



# **DHL PROVIEW**

Real Time Shipment Visibility - How You Want It, When You Want It

DHL Express – Excellence. Simply delivered.

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# **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 to shipment status and allows enrollment to auto notification for certain shipment events.

# **DHL PROVIEW OFFERS:**

- Flexible shipment views; choose the shipment view that bestmeets your needs:
   For example: Shipment Status view to sort shipments by type outbound, and receiver or third-party billed.
- 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

# I. HOW TO ACCESS AND REGISTER TO DHL PROVIEW

### a. Register & Login to MyDHL+

Using your desktop browser, go to https://mydhl.express.dhl and select your country from the drop-down.

If you're not a registered user, click on the 'Register' link from the top navigation of your country homepage.

### Enter your details and complete the registration.

Image 01



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

Image 02

-DHL_ D	IL Express	Help and Support Find a location   Q English   Deutsch   Français   Italiano 💽
Home Ship	Track Manage Shipments 95	View/Pay Bill 🛛 My Shipment Settings 👤 My Profile
A Changes to Help what you are shi	Track Shipments Track By Reference	us get your shipments cleared through customs quickly we've introduced new features to help you describe
Welcome to N	Monitoring and Notifications	

### **b.**Monitoring and Notifications link

As part of the activation process, you need to add your DHL Express shipping account number. Please contact your local DHL Express for each account number that you will set-up in ProView. To receive the PIN Code, please click on 'Request a Proview PIN here'. It will prepare an email to the local eCom Helpdesk Team, which will provide the PIN Code.

Image 03							
Accounts		Conta	cts		Notifications		
ields marked with an asterisk (*) are required.							
Don't know your PIN? Request a	ProView PIN here						
Add accounts					► Help		
Activated	Account number *	Pin * Action					
				Add			
				Add			

After you receive your PIN, go to Manage Accounts from the left side navigation. Enter the account number/s with the corresponding pin and click '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 quite simple: Account and Pin.

Image 04		
Import account	numbers	Help
To import a comma delimi 'Help' link.	ed file of account numbers, input the filename and select the 'Impo	ort file' link. For more details regarding the format of the file, select the
Filename *	Choose File No file chosen	Import file
Return to shipment statu DHL co.uk   Sitemao	Privacy Statement   Terms and Conditions   Service Bulletins	Contact Customer
Services 2013 © DHL Internation	al GmbH. All rights reserved.	

The maximum number of accounts you may import per file is 1999. While importing, any invalid account numbers and PIN combinations found will be rejected. The system will also not allow the duplicate entries. An error message will be displayed on the screen if there are duplicated accounts and invalid account number-pin combination.

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 status updates that occurred prior to adding the account number will not appear in DHL ProView.

#### **ADDING SHIPPING CONTACTS** ΙΙ.

Click 'Manage Contact' from the left navigation.

Image 05						
DHL Express			Help and Support	Find a location   Q   I	English   Deutsch	Français   Italiano 🚺
Home Ship Track Ma	nage Shipments 🤒			v	iew/Pay Bill My Shipm	ent Settings 上 My Prof
View status	Language: EN DE					
View receiver billed	DHL ProVie	W®				
View outbound	Select Shipment Status details on notifications se	tab for an overview of y nt in the past 10 days.	your shipments moving though l	DHL. To change any Contacts or	Notifications, Select the	Log tab contains
View 3rd party	Shipment statu	s Notificat	ions Contacts	Log		
View hidden shipments	Fields marked with an as	sterisk (*) are required.				
	What do you	want to see?				Help
Manage accounts	User type *	I want to be co I want to have	ntacted through my contact list visibility only			
Manage account group	Contact list		201-1 20			
	2 Contact list.	5. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1			NO MARIE UNU IN-	Help
Manage Notifications	Add the methods of cont Text message/SMS are a 491601234567 for Germ	acting you here. A minin available 24/7. To receiv an Cell phone. To selec	mum of one contact method is r ve SMS notification please form et Email digest, go to Notificati	equired. Select from the Add link at your cell phone number as cour ons tab and use email contact an	to add the contact method ntry code and number with d delivery time from pull do	d to the list. Email and out any spaces, e.g. own.
Manage Contact	Contact ID (Nickname)	Method *	Address *	Language *	Delivered As *	Action
Configure Profile	Test	EMAIL	Test (meriton.kuzhnini@dhl	.com) English	eMail	Remove , Test
		~		English 🗸	]	Add
Configure Profile	DHL Global   About D	EMAIL	Test (meriton.kuzhnini@dhl	.com) English ¥	eMail	R

