myDHLFreight User Manual

DHL FREIGHT GMBH



DHL Freight – Excellence. Simply delivered.





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Introduction

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.





myDHLFreight

1. Registration Page

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

Link: <u>https://www.mydhlfreight.com/sk-sk/registration</u> 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.

	Register for	MyDHL Freight
Enable your access to	MyDHL Freight. Access our online portal with your	DHL Freight Account NumberDon't have an account? Decome a customer (3
Select Account Country		
Please select the country where your acco	unt(s) was established	
Account Country *		
Arrest of American C	Arrow or Reference States (Contrast)	
A Add souther second . The latest		an anatomic factoria Radiate
Die forgotier my account number 8		
Enter your company deta	its	Enter your contact details
Company Country *		Your Name*
Company*		Code * * Your Phone Number *
VAT Number*		Your Ernall / Username*
Street Address *		
Postcode '		
City'		
Terms of Use	e - v DHL uses your personal data, please read our ()	*new later.
	To make sure you are no Rew Captore code	t a robot please do the following rite the code Remot
		Submit :





2. Login Page

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

Link: https://www.mydhlfreight.com/sk-sk/login

Following menus are available for all customers:

- > Login
- Register
- Contact
- Language Change
- Forgot Password
- Non-Existing Customer



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.

Banner shows the menu bar, which can	Freight My Dashboard	Get a Quote O	rder Entry Too	is ~		Poorwa (iontact Us 🛛 🔀 Finland	l - EN g out
be accessed to see more functions				My Day	shboard			
Quick access to Quote, Order Entry and Tracking shipment —	B			=		Track Shipment		
	Get a Quote >	d transit times for a sh	ipment	Order Entry > Create shipment and print		Enter your tracking number	Track	ļ
	Recent Saved	Shipments					View All Shipment	ts)
List of the latest booked shipments	Status O	Shipment ID 0	Date	Sender	Receiver	Summary		
along with all the shipment details	Order Sent	2903702583	2023-06-28	DHL SE3 Skansvägen 22 19572 Rosersberg Sweden	DHL NL2 Van Baerlestraat 114 1071 BC Amsterdam Netherlands	Product: DHL Euroconnect Estimated Price: 3364,21 SEK Quantity: 2 pcs Weight: 1200 kg Volume: 1.728 m ³ Loading Meter: 0	Reprint V	
	Order Sent	2903600274	2023-02-03	DHL 102-104 Godesberger allee 17075 Solna Sweden 123456	DHL BE2 Zandvoortstraat 3 2800 Mechelen Belgium bgcfte	Product: DHL Euroconnect Estimated Price: 4778,32 SEK Quantity: 1 pcs Weight: 600 kg Volume: 0.468 m ³ Loading Meter: 0	Reprint 🛩	

Option to Track, Reprint (Waybill, labels, shipment list)





Get a Quote

Access the Get a Quote option by clicking on the banner or dashboard screen to receive details about the shipment price and transit time.

My Dashboard	Get a Quote	Order Entry	Tools 🗸

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

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

	2 Supment Details	3 Delivery Options	4 Review quote
rom		То	
Country*	Postcode*	Country*	Postcode*
Residential Address		Residential Address	. 0
How do you want to get	your quote?		
How do you want to get Show me all available options Let me select a specific produ	your quote?		
How do you want to get Show me all available options Let me select a specific produ Account Number*	your quote?		
How do you want to get Show me all available option Let me select a specific produ Account Number* Select Account Number	• your quote? • at from my account •		
How do you want to get brow me all evaluate options let me select a specific produ- Account Number* Select Account Number	your quote? o at from my account ©		

ROUTE: Enter the Pickup and destination country and post code, select the account number

inter Ship	oment Details 🏻 🛛								
Quantity*	Shipment Type*	Weight* (kg)	Length (cm)	Width (cm)	Height (cm)	Volume (m ³)	Loading Meter	Non Stackable 0	
+ Add an	other item of a differe	nt size						Total Quantity: Total Volume: 0.	.000 m

SHIPMENT DETAILS: Update the mandatory fields regarding the shipment i.e., Quantity, packaging type and weight

2023-09	9-21	
Select	a Service	
D	HL Freight Euroconnect International	
	151.1 EUR excl. Fuel & Other surcharges	
	For account: 20099381.FI0001	
	Estimated Delivery By: 2023-09-28	
DHL I Reliat	Freight Euroconnect International ble & Cost Effective LTL	
= Read	More 🖸	

DELIVERY OPTION: This page will display the products that can be chosen

1 Route	2 Shipmen	sent Details 3 Delivery Options		4 Review quote
Desired Pickup Date: 2023-09-21	Estimated Delivery: 2023-09-28	Distance:	Chargeable weight: 200.0 kg	Print
Price Breakdown				
Net price per agreement				151.
Surcharges (price per su	ircharge)			,
MAUT / ROAD TAX				2
HARBOR FEE				14
MOBILITY PACKAGE SURCH.	ARGE			16.
ADMINISTRATION FEE				4
FUEL SURCHARGE				49.3
Total price (excl. VA	π)*			243.95
Markup				
Markup Markup percentage				
Markup Markup percentage Total price including markup	0 (excl. VAT)*			243.

