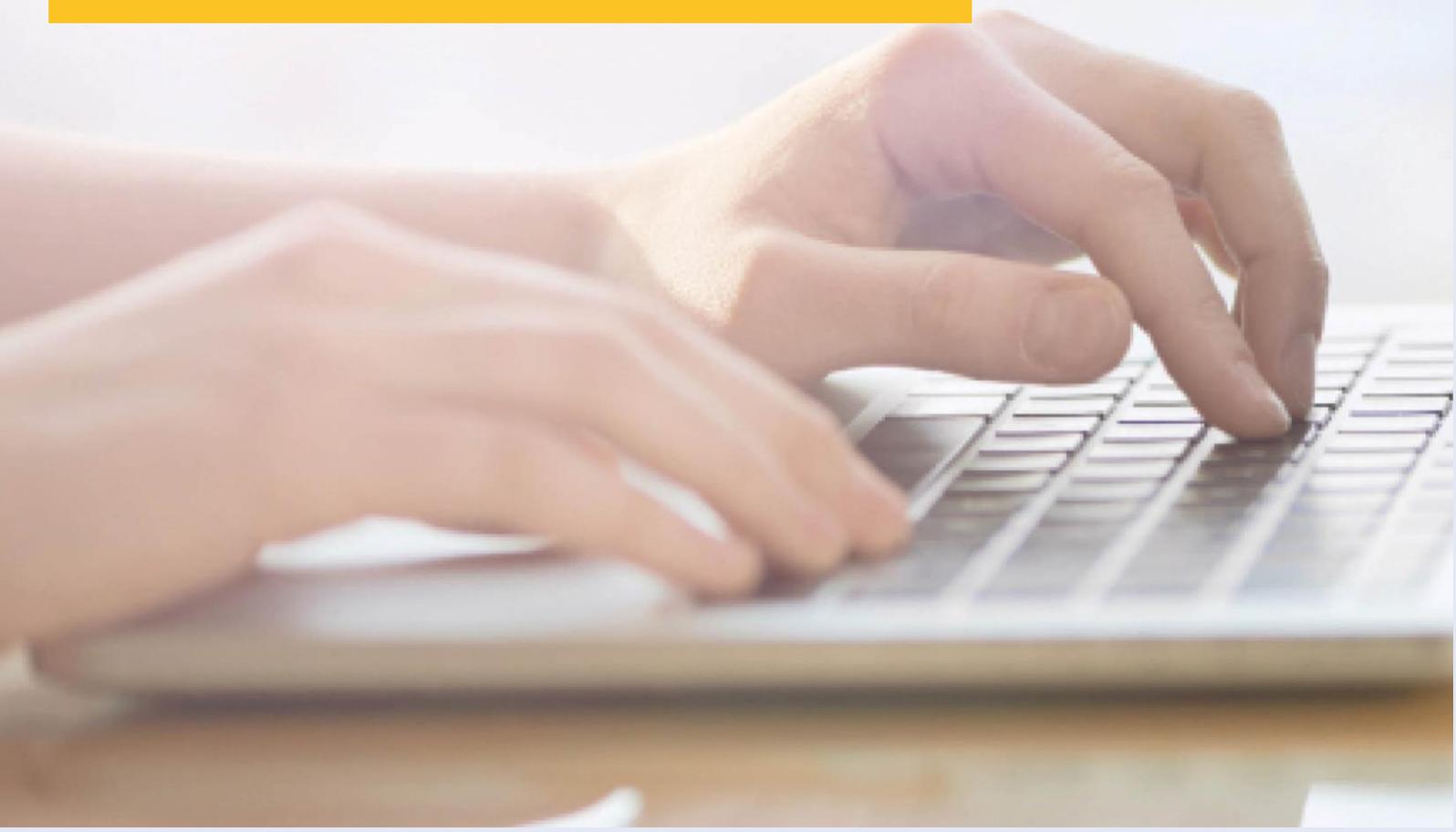




CUSTOMER ADMINISTRATOR USER GUIDE **eSECURE**

DHL Express – Excellence. Simply delivered.



