ON THE GO OR IN THE OFFICE, ONLINE SHIPPING GETS IT THERE.

Ideal for busy small-business owners, office managers, or anyone on the go. DHL Online Shipping makes shipping via the Internet easier than ever before. You can print labels, schedule pickups, store contact details, track your shipments and much more—all directly from your computer.

With DHL Online Shipping's easy-to-use forms and enhanced functionality, scheduling shipments is made convenient and efficient. From start to finish, the system expertly guides you through the shipping process with everything you need right at your fingertips.

Benefits:

- No software to install
- User-friendly navigation with easy-to-fill-out form fields
- Convenient transit and rate quote details
- Tracking visibility at shipment and piece level
- Import address books from other shipping applications
- New DHL product offerings
- Drop-down city and suburb menus to better identify destination locations
GETTING STARTED

Register with a DHL account number and enjoy the benefits of a line of credit opened for payment purposes, personalised customer service, the most reliable shipping network in the industry, and much more.

There's no software to install, and use of this shipping tool is absolutely free. All you need is a computer with Internet access and a DHL account number to get started.

ACCESSING THE ONLINE SHIPPING SYSTEM

DHL Global: Choose Your Country

Step 1:
Access Online Shipping either through your country's DHL Web site at www.dhl.com or bookmark Online Shipping's direct link for faster access: https://onlineshipping.dhl.com.

Direct Link: Choose Your Country
REGISTRATION WITH ONLINE SHIPPING

When you register your information, you can take advantage of the autocomplete functions available with DHL Online Shipping as well as its Address Book and History log features. By signing up with a DHL account, you will enjoy the benefits of a line of credit opened for payment purposes, personalised customer service, the most reliable shipping network in the industry, and much more.

Online Shipping Landing Page

[Image of Online Shipping landing page]

Step 1A:
From the Online Shipping landing page, register with a DHL account number by clicking the “register your shipping profile” link under the Login button.

Get a DHL Account

You don't have a DHL account?
Learn about the multiple advantages of a DHL account and get one!
› Get one today

If you don't already have an account number, click the “Get one today” link under “You don’t have a DHL account?”
Your Details

Step 1B:
Enter your DHL account number.

Step 1C:
Select your default package, billing, and courier settings. Designate a pickup location, and enter an optional message to the courier.

Tip
The details you enter during registration will be saved as your default information, so you only have to enter your details once!

Step 1D:
Select your preferred e-mail type, and click the box to have your e-mail address remembered. Click to read and accept the Terms and Conditions.

Open a DHL Account

Tip
If you do not have a DHL account number, you can get one by clicking the “Get one today” link on the Online Shipping landing page.
Step 2A: Registered users begin shipping by selecting your preferred language and entering your e-mail address and password. Click "Login."

Tip
If you chose to have DHL Online Shipping remember your e-mail address for you during the registration process, the e-mail field will already be filled in for you.

Step 2B: On the "Start shipping" tab, verify the default shipping information is correct for this particular shipment. To update the shipper information, click on the "Change Shipping Location" link to go to the "Address Details" screen. Fill in the form fields in the "From" column.

Step 2C: On the "Start shipping" tab, choose an already-entered recipient from the drop-down menu or click the "Open Address Book" link. If the recipient is new, click the "Ship To A New Receiver" link to go to the "Address Details" screen. Fill in the form fields in the "To" column. Select a ship date. Click Next to proceed to the next screen.

Tip
Click the Address Book button to enter recipient information to create timesaving data entry by using the "To" drop-down menu and/or the "Open Address Book" link on the "Start shipping" tab. Depending on origin and destination country, you may be required to fill in postal code information.
Step 3A:
Select a packaging option from the “Package Type” drop-down menu.
For each piece, enter mandatory weight and dimension information and click Add.
If you chose a DHL package type, the system will gray out the corresponding package dimension fields because the information has been entered for you.
If you select “Your Own Packaging” as the package type from the drop-down menu, enter the package dimensions for an estimate of shipping charges. Enter the mandatory content description.
If set up as a mandatory field, enter a shipper reference, or choose to enter a shipper reference for your own use.

Tip
If you do not enter package information and click the Add button, the piece will not be added to the shipment and an error message will be generated.
If you would like to make it mandatory that shipper reference information is entered each time shipment details are entered, set this as a mandatory field during registration. Shipper reference information will be printed on the waybill generated by placing this shipment.

Step 3B:
Mark if your shipment is dutiable. If it is, enter the declared value and choose the currency used from the available currencies for your country in the drop-down menu. If your shipment is dutiable, the option to create an invoice using DHL Online Shipping will be displayed.
Click Next.

