



STEP BY STEP GUIDE eSECURE

DHL Express – Excellence. Simply delivered.

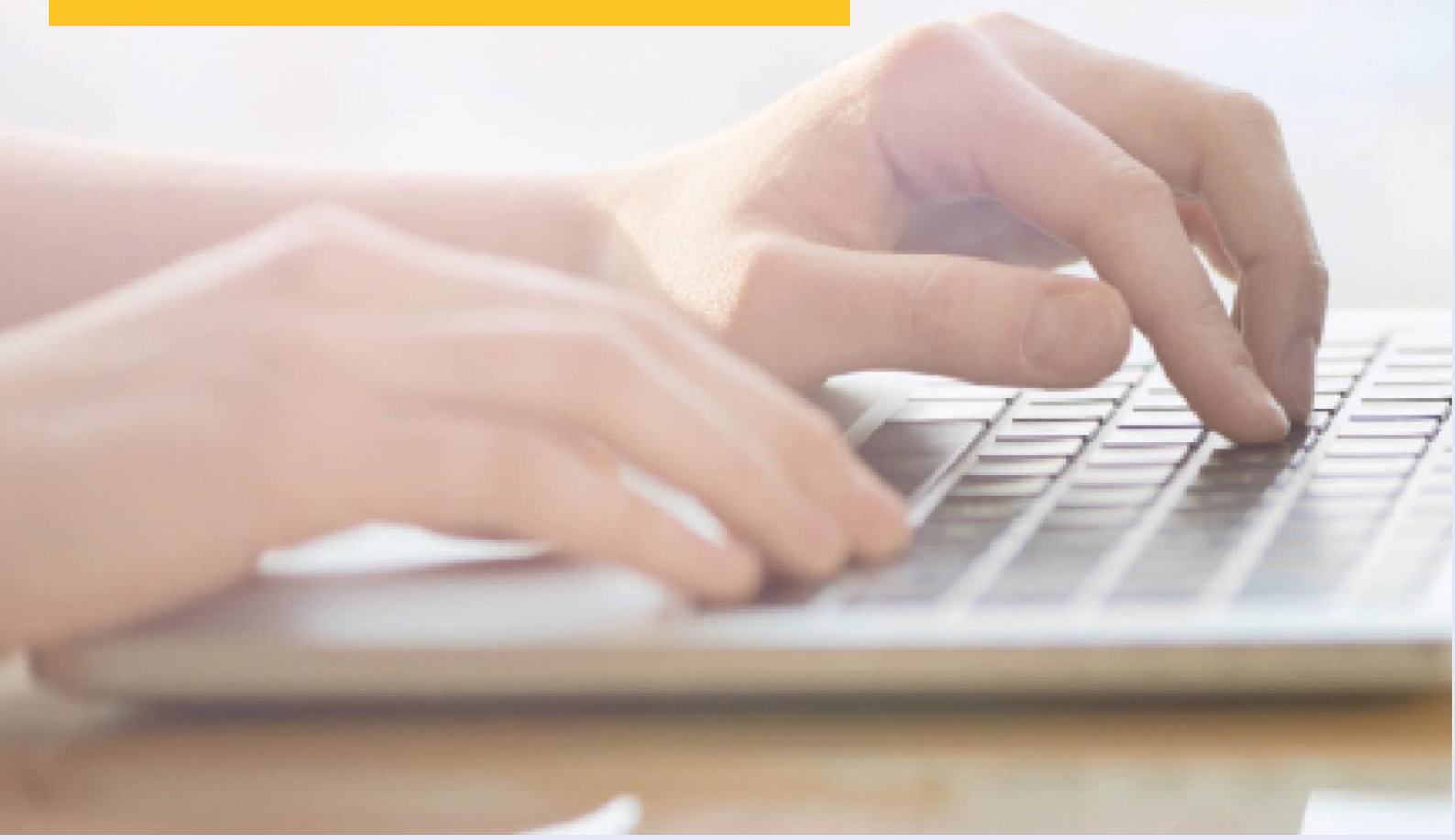
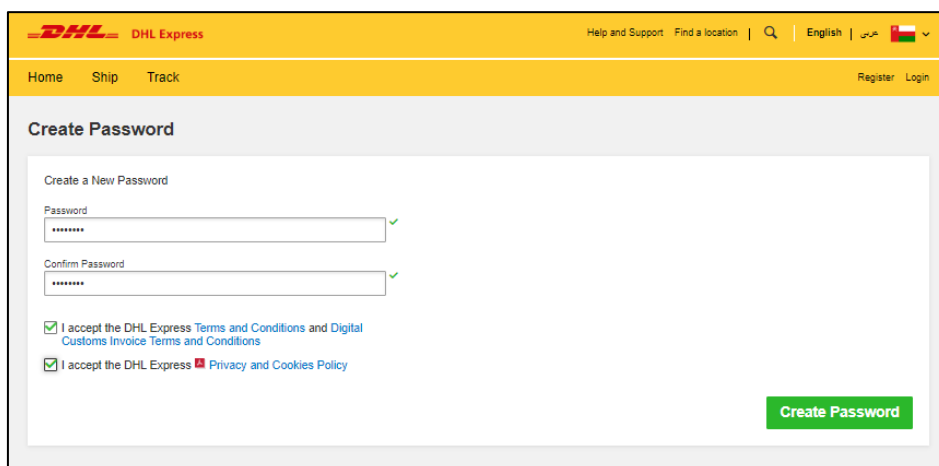
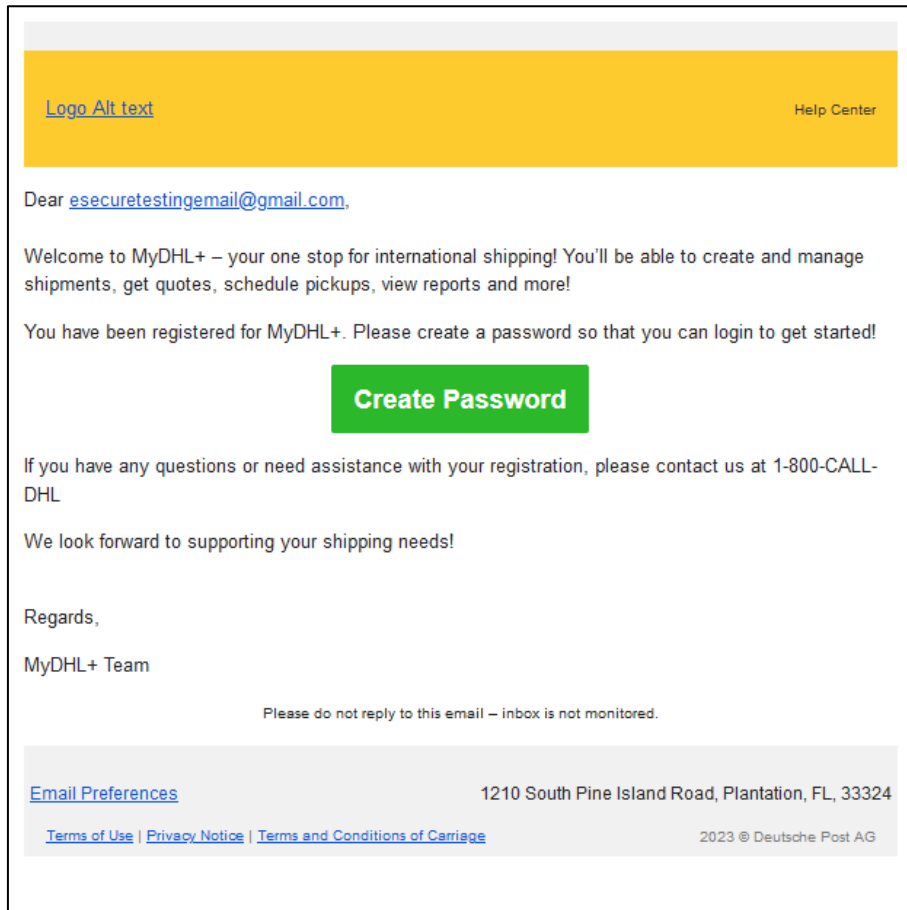