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INTRODUCTION



DHL eSecure is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools, allowing self-registration and/or self-shipping capabilities.

Key Features:

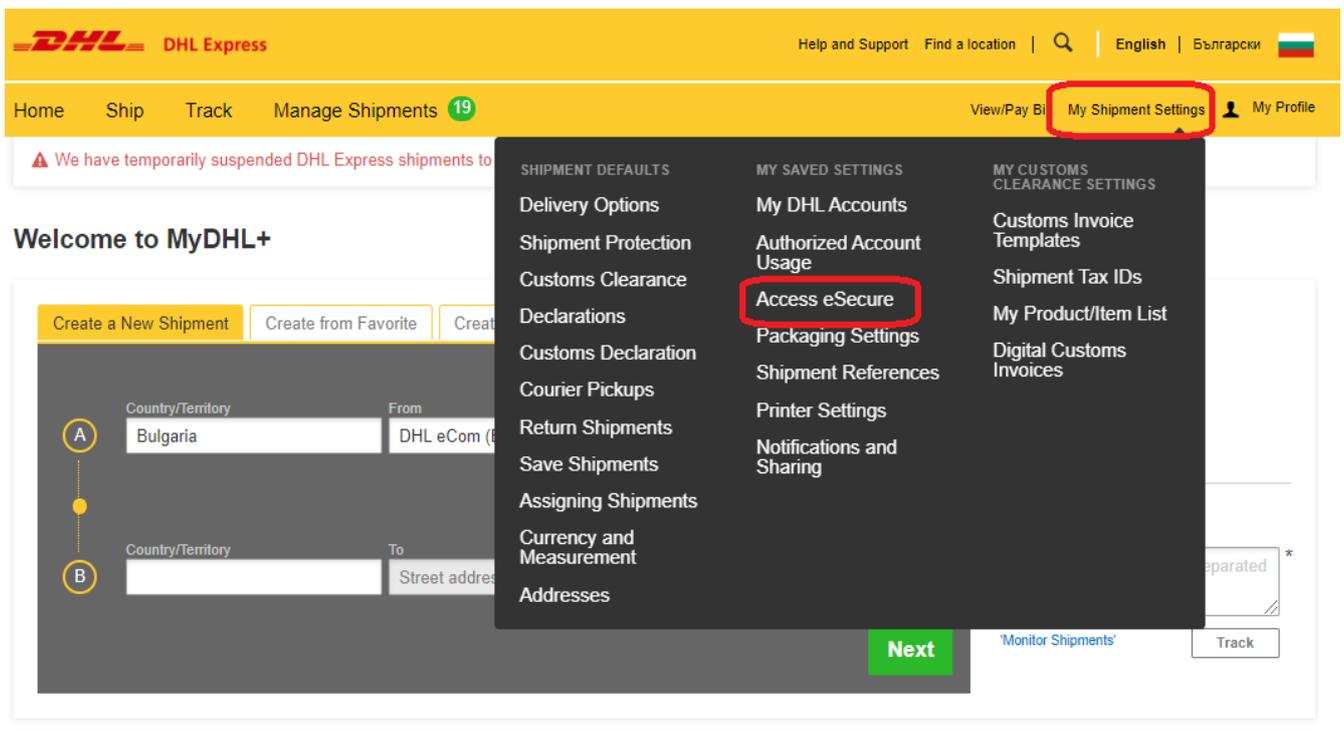
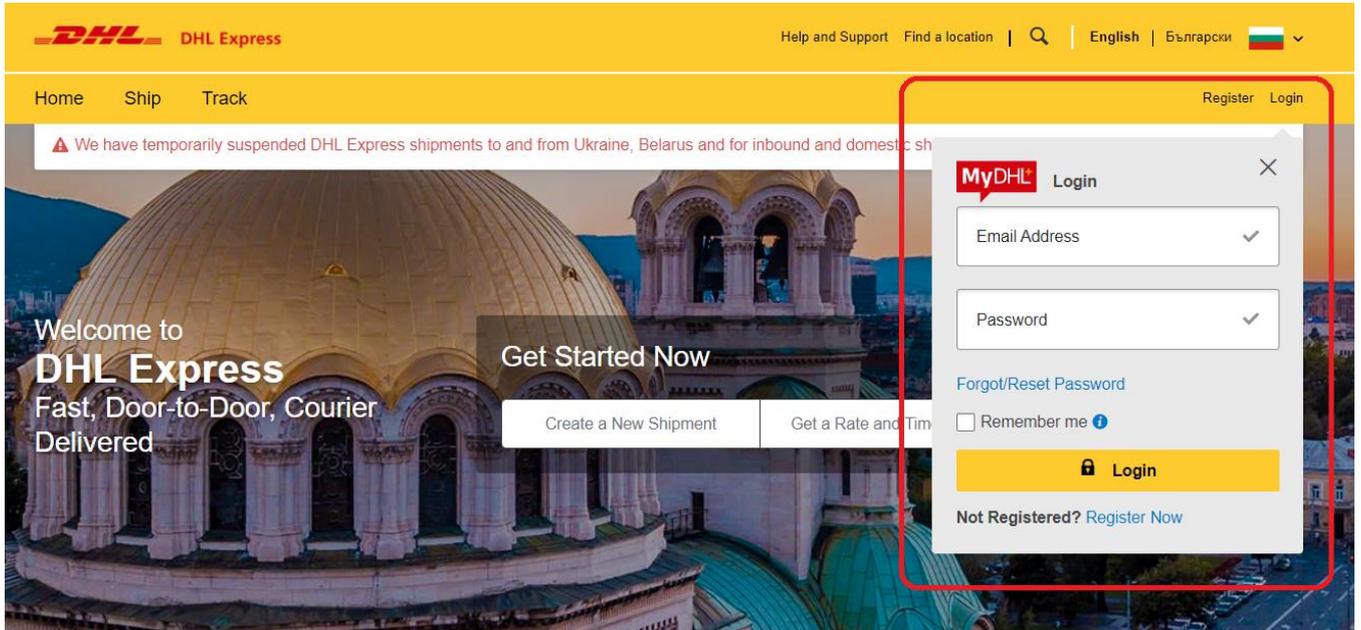
- Full control given to our customers to decide which users are able to use the account numbers for shipping
- Approval or rejection for use of account number request can be done via MyDHL+ or email easily

