

IMPORT EXPRESS ONLINE USER GUIDE



importexpressonline.dhl.com

QUICKLY AND ACCURATELY PREPARE AND MANAGE YOUR SHIPMENTS WITH SECURE ACCOUNT DETAILS AND SHIPMENT VISIBILITY WITH IMPORT EXPRESS ONLINE.

Import Express Online is designed to coordinate effective communications between Importers and Shippers—*wherever you are, directly via the Internet*. It gives Importers full control of their imports while enabling Shippers to prepare and manage their shipments.

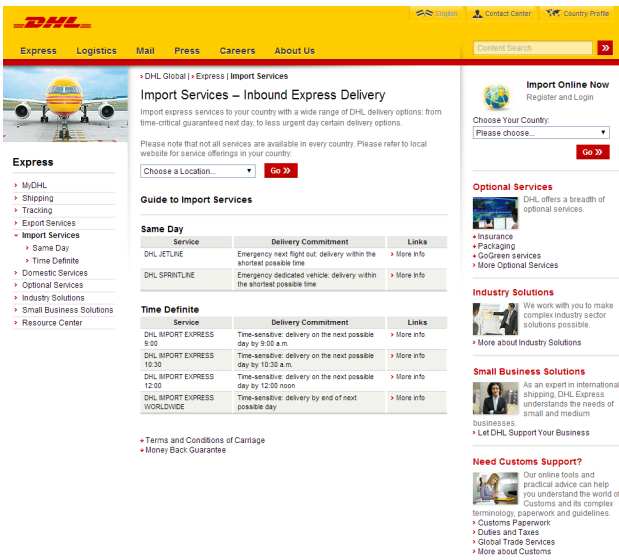
EXCELLENCE. SIMPLY DELIVERED.



ACCESS AND REGISTRATION

With **Import Express Online**, there's no software to install and use of this shipping tool is absolutely free.

DHL Global Web Site (*choose your country*)



DHL's **Import Express Online** only requires that the Importer has an Import Express account; the Shipper does not need an account to register and use the application.

Access **DHL Import Express Online** either through the direct link at

importexpressonline.dhl.com

OR

through your country's DHL Web site at www.dhl.com.

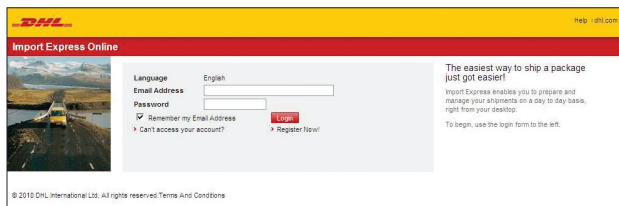
If you're already registered, enter your e-mail address and password.

Tip

Check the box below the log-in fields to have the system remember your e-mail ID for you.

GETTING STARTED

Log In



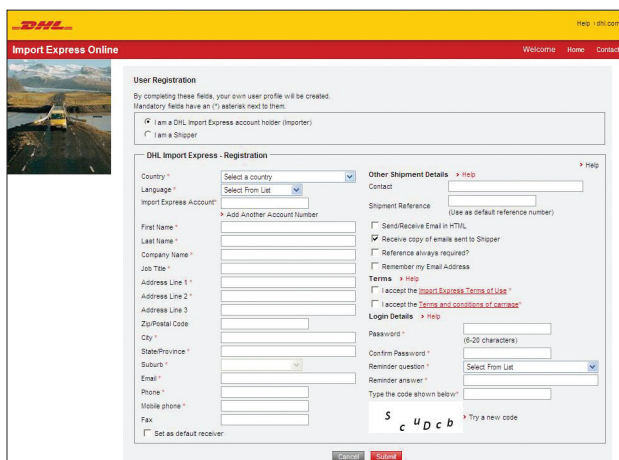
If you are an Importer and it's your first time using this tool, you will need to register for access.

Click on **Register Now** under the **Login** button. Make sure you have your Import Express account numbers available.