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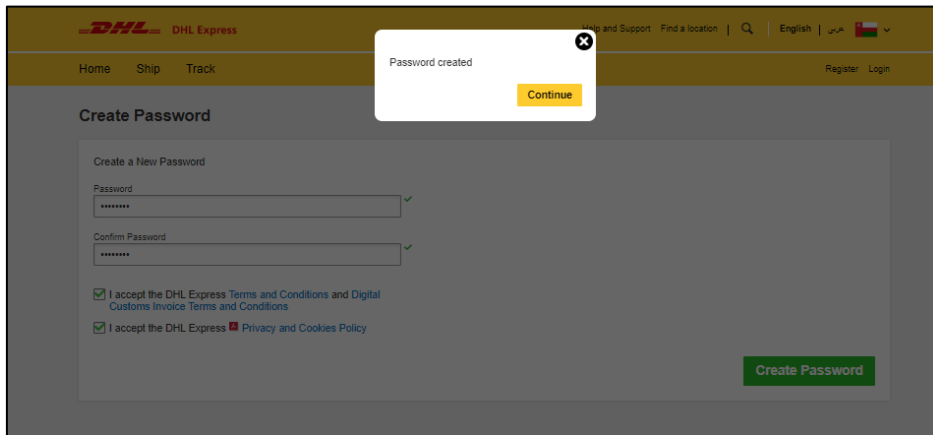
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CUSTOMER ADMINISTRATOR REGISTRATION

As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from dhlSender@dhl.com to complete the registration process of your new MyDHL+ User Profile.