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

Image 06

DHL ProVie Select Shipment Status details on notifications ser	W <sup>®</sup> tab for an overview of it in the past 10 days.	your shipments moving though DHI	L. To change any Co	ntacts or N	otifications, Select the	Log tab contains
Shipment statu	s Notificat	ions Contacts	Log			
Fields marked with an as	terisk (*) are required.			i i i		
1 What do you	want to see?					Help
User type *	I want to be co U want to have	I want to be contacted through my contact list     I want to have visibility only				
2 Contact list	1		-			🕨 Help
Add the methods of cont Text message/SMS are a 491601234567 for Germ	acting you here. A mini vailable 24/7. To recei an Cell phone. To seler	mum of one contact method is requive SMS notification please format y	ired. Select from the our cell phone numb tab and use email (	Add link to er as countr contact and	add the contact method y code and number witho delivery time from pull do	to the list. Email and ut any spaces, e.g. wn.
Contact ID (Nickname)	Method *	Address *	Lang	uage *	Delivered As *	Action
Test	EMAIL	Test (meriton.kuzhnini@dhl.cor	m) Engli	sh	eMail	Remove , Test

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If you'd like to start receiving notifications as soon as possible, choose 'I want to be contacted through my contact list'. Then in section 2, Contact list, assign your contact an ID or nickname. Next, select the method of contact. Enter the e-mail address or mobile device phone number and click 'Add'.

Image 07

Language: EN DE FR IT

### DHL ProView®

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

Shipment statu	s Notificat	ions Contacts	Log			
Fields marked with an as	terisk (*) are required.					
1 What do you	want to see?					► He
User type *	I want to be co I want to have	intacted through my contact lis visibility only	đ			
2 Contact list						▶ He
Add the methods of conta	acting you here. A mini wailable 24/7. To recei	mum of one contact method is ve SMS notification please for	required. Select from the mat your cell phone numbr	Add link to ad er as country co	d the contact method de and number witho	to the list. Email and ut any spaces, e.g.
491601234567 for Germi	an Cell phone. To sele	ct Email digest, go to Notifica	tions tab and use email of	contact and deliv	very time from pull do	wn.
491601234567 for Germ. Contact ID (Nickname)	an Cell phone. To sele Method *	ct Email digest, go to Notifica	tions tab and use email o	uage*	Delivered As *	wn.
491601234567 for Germ Contact ID (Nickname)	an Cell phone. To sele Method * EMAIL	ct Email digest, go to Notifica Address * Test (meriton.kuzhnini@dl	tions tab and use email of Lange 11.com) Englis	uage *	Delivered As *	wn. Action Remove , Test

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Tips: Once a contact has been added, the e-mail addresses and mobile numbers entered can be tested. Click on 'test' in the Action column. A separate dialog window will open to send the test message. You will receive confirmation that the message has been sent via e-mail or SMS, respectively. If the test message is received at the designated e-mail address or mobile number then the test operation has been successful. 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.

# **III. 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 e-mail/ text-messaging address receives it. Notifications can be set up during the registration process or modified in the Notifications tab.

Image 08

	255	à	Help and Supp	ort Find	a location   C	English   Deu	tsch   Français   Italiano 🚦
Home Ship Track	Manage Shipments 95					View/Pay Bill M	y Shipment Settings 上 My Pro
View status	Language: EN DE FR	] [T]					
View receiver billed	DHL ProView®						
View outbound	Select Shipment Status tab fo details on notifications sent in th	r an overview of your shipn he past 10 days.	ents moving the	ough DHL. T	o change any Cor	ntacts or Notifications, Se	elect the Log tab contains
View 3rd party	Shipment status	Notifications	Contac	ts	Log		
View hidden shipments	Select the "Add" link to add the	e notification to the list. Field	ds marked with	an asterisk (	(*) are required.		
						Help	
Manage accounts	When my package is *	Contact me by*		Time	2		Action
Manage account group	Exception	Test(meriton.kuzhnini@dhl.com)					Remove
initiage account group	Clearance event	Test(meriton.kuzhnini@dhl.com)					Remove
Manage Notifications	Picked up	Test(meriton.kuzhnini@	(dhl.com)				Remove
	Select one 🗸	Do not contact	~	Se	nd notification imm	nediately 🗸	Add
Manage Contact	DHL Globai   About DHL   2022 @ Deutsche Post AG -	Press   Contact   Sitema All rights reserved	<ul> <li>Privacy Poli</li> </ul>	cy			

Select the event type for the notification by selecting from the pull-down menu under 'When my package is' and choose the specific contact ID under 'Contact me by'. For an email digest, designate the specific time for the digest notification to be sent.\* Click 'Add'.

Tips: 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.

