MyDHL helps you accomplish more in fewer steps, with quick and easy access to the full online suite of DHL Express shipping and tracking services.

www.dhl.com/mydhl
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WHAT IS MyDHL?

MyDHL is your central access point to ship, track and manage your express shipments – all using a single login.

- Access online shipping, importing and tracking tools by logging in just once
- Easy access to e-Billing
- Multiple user access: administrators can set up and manage different profiles for other users in their company
- Quick registration: no account required
- Account holders already using DHL's online tools can start shipping and tracking immediately
- Easy set up for new account holders
- Accessible online from any computer with no software to install

Tip

For even greater efficiency, bookmark www.dhl.com/mydhl now.

Note

For more information about the tools available in MyDHL, go to I want to Learn More About... on the Home page.

Note: On the ‘How to’ pages, you will also find the User Guide for the tool.
Registration is the first step to using MyDHL and only takes a few minutes. You can register with or without a DHL Account.

If you register without an account, we will contact you to discuss your shipping requirements and the benefits of opening an account. DHL Express accounts are available if you send 6 or more international shipments a year.

**Note**

All the tools available in MyDHL require a DHL Express account.

2. Select United Kingdom from the drop-down list and click Next.
Register for MyDHL

1. Enter your company information.

**Note**

Enter your personal details if you are not shipping on behalf of a company.

2. Enter your personal information.

3. Select a User ID and password for MyDHL.

4. Indicate whether you have existing DHL export and import accounts and enter your account number(s).

**Note**

**Non-Account Holders:** If you register without an account, we will contact you to discuss the benefits of opening an account and start the account setup process, if applicable.

When you have received your new account, you can create access to shipping and tracking tools you need.

Available tools will be indicated after you have logged in and added your account(s) on the MyDHL Status page (see page 9).

**Account Holders:** If you already have a DHL account, there are 3 options for creating access to DHL’s online shipping, tracking and importing tools in MyDHL.

Go to pages 6–7 for details about these options.

5. Review and accept DHL’s Terms and Conditions of Carriage and then complete the Security Check.

6. When finished, click **Next.**
REGISTRATION (continued)

To set up the shipping and tracking tools you will use in MyDHL, please select an option:

1. I am not currently using any DHL tools. Please select tools for me (quick setup - recommended). (Recommended)
2. I am not currently using any DHL tools, but would like to select tools myself. (Recommended)
3. I already use DHL tools - have your User IDs and passwords ready to link them to your MyDHL profile.

Register for MyDHL

The tools you will have access to once you have completed registration and activated your MyDHL login are shown below.

Create Access to DHL Tools

- **DHL ProView**
  - Use DHL ProView to monitor your shipments and set up notifications.
  - All required information has been provided to create access to this tool.

- **DHL Import Express Online**
  - Manage your imports with shippers around the world, while keeping your account number confidential.
  - DHL Express import account number required.

- **DHL Online Shipping**
  - Prepare your shipment labels, create Customs documents and schedule pickups.
  - DHL Express export account number required.

- **DHL IntraShip**
  - Prepare shipment labels, Customs documents, schedule pickups, view reports and much more.
  - For larger volume exporters and shippers using DHL Economy Select services: DHL Express export account required.

Account Holders: Create Access to Online Tools

**a. I am not currently using DHL tools. Please select tools for me.**

This quick set up option will automatically create access to all the DHL tools available for the account numbers you entered.

**Note**

If you have a ‘13’ or ‘18’ account number, access will be created for DHL Online Shipping and DHL ProView. Access to DHL Import Express Online will be created if you enter a ‘95’ or ‘96’ account.

**b. I am not currently using any DHL tools, but would like to select tools myself.**

Use this option if you would prefer to select the tools yourself and create your own logins for those tools.

**Tip**

We recommend the first option as this will ensure you are able to use all available DHL online tools – even if you do not need them immediately.

Access to DHL IntraShip cannot be created using the options above. If you would like access to DHL IntraShip, please contact your DHL Account Manager to discuss your requirements.
Account Holders: Create Access to Online Tools

c. I already use DHL tools

Select the tools you already use and enter your existing User IDs and passwords.

This option also gives you the opportunity to create access to other DHL online tools. In this example, DHL ProView and DHL Online Shipping are offered as additional tools.

Note

If you create access to DHL ProView, you will need to request a PIN for each account you would like to monitor in this tool from your DHL Account Manager.

Customers using DHL IntraShip will not, in general, need access to DHL Online Shipping as well.
You are registered on MyDHL!

You will see a web page confirming your registration and receive an email containing details to activate your login.

