

DHL PROVIEW

USER GUIDE



PROVIEW.DHL.COM

DHL PROVIEW PUTS IN CONTROL OF YOUR SHIPMENTS.

DHL ProView is a web-based tracking tool displaying shipment visibility and event notification tools. This application provides real-time access to shipment information as well as visibility to the current shipment events.



Login to ProView

Using your Web browser, go to www.dhl.com, or directly to ProView.dhl.com and select your country from the pull-down location menu.



For correct work of the application in the browser settings must be enabled and pop-up windows and Cookies.

Registration

DHL ProView: Log in



Fields marked with an asterisk (*) are required.

Log in details...		▶ Help
User Name *	<input type="text" value="Username"/>	
Password *	<input type="password" value="*****"/>	
<input checked="" type="checkbox"/> Remember me on this computer		
▶ Forgotten your password?		<input type="button" value="Login"/>

Language: EN RU

DHL ProView: Registration

Fields marked with an asterisk (*) are required.

1 User name and password..		▶ Help
User ID *	<input type="text"/>	
Password *	<input type="password"/>	
Re-enter password *	<input type="password"/>	
Forgotten password *	Question: Select one ▼	▶ Help me with this
	Answer: <input type="text"/>	

2 Who is this for?		▶ Help
First name *	<input type="text"/>	
Last name *	<input type="text"/>	
Company	<input type="text"/>	
Address line 1 *	<input type="text"/>	
