



DHL ONLINE SUPPLIES ORDERING

CUSTOMER GUIDE



ONLINE SUPPLIES ORDERING

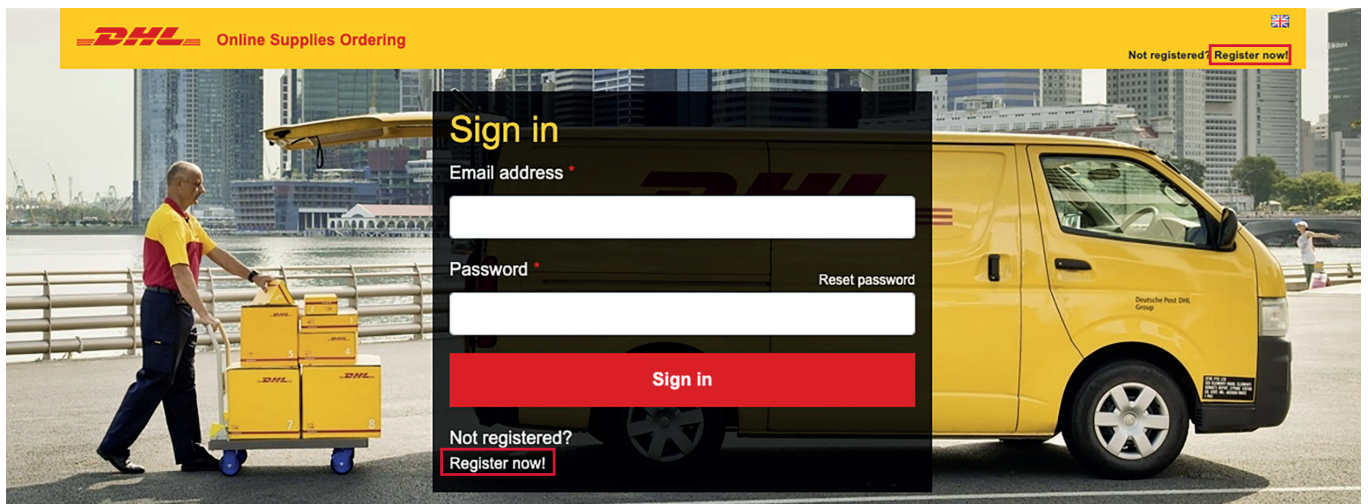
Online Supplies Ordering (OSO) is available to DHL Express account holders for the delivery of DHL packaging within the UK.

To make ordering supplies easier and for greater security, the new version of OSO requires you to register, giving you access to these time-saving features:

- View and copy previous orders
- Save frequently used delivery addresses in an address book
- Store your DHL account numbers

REGISTER TO GET STARTED

1. Go to <https://oso.dhl.com/gb> and click **Register now!**



2. Complete the registration form, noting the minimum password requirements.

Please complete your details below:

Company name *

Email address *

Password *

Repeat password *

Register

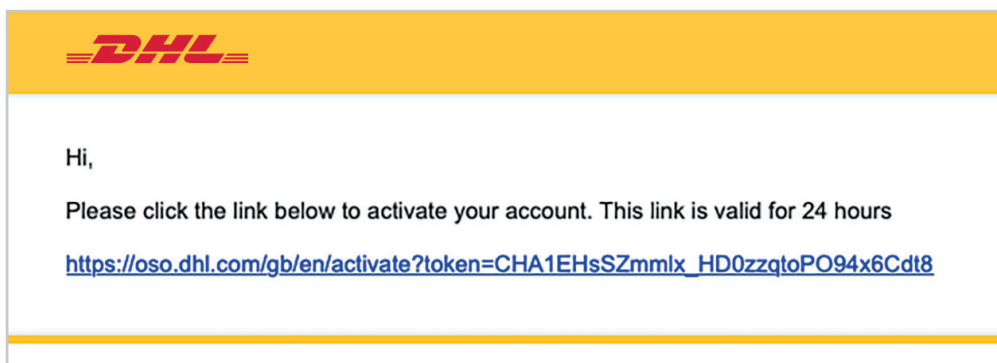
The password must be a minimum of 8 characters and must contain at least:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character:
@ # \$. - ! * & ?

