



DHL EXPRESS NEW ZEALAND

# **DHL ONLINE SUPPLIES ORDERING (OSO)**



# ONLINE SUPPLIES ORDERING (OSO)

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

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/nz/en> and click **Register now!**

The screenshot shows the DHL Online Supplies Ordering (OSO) New Zealand website. The header is yellow with the DHL logo and the text "DHL Online Supplies Ordering - New Zealand". A "Register" button is highlighted in the top right corner. The main content area features a "Please sign in" form with fields for "Customer Login (Email)" and "Password", both with checkmarks indicating successful input. A "Password reset" link is next to the password field. A green "Login" button is below the fields. Below the login form, there is a "Not registered?" section with a "Register now!" link (highlighted with a red box) and a "Go back to country selector" link. A green "Login via MyDHL+" button is also present. At the bottom, a white box contains a "Welcome to the NZ Supplies ordering service!" message and a list of bullet points: "DHL Express account required", "Delivery to NZ addresses only", "Register now to get started - your MyDHL+ login is separate", and "Learn more in our Customer Guide". The background of the page shows a yellow DHL van and a city skyline.

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

Please fill out the following fields to signup:

|                        |   |
|------------------------|---|
| Customer name          | ✓ |
| Contact Name           |   |
| Customer Login (Email) | ✓ |
| Password               |   |
| Repeat password        |   |
| <b>Signup</b>          |   |

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.

[NZ - New Zealand] Activating an account in DHL Online Supplies Ordering

 DHL Online Supplies Ordering <noreply@dhl.com>  
To:  Jasmine Duncker (DHL NZ)

Reply Reply All Forward

Mon 13/11/2023 12:28

If there are problems with how this message is displayed, click here to view it in a web browser.



Hello Jasmine Duncker,  
Click the link below to activate your account

[Activate my account](#)

© 2022 | DHL | All Rights Reserved  
This message has been generated automatically by the system DHL Online Supplies Ordering, please do not reply.

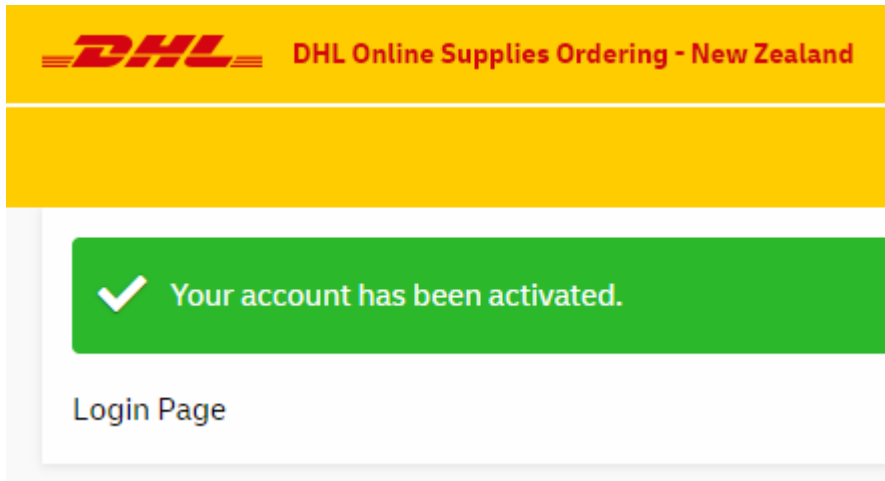
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DHL Online Supplies Ordering

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



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**.

A screenshot of the Sign in page on the DHL Online Supplies Ordering - New Zealand website. The background is a dark image of a DHL delivery van. The page has a yellow "Sign in" heading. Below it is a form with two input fields: "Email address" and "Password", both marked with a red asterisk. To the right of the Password field is a link that says "Reset password". Below the input fields is a large red button with the text "Sign in". At the bottom left, there is a link that says "Not registered? Register now!".

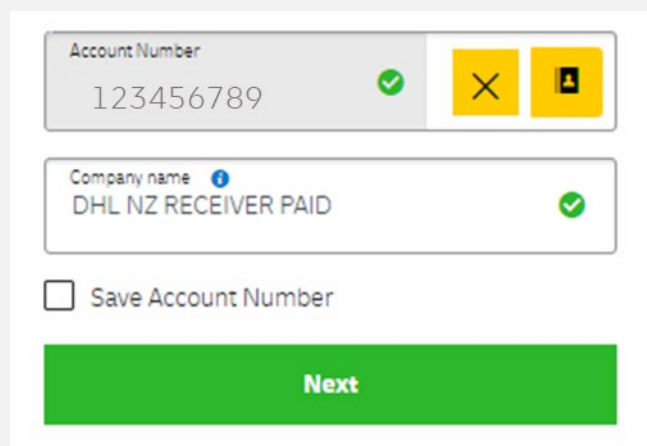
## CREATE A NEW ORDER

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.



