

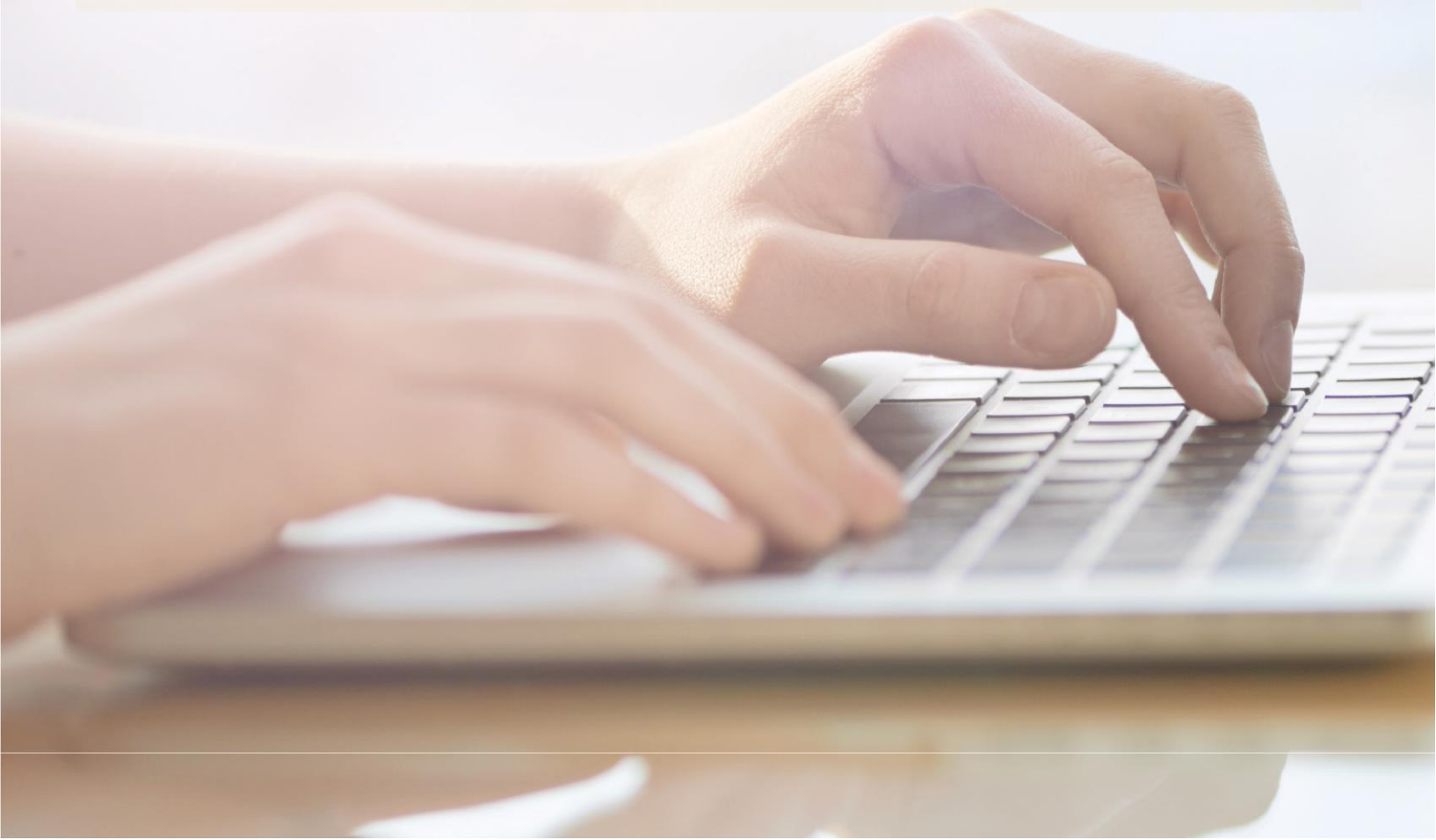
MyDHL⁺



DHL PROVIEW

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

DHL Express – Excellence. Simply delivered.