Tip
To check if your shipment is dutiable or not, click the “Help me if my shipment is dutiable or not” link. This page will allow you to select up to five commodities at a time and give the dutiable status for each item.
Step 4A:
If you check the box to have DHL Online Shipping create an invoice for your dutiable shipment, enter the required information here.
Select an invoice type from the drop-down menu and enter the mandatory information.

Commodity Information

Step 4B:
Enter all commodity information. Click Add. Multiple listings of commodity information can be entered.

Click Next when finished.
**Step 5A:**
Click the circle beside the product that best fits your needs.

Use the “Service Options” section to schedule a pickup and add insurance for up to 100% of the value of your shipment, if available.

**Tip**
If the specified destination country has shipping information available, it can be viewed on this screen.

**Step 5B:**
Verify your “Payment Options.”
As a registered user, this information will default to the options set during registration.
From the drop-down menus, choose who the shipment will be billed to as well as who will pay the duties and taxes.

**Step 5C:**
Optionally, use the Notifications section to send e-mail notifications to recipients or others.
Click [Next] to proceed.

**Tip**
You can enter up to five e-mail addresses along with additional message text.

**Step 6:**
Review the summary of the information you have entered on the previous screens.
Accept the Terms and Conditions.
Click [Next]
Step 7A:
Check the box next to “Select All” to print all available documents, or manually choose which paperwork to print as well as the quantity for each.

Click the button to review your waybill and click to print all selected paperwork.

Tip
Affix the shipping labels to your packages as directed using a DHL plastic pouch.

Step 7B:
Review the pickup information. Make any changes directly to the form fields. Request a pickup date and time, and click to send your information.

Note
The Schedule Pickup form fields will only be seen here if, during registration, you selected the option to be prompted to arrange a pickup each time you prepare a shipment.

The waybill is aligned with DHL global standards and includes piece ID information, which allows users to track by shipment or piece.
TOOLS

SCHEDULE A PICKUP

If you do not have a regularly scheduled pickup on a given day, you can easily request one using the “Schedule pickup” tab. Multiple shipments can be picked up at one time.

Schedule a Pickup Tab

Tip
As a registered user, the information already provided in the fields will be the default shipper details.

GET A RATE QUOTE

To request a rate quote, click the “Rate quote” tab and enter the required “From” and “To” information as well as the “Package details.”

Rate Quote Tab

Tip
For registered users, the country, city, and postal code, if used for the country, will be entered for you using the default information entered during registration.
TRACKING/SHIPMENT HISTORY

Track shipments quickly by entering a waybill number or piece code in the field and clicking the **Track** button.

As a registered user you can also access and track your past and present shipments, view pickup details, and even download a spreadsheet of your shipments using the **Shipment History** button.

On the Shipment History page, type text or numbers into the “Find” field to search for a particular shipment, or view and track your shipments using a variety of sorting options available in the “Contained in Column” drop-down list.

You can also sort by clicking on any of the headings in the red bar—click once to arrange information in ascending order and twice for descending order.

**Tip**

On the Shipment History page, select a record and click the **copy** button to copy the record’s information for a new shipment being sent to the same recipient.
ADDRESS BOOK

The Address Book stores both sender and recipient information, allowing you to prepare shipments without repeatedly entering the same contact information.

Import address books from other applications or by directly uploading the respective files (comma-delimited file format [.csv]).

Use the “Find” field to search by name or view your contacts using a variety of sorting options available in the “Contained in column” drop-down list.

You can also sort by clicking on any of the headings in the red bar—click once to arrange information in ascending order and twice for descending order.

Tip

Add, edit, copy, and delete your contacts by clicking the circles next to their names, then select the appropriate action button at the bottom of the page.

Click on the Ship button to prepare shipment paperwork for the contact you picked.

To download the entire Address Book to a spreadsheet program, simply click the Download address book button.

To import address books, click Import at the bottom of the table.

- Select whose address book you want to import (Shipper’s or Receiver’s).
- Indicate whether the file to be imported has headers, attach file, and click Start importing.
- Match the Online Shipping field names with those of the CSV file to be imported.
- Click the “Import” button.
- You will receive a confirmation e-mail.
MY PROFILE

Registered users can click the My profile button to modify their profile or change default packaging and courier pickup settings as well as default invoice and billing options.
Click the “Help” link at the top of the Online Shipping screen to watch a demonstration on how to use the system.

Click the “DHL.com” link to go directly to your country’s DHL site.

Click the “Contact Center” link at the top of your country’s DHL page to find various service links listed for your convenience.