

myDHLFreight

User Manual

DHL FREIGHT GMBH

DHL Freight – Excellence. Simply delivered.



TABLE OF CONTENTS

INTRODUCTION	2
MYDHLFREIGHT	3
1. REGISTRATION PAGE	3
2. LOGIN PAGE	4
3. DASHBOARD	4
4. ORDER ENTRY	6
5. TOOLS.....	7
5.1. SHIPMENT MANAGER	7
5.2. ADDRESS BOOK	8
5.3. TEMPLATES	8
5.4. CHANGE PASSWORD.....	8

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: <https://www.mydhlfreight.com/sk-sk/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 registration form with the following sections:

- Select Account Country:** A dropdown menu for 'Account Country', a text field for 'Account Number', and an optional text field for 'Account Reference Name'. A link for '+ Add another account' and a 'Link forgotten my account number?' link are also present.
- Enter your company details:** Fields for 'Company Country', 'Company', 'VAT Number', 'Street Address', 'Postcode', and 'City'.
- Enter your contact details:** Fields for 'Your Name', 'Your Email / Username', and 'Your Phone Number'.
- Terms of Use:** A checkbox to 'I accept the DHL Freight Terms of Use' and a link to 'Privacy Policy'.
- Security:** A CAPTCHA challenge with the text 'To make sure you are not a robot please do the following Rewrite the code' and the word 'mce8k' to be transcribed. A 'Refresh' button and a 'Catch the code' input field are provided.
- Submit:** A red 'Submit' button at the bottom right.

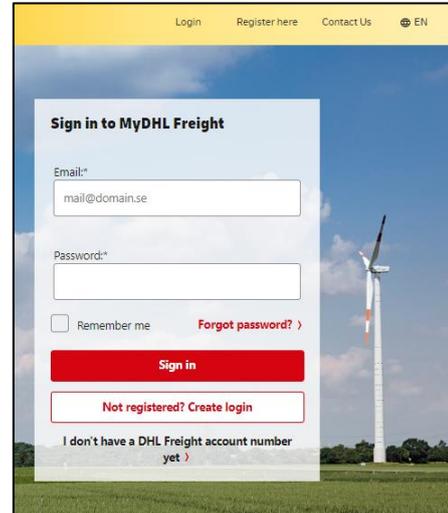
2. Login Page

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



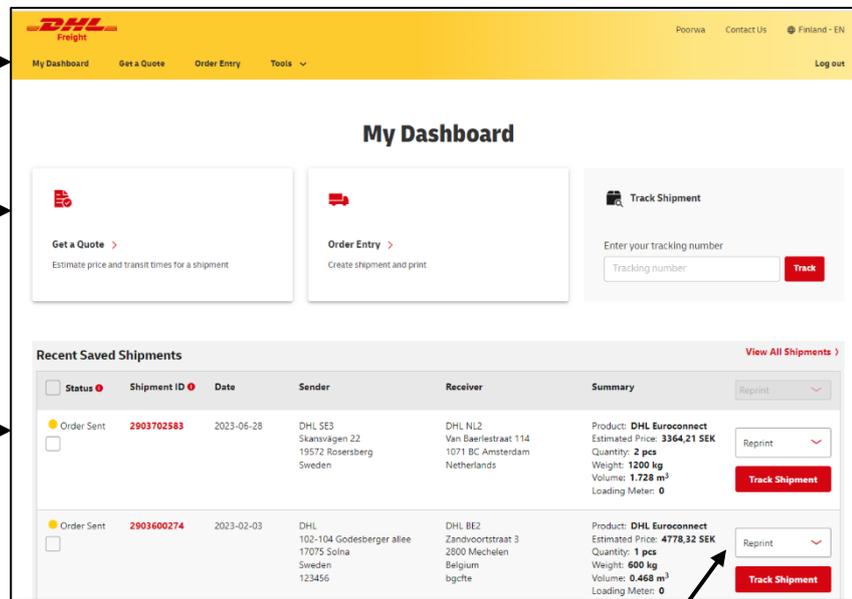
3. Dashboard

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 be accessed to see more functions

Quick access to Quote, Order Entry and Tracking shipment

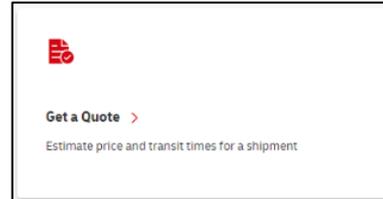
List of the latest booked shipments along with all the shipment details



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.



