



# STEP BY STEP GUIDE **eSECURE**

**DHL Express – Excellence. Simply delivered.**



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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.

dhlSender@dhl.com

12:11 PM (7 hours ago)

to 1007325+prod.esecure.sg.02 ▾

[To view this email as a web page, go here](#)



[Help Center](#)

Dear [1007325+prod.esecure.sg.02@gmail.com](mailto:1007325+prod.esecure.sg.02@gmail.com),

Welcome to MyDHL+ – your one stop for international shipping! You'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more!

You have been registered for MyDHL+. Please create a password so that you can login to get started!

[Create Password](#)

If you have any questions or need assistance with your registration, please contact us at 6880 6700

We look forward to supporting your shipping needs!

Regards,


MyDHL+ Team

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**DHL** DHL Express Help Center Locations English 

[MyDHL+ Home](#) [Ship](#) [Track](#) Register Login

## Create Password

Create a New Password


Password  ✓

Confirm Password  ✓

I accept the DHL Express [Terms and Conditions](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

[Create Password](#)

**DHL** DHL Express Help Center Locations English 

[MyDHL+ Home](#) [Ship](#) [Track](#) Register Login

✕

Password created

[Continue](#)

## Create Password

Create a New Password

Password  ✓

Confirm Password  ✓

I accept the DHL Express [Terms and Conditions](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

[Create Password](#)

A 'Welcome' email from [esecure@dhl.com](mailto: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.



[Help Center Link](#)

Dear Prod\_ver 03oct,

Thank you for participating in DHL eSecure, an advance feature to administer your DHL Express Account's usage.

Look out for an email sent from [dhlSender@dhl.com](mailto:dhlSender@dhl.com) to create a password for your newly created user profile or login using your existing MyDHL+ credentials at <https://mydhl.express.dhl> to start enjoying this new benefit immediately!

Only approved users can ship using your DHL Express Account(s) in MyDHL+ or eMailship after your account is enabled for security.

If you have any questions or need assistance, please contact us at [ecommerce.sg@dhl.com](mailto:ecommerce.sg@dhl.com)