**Note**

You must activate your login within 24 hours of receiving the email confirmation.

Don’t see a confirmation email in your inbox? Please wait a few moments and also check your junk mail folder. If you still have not received your confirmation email, please contact DHL Technical Support for assistance.

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**Activate your MyDHL Login**

1. Click on the link provided in the email.

2. Enter the User ID and Password you previously created.

3. Click **Login**.

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**Note**

If you get a Mail Delivery Error instead of the Registration Complete page, this usually means that the email address you entered was invalid.
New Account Holders

When you first log into MyDHL, the MyDHL Status page is displayed. This page guides you through the steps to add new account numbers and create access to the online shipping and tracking tools available.

1. Enter your new DHL account number(s) and click **Save**.

   The online tools available for the account numbers you entered will be displayed.

2. Click **Create Access Now** for each tool you would like to use.

3. Enter a User ID and password of your choice. For more information about creating tool logins, go to page 14.

   **Note**

   If you have been provided with login details for DHL IntraShip, these can be added in **MyDHL Tools** (page 12).

4. Once you have created access to the tools, they are available from this page or from the top navigation.

   **TIP**

   After you have completed your MyDHL set up, you may want to select a different Start Page (see page 15).
COMPANY INFORMATION

Maintain your company information and contact details here (or via the MyDHL Status page).

1. From Manage Profile on the top navigation bar, select Company Information.
2. Check the information previously entered and complete any remaining fields.
3. Click Save.

MY ACCOUNTS

Maintain your DHL account numbers here.

1. From Manage Profile on the top navigation bar, select My Accounts.
2. To add an account, enter it in the box provided and then click Add & Save.
3. To delete an account, click the red X icon next to the account you would like to delete.

Note

If you would like an additional export account or require an import account, you can request one here. We will then contact you to discuss your requirements.

Please note that you can only request an import account if you have an existing export account.
My Profile

Maintain your personal details and change your MyDHL password here.

1. From **Manage Profile** on the top navigation bar, select **My Profile**.
2. Update your details as required.
3. Click **Save**.

**Tip**

If you have not already opted to receive emails from DHL, take a moment to tick the box now.
MyDHL Tools

New Account Holders: Once you have received your new account(s), create access to the DHL online tools you would like to use here (or via the MyDHL Status page).

Existing Account Holders: Update existing login details and create access to additional tools here.

Note

If access to the tools was set up automatically when you registered (the Please select tools for me option) you will not be able to modify your login details here. This is to prevent your access from inadvertently being lost.

1. From Manage Profile on the top navigation, select MyDHL Tools.
2. Tick the box next to each tool you would like to access in MyDHL.

Tip

For more information about these tools, select the New User – Learn More option from the Track, Ship and Import menus.

You will also find the User Guide for each tool on these pages.

DHL ProView
Monitor the current status of all your shipments and automatically send shipment event notifications by email or SMS: DHL Express export and/or import account number required

DHL Import Express Online
Manage your imports with shippers around the world, while keeping your account number confidential: DHL Express import account number required

DHL Online Shipping
Prepare your shipment labels, create Customs documents and schedule pickups: DHL Express export account number required

DHL IntraShip
Prepare shipment labels, Customs documents, schedule pickups, view reports and much more. For larger volume exporters and shippers using DHL Economy Select services: DHL Express export account required.
MyDHL TOOLS (continued)

3. Each box you tick will expand to show a corresponding Username and Password field.
   - If you have previously registered to use a tool, enter the login details you would normally use to access the tool and then click **Save & Finish**.
   - If you have not registered to use the tool before, click **Create New Login** and follow the steps on the next page.

**Note**

You can create new logins for DHL ProView, DHL Import Express Online and DHL Online Shipping providing you have added an appropriate account number in **My Accounts**.

Although you can create a new login for DHL ProView here, for security reasons you will need to contact your DHL Account Manager for a PIN for each account you wish to monitor.

If you would like a login for DHL IntraShip, please contact your DHL Account Manager to discuss your requirements.

**New Account Holders:** When your account is set up, we will discuss with you which of DHL IntraShip or DHL Online Shipping best fits your shipping needs.

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**Tip**

Forgotten your password for one of your existing tools? You can create a new login, but you will lose all of your saved addresses and shipping history. We recommend instead that you go directly to the login page for that tool and submit a request to retrieve your password. Please contact DHL Technical Support if you need assistance.
Creating New Logins

For DHL Online Shipping and DHL Import Express Online, the email address you registered with on MyDHL will auto-populate. If you have more than one account number, select the one you would like associated with the tool.