CONTENTS

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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

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I. HOW TO ACCESS AND REGISTER TO DHL PROVIEW

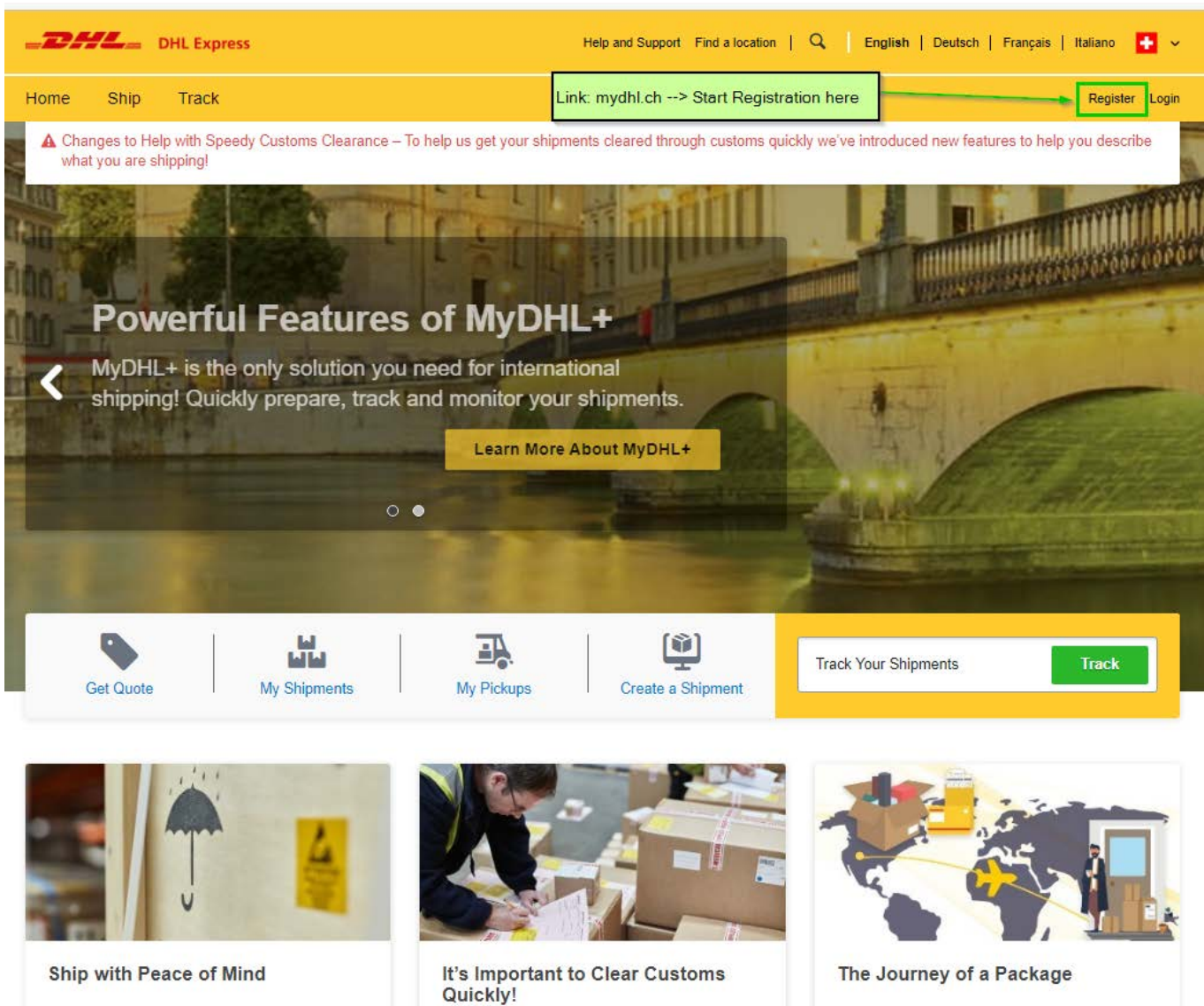
a. Register & Login to MyDHL+

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.