Regards

DHL eSecure Team

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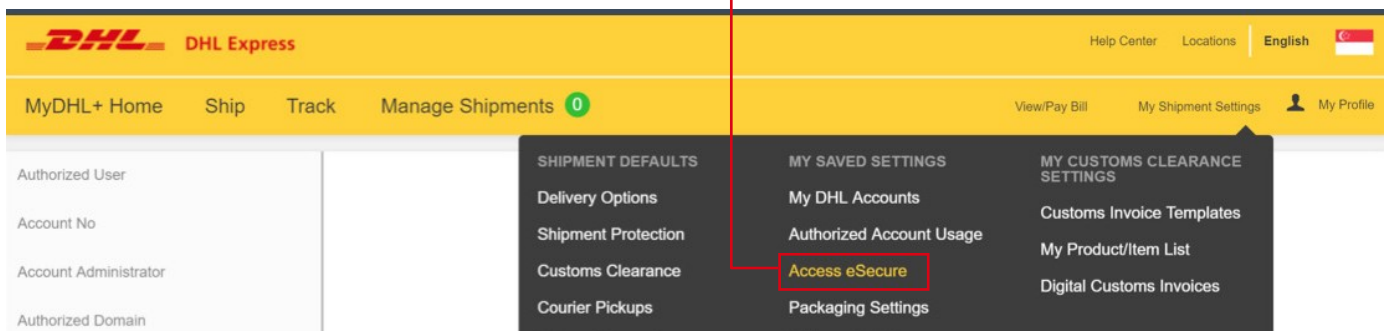
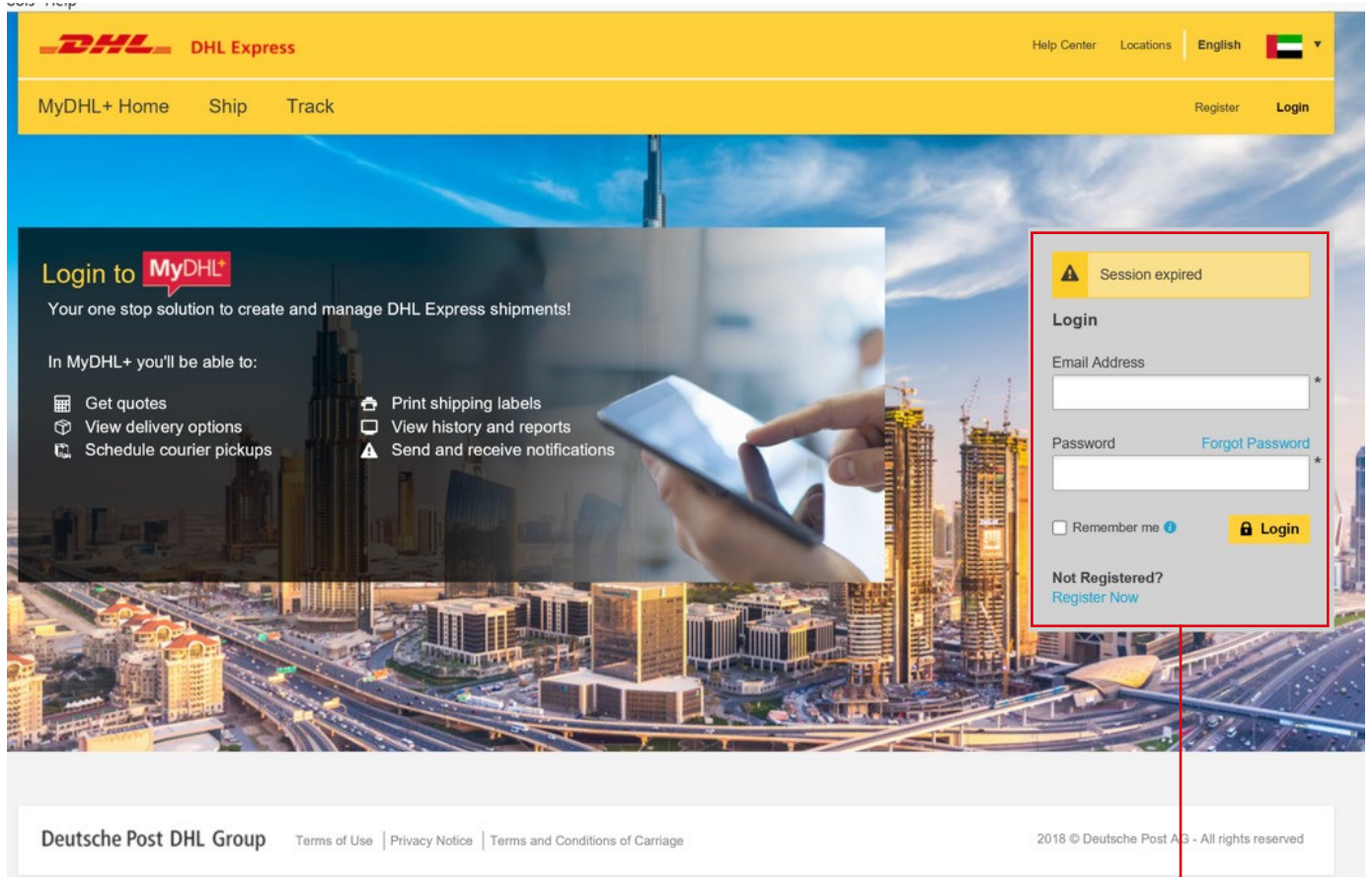
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# ENABLING STEPS

## Step 1: Login to MYDHL+

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



## Step 2: Approve users

A Customer Admin has several options to approve shippers:

- Upon enablement, email addresses that have used the eSecure enabled accounts within the last 13 months will be listed in Authorized User menu to allow individual approval or rejection
- Utilize the Authorized Domain feature if you would like to allow all users with the company domain's email address to use the DHL Express Account
- Upload feature allows maximum 1000 users to be approved concurrently

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Domain

Authorized User

**Authorized User**

Email ID

Status   
 Approved  
 Rejected  
 Pending

Account Number

Origin   
 SINGAPORE

Search
Reset

✓ 18 records found
Add
Approve
Reject
Copy
Upload
Download

<input type="checkbox"/>	Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input type="checkbox"/>	1007325+corp.sg.01@gmail.com		SINGAPORE	Approved		26-Feb-20
<input type="checkbox"/>	1007325+corpuser01@gmail.com		SINGAPORE	Approved		27-Feb-20
<input type="checkbox"/>	1007325+esecure.new		SINGAPORE	Approved		17-Mar-20

**Authorized Domain**

Domain Name

Origin   
 SINGAPORE

Account Number

Status   
 Active  
 Inactive

Company Name

Search
Reset

✓ 4 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		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		22-Feb-17
<input type="checkbox"/>	@express.dhl		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		15-Aug-19

### Step 3: Add more customer admins (Optional)

If more than one customer admin is needed, the first customer admin can easily add new admins here.