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 the account number

2

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

3

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

4

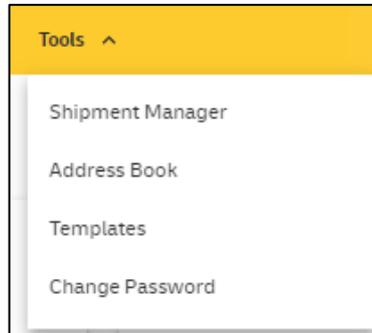
Price Breakdown	
Net price per agreement	151.1 EUR
Surcharges (price per surcharge)	
MAROL-SURCHARGE	2.0 EUR
MAUT / ROAD TAX	2.32 EUR
HARBOR FEE	14.8 EUR
MOBILITY PACKAGE SURCHARGE	16.47 EUR
ADMINISTRATION FEE	8.0 EUR
FUEL SURCHARGE	49.26 EUR
Total price (excl. VAT)*	243.95 EUR
Markup	...
Markup percentage	...
Total price including markup (incl. VAT)*	243.95 EUR
VAT	...
Total price incl. VAT & markup	...

REVIEW QUOTE: You will now be able to view the estimated price of the shipment

5. Tools

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

- Shipment Manager
- Address Book
- Templates
- Change Password



5.1. Shipment Manager

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

It is possible to search for specific customers' booked shipments

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

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

It is also possible to search for shipments based on their statuses

SAVED SHIPMENTS

My Online Shipments 0

Recent shipments booked using this portal. For other shipments, see [DHL Active Tracing](#)

Search*

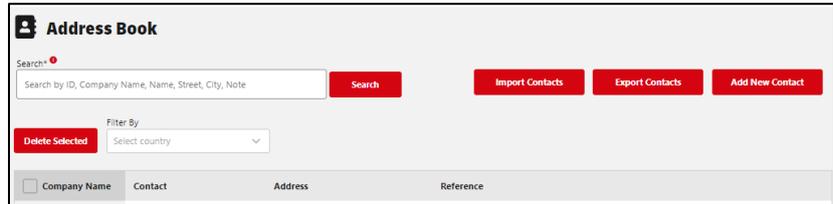
<input type="checkbox"/> Status	<input type="checkbox"/> Shipment ID	Date	Sender	Receiver	Summary	Reprint
No matching online shipments found						

Annotations:

- Search bar: Search*
- Filter Shipment sections: Date, Account, Status
- Download Shipment History button

5.2. Address Book

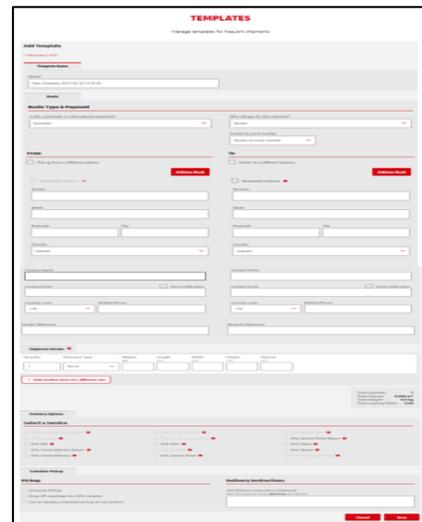
You can save frequently used addresses in the Address Book. The portal allows importing up to 1000 addresses using a template, exporting data, or manually adding addresses. You can add up to maximum of 5000 addresses.



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.



5.4. Change Password

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

Note: 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.

Old password:

New password:

Confirm password:

Please refer to the video tutorials for more information [here](#)