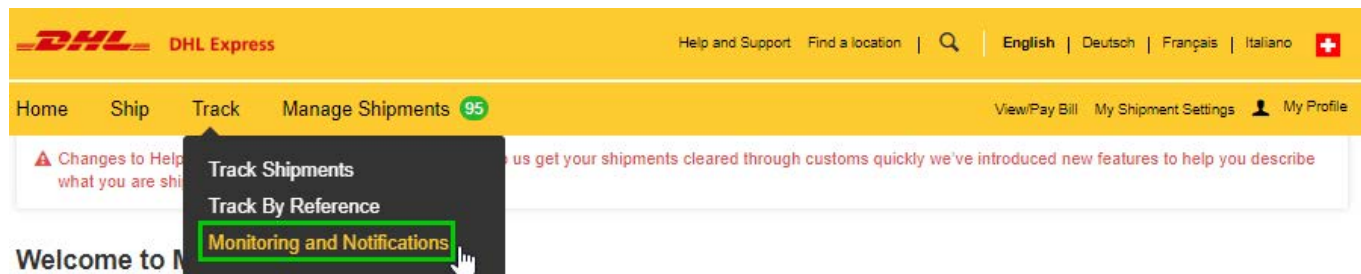
Enter your details and complete the registration.

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



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

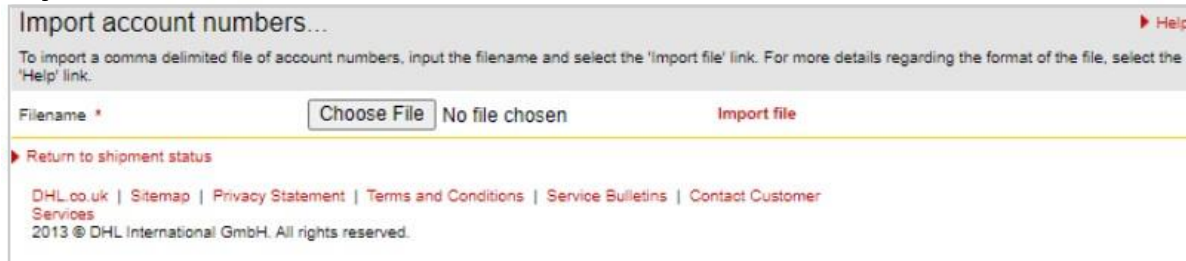
Accounts	Contacts	Notifications
Fields marked with an asterisk (*) are required.		
Don't know your PIN? Request a ProView PIN here		
Add accounts... Help		
Activated	Account number *	Pin *
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
		Add
		Add

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'.

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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



The screenshot shows a web form titled "Import account numbers...". At the top right is a "Help" link. Below the title is a paragraph of instructions: "To import a comma delimited file of account numbers, input the filename and select the 'Import file' link. For more details regarding the format of the file, select the 'Help' link." The form has a "Filename *" label, a "Choose File" button, and the text "No file chosen". To the right is an "Import file" button. Below the form is a "Return to shipment status" link. At the bottom, there are links for "DHL.co.uk", "Sitemap", "Privacy Statement", "Terms and Conditions", "Service Bulletins", and "Contact Customer Services". The footer text reads "2013 © DHL International 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.

II. ADDING SHIPPING CONTACTS

Click 'Manage Contact' from the left navigation.

Image 05

Language: **EN** DE FR IT

DHL ProView®

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.

Shipment status Notifications **Contacts** Log

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. 491601234567 for German 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
Test	EMAIL	Test (meriton.kuzhnini@dhl.com)	English	eMail	Remove, Test
<input type="text"/>	<input type="text"/>	<input type="text"/>	English		Add

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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

Language: **EN** DE FR IT

DHL ProView®

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.