Image 09

elect Shipment Status tab f etails on notifications sent in	or an overview of your shipr the past 10 days.	nents moving though	DHL. To change any	Contacts or Notifications,	Select the Log tab contains
Shipment status	Notifications	Contacts	Log		
Select the "Add" link to add th	ne notification to the list. Field	ds marked with an a	sterisk (*) are require	d.	
Notification list					Help
When my package is *	Contact me by*		Time		Action
Exception	Test(meriton.kuzhnini@dhl.com) Test(meriton.kuzhnini@dhl.com)				Remove
Clearance event					Remove
Picked up	Test(meriton.kuzhnini@	<u> @dhl.com)</u>			Remove
In transit 🗸 🗸	Test	~	Send notification	Add	
DHL Global   About DHL   2022 © Deutsche Post AG	Press   Contact   Sitema All rights reserved	p   Privacy Policy	WEEKDAY 8AM WEEKDAY 8AM WEEKDAY 10AM WEEKDAY 11AM WEEKDAY 11AM WEEKDAY 12Nc WEEKDAY 3PM WEEKDAY 3PM WEEKDAY 3PM WEEKDAY 6PM WEEKDAY 6PM	nmineolatery 1 on	

\* The addition of individual notifications can result in a high number of daily messages for high-volume shippers. Example: individual notifications for 1000 delivered packages will result in 1000 separate e-mails/text messages. In this case, the email digest is desirable.

### **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 the shipment's progress has been impacted (eg, 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.

# **IV. SHIPMENT STATUS VIEW**

The shipment status view displays the total number of each shipment event and is divided into two columns that indicate the billing category of the shipment—'Outbound' and Receiver or 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 on each category view are the Waybill Number, Pieces in Shipment, Shipper Reference, Shipped date, Service selection, Receiver, Status date, and current Status.

#### Image 10

ne Ship Track	Manage Shipments 95				View/Pay Bill My Shipme	ent Settings 👤 My
ew status	Language: EN DE FR	т				
ew receiver billed	DHL ProView <sup>®</sup>					
and the second						
ew outbound	tab. The Logtab contains details of	n overview of your shipn n notifications sent in the	past 10 days.	HL. To change any Contacts of	or Notifications, select the ap	opropriate
ew 3rd party	Shipment status	Notifications	Contacts	Log		
ew hidden shipments	Listed below are all shipments a appropriate totals link at the both	ssociated with your acco om of the table.	unts. To view all receive	er billed, outbound or third par	ty shipments select the	Account Group
anage accounts	Tracking events			Receiver billed	Outbound	3rd party payer
nade account group	Shipment data received			0	93	0
nage account group	Picked up	Picked up			0	0
nage Notifications	In transit			0	0	0
	Clearance event			0	9	0
lage Contact	Customs clearance			0	0	0
	Exception			0	0	0
figure Profile	Out for Delivery			0	0	0
	Delivered			0	7	0
	Totals			0	109	0
	Status last updated 22/03/2023	10:39 CET	•	View receiver billed	View outbound	View 3rd party

Click on a red hyperlinked number in one of the two columns to access the shipment list for that category.\* To search for specific information, use the 'Select one' pull-down menu, enter a keyword.

Image 11

Language: EN DE FR IT

# DHL ProView®

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

Shipment status	Notifications	Contacts	Log		
Listed below are all shipment appropriate totals link at the b	s associated with your acco	unts. To view all receiver	billed, outbound or third par	ty shipments select the	Account Group Help
Tracking events			Receiver billed	Outbound	3rd party payer
Shipment data received			0	93	0
Picked up			0	0	0
In transit			0	0	0
Clearance event			0	9	0
Customs clearance			0	0	0
Exception			0	0	0
Out for Delivery			0	0	0
Delivered			0	7	0
Totals			0	109	0
Status last updated 22/03/202	23 10:39 CET	►v	iew receiver billed	View outbound	View 3rd party

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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.

Image 12	
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			ication [ 🤸 English	i   Deutsch   Français   Italiano		
e Ship Track Manag	ge Shipments 🤒		View/Pay	Bill My Shipment Settings 👤 M		
v status						
v receiver billed	DHI ProView <sup>®</sup> · Outbou	ind				
w authound	The outbound notification list is a summary of ship	ments for the past 90 days. You may v	view details of an individual shipn	nent as well as override the notifications		
wouldound	by selecting multiple checkbokes and pressing the	overlide selected items ballon.				
v 3rd party	Outbound shipments			Help		
v hidden shipments	Find Shipment Select one V With By	Find				
	All Sort List by:	Page 1 Of 5 🕨 G	io	1 - 25 Of 109 Next 🕨		
rage accounts	Cownloadlist     Shipment List     Hide Shipment     Show All     Override selected items     Click the back arrow after downloading the list to return back to DHL ProView.					
nage account group	Waybill Pc Shipper Reference	Shipped Service	Receiver Status	date Status		
	ter de la companya de					

Tip : Because the billing categories contain information in real time, this view can be used to know at a glance which shipments require your attention. When you are not in the Shipment status view, use the links in the yellow navigation bar to take you to the view you need.

