



USER GUIDE



www.mydhl.dhl.com

A customer user guide for MyDHL portal.





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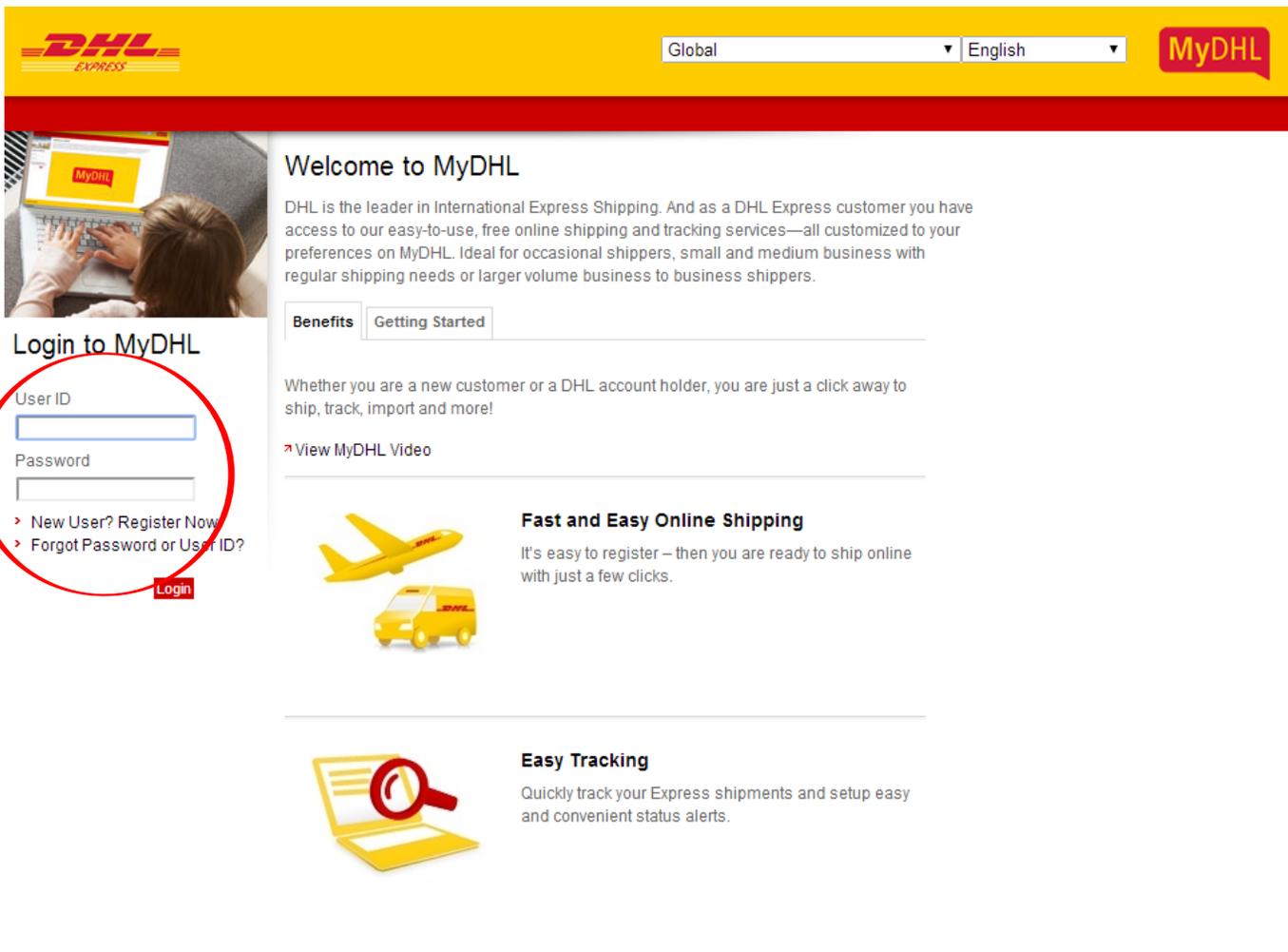


MyDHL system requirements:

- Computer with Internet access
- Latest **Adobe Reader**
- Turned on **Cookies** and **pop-up windows** at your browser

Login

To login connect to the Internet and navigate to <http://www.mydhl.dhl.com/>



DHL EXPRESS Global English MyDHL

Welcome to MyDHL

DHL is the leader in International Express Shipping. And as a DHL Express customer you have access to our easy-to-use, free online shipping and tracking services—all customized to your preferences on MyDHL. Ideal for occasional shippers, small and medium business with regular shipping needs or larger volume business to business shippers.