Shipment status Notifications Contacts **Log**

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. 491601234567 for German 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
Test	EMAIL	Test (meriton.kuzhnini@dhl.com)	English	eMail	Remove, Test
<input type="text"/>	<input type="text"/>	<input type="text"/>	English		Add

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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'.

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Image 07

Language: **EN** DE FR IT

DHL ProView®

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.

Shipment status **Notifications** **Contacts** **Log**

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. 491601234567 for German 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
Test	EMAIL	Test (meriton.kuzhnini@dhl.com)	English	eMail	Remove, Test
<input type="text"/>	<input type="text"/>	<input type="text"/>	English <input type="text"/>		Add

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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

DHL Express Help and Support Find a location | **English** Deutsch Français Italiano

Home Ship Track Manage Shipments **95** View/Pay Bill My Shipment Settings My Profile

View status
View receiver billed
View outbound
View 3rd party
View hidden shipments
Manage accounts
Manage account group
Manage Notifications
Manage Contact
Configure Profile

Language: **EN** DE FR IT

DHL ProView®

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.

Shipment status **Notifications** **Contacts** **Log**

Select the **"Add"** link to add the notification to the list. Fields marked with an asterisk (*) are required.

Notification list... [▶ Help](#)

When my package is *	Contact me by*	Time	Action
Exception	Test(meriton.kuzhnini@dhl.com)		Remove
Clearance event	Test(meriton.kuzhnini@dhl.com)		Remove
Picked up	Test(meriton.kuzhnini@dhl.com)		Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	Add

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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

Language: **EN** DE FR IT

DHL ProView®

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.

Shipment status **Notifications** **Contacts** **Log**

Select the "Add" link to add the notification to the list. Fields marked with an asterisk (*) are required.

Notification list.. [Help](#)

When my package is *	Contact me by*	Time	Action
Exception	Test(meriton.kuzhnini@dhl.com)		Remove
Clearance event	Test(meriton.kuzhnini@dhl.com)		Remove
Picked up	Test(meriton.kuzhnini@dhl.com)		Remove
In transit	Test	Send notification immediately	Add

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Send notification immediately
WEEKDAY 8AM
WEEKDAY 9AM
WEEKDAY 10AM
WEEKDAY 11AM
WEEKDAY 12Noon
WEEKDAY 1PM
WEEKDAY 2PM
WEEKDAY 3PM
WEEKDAY 4PM
WEEKDAY 5PM
WEEKDAY 6PM
WEEKDAY 7PM
WEEKDAY 8PM

* 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.

