

MyDHL+



DHL PROVIEW

Real Time Shipment Visibility

DHL Express Help Centre English

MyDHL+ Home Ship Track Register Login

Get a Rate and Time Quote Schedule a Pickup

Country From Street address, city, postal code, country...
Country To Street address, city, postal code, country...

No account? No problem! [Pay by card or PayPal](#).
Get a quick quote and start shipping
View packaging and delivery options **Next**

Login
Email Address
Password [Forgot Password](#)
 Remember me **Login**
Not Registered? [Register Now](#)

Track Your Shipments
Enter up to 10 numbers, separated by a comma or space. **Track**

Get a Quote and Go!
Need a quick quote to see rates and delivery options before you ship? MyDHL+ makes that easy to do! Then you can quickly create your shipping label and schedule a courier pickup.

Be a Shipping Expert
Benefit from our powerful and time-saving features.
MyDHL+ is a one-stop shipment management solution. When you register, you'll be able to create your own address book, track shipments, view shipment history, customize settings, and

The New MyDHL+
We've made it quick and easy for you to do everything you need to do online. Get rates, create shipping labels, create courier pickups, track and more!

INTRODUCTION

DHL ProView is a web-based tracking tool that can be accessed via MyDHL+. This application provides real time access to shipment information, visibility of shipment status and allows enrollment for auto notifications for certain shipment events.

DHL PROVIEW OFFERS:

- Notifications for specific shipment events
- Monitoring of multiple shipping accounts
- Real-time visibility of shipment activity
- User-friendly interface and registration process
- Detailed and summary views of shipment information
- Flexible shipment views: choose the shipment view that best meets your needs

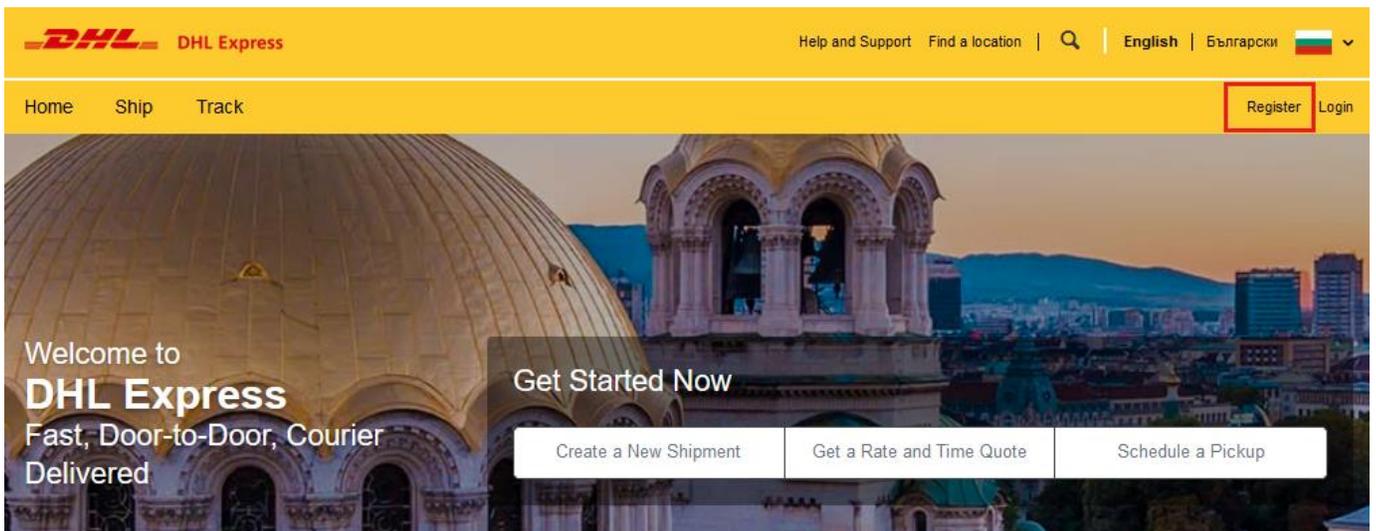
Example: Shipment Status view to sort shipments by type – outbound and receiver or third-party billed.

