



# QUICK GUIDE **MyDHL+** **CORPORATE**

DHL Express – Excellence. Simply delivered.



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## INTRODUCTION

MyDHL+ Corporate facilitates shipping management for companies requiring centralised administration of multiple people. This will ensure business efficiency and a controlled shipping process. Some of the benefits are:

- Access and shipping options management
- Shipment history visibility at department (group) or company level
- Real-time control over shipment requests
- Enhanced business efficiency via shared Address Books
- Increased security by controlling who can view account numbers and rates

As the Corporate Administrator, you can:

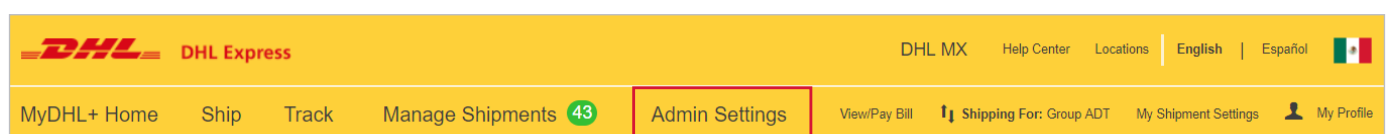
- Create Groups, Group Administrators, and Corporate End Users
- Manage several DHL account numbers and define the employees who are authorised to use them
- Determine which DHL products can be used
- Maintain a centralised address book and apply restrictions to contacts
- Approve and/or reject shipments
- Maintain a Shipper Reference (or Cost Centre) list, and assign them to a specific group or person
- View shipment history of all Corporate End Users in the company

## HOW TO START USING MYDHL+ CORPORATE

**Step 1:** Access MyDHL+ Corporate with your username (your email) and password at:

<https://mydhl.express.dhl/gb/en/auth/login.html>

**Step 2:** Click the Admin Settings option in the top navigation.



**Step 3:** Use the Admin Settings menu on the left to start setting up MyDHL+ Corporate.

The screenshot shows the 'Admin Settings' page for 'DHL Express'. The 'Admin Settings' menu on the left is highlighted, and 'Company Overview' is selected. The main content area is titled 'Company Overview' and contains the following fields:

- Company: DHL Mexico
- Phone Type: Office
- Country Code: 52
- Phone: 5 553 452 000
- Extension: (empty)
- Country: Mexico
- Address: Avenida Aerea Fuerza Mexicana 540
- Address 2: (empty)
- Address 3: (empty)
- Postal Code: 15700
- City: FEDERAL-VE
- State: DTOFEDERAL
- Residential Address

You can register groups, people, account numbers, contacts, references and set restrictions according to the needs of your company.

## ADDING PEOPLE OR A PERSON

You must register the people who need to use MyDHL+. Select People in the Admin Settings menu and then Add New Person.

On this page you can also disable or delete a person, or assign them to a Group or Role.

The screenshot shows the 'Add and Manage People' page. The page title is 'Add and Manage People' and it includes a search bar, a 'Learn More' link, and a list of people. The 'Add New Person' button is highlighted with a red box.

The screenshot shows the 'MyDHL+ Access' page. The 'Group and Role' section is highlighted with a red box. The 'Group' dropdown is set to 'Select One' and the 'Group Admin' checkbox is checked. The 'Add New Person' button is highlighted with a red box.

Once a person is added, their email will appear in the table with the status ‘Pending Activation’.

<input type="checkbox"/>	Email Address	Corp Admin	Member of	Status
<input type="checkbox"/>	eduardo.quintana@dhl.com	Yes	Group US , Group M...	Active
<input type="checkbox"/>	emanuel_cr@trash-mail.com	No	Group US , Test delet...	Pending Activation

At the same time, they will receive an email from MyDHL+ notifying them that their profile has been created. Instructions to create a password and activate access are also included in the email.

When a person’s status changes to ‘Active’, this means they can log in and start creating shipments in MyDHL+.

## ADDING GROUPS

Select Groups from the Admin Settings menu.

On this page you can create and manage new groups, and define the permissions for an assigned Group Administrator. The restrictions and permissions given to a group will apply automatically to all its members.

**Add New Group** Guide to Creating Groups

Group Name  Close

**Admin Controls** Close  
Enable Group Admins to manage various aspects of the group such as setting up the people in the group, creating the address book, defining shipment approvals, limits, defaults and more.