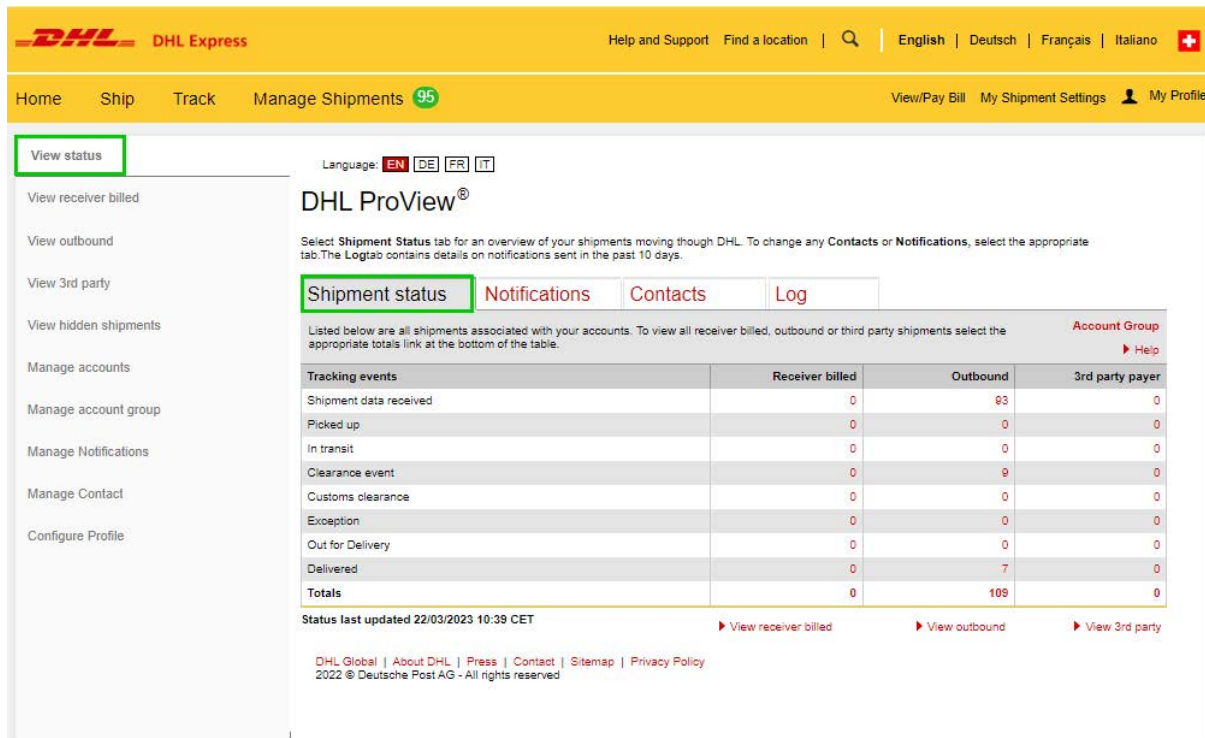
Event Type Descriptions:

- 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



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 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. 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 22/03/2023 10:39 CET
[View 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

DHL Express Help and Support Find a location | [English](#) | [Deutsch](#) | [Français](#) | [Italiano](#)

Home Ship Track Manage Shipments **95** View/Pay Bill My Shipment Settings My Profile

View status Language: [EN](#) [DE](#) [FR](#) [IT](#)

View receiver billed

View outbound

View 3rd party

View hidden shipments

Manage accounts

Manage account group

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: with Keyword [Find](#)

All Sort List by: Page 1 Of 5 [Go](#) 1 - 25 Of 109 [Next](#)

[Download list](#) Shipment List [Hide Shipment](#) [Show All](#) [Override selected items](#)

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

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



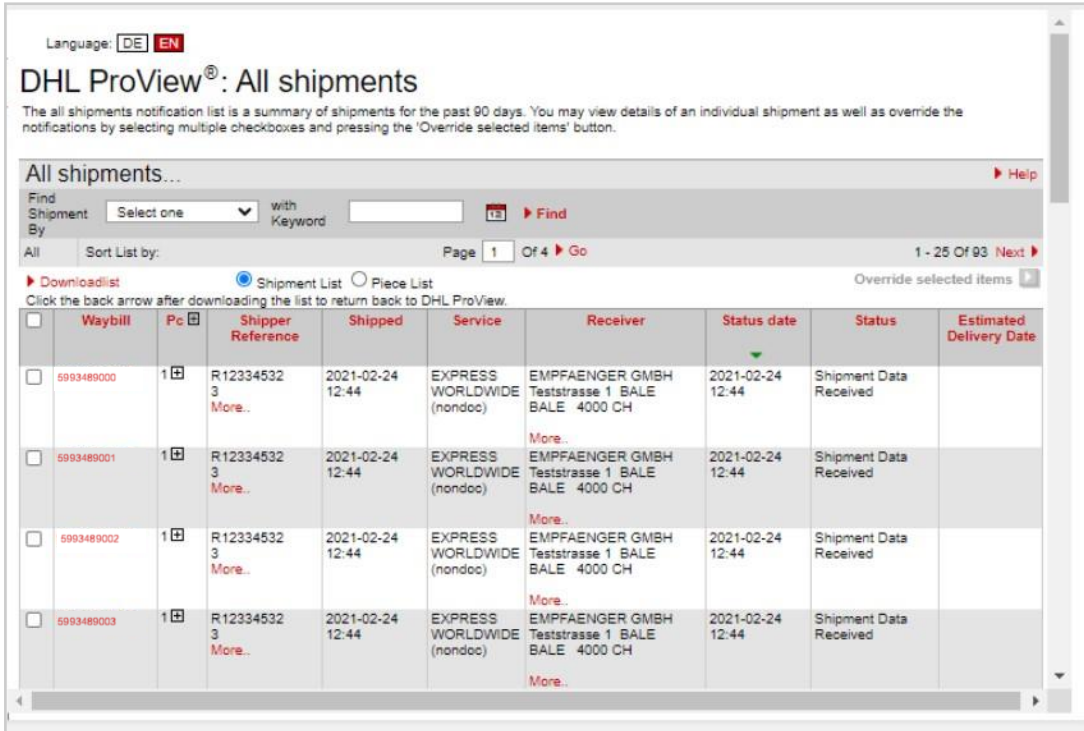
Tip : Because the billing categories contain information in real time, this view can be used to know at a glance which shipments require your attention. When you are not in the Shipment status view, use the links in the yellow navigation bar to take you to the view you need.