Tip

As an Importer, you will be able to include multiple Import Express account numbers during your registration, or you can add them later by editing your user profile.

Registration



If you are a Shipper, you will be able to register and keep a user profile in **Import Express Online**, but the system will not require that you enter a DHL account number.

IMPORTERS

PREPARING SHIPMENT INSTRUCTIONS: ADDRESS DETAILS

Address Details

Shipper	Reference ID	Receiver	Last Updated	Status
Vero Huguierza DHL UY MONTEVIDEO Uruguay MONTEVIDEO Ship Date: 10/04/2010 Pieces: 1	44532	Walter Niemcow DHL US TEIPE United States Of America	10/04/2010	Pending Shipper Action
Vero Huguierza DHL UY MONTEVIDEO	44402	Walter Niemcow DHL US TEIPE	10/01/2010	Pending Shipper Action

Importers can both prepare and forward shipment instructions to their Shippers

OR

complete shipments on behalf of their Shippers.

Importers can authorize Shippers with either a *single shipment instruction*, which allows Shippers to ship one time to the Receiver using the Importer's Import Express account; or Importers can create a *standing authorization** to allow Shippers to ship anytime to the Receiver using the Importer's Import Express account.

Enter and save Shipper and Receiver address information and provide important shipment details to create shipment instructions, review entered information, and track shipments.

Find Shipper or Receiver

Shipper	Reference ID	Receiver	Last Updated	Status
Vero Huguierza DHL UY MONTEVIDEO Uruguay MONTEVIDEO Ship Date: 10/04/2010 Pieces: 1	44532	Walter Niemcow DHL US TEIPE United States Of America	10/04/2010	Pending Shipper Action
Vero Huguierza DHL UY MONTEVIDEO	44402	Walter Niemcow DHL US TEIPE	10/01/2010	Pending Shipper Action

Step 1A:

To quickly prepare shipment instructions, apply recently used Shipper and Receiver information by choosing the appropriate Shipper and Receiver from the **Ship From/Ship To** pull-down menus and click **Next** to proceed.

OR

If your Shipper or Receiver has not been used recently or you need to enter new address information, either click the **Open Address Book** or **Create New Shipper** links below the **Ship From** field.

Step 1B:

To create user-friendly documents, select the Shipper's language from the corresponding pull-down menu and authorize the Shipper to update pickup address information. If this is a new address, click the box to have it saved to the Address Book.

Note

If the box authorizing the Shipper to modify pickup information is not checked, related fields will not be editable for Shippers.

Create User-friendly Documents

* Available First Quarter 2011

PREPARING SHIPMENT INSTRUCTIONS: SHIPMENT DETAILS

Shipment Details

Step 2A:

The **Shipment Details** screen allows Importers to:

- Enter a message to the Shipper, such as items to be ordered, order numbers, and handling instructions.
- Optionally, attach a file, which could be a purchase order or any related document.
- Choose to bill freight and customs charges to separate accounts, if needed. Use the pull-down menu to choose the appropriate Import Express account to be billed.
- Indicate whether you would like to be sent e-mail notifications upon shipping and how frequently or set up preferences for receiving a follow-up e-mail in case the Shipper has not acted on shipment instruction during a certain period of time.

Shipment Details (prepare shipment on Shipper's behalf)

Product Name	Estimated Delivery By	Latest Booking	Latest Pickup	Estimated Price
<input type="checkbox"/> EXPRESS 12:30	11-Oct-2010, 10:30	14:30	15:00	N/A
<input type="checkbox"/> EXPRESS 12:00	11-Oct-2010, 12:00	14:30	15:00	N/A
<input checked="" type="checkbox"/> EXPRESS WORLDWIDE	11-Oct-2010, End of day	14:30	15:00	355.81 USD

Step 2B:

In addition to the 2A step information listed above, if the Importer is preparing a shipment on the Shipper's behalf, Importers can:

- Select a packaging type, enter pieces and weight as well as a description of the contents, dutiable status (**non-document** for dutiable and **document** for non-dutiable), and decide whether to create a commercial invoice online.
- Choose a product from the options displayed; the application will only show products that are available according to the shipment data entered by the Importer.
- If the product selected is not available at the time of shipping, indicate your preference for the fastest or cheapest option instead.

