

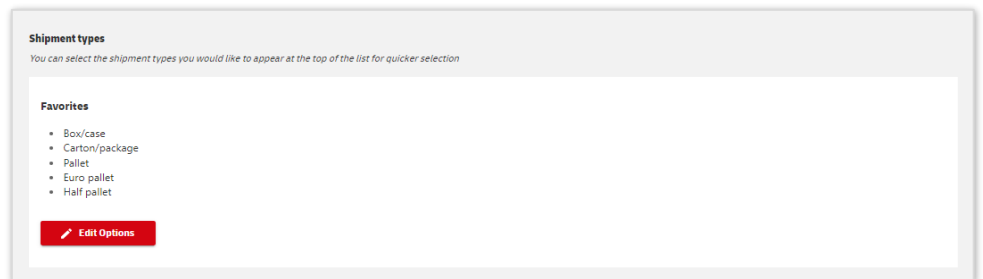
PDF Layout Preference

☒ Label printer ☐ Label printer (Compact, 152mm) ☐ A4 – Vertical, 2 labels/page ☐ A4 – Horizontal, 3 labels/page

☐ Advanced Settings

Save Cancel

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



Shipment types

You can select the shipment types you would like to appear at the top of the list for quicker selection

Favorites

- Box/case
- Carton/package
- Pallet
- Euro pallet
- Half pallet

Edit Options

5. **Accounts:** this section displays the list of registered and approved account numbers. You can also add new account number here.



Accounts

Approved DHL Freight account number(s)

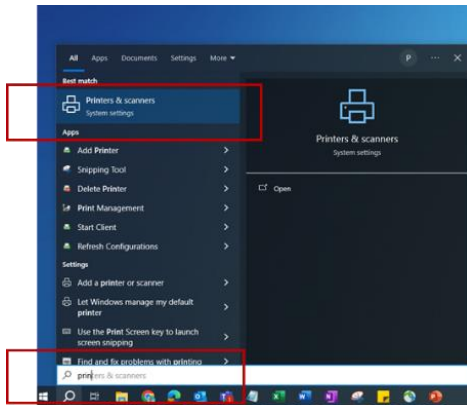
Account number(s) waiting for approval

Account Number
12345678.AT0001 (test)

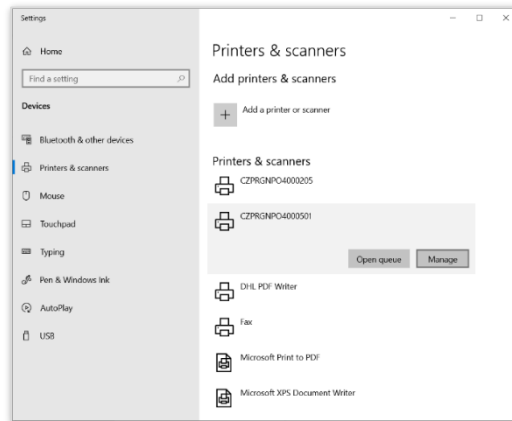
+ Add account

*** If the Print Settings do not meet your requirement, you manually adjust them on your printer by following below steps:

1. Run printers and scanners settings

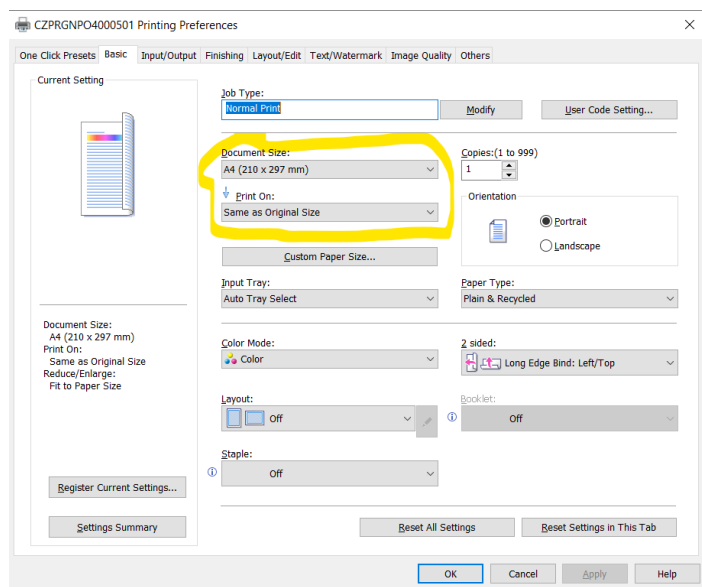


2. Select printer you are using for labels and select „Manage “



3. Select „Printing preferences “

4. Configure your defaults – especially page size



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

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