Benefits Getting Started

Whether you are a new customer or a DHL account holder, you are just a click away to ship, track, import and more!

[View MyDHL Video](#)

Fast and Easy Online Shipping
It's easy to register – then you are ready to ship online with just a few clicks.

Easy Tracking
Quickly track your Express shipments and setup easy and convenient status alerts.

Login to MyDHL

User ID

Password

- > [New User? Register Now](#)
- > [Forgot Password or User ID?](#)

Login

Enter User ID and Password in appropriate fields and press **Login**.

In case you have no User ID at **MyDHL**, click **Register Now** to create new account.

Registration

To register at **MyDHL** follow next steps.



1

Register for MyDHL

MyDHL gives you access to DHL's comprehensive suite of online shipping and tracking tools. Whether you're already a DHL Express customer or new to DHL, just follow these steps to register - it only takes a few minutes! If you already use DHL online tools (DHL Online Shipping, DHL IntraShip, DHL ProView or DHL Import Express Online), please have your existing User IDs and passwords available when registering for MyDHL. [US Customers Register Here](#)

Country (where are you based)*

Russian Federation



Back

Next

1

Choose your country from dropdown list.

2

Fill the form. Mandatory fields are marked by asteriks (*).

3

You will receive a confirmation message to the eMail address you just provided. Please click the link in eMail to confirm it.

2



Register for MyDHL

Please enter the requested information. If you already use DHL online tools (such as DHL ProView or DHL Online Shipping) please have your existing User IDs and passwords available when registering for MyDHL. All fields marked with an asterisk (*) are mandatory.

Company Information

Company Name *	VAT
<input type="text" value="Company name"/>	<input type="text"/>
Company Phone *	
<input type="text" value="+79031234567"/>	

Main Address

Street name *	Street number *
<input type="text" value="8 Marta"/>	<input type="text" value="14"/>
<input type="text"/>	
Postcode/Zip	Town/City *
<input type="text" value="101000"/>	<input type="text" value="MOSCOW"/>
Country	
<input type="text" value="Russian Federation"/>	Wrong country? Change here.

Select if courier pickups should be collected from a different address

Your Information

First Name *	Last Name *
<input type="text" value="Ivan"/>	<input type="text" value="Ivanov"/>
Job Title	Salutation *
<input type="text" value="Managing Director"/>	<input type="text" value="Mr"/>
Email Address *	Confirm Email Address *
<input type="text" value="Someone@dhl.com"/>	<input type="text" value="Someone@dhl.com"/>
Direct Office Phone/Extension *	
<input type="text" value="+79031234567"/>	



Password should contain:

- 1 lowercase letter
- 1 uppercase letter
- 1 digit
- Password should be at least 8 characters length

Registration

If you already registered at one or more DHL applications you can import your accounts to **MyDHL** by following next steps.

Do you have a DHL shipping account number (used to bill your DHL Express shipments)?

I do not have a DHL shipping account number 

I have one or more DHL shipping account number(s) used to bill my shipments to my company 

Please enter your DHL shipping account number(s)

DHL shipping account number *

1

[Add Another Account](#)

To determine which DHL shipping and tracking tools you will use in MyDHL, please select an option:

I am not currently using any DHL tools. Please recommend tools for me - quick default set up. 

I am not currently using any DHL tools, but would like to select tools myself - this option will take longer to complete. 

I already use DHL tools - have your User IDs and passwords ready to link them to your MyDHL profile. 

I use DHL ProView to monitor my shipments and send notifications

I use DHL IntraShip to ship online

Please enter your existing User ID and Password

User ID (maximum 50 characters) *

2

Password (6 to 10 characters) *

I use DHL Import Express Online to manage my imports online

I use DHL Online Shipping to ship online

Terms & Conditions

I would like to receive DHL information and promotional offers via email

I accept the DHL Express

 > [Terms and Conditions](#)

I accept the DHL Express

 > [Privacy and Cookies Policy](#)

1 If you have DHL account number write it down in the appropriate field.

2 Enter your username and password.

Registration

If you have no accounts at **MyDHL** applications follow these next steps.

1

To determine which DHL shipping and tracking tools you will use in MyDHL, please select an option:

- I am not currently using any DHL tools. Please recommend tools for me - quick default set up. [?](#)
- I am not currently using any DHL tools, but would like to select tools myself - this option will take longer to complete. [?](#)
- I already use DHL tools - have your User IDs and passwords ready to link them to your MyDHL profile. [?](#)

Terms & Conditions

- I would like to receive DHL information and promotional offers via email
- I accept the DHL Express
 - > [Terms and Conditions](#)
- I accept the DHL Express
 - > [Privacy and Cookies Policy](#)

Security Check

Please enter the characters from the image exactly as shown, with no spaces in between. Characters are case sensitive. Problems reading the characters [try a new image](#).

ufRuLt

u f R^u L t

2

1 Choose the specified radio button.

2 Enter the security check text from the image.

Registration

Choose applications you want to use and fill all the mandatory fields.