Note

The estimated delivery date is based on the shipment being processed immediately. The delivery date may change depending on when the shipment is processed.

PREPARING SHIPMENT INSTRUCTIONS: REVIEW AND FORWARD INSTRUCTIONS

Review Shipment Details

The screenshot shows the 'Review' step of the 'Prepare Shipment Instruction' process. The interface includes a navigation bar with 'Prepare Shipment Instruction', 'Manage Authorization', and 'History / Track'. The main content area is titled 'Confirm Shipment Information' and is divided into several sections:

- [-] Hide Address Details:** Contains three columns of information:
 - Shipper Details:** DHL US, Water Niemcow, 1144 W. Washington St, TEMPE, AZ, 85281, 480878780, veronica.muguerza@dhl.com
 - Additional Recipient:** DHL US, Water Niemcow, 1144 W. Washington St, TEMPE, AZ, 85281, 480878780, veronica.muguerza@dhl.com
 - Importer details:** DHL US, Water Niemcow, 1144 W. Washington St, TEMPE, AZ, 85281, 480878780, veronica.muguerza@dhl.com
- [-] Hide Shipment Details:** Includes 'Shipment Reference' (07-15-2010), 'Weight' (5.0 kgs), 'Number of Pieces' (1), 'Message To Shipper' (Coboc Farming Ltd.), 'Description of Contents' (Documents), 'Packaging' (Flyer), 'Shipment Status' (Document), and 'Declared Value' (N/A).
- [-] Hide Service Options:** A table titled 'Product Selected By Importer' with columns for Product Name, Estimated Delivery By, Latest Booking, Latest Pickup, and Estimated Price. The row shows 'EXPRESS WORLDWIDE' with a delivery date of 11-Dec-2010, a booking date of 14-30, a pickup date of 15-00, and a price of 355.91.

At the bottom, there are radio buttons for 'Authorize the shipper with a single shipment instruction?' and 'Authorize the Shipper with a standing order?'. The 'Authorize the Shipper with a standing order?' option is selected. Below this, there are checkboxes for 'Yes', 'No', and 'Allow the shipper to view the rate'. At the very bottom, there are buttons for 'Back', 'Cancel', 'Print Summary', and 'Forward Instructions'.

Step 3A:

Import Express Online gives Importers the opportunity to review all of the entered information before it is sent to the Shipper.

- Choose to authorize a Shipper to either process one single instruction or create a standing authorization* for the Shipper to use your Import Express account number for regular shipments.
- Check the box to allow the Shipper to have visibility of the rates.

Tip

To make changes, click the **Back** or **Cancel** buttons at the bottom of the page. Click the **Forward Instructions** button to send the shipment instructions via e-mail to the designated Shipper.

* Available First Quarter 2011

MANAGE AUTHORIZATIONS

New Standing Authorization

From: EduUY (Johnson Ltd.)
 To: Water (DHL US)
 Importer Account Number: 962580809 (Primary)

Standing Authorizations

ACC	Shipper	Shipper Email ID	Country	Receiver	Last Shipped	Status
962580809	Johnson Ltd.	ericampolo@gmail.com	Uruguay	Water	04-Oct-2010	Approved
962580809	DHL UY	ymc222@gmail.com	Uruguay	Water	04-Oct-2010	Approved
962580809	DHL UY	veronica.muguerza@dhl.com	Uruguay	Water	04-Oct-2010	Approved
962580809	DHL UY	veronica.muguerza@dhl.com	Uruguay	Water	04-Oct-2010	Approved
962580809	DHL	water.niemcow@gmail.com	Australia	Water	07-Oct-2010	Approved