Address line 2	<input type="text"/>	
City *	<input type="text"/>	
State	<input type="text"/>	
Postal Code *	<input type="text"/>	
Country	Russian Federation ▼	
Language	English ▼	

A Enter your login and password. If you are not registered click Register now.

B Fill in all required fields of the registration form. During the registration process, you can add the necessary numbers of DHL accounts for which you want to track shipments.

Registration

DHL Language: [EN](#) [RU](#)

DHL ProView®: Edit accounts

Edit your account profile information below. Note: Removing an account will affect any contact groups associated with the account. A minimum of one account is required. To activate or deactivate an account select the appropriate link.

Fields marked with an asterisk (*) are required.

Add accounts...

Activated	Account number *	Pin *	Action
<input checked="" type="checkbox"/>	*****0625	*****	Deactivate, Remove
	<input type="text" value="380261851"/>	<input type="text" value="78911"/>	Add

Import account numbers...

To import a comma delimited file of account numbers, input the file name and select the 'import file' link. For more details regarding the format of the file, select the 'Help' link.

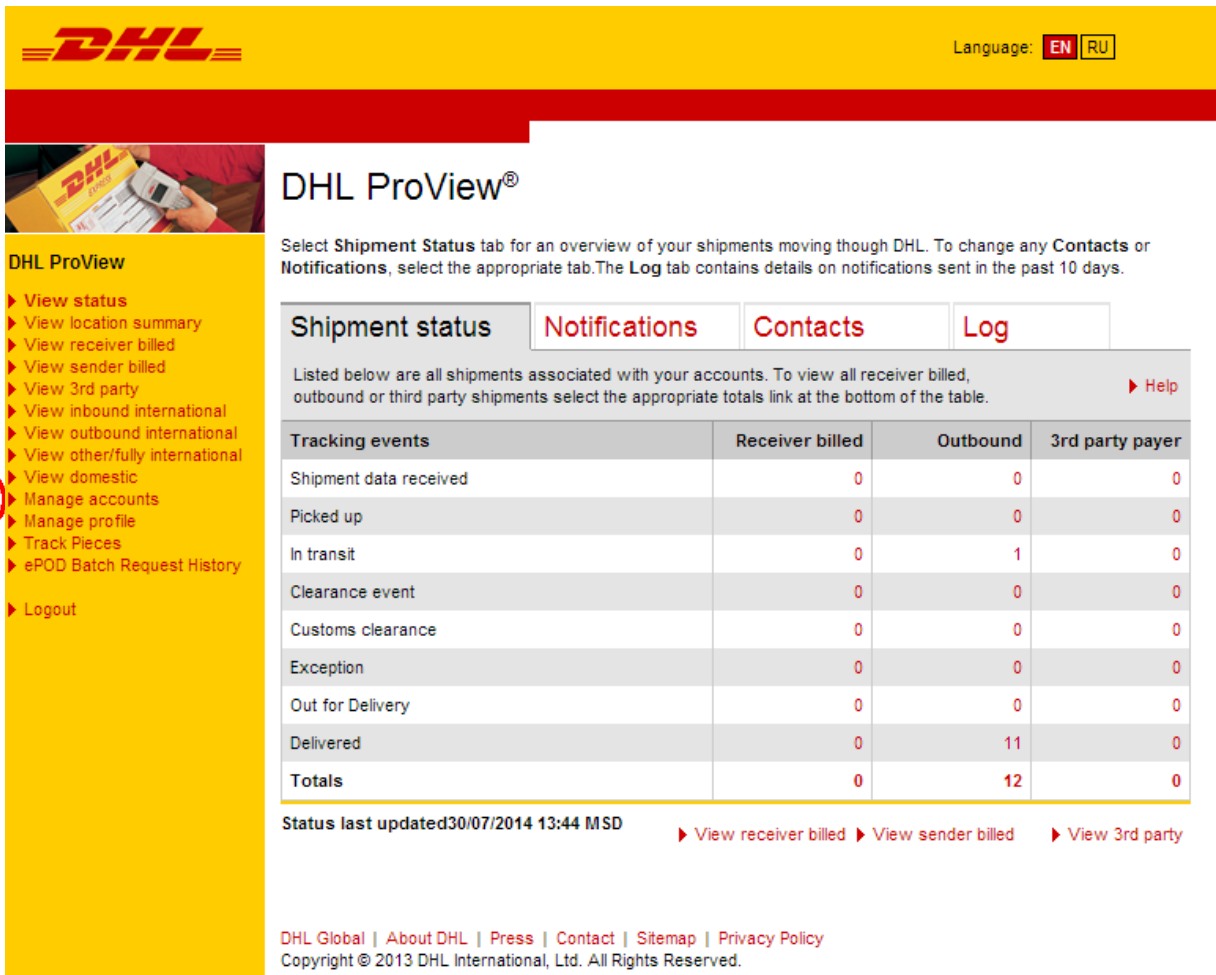
File name *	<input type="button" value="Выберите файл"/>	Файл не выбран	Import file
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[Return to shipment status](#)