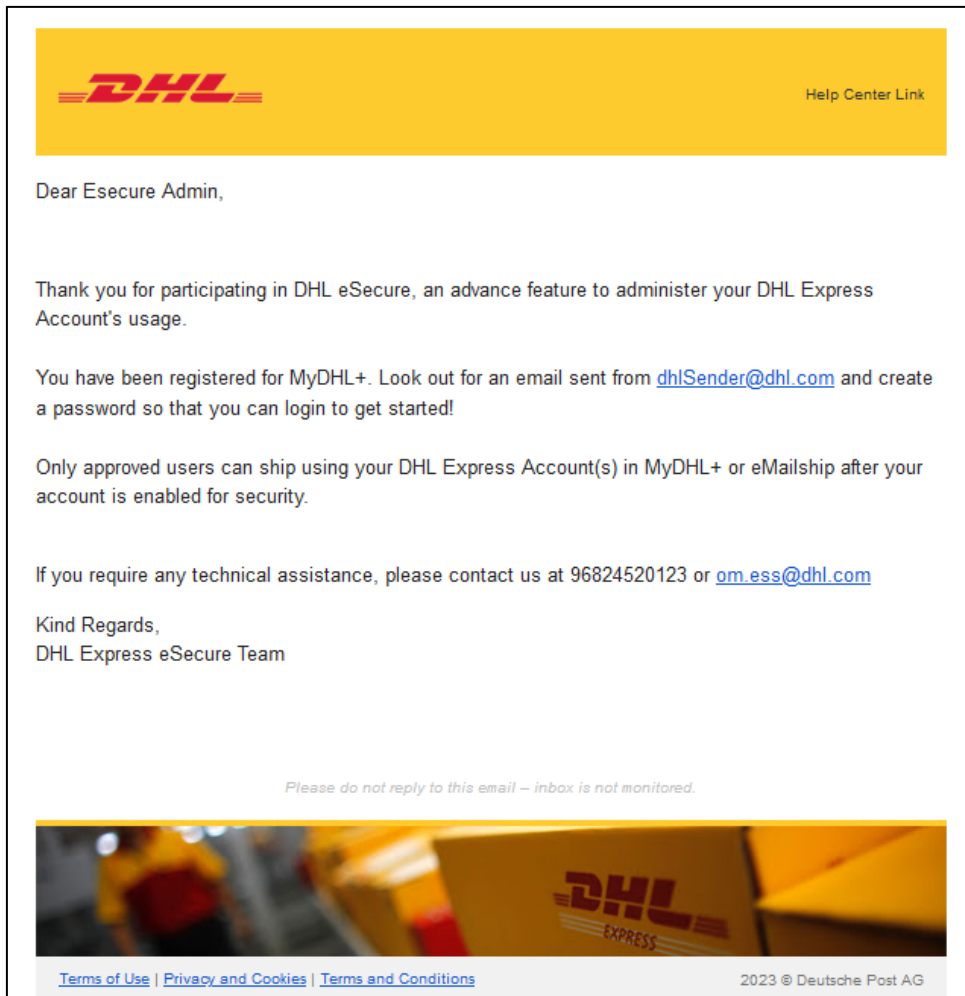


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The screenshot shows the DHL Express website's 'Create Password' page. At the top, there is a navigation bar with the DHL logo, 'DHL Express', and links for 'Home', 'Ship', and 'Track'. A notification box at the top center displays 'Password created' with a close button and a 'Continue' button. The main content area is titled 'Create Password' and contains a form with two password input fields, both marked with checkmarks. Below the fields are two checked checkboxes for terms and conditions. A 'Create Password' button is located at the bottom right of the form.

A 'Welcome' email from esecure@dhl.com will be sent when an existing MyDHL+ user is added as a Customer Administrator for an eSecure enabled account. The same email will also be sent when you are successfully onboarded first time as a Customer Administrator in eSecure.