Shipper Details

Most Recent Shippers: EduUY (Johnson Ltd.)
 Nickname: EduUY
 Contact: Edward Norton
 Country: Uruguay
 Company Name: Johnson Ltd.
 Address Line 1: Cerro 234
 Address Line 2: MONTEVIDEO
 Postal Code: 59829162222
 City: MONTEVIDEO
 State/Prov.:
 Suburb:
 Telephone: 59829162222
 Extension:
 Fax:
 Email: ericampolo@gmail.com
 Shipper Language: English

Receiver Details

Most Recent Shippers: Water (DHL US)
 Nickname: Water
 Contact: Water Niemcow
 Country: United States Of America
 Company Name: DHL US
 Address Line 1: 1144 W. Washington St
 Address Line 2:
 Address Line 3:
 Postal Code: 85281
 City: TEMPE
 State/Prov.: Arizona
 Suburb:
 Telephone: 4809876780
 Fax:
 CNPJ/CPF Tax ID: CNPJ / CPF
 Email: veronica.muguerza@ua.dhl.com

Account Details

Please select an Account Number for this Standing Order: 962580809 (Primary)
 Destination: Registered Account: 962580809 (Primary)
 Other: Receiver:

SHIPMENT HISTORY AND TRACKING

View History and Track Shipments

History/Track

To view, update or cancel a shipment instruction, select a record and click on an appropriate button. To track a completed shipment, click on the Track hyperlink in the status column.

ID	Updated	Shipper	Country	Email ID	Receiver	Country	Waybill	Status
44216	10/07/2010	DHL UY	Uruguay	veronica.muguerza@dhl.com	DHL US	United States Of America		Pending
44216	10/07/2010	DHL UY	Uruguay	veronica.muguerza@dhl.com	DHL US	United States Of America		Pending
44216	10/05/2010	DHL UY	Uruguay	veronica.muguerza@dhl.com	DHL US	United States Of America		Pending
44216	10/05/2010	Johnson Ltd.	Uruguay	ericampolo@gmail.com	DHL US	United States Of America		Pending
44216	10/05/2010	Johnson Ltd.	Uruguay	ericampolo@gmail.com	DHL US	United States Of America		Pending
44216	10/05/2010	DHL UY	Uruguay	veronica.muguerza@dhl.com	DHL US	United States Of America		Pending
44216	10/05/2010	DHL UY	Uruguay	veronica.muguerza@dhl.com	DHL US	United States Of America		Pending
44216	10/05/2010	DHL UY	Uruguay	veronica.muguerza@dhl.com	DHL US	United States Of America		Pending
44216	08/05/2010	DHL	Australia	water.niemcow@gmail.com	DHL US	United States Of America		Pending

* Available First Quarter 2011

Step 3B:

Create standing authorizations* for your Shippers and keep a record of them through the **Manage Authorizations** function.

- Enter Shipper (From) and Receiver (To) details by selecting from the respective pull-down menus for the latest contacts used or use the **Open Address Book** link to look for any other Shipper already saved into your Address Book or click the **Create new shipper/receiver** links to enter details of a new Shipper/Receiver.
- Click the account number to be billed.
- Check address details and review account details for options on which account to be billed for freight and duties & taxes.
- Click on the **Grant Standing Authorization** button at the bottom of the page.

A link is provided for the Shipper to directly access **Import Express Online**.

Tip

The Shipper will receive an e-mail stating that a standing authorization* has been granted by an Importer. The e-mail will provide the Importer's e-mail address, a direct link for the Shipper to access the application as well as the password to be used.

Step 4:

To view and track your shipments, click the **History/Track** tab.

Click a column header to sort by options such as ID number, last updated, shipper name, country, e-mail ID, waybill number, and status.

OR

Track a completed shipment by clicking the **Track** link in the **Status** column.

You can also update/authorize, cancel, or prepare new shipment instructions, as needed.

OTHER IMPORTER LINKS AND SCREENS

My Profile

My Profile

You will need your Import Express Account Number to register for this service. Fill in your details in the form below. They will be used as default information each time you use EO. It means you will not need to re-key the information again. Mandatory fields have an (*) asterisk next to them.