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As part of the registration process, you will need to add your DHL shipping accounts. To do this, you'll need a DHL-generated PIN for each account. You can request it by eMail RU911@DHL.ru or by the phone +7(495)956-10-00.

Shipment status



DHL Language: [EN](#) [RU](#)

DHL ProView®

Select **Shipment Status** tab for an overview of your shipments moving through DHL. To change any **Contacts** or **Notifications**, select the appropriate tab. The **Log** tab contains details on notifications sent in the past 10 days.

Shipment status **Notifications** **Contacts** **Log**

Listed below are all shipments associated with your accounts. To view all receiver billed, outbound or third party shipments select the appropriate totals link at the bottom of the table. [▶ Help](#)

Tracking events	Receiver billed	Outbound	3rd party payer
Shipment data received	0	0	0
Picked up	0	0	0
In transit	0	1	0
Clearance event	0	0	0
Customs clearance	0	0	0
Exception	0	0	0
Out for Delivery	0	0	0
Delivered	0	11	0
Totals	0	12	0

Status last updated 30/07/2014 13:44 MSD [▶ View receiver billed](#) [▶ View sender billed](#) [▶ View 3rd party](#)

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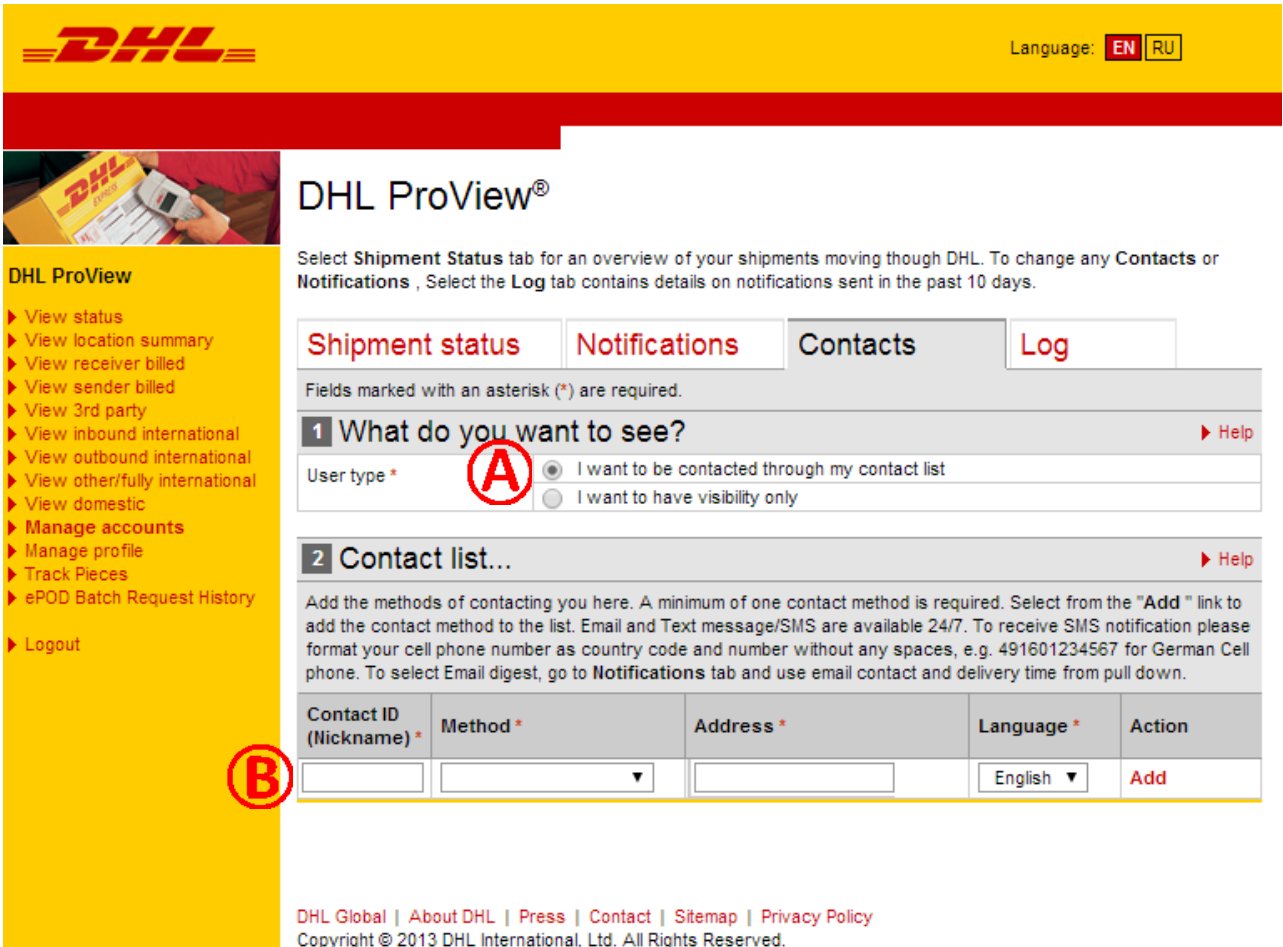
When you add accounts, it can take up to 24 hours for the data to appear in DHL ProView. After that, all data will be real time. Shipment activity that occurred prior to adding the account will not appear in DHL ProView.



Once you receive your PIN, log in and select Manage Accounts from the yellow navigation bar on the left side of the Shipment status page. Enter in your accounts and corresponding PIN number, and click Add.

Adding shipping contacts

If you do not wish to create a contact to receive notifications at this time, click I want to have visibility only under the What do you want to see? header and click Next.



DHL ProView®

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Language: **EN** **RU**

Shipment status | **Notifications** | **Contacts** | **Log**

Fields marked with an asterisk (*) are required.

1 What do you want to see? [Help](#)

User type *

I want to be contacted through my contact list

I want to have visibility only

2 Contact list... [Help](#)

Add the methods of contacting you here. A minimum of one contact method is required. Select from the "Add" link to add the contact method to the list. Email and Text message/SMS are available 24/7. To receive SMS notification please format your cell phone number as country code and number without any spaces, e.g. 491601234567 for German Cell phone. To select Email digest, go to **Notifications** tab and use email contact and delivery time from pull down.

Contact ID (Nickname) *	Method *	Address *	Language *	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	English ▾	Add

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A If you'd like to start receiving notifications as soon as possible, choose I want to be contacted through my contact list.