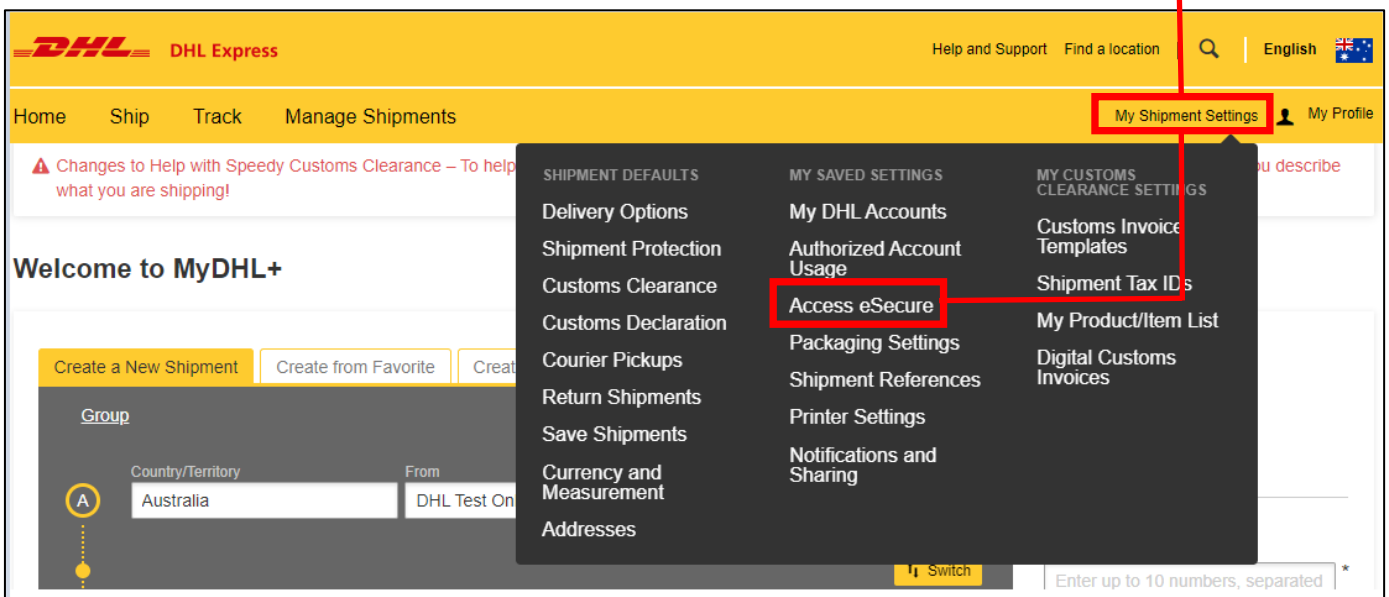
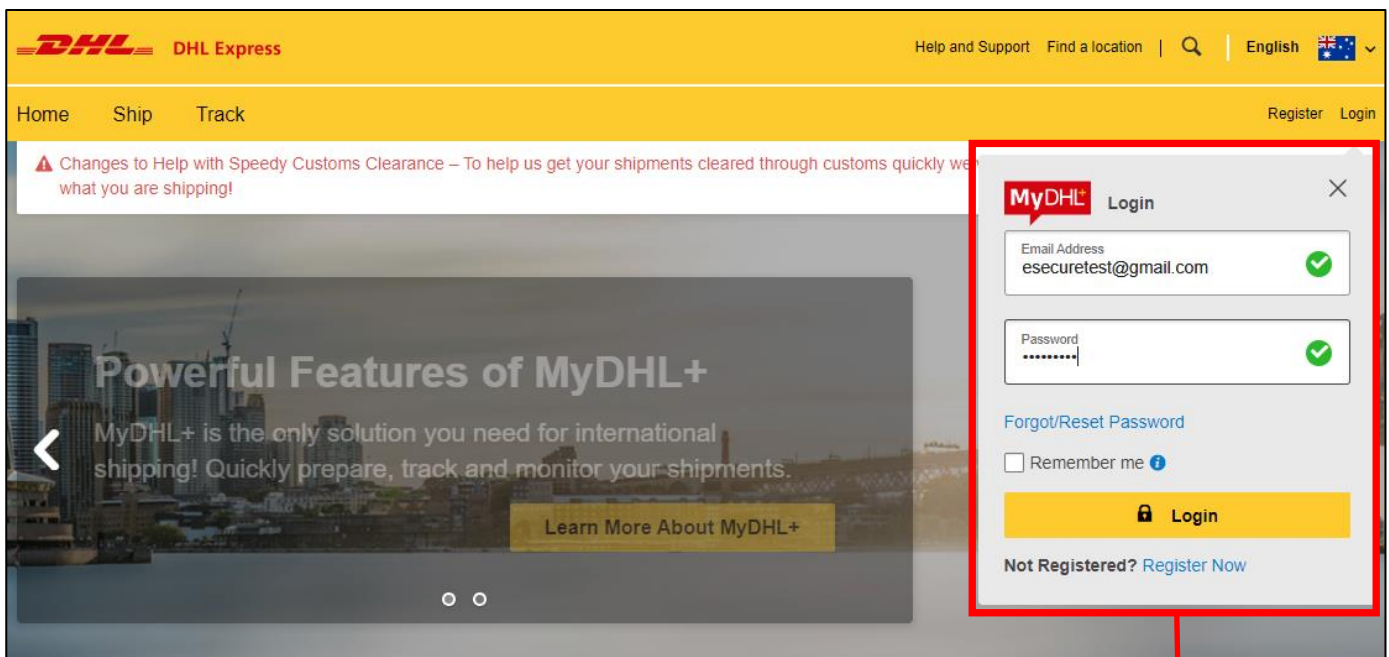


ENABLING STEPS

You have received an email with subject "DHL eSecure Approval Request" because a person is requesting to use your DHL Express account number. Below are the steps to approve or reject the request.