Authorized User

Account No

**Customer Administrator**

Authorized Domain

Customer Administrator

Account Number

First Name

Company Name

Status

Email ID

Last Name

Origin

---

✓ 9 records found

	Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status	Action
<input type="checkbox"/>								

### Step 4: Enable the security

Once you are ready, the final step is to enable the account number. eSecure validation will be immediately enabled thereafter.

Authorized User

**Account No**

Customer Administrator

Authorized Domain

Account No

Account Number

From Date

Origin

Company Name

To Date

Status

Email ID Consent

---

✓ 1 records found

	Account Number	Company Name	Origin	Status	Email ID Consent	Assigned By	Modified Date
<input type="checkbox"/>			SINGAPORE	Enabled	No		22-May-20



# EASY MAINTENANCE

After eSecure security is enabled, all future attempts to use your DHL Express account in MyDHL+ or eMailship from unauthorized users will trigger an approval request to the customer admin.

A customer admin can easily click on the Approve or Reject button or access MYDHL+ eSecure Menu to make a decision. Upon approval/rejection, the requestor will be notified of the result via an email.



Dear ProdVer ESecure,

There is a request from [1007325+prod.sg.yes@gmail.com](mailto:1007325+prod.sg.yes@gmail.com) to use your DHL account number [REDACTED] for shipping. To review the request, you could login to MyDHL+ at <https://mydhl.express.dhl>. Alternatively, you could click on the Approve or Reject button below.

APPROVE

REJECT

If you have any questions or need assistance, please contact us at [ecommerce.sg@dhl.com](mailto:ecommerce.sg@dhl.com).

If you're having trouble with the button above, copy and paste the URL below into your web browser.

Link to approve:

<https://esecure-int.dhl.com/esecure/confirmation/approve/8QuHrkEmLkouv-cxe4ZaCogyXTrxLLJ3lm04XrPkyVveMB7C4jf1uyoUwBGOiEE5/FxcCas-Fs-SprsFi0oYlww>

Link to reject:

<https://esecure-int.dhl.com/esecure/confirmation/reject/8QuHrkEmLkouv-cxe4ZaCogyXTrxLLJ3lm04XrPkyVveMB7C4jf1uyoUwBGOiEE5/FxcCas-Fs-SprsFi0oYlww>

Regards

DHL eSecure Team

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# NOTIFICATIONS FOR REQUESTORS

A new email address attempting to use an eSecure enabled DHL Express Account will be treated as a new requestor. The requestor will receive an email notification whilst you receive the approval request email.



[Help Center Link](#)

Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you have any questions or need assistance, please contact us at [essm15@dhl.com](mailto:essm15@dhl.com).

Regards  
DHL eSecure Team

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If you allow the option 'Email Consent ID', the requestor will see your contact information.



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	Louis	Looi	<a href="mailto:louislooi@company.com">louislooi@company.com</a>	88776655
2	Michael	Molly	<a href="mailto:m.molly@company.com">m.molly@company.com</a>	88996655

If you have any questions or need assistance, please contact us at [ecommerce.sg@dhl.com](mailto:ecommerce.sg@dhl.com).

Regards  
DHL eSecure Team

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The requestor will be notified of your decision.

## Request Approved



Dear Sir / Madam,

Your request to use DHL Express Account 610673023 has been approved.

If you have any questions or need assistance, please contact us at [ecommerce.sg@dhl.com](mailto:ecommerce.sg@dhl.com).

Regards  
DHL eSecure Team

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## Request Declined



Dear Sir / Madam,

Your request to use the DHL Express Account 610673023 has been rejected. Please contact the account administrator to request for the approval.

If you have any questions or need assistance, please contact us at [ecommerce.sg@dhl.com](mailto:ecommerce.sg@dhl.com).

Regards  
DHL eSecure Team

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Deutsche Post AG

(DHL Express (Switzerland))

valid: 09/2020  
Mat. Mo. 123-456-789