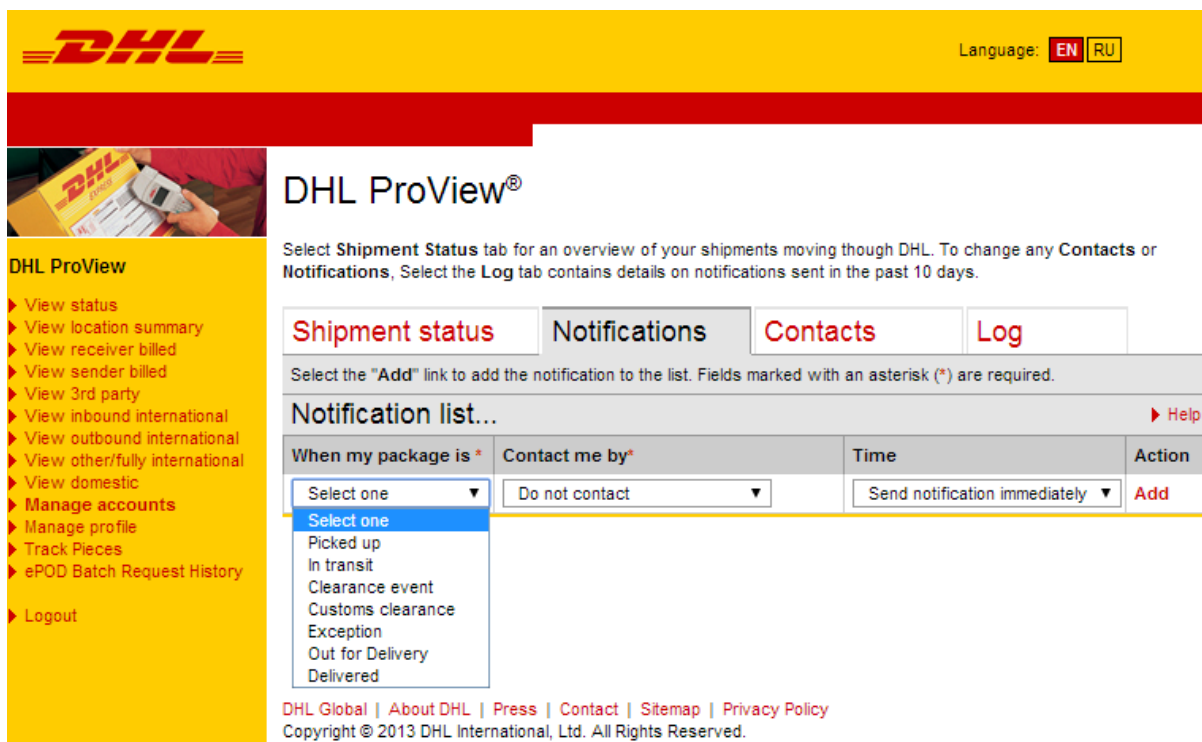
B Then in section 2, Contact list, assign your contact an ID or nickname. Next, select the method of contact. Enter the eMail address or mobile device phone number and click Add.

You can return to the Contacts tab at any time to add or edit contacts. You can add an unlimited number of customers and colleagues to this list.



Adding notifications

DHL ProView enables notifications to be set up for specific shipment events. You can determine which event the notification is sent for and which eMail/text-messaging address receives it. Notifications can be set up during the registration process or modified by selecting the Notifications tab.



DHL ProView®

Select **Shipment Status** tab for an overview of your shipments moving through DHL. To change any **Contacts** or **Notifications**, Select the **Log** tab contains details on notifications sent in the past 10 days.

Shipment status | **Notifications** | Contacts | Log

Select the "Add" link to add the notification to the list. Fields marked with an asterisk (*) are required.

Notification list... [Help](#)

When my package is *	Contact me by*	Time	Action
Select one ▼	Do not contact ▼	Send notification immediately ▼	Add

Select one

- Picked up
- In transit
- Clearance event
- Customs clearance
- Exception
- Out for Delivery
- Delivered