<u>REVIEW QUOTE</u>: You will now be able to view the estimated price of the shipment





4. Order Entry

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



=•			
Order Entry	>		
Create shipmen	t and print		

You will need to update relevant data to book the shipment. See screenshots below for details. For detailed guide how to book a shipment, please refer to the tutorials available on the <u>here</u>

1		ROUTE: Chose the direction of the shipment, select the relevant account number, enter the address of the receiver
3	Desired Pickup Date 2023-09-21 Select a Service DHL Projet Euroconnect International List.Leura ext.Faight Euroconnect International Estimated Defivery By: 2023-09-28 DHL Freght Euroconnect International - Reliable & Coot Confective LTE - Read More (2)	4 DELIVERY OPTION: Select the product and any value-added services you want to include in your shipment booking
5.1	Norm Maxwellskik Maxwellskik Maxwellskik Detection Detection Detection Detection Detection Detection Detection Detection Prior Strategies Detection Detection Detection Strategies Detection Detection Detection	5.2 <u>REVIEW &</u> <u>BOOK:</u> This page allows you to view the total net price of the shipment

1 Route	2 Shipment Details	3 Delivery Options	4 Schedule Pickup	5 Review & Boo
Enter Shipment Deta	ils 📍			
Quantity* Shipment Ty 1 Unspecifie	rd Veight* Length	Width Height	Volume Loading (m ⁻) Meter •	Non Stackable
Goods Description*		Shipping Ma	ark	
Dangerous Goods				
+ Add another item of a	a different size			
				otal Quantity: Iotal Volume
			6	All some diverses

2 Shipment Details

1 Route

Desired Pickup Date

Back to Delivery Options

Upload Documents

Choose File No file chos

Pickup

Add another docu

Pickup

SHIPMENT DETAILS: Update the quantity, packaging type, weight, dimensions, goods description

3 Merry Syleric Status Refer 2 Index Status Pelicyry Instructions Add Delawy Instructions Add Delawy Instructions Constrained in Cludee Instructions Instruc

Save for future

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





5. Tools

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

- > Shipment Manager
- > Address Book
- > Templates
- > Change Password

Tools 🔨
Shipment Manager
Address Book
Templates
Change Password

5.1. Shipment Manager

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

	SAVED SHIPMENTS						
It is possible to search for specific customers' booked shipments	My Online Shipments Recent shipments booked using this port Filter Shipments Date	S O tal. For other shipments, Search [*] O Search by Company	see DHL Active Tracing Name, Current Status or	2 Shipment Number	Search		2 Download Shipment History
You can use the date range to look for previously booked shipments	From 2023-08-16 To 2023-08-30 Cast 14 Days	Status 0	Shipment ID 0	Date S No match Once yo Vou can	ender Receiver ing online shipments found ou have the download	summary	d results
You can also search for a shipment booked using a specific \longrightarrow account number	Last 30 Days Custom Date Range Account 962355 111111 (Test) 396990 (UAT) 396990 (UAT)			downlo	ad shipme	nt histo	bry option
It is also possible to search for shipments based on their statues	Status Incomplete Booked InTransit Delivered Order Sent						





5.2. Address Book

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

add up to maximum of 5000 addresses.

Address Book				
Search •	Search	Import Contacts	Export Contacts	Add New Contact
Delete Selected Filter By Select country				
Company Name Contact	Address	Reference		

5.3. Templates

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

This is a one-time activity where you need to fill the form with all relevant details. Afterwards, for booking the shipment, your saved template can be located in the 'Tools' section under "Templates" tab. All you would need is to retrieve relevant template and change the pickup date or time.

	TEMP	LATES	
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id Template			
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	Annual State		Address Texas
Residential formers ·		Incidential Indiana.	
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		and any other to the second seco	

5.4. Change Password

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

<u>Note</u>: Password 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.	
Did password:	
lew password:	
Confirm password:	
Reset password	

Please refer to the video tutorials for more information here