Your Details

Country * United States of America
 Language English
 First Name * Walter
 Last Name * Niencow
 Company Name DHL US
 Job Title
 Address Line 1 * 1144 W. Washington St
 Address Line 2
 Address Line 3
 Zip/Postal Code * 85201
 City * TEMPE
 State/Province * Arizona
 Suburb *
 Email wernice.mugera@us.dhl.com
 Phone * 4803876785
 Extension
 Mobile Phone *
 Fax
 Password * Change Password
 Reminder question * What is my pet's name?
 Reminder answer * iPhone
 Tax ID
 Default Receiver Settings
 Nickname Select from Address Book
 Default Shipment Settings
 Contact Walter Niencow
 Shipment Reference
 Receive copy of emails sent to Shipper
 Send/Receive Email in HTML
 Reference always required?
 Remember my Email Address
 Import Express Account Number(s)
 Account Number * 00012555
 Action

The **My Profile** screen contains the information you entered during registration. It is available to review or update at any time.

Questions about how to use a particular screen can be answered by clicking the **Help** link in the navigation bar or one of the **Help** links found near the form fields.

The **Address Book** screen is a great way to save all Shipper and Receiver contact information.

To create new Shipper and Receiver entries, click the corresponding button and fill in the mandatory information.

Address Book

Address Book

To create a new listing, click on "Create New Shipper" or "Create New Receiver" button. To edit address, click on the nickname hyperlink.

Find: [] Contained in Column: Nickname Find Show Address Book for: All

Click on the letters given below for quick search on phonetic
 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 0

Nickname	Company	Contact	City	Country	Type
Walter Niencow	DHL US	Walter Niencow	TEMPE	United States of America	Receiver
Cooper Cameron Do Brasil LTDA.		/ Heloisa Sellen De Oliveira	Rio De Janeiro	Brazil	Shipper
AGUSTIN PARAS	DHL AR	Agustin Paras	CAPITAL FEDERAL	Argentina	Shipper
AGUSTIN PARAS	DHL UY	Agustin Paras	MONTEVIDEO	Uruguay	Shipper
DESATIS	TEST	DESATIS	BRANTFORD	Canada	Shipper
PRA INTERNATIONAL LTD.		Doug Leathdale	LEATHERHEAD SURREY	United Kingdom	Shipper
JOHNSON LTD.		Edward Norton	MONTEVIDEO	Uruguay	Shipper
LIMPAC METAL DECORATING		Mr. John Bond	MORNINGSHIRE	United Kingdom	Shipper
NARDONE	Intl	Nardone	TROUVES	France	Shipper
ALP/VAION SA		Quincy Matthey	Vevey	Switzerland	Shipper

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To Import/Export address books, use the respective buttons at the bottom of the screen.

- Select whose address book you want to import/export (Shipper's or Receiver's).
- Indicate whether the file to be imported/exported has headers, attach file, and click **Start Importing/Exporting**.
- Match the **Import Express Online** field names with those of the CSV file to be imported/exported.
- Click the **Import/Export** button.
- You will receive a confirmation e-mail.

SHIPPERS

Enter and save Shipper and Receiver address information and provide important shipment details to create shipment instructions, review entered information, and track shipments.

URL-link Landing Page

Direct-link Landing Page

Reference	Shipment ID	Receiver	Last Updated	Status
Contract: 44757		Chris Krusey	08-Oct-2010	Pending Your Action

Shippers can access **Import Express Online**

- Through proactive e-mail notifications sent by Importers, or
- By using the direct link importexpressonline.dhl.com and their respective log-in credentials after having registered with the application.

Step 1:

Shippers will access **Import Express Online** in one of the following ways:

- Click on the provided URL link from a proactive e-mail notification sent by Importers.

OR

- Access the application through the direct link at importexpressonline.dhl.com

Note

When logging into **Import Express Online** for the first time using the URL link and temporary password provided in the proactive e-mail notification, the Shipper will need to select a new password, which will be valid for all future shipments.