Step 1: Login to MYDHL+

Access eSecure menu is found under My Shipment Settings after login to MyDHL+.



Step 2: Authorize users

As Customer Admin you have several options to approve shippers:

- If you access eSecure for the first time, the Terms and Conditions should be accepted before being redirected to the page.

DHL Express Help and Support Find a location | Q | English

Home Ship Track Manage Shipments My Shipment Settings My Profile

Authorized User

Terms and Conditions

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

DHL eSecure (hereinafter referred to as 'eSecure') is an advanced security feature preventing unauthorized use of DHL Express accounts in shipping tools which allows self-registration and/or self-shipment capability. eSecure is being offered to customers within MyDHL+ and the customer is required to appoint an 'administrator' who will be responsible for managing the security permissions for these users.

DHL Express accounts (hereinafter referred to as 'accounts') managed by the customer administrator (hereinafter referred to as 'admin') can be identified under 'Account No' menu. New requests to use the accounts after successfully enrolled into eSecure will be notified to the admin for approval or rejection decision. Review of all pending users can also be reviewed under 'Authorized Users' menu. If 'Email ID Consent' is granted, the admin's contact details will be provided to new requestors upon the first attempt of using the accounts in the Online Shipping Tools (MyDHL+ or Emailship).

By clicking on the 'Submit' button below, you represent and confirm to DHL Express that you are the duly appointed administrator of the customer for the purposes of eSecure. DHL may at any time review your qualification as the customer's appointed administrator in DHL eSecure and in the management of the customer's account number. DHL may at its sole discretion vary the terms and conditions of DHL eSecure and/or terminate the DHL eSecure feature at any time upon prior notice.

I agree to the terms and conditions.

Submit

Steps to approve (authorize) individual account usage request

- Click on **Authorized User** menu
- Select **Pending** from the Status box and click on **Search**
- The Pending request will be displayed in the list below
- Place a tick next to the e-mail and click the **Approve** or **Reject** button

The screenshot shows the 'Authorized User' interface. On the left, a sidebar menu has 'Authorized User' highlighted. The main area contains search filters: 'Email ID', 'Account Number', 'Status' (a dropdown menu with 'Approved', 'Rejected', and 'Pending' options), and 'Origin' (a dropdown menu with 'AUSTRALIA' selected). Below the filters are 'Search' and 'Reset' buttons. A green banner indicates '1 records found'. Action buttons include 'Add', 'Approve', 'Reject', 'Copy', 'Upload', and 'Download'. A table below shows search results with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. The first row is selected with a checkbox and contains the following data: a redacted email address, a redacted account number, 'AUSTRALIA', 'Pending', 'SYSTEM@DHL.COM', and '22-Feb-23'.

*Note: In case you need to authorize a larger number of users who should use your account, you can upload a file by clicking the **upload** button. A sample file is available in the upload page.*

Automate approvals from trusted partners

With the **Authorized Domain** feature, it is possible to automatically approve all requests coming from certain email domains. This feature is useful if you don't want to manually approve every request from requestors within your company or from a trusted partners.

- Click on **Authorized Domain**
- Click **Add** button
- Enter the **Account Number**, email **Domain Name** and **Save**.

The screenshot shows the 'Authorized Domain' management page. On the left sidebar, 'Authorized Domain' is highlighted with a red box. The main content area contains a form with fields for 'Domain Name', 'Account Number', 'Origin' (with 'AUSTRALIA' selected), 'Status' (with 'Active' selected), and 'Company Name'. Below the form are 'Search' and 'Reset' buttons. At the bottom, a green bar indicates '6 records found', and an 'Add' button is highlighted with a red box. A table below shows columns for Domain Name, Account Number, Origin, Company Name, Status, Assigned By, and Modified Date.

The screenshot shows the 'Authorized Domain' management page in 'Add' mode. A blue information bar at the top says 'Use comma (,) for multiple entries in Domain Name field.' The 'Account Number' field contains '96XXXXXXXX1' and the 'Domain Name' field contains '@company.com', both highlighted with red boxes. 'Save' and 'Cancel' buttons are at the bottom right. Below the form is a 'List of banned domains' section with a table of domain names.

List of banned domains				
@126.com	@163.com	@aol.com	@astaga.com	@balltribune.com
@bimamail.com	@bolehmail.com	@centrin.net	@dhlsender.com.mx	@e-mail.dk
@elinevs.com	@email.com	@elik.com	@everyone.net	@facebook.com

Note: You can add multiple emails domains in the Authorized Domain list.