Create Access to DHL Tools

Use DHL ProView to monitor your shipments and set up notifications

Please provide the following:

Create User ID (maximum 20 characters) *

Create Password (6 to 20 characters) *

Confirm Password *

Time Zone *

Security challenge question for DHL ProView password reset *

Security challenge response for DHL ProView password reset *

Use DHL IntraShip for large volume shippers to ship online

Please provide the following:

Select the account number(s) you want associated with your DHL IntraShip shipments

380000

Create User ID (maximum 50 characters) *

Create Password (6 to 10 characters) *

Confirm Password *

Define the Shipper's Reference you want associated with your shipments (35 characters max.)

Use DHL Import Express Online to manage imports
(not available: you have not provided a DHL Import account number)

Use DHL Online Shipping to ship online

Username at the applications can be the same as **MyDHL** username.

Username at **DHL ProView** may consist of letters and numbers excluding special symbols, it is also can't be an eMail address.

Main menu

There are several applications for shipping presented at the **main menu**.

The screenshot shows the DHL MyDHL main menu. The header includes the DHL logo, a language dropdown set to 'English', and the 'MyDHL' logo. The navigation bar contains links for Home, Track, Ship, Import, Manage Profile, and Information Center. The user is logged in as 'Ivan Ivanov' with a 'Logout' button. The main content area is titled 'Welcome to MyDHL' and contains a grid of application icons. A red circle highlights the 'MyDHL Status' icon, which is accompanied by a large red '1' in a circle. Other icons include 'Create Access Now', 'Prepare My Shipments', 'Monitor My Shipments', 'Contact MyDHL Support', 'International Trade - Learn More', and 'View Service Alerts and News'. A sidebar on the left shows a 'Home' section with links to 'MyDHL Status', 'Home', 'Using MyDHL', and 'Manage your profile'. At the bottom, there is a footer with 'Deutsche Post DHL' and various legal links.



1

If the applications icon is black-white you'll need to activate this application.

Creating access

To activate the application click it's icon at the **main menu**.



› Create Access Now

Create access for DHL WebShipping

To create access, please follow steps outlined below.

The DHL account number for your new DHL Web Shipping account will be:

380000000

E-Mail address/UserName *

Someone@dhl.com

Password (must contain 6 to 20 characters) *

.....

Re-type password *

.....

Cancel

Continue



To activate **IntraShip** click on it's icon. Enter UserName and Password, choose account number you wish to be used by **DHL IntraShip**.



To use applications that already active just click it's icon at the main menu.

Applications **description**

MyDHL Status



1

> Prepare My Shipments



2

> Prepare My Shipments



3

> Monitor My Shipments



4

> Manage My Imports



> Contact MyDHL Support



> International Trade - Learn More

1

DHL Web Shipping is the online shipping solution that helps you to prepare and manage express international and domestic shipments. Suitable for users without DHL account number.

2

DHL IntraShip is the online shipping solution that helps you to prepare and manage express international and domestic shipments. You can print labels, schedule pickups, store contact details, track your shipments and much more - all directly from your computer. Suitable for users with DHL account number.