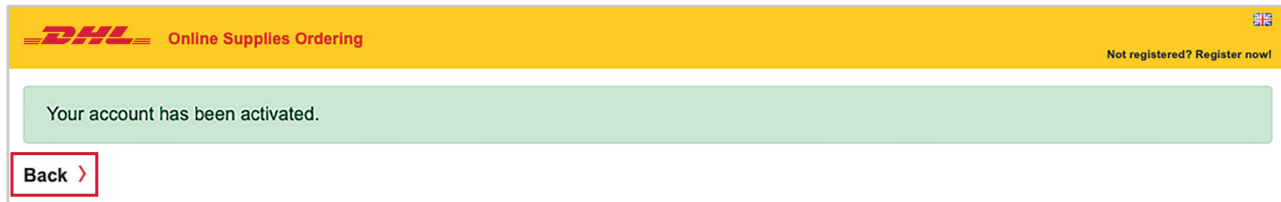
For your security, you will be asked to change your password **every 90 days**.

3. Click **Register** to submit your request.

4. You will receive an email to activate your OSO account. The activation link is valid for 24 hours only.



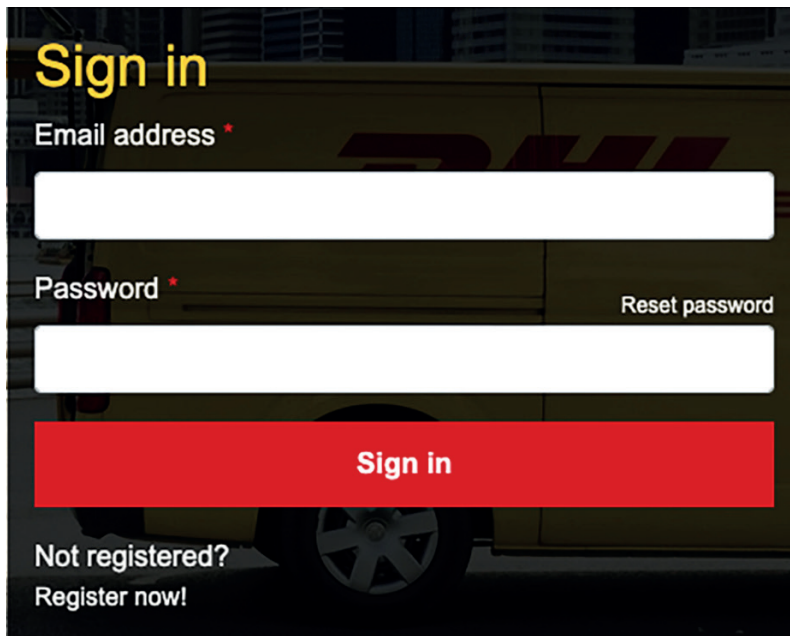
5. Once you have activated your account, click **Back** to sign in.



The screenshot shows the DHL Online Supplies Ordering interface. At the top is a yellow header with the DHL logo and the text "Online Supplies Ordering". On the right side of the header, there is a small UK flag icon and a link that says "Not registered? Register now!". Below the header, a light green message box contains the text "Your account has been activated.". At the bottom left, there is a button labeled "Back >" with a red border.

You will also receive an email to confirm that your account has been activated.

6. Enter your email address and password and click **Sign in**.



The screenshot shows the DHL Sign in page. The background features a dark image of a DHL delivery van. The page has a large yellow "Sign in" heading at the top left. Below it, the label "Email address *" is followed by a white input field. Underneath that, the label "Password *" is followed by another white input field. To the right of the password field is a link that says "Reset password". At the bottom of the form is a large red button with the text "Sign in" in white. In the bottom left corner, there is a link that says "Not registered? Register now!" in white text.

CREATE A NEW ORDER

You are on the **New Order** page when OSO opens.

1. Enter your DHL account number.

Is the company name correct for this delivery?

The company name that DHL holds for the account will be displayed.