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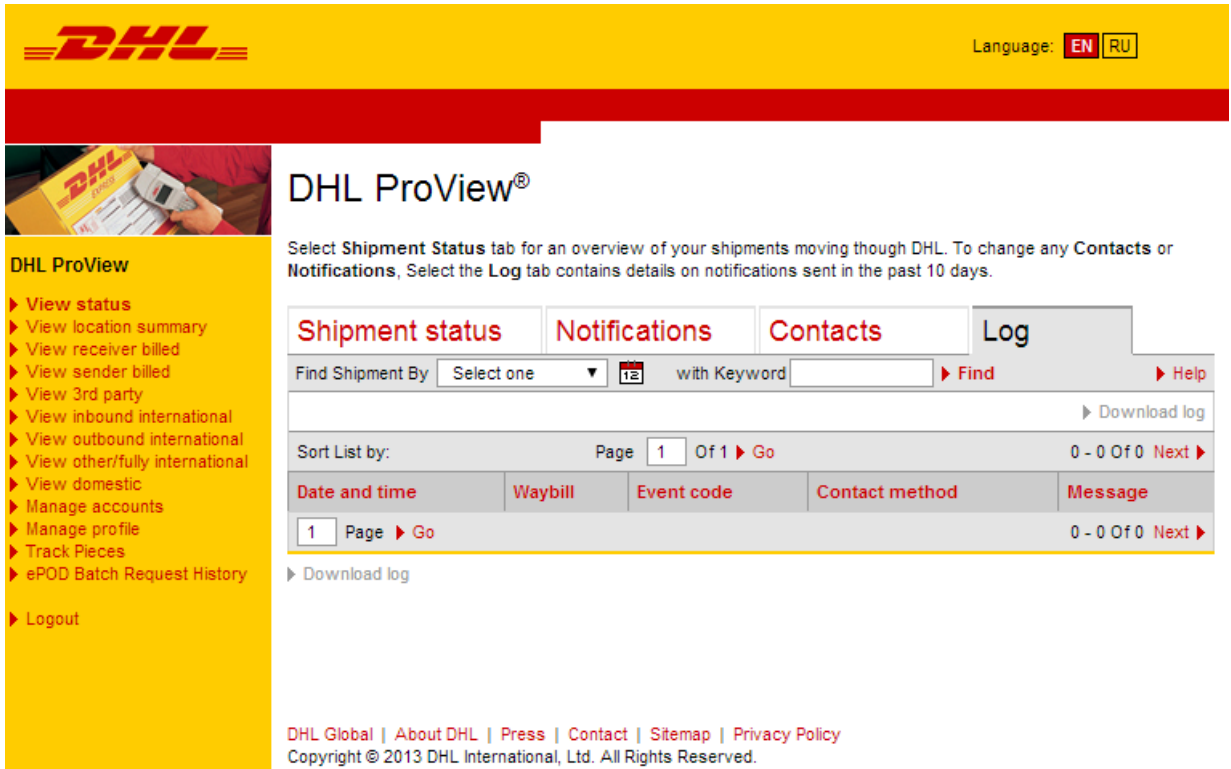
Select the event type for the notification by using the Select one pull-down menu. Now choose the specific contact ID from under Contact me by. For an e-mail digest, designate the specific time for the digest notification to be sent.* Click Add.

To receive the update as soon as it occurs, choose the Send notification immediately option under the Time column. If an e-mail digest is Not preferred at this time, choose Do not contact from the Contact me by menu.



Accessing the Log

The Log tab will display details regarding notifications that have been sent in the past 7 days. Details included are Date and Time, Air Waybill, Shipment Event Code, Contact Method, and the contact information where the notification message was sent.



The screenshot shows the DHL ProView web interface. At the top left is the DHL logo. At the top right, the language is set to EN (English) and RU (Russian). Below the header, there is a navigation menu with the following items: View status, View location summary, View receiver billed, View sender billed, View 3rd party, View inbound international, View outbound international, View other/fully international, View domestic, Manage accounts, Manage profile, Track Pieces, ePOD Batch Request History, and Logout. The main content area is titled "DHL ProView®" and includes a description: "Select Shipment Status tab for an overview of your shipments moving through DHL. To change any Contacts or Notifications, Select the Log tab contains details on notifications sent in the past 10 days." Below this, there are four tabs: Shipment status, Notifications, Contacts, and Log. The Log tab is currently selected. A search bar is present with the text "Find Shipment By" followed by a dropdown menu set to "Select one", a date field showing "12", and a "with Keyword" field. There are "Find" and "Help" buttons. Below the search bar, there is a "Download log" link. A pagination bar shows "Sort List by:" followed by "Page 1 Of 1" and "Go" buttons. Below this, there is a table with the following columns: Date and time, Waybill, Event code, Contact method, and Message. The table shows "1" in the first column, "Page" and "Go" in the second, and "0 - 0 Of 0" and "Next" in the fifth. There is also a "Download log" link below the table. At the bottom of the page, there is a footer with links for "DHL Global", "About DHL", "Press", "Contact", "Sitemap", and "Privacy Policy", followed by the text "Copyright © 2013 DHL International, Ltd. All Rights Reserved."

Access the log by clicking on the Log tab from the Shipment status view.

To search for specific information, use the Select one pull-down menu, enter a keyword in the Find bar, and then click Find.

Use the information in the Log tab to easily look up shipment events, important notifications and customer communications.



eCom group

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