Automate rejections from unknown requestors

Our newly added security feature **My Domain** lets you control who receives account requests from. You can simply add the email domain to **My Domain**. This will whitelist the domain. They are then considered trustworthy and requests from other domains are automatically rejected.

Note: It is highly recommended to utilize this feature if you don't expect anyone else outside your company to ship on your DHL Express account.

- Click on **My Domain**
- Click **Add** button
- Enter the **Account Number**, email **Domain Name** and **Save**.

The screenshot shows the 'My Domain' management interface. On the left sidebar, 'My Domain' is highlighted with a red box. The main content area has a form with the following fields: 'Domain Name' (text input), 'Account Number' (text input), 'Origin' (dropdown menu with 'OMAN' selected), 'Status' (dropdown menu with 'Active' selected), and 'Company Name' (text input). Below the form are 'Search' and 'Reset' buttons. A table below the form shows '0 records found' and an 'Add' button highlighted with a red box. The table headers are 'Domain Name', 'Account Number', 'Origin', 'Company Name', 'Status', 'Assigned By', and 'Modified Date'.

The screenshot shows the DHL Express website's 'My Domain' form. A blue information banner at the top of the form says 'Use comma (,) for multiple entries in Domain Name field.' The 'Account Number' and 'Domain Name' fields are highlighted with red boxes. 'Save' and 'Cancel' buttons are at the bottom right.

Note: You can add multiple emails domains in the My Domain list. Comma(,) is used to separate multiple email domains

Add multiple customer administrators

If more than one customer administrator is needed, the first customer administrator can easily add new administrators here. It is recommended to have more than one administrator, so that requests will be actioned in the absence of other admin.

- Scroll down and place a tick next to the e-mail
- Click **Add** to enter customer administrator details

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

Customer Administrators

Account Number

Email ID

First Name

Last Name

Company Name

Origin

AUSTRALIA

Status

Active

Inactive

Search Reset

1 records found

Add Active Inactive Download

<input type="checkbox"/>	Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status	Action
<input checked="" type="checkbox"/>	80000000	80000000@dhl.com			STAFF ECOM CONNECT ACCOUNT	AUSTRALIA	Active	Edit

NOTIFICATIONS FOR REQUESTOR

The requestor will be notified during shipment creation process in MyDHL+.



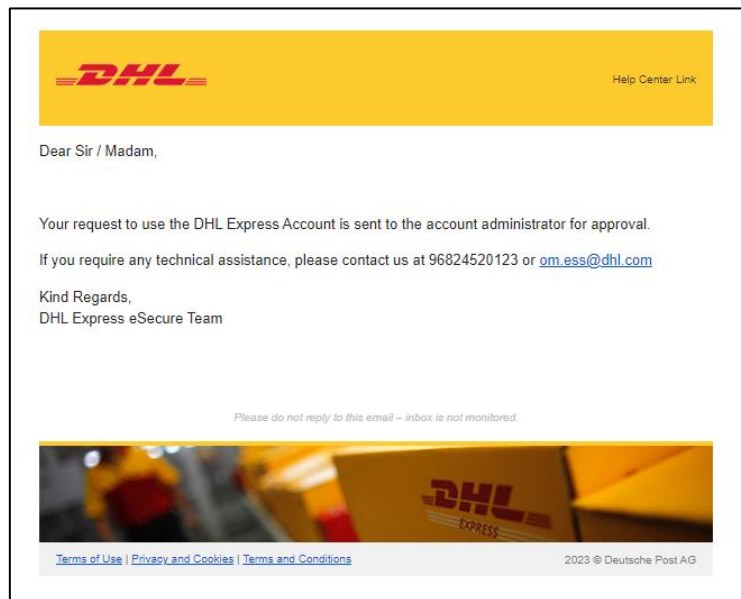
How will you pay?

What shipper account will be used for this shipment?

63xxxxx57 - Account ▼ *


The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.

The requestor will also receive an email notification whilst you receive the approval request email. The email informs the requestor that their request is pending the account administrator's approval.



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Note: If 'Email Consent ID' is enabled during onboarding, the requestor can see your contact information. Please contact DHL technical support if you don't want your contact information seen.

Help Center Link

Dear Sir / Madam,


Your request to use the DHL Express Account has been sent to the below account administrators for approval.

NUMBER	FIRST NAME	LAST NAME	EMAIL ID	PHONE NUMBER
1	Asra	Hou	asra.houshidari@dhl.com	+96897914004

If you require any technical assistance, please contact us at 96824520123 or om.ess@dhl.com

Regards
DHL eSecure Team

Please do not reply to this email - Inbox is not monitored.