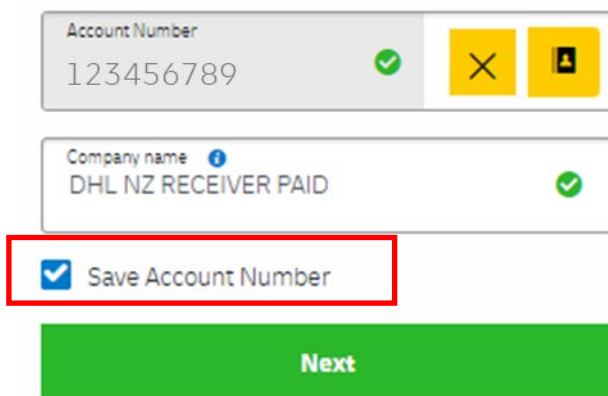
Account Number 123456789 ✓

Company name ⓘ DHL NZ RECEIVER PAID ✓

☐ Save Account Number

Next

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



Account Number 123456789 ✓

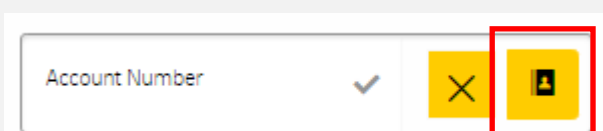
Company name ⓘ DHL NZ RECEIVER PAID ✓

☒ Save Account Number

Next

### Tips for future orders

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



Account Number ✓

X List icon

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

✕ Clear

📖 Address book

Contact person  
John Snow

✓

Phone

✓

Email address  
test@dhl.com

✓

Building Number

✓

Street

✓

City

✓

Postcode

✓

Country  
New Zealand

▼ ✓

Additional information

Back

Next

The **Additional Information** 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, 1<sup>st</sup> 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.

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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 individual items - not packs. The number of **individual items** is clearly displayed.

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 Express. 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 Express reserves the right to refuse to fulfill any order of supplies, in circumstance where DHL is satisfied that the account holder has not completed with the terms of this notice.

## Main information

DHL NZ RECEIVER PAID

Edit

## Address

|                       |                        |                        |                  |
|-----------------------|------------------------|------------------------|------------------|
| <b>Contact person</b> | Jasmine Duncker        | <b>Phone</b>           | 0800 800 020     |
| <b>Email address</b>  | noreply@dhl.com        | <b>Building Number</b> | 16               |
| <b>Street</b>         | Laurence Stevens Drive | <b>City</b>            | Auckland Airport |
| <b>Postcode</b>       | 2022                   | <b>Country</b>         | New Zealand      |

**Additional information**

Edit

## Products

| Product code | Product name    | Number of units ordered | Number of items |
|--------------|-----------------|-------------------------|-----------------|
| P190         | Flyer Standard  | 30                      | 30              |
| P185         | Envelope (Card) | 30                      | 30              |
| E100         | Express Box 5   | 2                       | 2               |
| E110         | Express Box 8   | 2                       | 2               |
| M900         | Waybill Sleeve  | 20                      | 20              |
|              |                 | 84 ()                   | 84              |

Edit

Back

Confirm

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

## ✓ Thank you

Your order has been successfully placed.

Please allow 3 - 5 business days for your supplies to be processed and delivered.

Should you need to change or cancel your order, please do this under the 'Order History' in MyDHL+ or call Customer Services on 0800 800 020.

Please note your order can only be updated if the status is still in the 'Created stage'

## MANAGING YOUR OSO ACCOUNT

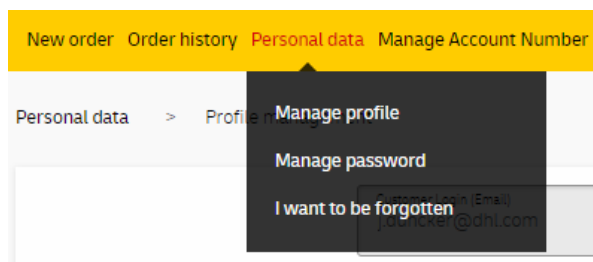
The options available from the top menu help you to manage your OSO account and make ordering your supplies quicker and easier.

### ORDER HISTORY

| Order ID  | Created at ↓           | Status  |
|-----------|------------------------|---------|
|           |                        | -       |
| OSONZ1Z7C | 2023-11-16<br>11:01:41 | Created |
| OSONZ14JV | 2023-11-15<br>11:55:34 | Created |

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

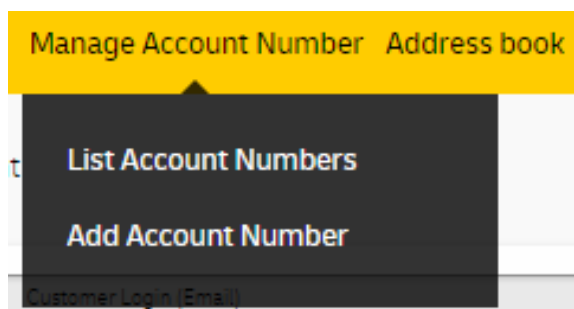
### PROFILE



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

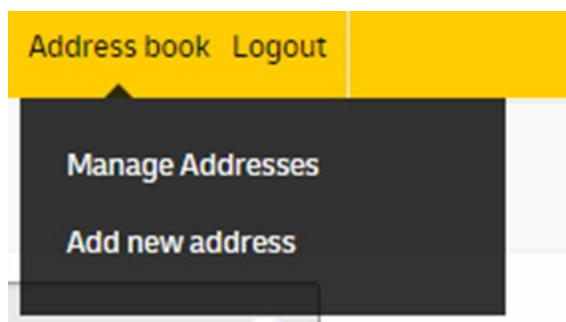
You can register again if required, but none of your previous data cannot be restored

### ACCOUNT NUMBERS



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

### ADDRESS BOOK



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