*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

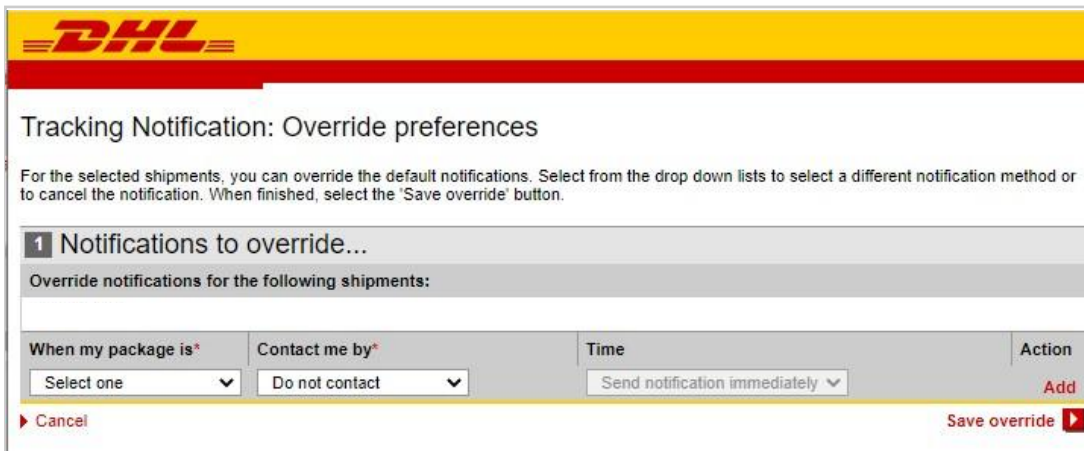
From any of the shipment list views on either the Shipment status view or Country Based Shipment status view, use the override function to create updates that apply to some shipments but not others, so you can customize your updates for individuals shipments.

Image 13



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'.