HOW TO ACCESS AND REGISTER TO DHL PROVIEW

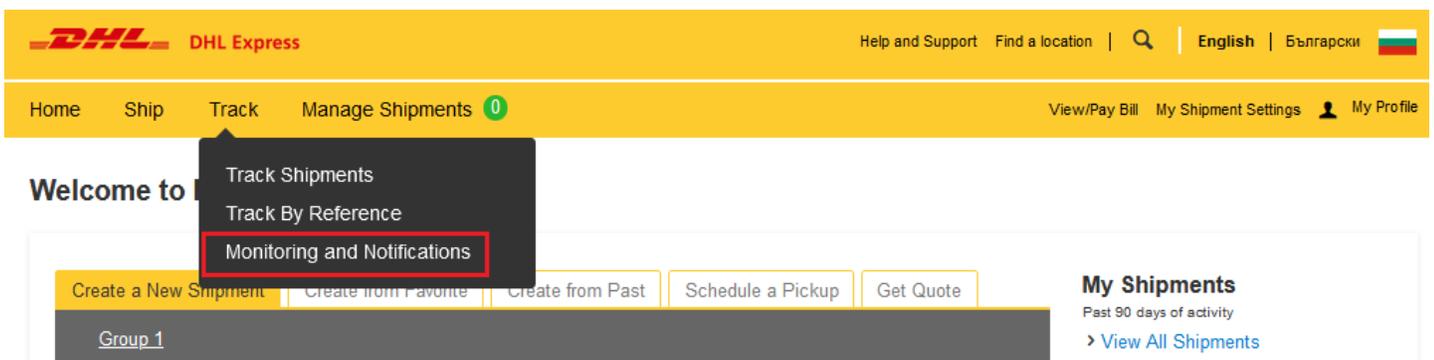
1 REGISTER AND LOGIN TO MYDHL+

Using your browser go to <https://mydhl.express.dhl/bg/en/home.html#/getQuoteTab> .

If you're not a registered user, click on the **Register** link from the navigation bar on the homepage. Enter your details and complete the registration.



If you are an existing MyDHL+ user, click on **Login** from the navigation bar and enter your email and password. Once you have logged in, click on **Track** and choose **Monitoring and Notifications**.



2. MONITORING AND NOTIFICATIONS

As part of the activation process you will need to add your DHL Express shipping account number and a PIN code associated with it. Please contact your local DHL Electronic Shipping Solution team for each account number that you need to set-up in ProView.

After you receive your PIN, go to **Manage Accounts** from the left side navigation bar. Enter the account number/s with the corresponding Pin and click on **Add**.

Language: **BG** **EN**

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.

Accounts Contacts Notifications

Fields marked with an asterisk (*) are required.

This simply one demo URL to request pin. Ideally it should be configured by country administrator. [here](#)

Add accounts... [▶ Help](#)

Activated	Account number *	Pin *	Action
	<input type="text" value="123456789"/>	<input type="text"/>	Add
	<input type="text" value="123456789"/>	<input type="text"/>	Add
	<input type="text" value="123456789"/>	<input type="text"/>	Add

If you have multiple account numbers, you can also use the **Import Account numbers** functionality to import a comma delimited (.csv) file.

The file format is simple – account number and PIN code with a comma “,” delimiter:

```
316000000,123456  
316000001,123456
```

Import account numbers... [▶ Help](#)

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 * No file selected. [Import file](#)

[Next](#) [▶](#)

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The maximum number of accounts you may import per file is 1999. Any invalid account number and PIN combinations will be rejected. The system will also not allow duplicate entries. An error message will be displayed on the screen if there are duplicated accounts and invalid combinations.

Initially it can takes up to 24 hours for the data to appear in DHL ProView. After that all data will be visible in real time. Shipment status updates that occurred prior to adding the account number will not appear in DHL ProView.

ADDING SHIPPING CONTACTS

Click on **Manage Contact** from the left navigation bar.

If you do not wish to add a contact to receive notification, tick **I want to have visibility only** under the **What do you want to see?** title and click **Next**.

Language: **BG** **EN**

DHL ProView®: Add contacts

Create your contact list here. All telephone call times are from 8:00 am to 5:00 pm Monday through Friday. If you would like to be contacted at other times, add those times below. Select the **Next** button to continue.

Accounts **Contacts** Notifications

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. 3598xxxxxxxx for Bulgarian 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 *	Delivered As *	Action
My own	EMAIL	My own (test@dhl.com)	Bulgarian	eMail	Remove , Test
<input type="text"/>	<input type="text"/>	<input type="text"/>	English		Add

[Next](#)

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If you would like to start receiving notifications as soon as possible, choose **I want to be contacted through my contact list**. Assign your Contact ID or Nickname in section 2 **Contact list**. Select the method of contact. Enter the e-mail address or mobile device phone number and click **Add**.

DHL ProView®: Add contacts

Create your contact list here. All telephone call times are from 8:00 am to 5:00 pm Monday through Friday. If you would like to be contacted at other times, add those times below. Select the **Next** button to continue.

Accounts	Contacts	Notifications
----------	-----------------	---------------

Fields marked with an asterisk (*) are required.

1 What do you want to see? ▶ Help	
User type *	<input checked="" type="radio"/> I want to be contacted through my contact list <input type="radio"/> 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. 3598xxxxxxxx for Bulgarian 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 *	Delivered As *	Action
My own	EMAIL	My own (test@dhl.com)	Bulgarian	eMail	Remove , Test
<input type="text"/>	<input type="text"/>	<input type="text"/>	English ▾		Add
Next ▶					

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ADDING NOTIFICATIONS

DHL ProView enables notifications to be set up for specific shipment events. You can define for which event the notification is sent. Notifications can be set up during the registration process or modified in the **Notifications** tab.

DHL Express Help and Support Find a location English Български

Home Ship Track Manage Shipments 2 View/Pay Bill My Shipment Settings My Profile

Language: BG EN

DHL ProView®: Add notifications

Add your notification events here. Select the Add link to add the notification to the list. When completed, select the Done button when finished.