Already-registered Shippers will be shown a landing page divided into two sections:

- **Prepare New Shipments (reverse shipments):** for Shippers to prepare a shipment request to a DHL account holder; shipment charges will be billed to the DHL account holder after the account holder has authorized the request.
- **Manage Shipments:** shows shipment instructions from Importers.

SHIPMENT REQUESTS: SHIPMENT SUMMARY

Shipment Summary

Confirm Shipment Information

Shipper details

Stavros Ltda
Luana Soares
Av Santa Ilanina 876
SAO PAULO
Sao Paulo
Braci 05038
551135189999
veronica.muguerza@br.dhl.com

Receiver details

DHL CA
Chris Krupay
Test 123
MISSISSAUGA
MISSISSAUGA
Canada L5H 1A1
9076765
veronica.muguerza@ca.dhl.com

Importer details

DHL CA
Chris Krupay
Test 123
MISSISSAUGA ON
CA L5H 1A1
9076765
veronica.muguerza@ca.dhl.com

Shipment Reference

Message to Shipper: [Dropdown menu]

Shipment Date: 05-Oct-2010

Is there any Standing order for Shipper: No

Need to reject? [Dropdown menu]

If you are Rejecting this instruction then please type in a Message to the attention of the Importer

Reject reason: [Text area]

Buttons: Back, Modify Pickup Address, Next

Step 2:

When the e-mailed URL link is used to access the program, the Shipper will see a summary of the Importer's shipment instructions.

Click the **Accept** button to accept the Importer's shipment request as it is written.

OR

If you would like to accept the shipment request but the pickup address information has changed and needs to be updated, click the **Modify pickup address and accept** button.

OR

Reject the shipment for any reason by typing a message into the **Reject reason** field. Click **Reject**.

Note

The **Modify pickup address** button will only be available to the Shipper if the Importer has indicated that the Shipper has authorization to update information.

SHIPMENT REQUESTS: SHIPMENT OPTIONS

Shipment Details

Request Pickup

Shipment Date: TODAY

Packaging: Documentos (Maximum weight is 70 kg)

Pieces: Total Pieces: 1, Total Weight: 0.5 (kg)

Description of contents: [Text area]

Shipment Status: Document, Non-Document

Declared Value: USD

I would like to create my invoice using Import Express.

Request Pickup

Pickup: I need to schedule a pickup for this shipment

Contact: Luana Soares

Company: Stavros Ltda

Address Line 1: Av Santa Ilanina 876

Address Line 2: [Text area]

Address Line 3: [Text area]

Postal Code: 05038

City: SAO PAULO

State: Sao Paulo

Suburb: [Dropdown menu]

Country: Braci

Phone: 55 11 3518 9999

Location Of Package(s): Reception

Location Type: Business

Special instructions (up to 70 characters): [Text area]

Pickup Date: TODAY

Pickup can be scheduled up to 7 days in advance

Package Ready By: 14 00

Office Closes At: 18 00

Buttons: Back, Cancel, Next

Step 3A:

Once a request has been accepted, enter additional information such as the package type, number of pieces, total weight, contents description, and if dutiable, the declared value.

If the Importer prepared the shipment details on the Shipper's behalf, the Shipper will just need to verify and update, if necessary.

Step 3B:

Use the pull-down menu for **Pickup** to indicate the action requested.

Additional instructions can be typed into the **Special instructions** field.

Pickup times can be set up in advance, depending on the country.

Tips

Import Express Online even assists the Shipper in deciding whether the shipment is considered non-document or document. Click on the **Help me decide** link located to the right of the **Shipment status** field.

US Shippers with dutiable shipments will also be required to enter a valid ITN or an FTR exemption from the pull-down menu.

Service Options
Step 4:

The **Service Options** screen will display all available products and services according to origin, destination, and shipment details entered. It will also show the latest possible pickup time for the Shipper's country.

If an Importer chose to authorize a Shipper to see rates, these will be shown next to each product.

Select the DHL product that best meets your shipping needs.

If the Importer has already selected the product, check its availability and proceed to the **Confirm Shipment** screen.