Terminologies

Account	Refers to DHL Express Account
MyDHL+	An online shipping application that hosts eSecure administration menu for customers
Admin	Administrator
csv	Comma-separated values

LOGIN TO eSECURE

Access eSecure menu is accessible under **My Shipment Settings** after logging into MyDHL+.



GENERAL

Service menu is available on the left panel and at the top navigation. Action buttons are colour-coded accordingly throughout the application.

Examples:

Add	Primary Action
Reset	Secondary Action
Download	Normal Action

Actions	Functions
Reset	Clears all selected values/filters
Download	Allows download of the respective services list: <ul style="list-style-type: none"> • Without any filter, full list will be downloaded • If there is any filter applied during a search, only searched result will be downloaded
Active & Inactive	This action can be used by checking the tick box next to the items within a service, multiple selections is allowed
'CTRL' + Your selection	This action can be used by checking the tick box next to the items within a service, multiple selections is allowed

- Pagination is available at the top and bottom of a table
- Multiple check can be done by ticking the boxes
- Wild card searches could be done using asterisk (*)

HOW TO APPROVE USERS

This service allows a Customer Admin to manage the user approval activity. Once an account is added into eSecure, email addresses that used the account number within the last 13 months from Online Shipping applications (eMailship and MyDHL+) will also be presented in this screen as Pending status, and serves as the base of approval preparation for the Customer Admin.

The screenshot shows the DHL Express user approval interface. The 'Authorized User' menu item is highlighted in red. A red arrow points to the 'Pending' status in the dropdown menu. The interface shows search filters for Email ID, Account Number, and Origin, along with a table of user records.