Account number *

x

Company name *



DHL EXPRESS

☐ Save account number

Next

If this is not the company the supplies are being delivered to, click into the field to edit it.

Company name *



ABC Limited

2. If you wish to save this account number for future orders, tick **Save account number**.

Account number *

x



Company name * 

☒ Save account number

Tips for future orders

- To retrieve a saved account number, click the List icon to the right of the account number field.

Account number *

x



- If you change the company name, this will be displayed on the next order. It can be edited again as needed.

3. Click **Next** to enter the **Delivery address**. Required fields are indicated by an asterisk.

Clear address

Address book

Contact name *

Phone *

Email address *

test@dhl.com

House number / Building name *

Street *

Address line 3

Town / City *

Postcode

— — — — —

Country *

United kingdom

Delivery location (solely for courier instructions)

< Back

Next

The **Delivery location** field should only be used for instructions that will assist the courier to deliver your order when they arrive at the premises e.g. loading bay, 1st floor reception. Our couriers cannot assist with any other requests.

Delivery address tips

- The delivery address and contact details used on your last order will be displayed for the next order. Use the Clear button to enter a new address or overwrite the existing one.
- If you have multiple delivery addresses, we recommend that you add them to your Address book first and then select from it when you order.

4. Click **Next** to select the **Products** you wish to order. Enter the number of packs you require of each item.

Order quantities and limits

- You are ordering packs - not individual items. The number of **Items per pack** is clearly displayed and **Your pack limit** is the maximum number of packs that can be ordered.

In this example, there are 200 items in each pack and you can order up to 5 packs.
If you require 600 items, enter 3.



Card Envelope 1 - Pack of 200

Product code (Local ID): 1948502

35.0 x 27.5 x 0.2cm

200 items per pack

Items per pack: 200
Your pack limit: 5

- There are also limits on the number of times you can order a product during a certain period.
If this is the case, the system will alert you.

Limit is 8 packs in 30 days. You
have ordered 6 packs. You can
order 2 more.

- 5.** Click **Next** to view a **Summary** of your order and check that the details are correct.
If not, use the **Edit** buttons to go back and amend.

Review and confirm your order

Polite Notice

DHL supplies are provided to our account customers strictly on the condition that they shall be used only for shipping with DHL.

An account customer is not permitted to use these supplies with any other shipper, for any other purpose and agrees that s/he shall not re-sell them.

DHL reserves the right to refuse to fulfil any order of supplies, in circumstances where DHL is satisfied that the account holder has not complied with the terms of this notice.

Account details
Edit

ABC Limited

Delivery address
Edit

Contact name	AN Other	Phone	
Email address	test@dhl.com	House number / Building name	Southern Hub
Street	Unit 1, Horton Road	Address line 3	
Town / City	Colnbrook	Postcode	SL3 0BB
Country	United Kingdom	Delivery location (solely for courier instructions)	

Products
Edit

Product code	Product name	Packs ordered	Total items
1948502	Card Envelope 1 - Pack of 200	3	600

Back

Confirm

- 6.** Click **Confirm** to submit your order. You will receive an email confirming your order details.



Hi,

Thanks for your order. Please allow 2-3 workings days for delivery.

Order ID OSOGB71FR

Account number

Company name ABC Limited

MANAGING YOUR OSO ACCOUNT

The options available from the top menu help you to manage your OSO account and make ordering your supplies quicker and easier.

ORDER HISTORY

Your orders

Order ID	Created at	Status
		- v

- View all the orders placed under your login
- Copy previous orders and edit them as required

PROFILE

Profile

Account numbers

Address book

Manage profile	>
Manage password	>
Delete profile	>

- Manage your contact details and password
- Delete your profile – if you no longer need your OSO account, you can permanently delete it

You can register again if required, but none of your previous data can be restored

ACCOUNT NUMBERS

Account numbers

Address book

Sign out

Manage account numbers	>
Add account number	>

View, add and delete your DHL accounts – then just select the correct one when you create a new order

ADDRESS BOOK

Address book

Sign out

Manage addresses	>
Add address	>

- Store your frequently used delivery addresses
- When you create a new order, you can quickly select one from the address book

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