SHIPMENT REQUESTS: SHIPMENT CONFIRMATION

Confirm Shipment

Step 5:

From the **Confirm Shipment** screen, modify already-entered data by clicking the **Back** button.

Once the details have been verified, accept the **Terms and Conditions**.

Click the **Confirm shipment** button to continue.

Tip

The shipment instruction can be cancelled by clicking the **Cancel** button at any time.

SHIPMENT REQUESTS: PRINT PAPERWORK

Print Paperwork

Step 6:

Select the printing option and the number of copies to be printed.

Click the **Print Preview** button to review the documents to be printed (shipment summary, waybill, invoice) and then click **Print**.

REVERSE SHIPMENTS

Shippers are able to prepare and send a shipment request to an Importer. The Importer will need to authorize the request in order for the Shipper to process it. Shipment charges will be charged to the Importer's account.

Shipment Instructions

Step 1A - Shipper:

The Shipper logs into **Import Express Online**.

- Select a Receiver from the Address Book.
- Enter shipment details and select an Importer from the pull-down list (if a prior Importer-Shipper relationship has not been established, the Shipper will need to enter the Importer's e-mail address).
- Select a product.
- Request approval.
- An e-mail is sent to notify the Importer.

Shipper/Receiver Details

Step 1B - Importer:

The Importer receives an e-mail notification and logs into **Import Express Online**.

- View the shipment request. Update the message to the Shipper and the billing information, if necessary.
- Approve or reject the shipment request.
- An e-mail is sent to notify the Shipper.

Step 1C - Shipper:

The Shipper receives an e-mail notification and logs into **Import Express Online**.

- View the shipment request for the Importer's update message.
- Print shipment paperwork and arrange a pickup.

Schedule 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.

Request/Review Authorizations

Shipper	Importer	Importer Email ID	Importer Country	Receiver	Receiver Country	Last Shipped	Status
VeroCL	Rodrigo	rodrigo.c.lemos@dhl.com	Argentina	Argentina2	Argentina	-	Pending
VeroCL	Rodrigo	rodrigo.c.lemos@dhl.com	Argentina	Argentina1	Argentina	-	Pending
VeroCL	Rodrigo	rodrigo.c.lemos@dhl.com	Argentina	Argentina	Argentina	-	Pending
VeroCL	Vero	veronica.muguerza@dhl.com	Argentina	Villuguerza	Argentina	01-Oct-2010	Approved

Keep a record of all standing authorizations* granted to you by Importers.

Standing Authorization*

Request a Standing Authorization* from an Importer to be allowed to send shipments on a regular basis

- Enter Importer's e-mail ID
- Select a Receiver
- And follow the same process as for one-time reverse shipments

*Available First Quarter 2011

OTHER SHIPPER LINKS AND SCREENS

My Profile

The **My Profile** screen contains information the Importer entered. It is available for the Shipper to review or update at any time. To do this, simply enter the new or changed information and click the **Submit** button.

Questions about how to use a particular screen can be answered by clicking the **Help** link in the navigation bar.

Tip

Additional help can be found on the shipping forms by clicking the various help links located to the right side of some of the form fields.

Commercial/Pro Forma Invoice Templates

Invoice name	Invoice Number	Invoice type	Type Of Export
Invoices	001	Permanent	

Once you've completed the invoice information, you can add this invoice to your invoice templates by clicking the box at the bottom and typing in a filename for the new invoice template.

Address Book

Nickname	Company	Contact	City	Country
Argentina	DHL AR	Agustin Farias	CAPITAL FEDERAL	Argentina
Argentina	DHL AR	Agustin Farias	CAPITAL FEDERAL	Argentina
Vulguerza	DHL AR	Vero Muguierza	CAPITAL FEDERAL	Argentina

The Address Book stores all your receivers' information, allowing you to prepare shipments without repeatedly entering the same contact information.

Use the **Find** field to search by name or view your contacts using a variety of sorting options available in the **Contained in Column** pull-down list.



eCom group

+7(495)956-1000 ext. 2811

ru911@dhl.com