For DHL ProView, your MyDHL User ID will be populated.

1. Enter your MyDHL password and re-type it for confirmation.
   DHL ProView also requires a challenge question and answer for future password reset. This applies to DHL ProView only and not your MyDHL login.

2. Click Continue and repeat steps for each tool required.

3. Click Save & Finish.

4. To activate the tool logins you have added, you must log out of MyDHL and log back in again.

Next Steps

Company Administrator? To grant access to MyDHL to other users within your company and manage their tool logins, continue to page 16.

Note

When a new login has been successfully created, you will be prompted to log out of MyDHL and log back in again.
Use the feature to set the page you would like to see each time MyDHL opens.

When you first log in to MyDHL, the Start Page is set to MyDHL Status. Once you have completed the tool set up steps, you may wish to change your Start Page.

We recommend changing this setting to either Home or Track if this is a tool you use frequently.

To change the setting to Track:

1. From Manage Profile on the top navigation bar, select Start Page Settings.
2. Select Track from the drop-down menu.
3. Click Save.
MANAGE ADDITIONAL USERS

Set Up Additional Users

Once you have registered and set up your own tool logins, you (as a Company Administrator) have the option to grant MyDHL access to other users in your company and manage which tools they can use.

1. From Manage Profile on the top navigation bar, select Manage Additional Users.

2. Click Create New User and then create the new user’s Personal Profile by entering all of the required fields.

3. Select the user rights you would like to grant from the User Rights dropdown list.
   - **Standard Users** will only receive access to the tools you enable for them in the next step (page 16).
   - **Customer-Admin** sets up another Company Administrator who can manage MyDHL access rights for other users.

4. Click Save & Proceed to send a MyDHL login activation email to the user.

Tip

An auto-populated temporary User ID will be visible until the user activates their login and chooses their own User ID.

Note

The new user will receive an email from DHL with their temporary login details advising them to activate their MyDHL registration within 24 hours.
MANAGE ADDITIONAL USERS (continued)

Set Up Tool Access
Additional users can be set up with the same tool logins as the Company Administrator, with their existing login details or with completely new logins.

Use Existing Tool Logins
1. On the MyDHL Tools tab, tick the boxes next to the tools for which you would like to grant access.
2. Each box ticked will expand to show a corresponding Username and Password field.
3. Either enter existing login details, or leave these fields blank for the user to complete once they have activated their MyDHL login.
4. Click Save & Finish.

Create New Tool Logins
1. Tick the boxes next to the tools for which you would like to grant access.
2. Click Create New Login next to each tool you would like the user to access.
3. For DHL Online Shipping and DHL Import Express Online, the email address that was used to register the user on MyDHL will auto-populate. For DHL ProView, the MyDHL User ID will be used.
4. Enter a password of your choice.
5. Click Continue and repeat the steps for each tool required.
6. Click Save.

Tip
For DHL Online Shipping and DHL Express Online, the 'username' is an email address.
For DHL ProView and DHL IntraShip, this is a User ID.

Note
If the additional user already has tool logins, they can add their own login details once they have activated their MyDHL registration. In this case, the Company Administrator only needs to permit access to that tool.
Remember that if you create new logins, addresses and shipment history associated with a previous login will be lost.

Note
If you would like the user to use a different account, this must be added on the My Accounts page first.
ADDITIONAL USERS (continued)

Maintain Additional Users

Once you have added additional users, their details are recorded on the Manage Additional Users page. Here you can see who has activated their My DHL login, as well as add, edit and delete user profiles.

Status

- **Active** – received email invitation and activated their login.
- **Inactive** – received email invitation, but not activated their login.

Delete an Additional User Profile

1. From Manage Profile on the top navigation bar, select Manage Additional Users.
2. Click the red X icon next to the user you wish to delete.

Edit an Additional User’s Profile and Tool Access

1. From Manage Profile on the top navigation bar, select Manage Additional Users.
2. Click the red pencil icon next to the user you wish to edit.
3. Update as necessary and click **Save**.

Tip

To resend email invitations to inactive users, click **Resend Invitation Email**.

For active users, you can request a new password on this page.
Visit our Information Centre
Here you can find contact details for DHL Express Customer Service, as well as MyDHL Technical Support.
TECHNICAL HELPDESK

For MyDHL

We're here to help...
If you need support with a technical issue, our Technical Helpdesk is available 24 hours a day, 365 days a year. A ticket number will be allocated to you; please keep it safe as you may need it for future reference.

Email: eComUK@dhl.com

If you have a general DHL enquiry, please call Customer Service on 0844 248 0844.