3

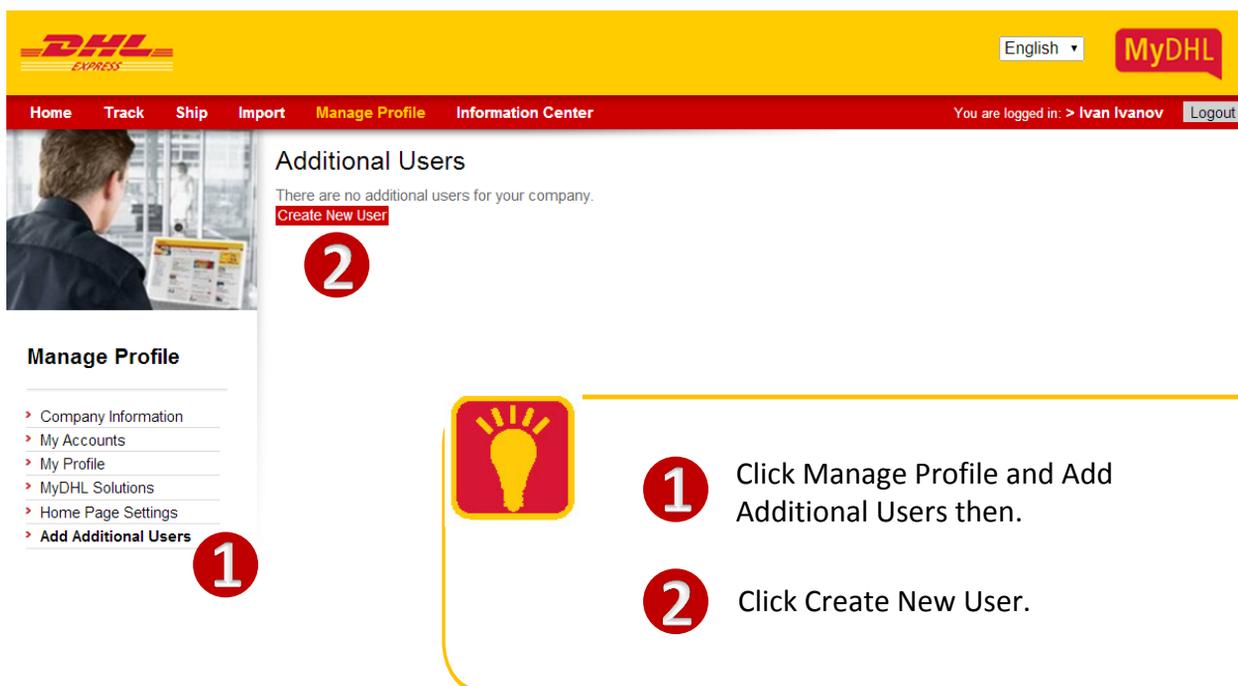
DHL ProView is an online tracking service that gives you total visibility of your shipments faster and easier than ever before. It's a web-based tool, so it's easy to use and accessible from almost anywhere. It provides notification via eMail or SMS when shipments are picked up, delivered and more. This means you're always in the know, whether you're in the office or on the go.

4

DHL Import Express Online is designed to coordinate effective communications between Importers and Shippers. It gives Importers full control of their imports while enabling Shippers to prepare and manage their shipments. For customers with 95/96 accounts only.

Adding additional users

At the **Manage Profile** you may change contact information, password, usernames and passwords for applications, add or delete account number. You also can add additional users.



The screenshot shows the DHL MyDHL interface. The top navigation bar includes 'Home', 'Track', 'Ship', 'Import', 'Manage Profile', and 'Information Center'. The user is logged in as 'Ivan Ivanov'. The main content area is titled 'Additional Users' and displays the message 'There are no additional users for your company.' with a 'Create New User' button. A red circle with the number '2' is placed over the 'Create New User' button. On the left sidebar, under 'Manage Profile', the 'Add Additional Users' option is highlighted with a red circle and the number '1'. A yellow callout box on the right contains a lightbulb icon and two numbered steps: '1 Click Manage Profile and Add Additional Users then.' and '2 Click Create New User.'

Different level of rights is a very usefull function for large companys where several persons are responsible for shipments.

Additional users can be granted the status of **Administrator** or **Standard User**.

Standard User has rights to edit his own profile, he also can see company data and use active applications.

Administrator has rights to change information about company and his profile, add or delete account numbers, and to create additional users.

Adding additional users

Create New User ?

Create a new user profile.

1

Personal Profile
MyDHL Solutions

Personal Profile

Salutation

First Name *

Last Name *

Phone *

Email *

Fax

Mobile Phone

Function

* denotes mandatory fields

Login Details

Role/Rights
 ?

Temporary User ID
 ?

1 Fill all mandatory fields and click **Save & Proceed**.

2 Choose applications you wish to be available for this user, fill all mandatory fields and press **Save & Proceed**.

Your request was successful.

New user has been created. The temporary User ID **smep_ofj2vwghpsegtuu** has been created for this user. An invitation to activate their login has been emailed to the user.

DHL IntraShip

Permit access to DHL IntraShip

DHL ProView

Permit access to DHL ProView

DHL Import Express Online

Permit access to DHL Import Express Online

DHL Web Shipping

Permit access to DHL Web Shipping

Please enter your existing login details or [Create Access Now](#).

User ID

Password

2

Applications **user guides**

Here you can find links to User Guides for application of **MyDHL**. To download instruction click on the appropriate button.

WebShipping



> [Prepare My Shipments](#)

IntraShip



> [Prepare My Shipments](#)

ProView



> [Monitor My Shipments](#)

Import Express Online



> [Manage My Imports](#)



eCom support group

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