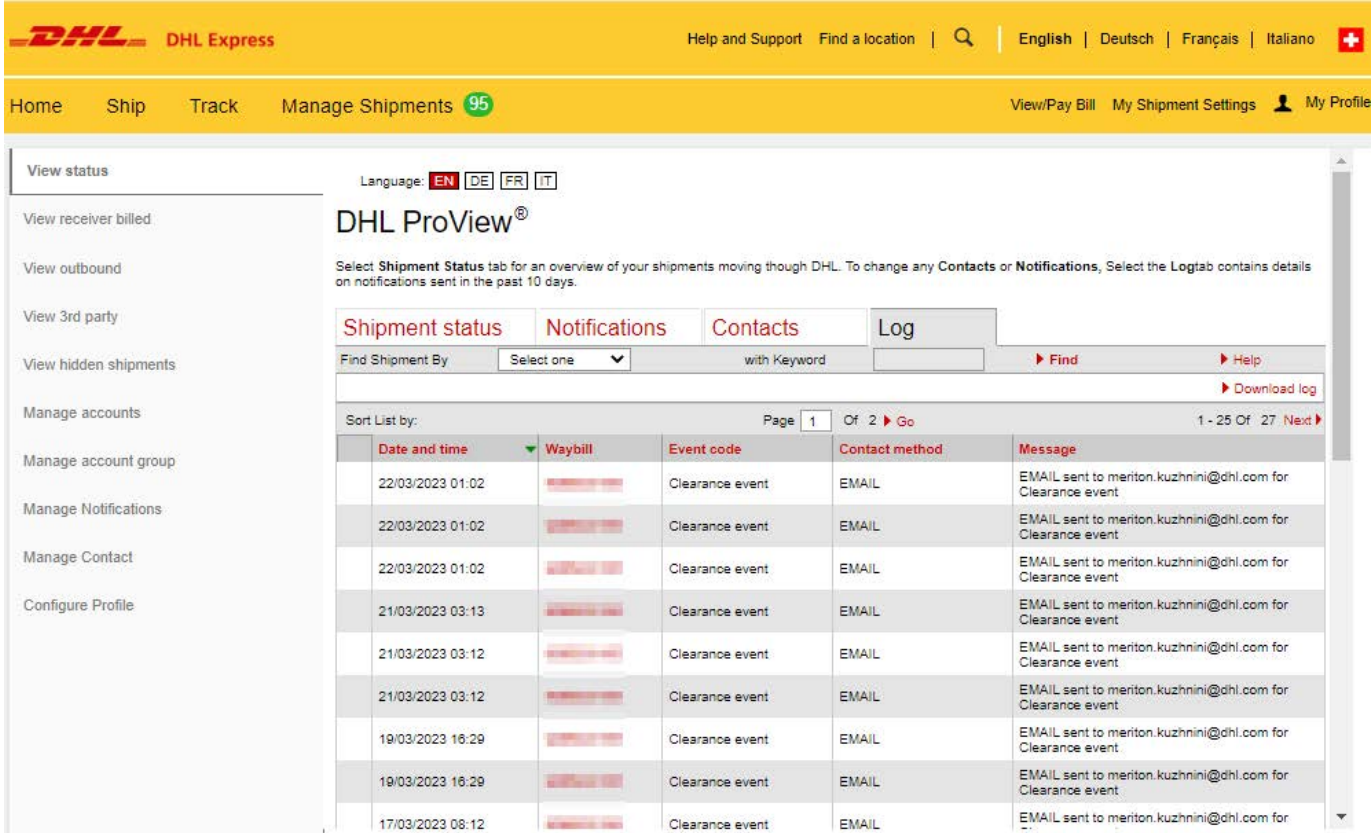
Image 14



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.

Image 15



The screenshot shows the DHL ProView interface. The top navigation bar includes the DHL Express logo, language options (English, Deutsch, Français, Italiano), and a search icon. Below the navigation bar, there are tabs for Home, Ship, Track, and Manage Shipments (with a '95' notification badge). The main content area is titled 'DHL ProView®' and includes a language selector (EN, DE, FR, IT) 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.' The 'Log' tab is selected, and the table below displays shipment events.

Date and time	Waybill	Event code	Contact method	Message
22/03/2023 01:02	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
22/03/2023 01:02	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
22/03/2023 01:02	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
21/03/2023 03:13	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
21/03/2023 03:12	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
21/03/2023 03:12	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
19/03/2023 16:29	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
19/03/2023 16:29	[Redacted]	Clearance event	EMAIL	EMAIL sent to meriton.kuzhnini@dhl.com for Clearance event
17/03/2023 08:12	[Redacted]	Clearance 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.

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