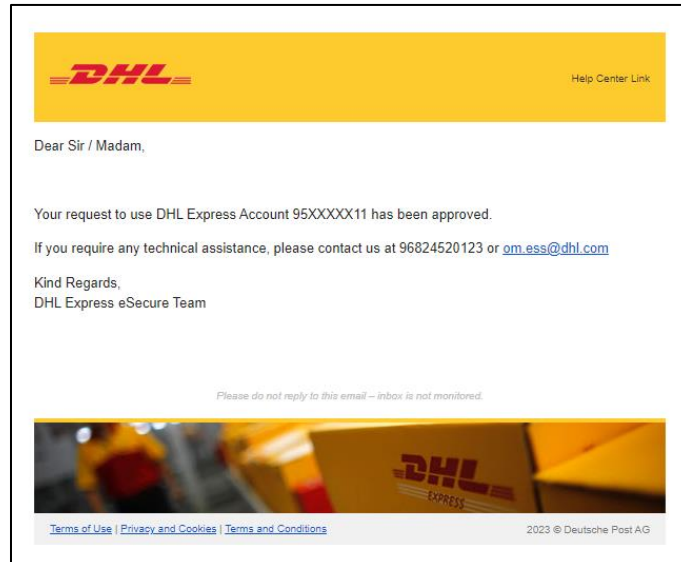


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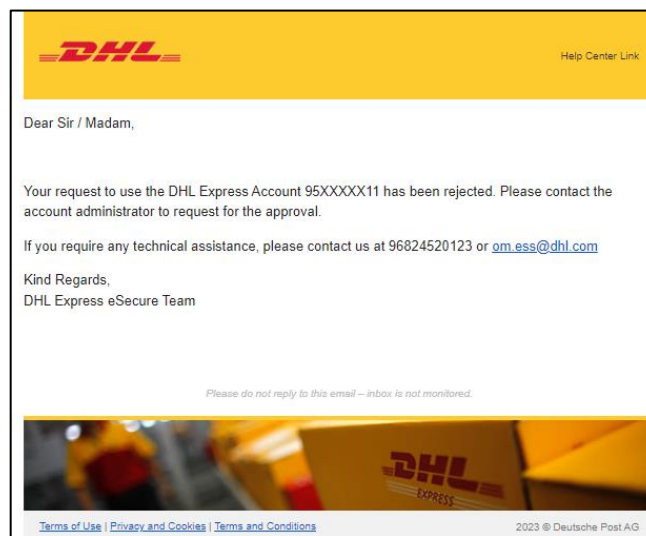
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The requestor will be notified of your decision whether account usage request was Approved or Rejected.

Request Approved (example)



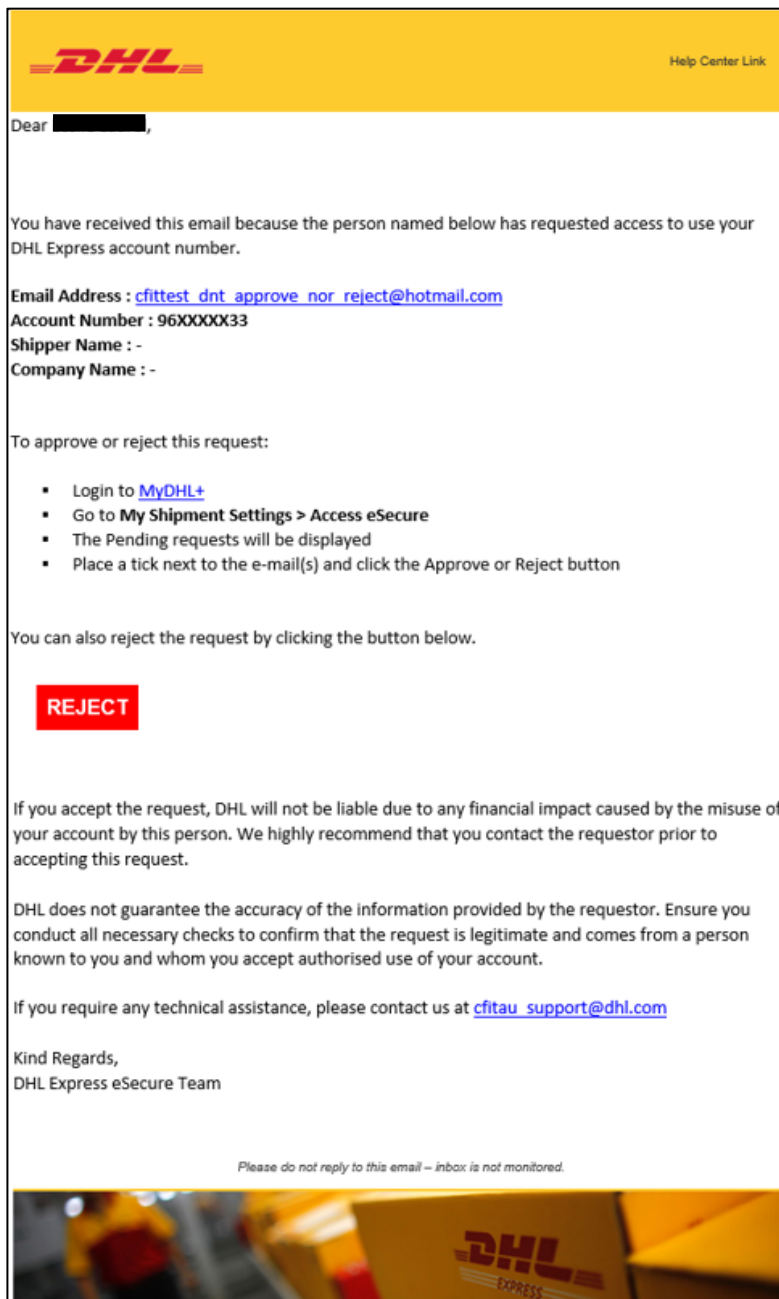
Request Rejected (example):