Accounts Contacts Notifications

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

Done

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Select the event type for the needed notification from the dropdown menu under **When my package is*** and choose the specific contact ID under **Contact me by**. Indicate the specific time for the notification to be sent and click **Add**.

Language: BG EN

DHL ProView®: Add notifications

Add your notification events here. Select the Add link to add the notification to the list. When completed, select the Done button when finished.

Accounts Contacts Notifications

Fields marked with an asterisk (*) are required.

Notification list... Help

When my package is *	Contact me by *	Time	Action
Delivered	My own	Send notification immediately	Add

Done

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- Send notification immediately
- WEEKDAY 8AM
- WEEKDAY 9AM
- WEEKDAY 10AM
- WEEKDAY 11AM
- WEEKDAY 12Noon
- WEEKDAY 1PM
- WEEKDAY 2PM
- WEEKDAY 3PM

Event Type Descriptions:



Picked Up: the shipment has been picked up from the shipper.



In Transit: the shipment is moving between origin and destination in the DHL Network.



Clearance Event: the shipment has been delayed in Customs.



Customs Clearance: the shipment has been cleared through Customs.



Exception: checkpoints indicate that the shipment's progress has been impacted (e.g. shipment refusal, bad address, etc.).



Out for Delivery: the shipment is with the DHL courier for delivery.



Delivered: the shipment has been delivered to the destination address.

SHIPMENT STATUS VIEW

The shipment status view displays the total number of each shipment events and is divided into columns that indicate the billing category of the shipment — **Outbound**, **Receiver** and **3rd Party Billed**. Billing categories are assigned based on how the registered accounts are billed for the specific shipments. The **Outbound** category contains shipments for which the sender's DHL account matches the payer account information. The **Receiver** or **3rd party Billed** category displays shipments where the payer account information does not match the sender's DHL account. Details included in each category view are: Waybill Number, Pieces per Shipment, Shipper Reference, Shipped date, Service selection, Receiver, Status date and current Status.

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

Home | Ship | Track | Manage Shipments **2** | View/Pay Bill | My Shipment Settings | My Profile

Language: **BG** **EN**

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	0	0
Clearance event	0	0	0
Customs clearance	0	0	0
Exception	0	0	0
Out for Delivery	0	0	0
Delivered	0	0	0
Totals	0	0	0

Status last updated 23/05/2023 13:29 EEST

[View receiver billed](#) | [View outbound](#) | [View 3rd party](#)

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Click on the red hyperlinked number from one of the columns to access the shipment list for that category.

To search for specific information use the **Select One** dropdown menu, enter a keyword in the Find bar and then click **Find**. Click any of the red hyperlinked Waybill numbers in order to have the tracking information for that shipment displayed.

View receiver billed | **View outbound** | View 3rd party | Manage accounts | Manage Notifications | Manage Contact | Epod Batch Request History | Configure Profile

DHL ProView®: Outbound

The outbound notification list is a summary of shipments for the past 90 days. You may view details of an individual shipment as well as override the notifications by selecting multiple checkboxes and pressing the 'Override selected items' button.

Outbound shipments... [Help](#)

Find Shipment **Select one** with Keyword [Find](#)

By Page **0** Of **0** [Go](#)

[Downloadlist](#) | **Shipment List** | [Override selected items](#)

Click the back arrow after downloading the list to return back to DHL ProView.

<input type="checkbox"/>	Waybill	Po	Shipper Reference	Shipped	Service	Receiver	Status date	Status

Page **0** Of **0** [Go](#) | [Override selected items](#)

[Downloadlist](#) | **Shipment List** | [Override selected items](#)

Click the back arrow after downloading the list to return back to DHL ProView.

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The shipment list will show 25 records per page and specific shipment details for up to 90 days of recent activity. You can sort and filter your shipment list view.

ACCESSING THE LOG

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

The screenshot displays the DHL ProView web interface. At the top, there is a yellow header with the DHL Express logo on the left and navigation links for 'Help and Support', 'Find a location', 'English', and 'Български' on the right. Below the header is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments' (highlighted with a green circle and a '2' notification), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The main content area features a sidebar on the left with various management options like 'View status', 'View receiver billed', 'View outbound', 'View 3rd party', 'Manage accounts', 'Manage Notifications', 'Manage Contact', 'Epod Batch Request History', and 'Configure Profile'. The main panel is titled 'DHL ProView®' and includes a language selector (BG, EN) and 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' (which is selected). A search bar is present with the text 'Find Shipment By' and a dropdown menu set to 'Select one', followed by 'with Keyword' and a search input field. There are 'Find' and 'Help' buttons. Below the search bar, there are two sorting sections. The first section shows 'Sort List by:' with a dropdown menu set to 'Date and time', and 'Page 0 Of 0 Go'. The second section shows a table header with columns: 'Date and time', 'Waybill', 'Event code', 'Contact method', and 'Message', followed by 'Sort List by:' and 'Page 0 Of 0 Go'. At the bottom of the page, there is a footer with links for 'DHL Global', 'About DHL', 'Press', 'Contact', 'Sitemap', and 'Privacy Policy', along with the copyright notice '2022 © Deutsche Post AG - All rights reserved'.