\*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 view of the shipment list.

# V. OVERRIDING NOTIFICATIONS

From any of the shipment list views on either the Shipment status view or Country Based Shipment status view, use the override function to create updates that apply to some shipments but not others, so you can customize your updates for individuals shipments.

he	anguage: DE HL ProVi all shipments notifications by selecting	EN EW fication ng mult	<sup>®</sup> : All sh list is a summary iple checkboxes a	of shipments for of pressing the	the past 90 days 'Override selecte	s. You may view details of a d items' button.	n individual shipme	ent as well as overri	de the
All	shipments	e							Help
Fin Shi By	d pment Select	one	✓ with Keywo	rd		Find			
All	Sort List by:				Page 1	Of 4 🕨 Go		1	- 25 Of 93 Next
D	ownloadlist k the back arrow a	after do	Shipmen while a shipmen whi	t List O Piece L to return back to	ist DHL ProView			Override s	elected items [
0	Waybill	Pc 🗄	Shipper Reference	Shipped	Service	Receiver	Status date	Status	Estimated Delivery Date
	5993489000	1 🕀	R12334532 3 More	2021-02-24 12:44	EXPRESS WORLDWIDE (nondoc)	EMPFAENGER GMBH Teststrasse 1 BALE BALE 4000 CH	2021-02-24 12:44	Shipment Data Received	
0	5993489001	1 🛨	R12334532 3 More	2021-02-24 12:44	EXPRESS WORLDWIDE (nondoc)	EMPFAENGER GMBH Teststrasse 1 BALE BALE 4000 CH More.	2021-02-24 12:44	Shipment Data Received	
	5993489002	1 🕀	R12334532 3 More	2021-02-24 12:44	EXPRESS WORLDWIDE (nondoc)	EMPFAENGER GMBH Teststrasse 1 BALE BALE 4000 CH More.	2021-02-24 12:44	Shipment Data Received	
	5993489003	1 🕀	R12334532 3 More	2021-02-24 12:44	EXPRESS WORLDWIDE (nondoc)	EMPFAENGER GMBH Teststrasse 1 BALE BALE 4000 CH	2021-02-24 12:44	Shipment Data Received	

Select the shipment to override by checking the box beside the Air Waybill number. Click 'Override selected items' at the bottom right-hand corner, and a new window will open. Edit or deleted notifications using the pull-down menus and click 'Add'. Click "Save override'.

Image 14

Fracking Notificatio	on: Override preference	'S	
for the selected shipments, yo	ou can override the default notification	s. Select from the drop down lists to select a different n	otification method or
Notifications to	override	utton.	
Override notifications for the	he following shipments:		
When my package is*	Contact me by*	Time	Action
Select one	Do not contact 🗸	Send notification immediately V	Add
Cancel			Save override D

# **VI. 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.

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mage	

ome Ship Track	Manage Shipments 🤒				View/Pay Bill My Sh	nipment Settings 💄 N
View status	Language: EN DE F	R IT				
ew receiver billed	DHL ProView	®				
ew outbound	Select Shipment Status tab f on notifications sent in the part	for an overview of your ship st 10 days.	ments moving though D	HL. To change any Conta	ots or Notifications, Select t	he Logtab contains details
iew 3rd party	Shipment status	Notifications	Contacts	Log		
view hidden shipments	Find Shipment By	Select one	with Keyword		Find	Help
						Download log
anage accounts	Sort List by:		Page 1	Of 2 🕨 Go	-	1 - 25 Of 27 Next
anage account group	Date and time	• Waybill E	vent code	Contact method	Message	
	22/03/2023 01:02	C	learance event	EMAIL	Clearance event	i.kuzhnini@ani.com for
anage Notifications	22/03/2023 01:02	C C	learance event	EMAIL	EMAIL sent to meriton Clearance event	.kuzhnini@dhl.com for
anage Contact	22/03/2023 01:02		learance event	EMAIL	EMAIL sent to meriton Clearance event	.kuzhnini@dhl.com for
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	19/03/2023 16:29	Carrier C	learance event	EMAIL	EMAIL sent to meriton Clearance event	.kuzhnini@dhl.com for
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	17/03/2022 08-12		learance event	EMAIL	EMAIL sent to meriton	.kuzhnini@dhl.com for

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

DHL Express www.dhl.com https://mydhl.express.dhl