Email ID	Account Number	Origin	Status	Assigned By	Modified Date
01e1b1c0-87ba-408e-831797-e29514355778@dh.com	XXXXXXXXXX	BULGARIA	Approved	SYSTEM@DHL.COM	12-May-20

Click on 'Add' to perform a single user or multiple users' approval. Email addresses use comma (,) or semi-colon (;), click 'Save' after.

The screenshot shows the 'Add' user approval form. It has input fields for Account Number and Email ID. A blue banner indicates to use comma (,) for multiple entries in Account number and Email ID fields. The Email ID field contains 'mail@mail.com, mail@mail.com, mail@mail.com'. The form has 'Save' and 'Cancel' buttons.

HOW TO MANAGE YOUR ACCOUNT NUMBER

This service allows the Customer Admin to have an overview of account numbers which are under his/her administration.

The Email ID CONSENT feature allows the requestor to contact the Customer Admin directly for expedited approval request.

The screenshot displays a web application interface for managing account numbers. On the left, a sidebar contains navigation options: "Authorized User", "Account No" (highlighted with a red box), "Customer Administrator", "Authorized Domain", and "Authorized Account Usage Approval". The main content area features search and filter fields for "From Date", "To Date", "Origin" (with a dropdown menu showing "BULGARIA"), "Status" (with a dropdown menu showing "Enabled" and "Disabled"), and "Email ID Consent" (with a dropdown menu showing "Yes" and "No"). Below these fields are "Search" and "Reset" buttons. A green banner indicates "1284 records found". To the right of the banner are buttons for "Enable", "Disable", "Email ID Consent", and "Download". Below the banner is a table with the following columns: "Account Number", "Company Name", "Origin", "Status", "Email ID Consent", "Assigned By", and "Modified Date". The table contains one row of data: a checked checkbox, "31900010", "XXXXXEOOD", "BULGARIA", "Enabled", "No", "XXXXXXXXXX@dhl.c", and "01-Feb-22". A red house icon is positioned above the "Assigned By" column header.

Account Number	Company Name	Origin	Status	Email ID Consent	Assigned By	Modified Date	
<input checked="" type="checkbox"/>	31900010	XXXXXEOOD	BULGARIA	Enabled	No	XXXXXXXXXX@dhl.c	01-Feb-22

HOW TO ADD MORE CUSTOMER ADMINISTRATORS

This service allows adding, viewing, and editing of Customer Admins on a DHL Express Account in eSecure.

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

First Name

Last Name

Company Name

Origin

BULGARIA

Status

Active

Inactive

Search Reset

1331 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"/>	31XXXX10	XXXXXX@dhl.co m	DHL	CUSTOMER	XXXXX EOOD	BULGARIA	Active	Edit

To add a new Administrator to an existing account, check the box to the left and click "Add"

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

Customer Administrator

Account Number

31XXXX10

*Required. Fill in the details for customer account administrator.

First Name *

Last Name *

Email ID *

Phone *

Company *

Origin *

Language *

Select Language

Add Save Cancel

HOW TO AUTHORIZE AN EMAIL DOMAIN

This service allows the Customer Admin to authorize usage of an account at the email domain level. Domains added here must start with alias (@) sign. It is not possible to add a domain which is already part of the global banned domain list.

For example, if @sample.com is an authorized domain for account 661222337, a user with the email looi@sample.com will be automatically approved and authorized upon attempting to use 661222337 in MyDHL+ .

Authorized Domain

Domain Name:

Account Number:

Origin: BULGARIA

Status: Active / Inactive

Company Name:

Search Reset

✓ 950 records found

Add Active Inactive Copy

<input type="checkbox"/>	Domain Name	Account Number	Origin	Company	Status	Assigned By	Modified Date
<input type="checkbox"/>	@dhl.com	31XXXXXXXXXX97	BULGARIA	DHL	Active	XXXXXXXXXX@dhl.com	08-Oct-18