Note: Requestor will not be notified if the request was rejected by “My Domain” using the auto reject function. Requestor needs to acknowledge the account holder to change status to “approved” manually.

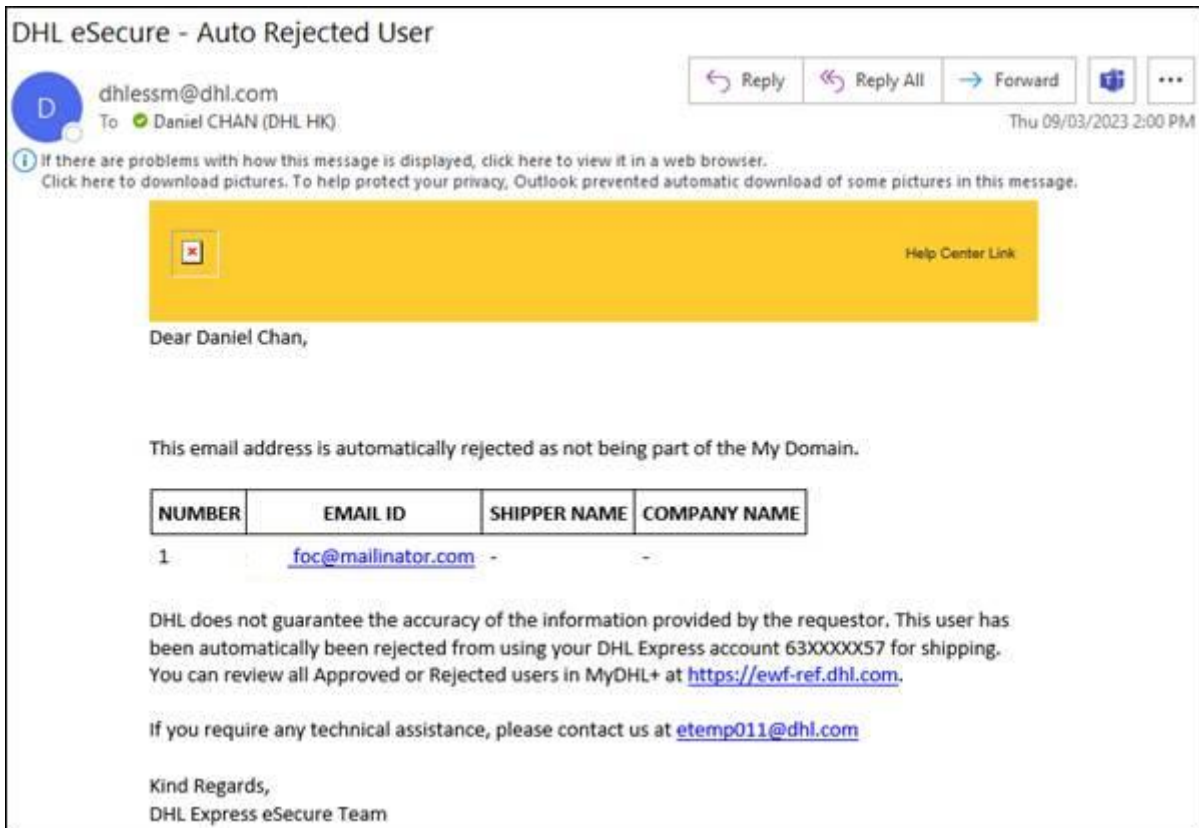
NOTIFICATIONS FOR ADMINISTRATOR

The administrator will receive an email notification for approval. To approve the request you must log-in to MyDHL+ and follow the steps provided. Otherwise, click the Reject button if unauthorized.



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The administrator will receive an email notification whilst the request was being automatically rejected by “**My Domain.**” The email informs the administrator which user was rejected.



For **eSecure Video Tutorial**, please go to this [site](#).

For **Account Protection FAQs**, please go to this [site](#).