<input type="checkbox"/> Create and Manage Groups	<input type="checkbox"/> Rates and Charges
<input type="checkbox"/> Add and Manage People (to this Group)	<input type="checkbox"/> Optional Services
<input type="checkbox"/> Approval Notifications	<input type="checkbox"/> Printing Defaults
<input type="checkbox"/> Add and Manage Group Admins	<input type="checkbox"/> Account Numbers
<input type="checkbox"/> Digital Customs Invoice Enrollment	<input type="checkbox"/> Address Books
<input type="checkbox"/> Add and Manage People (to Company)	<input type="checkbox"/> Shipment Monitoring & Online Billing Options
<input type="checkbox"/> Shipment Settings and Defaults	<input type="checkbox"/> Message Center
<input type="checkbox"/> Shipping Restrictions	<input type="checkbox"/> Notifications and Sharing
<input type="checkbox"/> Managing Shipments	<input type="checkbox"/> Shipment References
<input type="checkbox"/> Shipping Limits	

**Approval Notifications** Close  
 Email Address   Select Send Notifications

**Shipment Monitoring & Online Billing Options** Close  
Shipment Monitoring and Notifications  
 Default everyone in this group to  Select One

Online Billing  Select One

Undel

Not Enrolled

Create Group

**Create and Manage Groups** Group Quick Tips

Groups allow you to define and organize how the people in your company will utilize the robust features in MyDHL+ to effectively create and manage shipments. It's flexible and easy to create a group – putting the control in your hands

**Default Group** Edit

Group Mexico

Search  q Display 10 < 1 2 3 >

Actions Add Group

## ASSIGNING PEOPLE TO GROUPS

You can add people to a group by selecting People in the Admin Settings menu. From the list of people, select the record and click Edit.

The screenshot shows the 'Add and Manage People' page. At the top, there's a search bar and a 'Display' dropdown set to '10'. Below the search bar, there are 'Upload People' and 'Add New Person' buttons. A table lists people with columns for 'Email Address', 'Corp Admin', 'Member of', and 'Status'. The row for 'emanuel\_cr@trash-mail.com' has an 'Edit' button highlighted with a red box.

Email Address	Corp Admin	Member of	Status
eduardo.quintana@dhl.com	Yes	test , test DHL , Grou...	Active
emanuel_cr@trash-mail.com	No	ITS solution support , ...	Pending Activation
eduardo_au@trash-mail.com	No	Group.US	Active

This will open the person's profile. Choose the group you want to add the person to by selecting from the drop-down list on the right hand side. You may also assign the person as a group administrator on this page.

Note: A person can belong to more than one group.

The screenshot shows the profile page for 'Eduardo Taiwan'. It has several sections: 'Contact Information', 'Company Information', 'MyDHL+ Access', and 'Group and Role'. The 'Group and Role' section is highlighted with a red box and contains a 'Group' dropdown set to 'Group US' and a 'Group Admin' dropdown set to 'No'.

## MANAGING ADDRESS BOOK

You can restrict a person or group to only be able to create shipments from designated shippers and / or to designated recipients.

Select Shipment Settings and Defaults from the Admin Settings menu. Restrictions can be applied to a group or specific person.

### Step 1:

Select Address Books from the Admin Settings menu. Contacts must first be added to the company directory.

**Create and Manage Address Books**

Ensure shipment accuracy by creating and maintaining the contacts and address books people will use.

**Manage Settings for**

Everyone ▼

All ▼

Actions ▼ Select this Address Book

**Add New Contact**

**Contact Details**

Name  \*

Company  \*

Nickname

Country  \*   \*

Residential Address

VAT/Tax ID

Nickname 2

**Is this a Favorite?**

Favorite ship TO address  Favorite ship FROM address

Save this contact as a Favorite to quickly select from your Address Book!

### Step 2:

To set up restrictions for a specific group, contacts should be copied from the company directory to a group directory. You can then assign the group contact list as either a “ship from” or a “ship to” address book.

**Copy Contacts from an Address Book to Another Address Book**

**Copy From**

Company Address Book ▼

eduardo_copy at DHL MX eduardo_copy	test GUSTAVO A MADERO Mexico	<input type="button" value="+"/>
GroupAUApple2 AB eduardo	Calzada Ignacio Zaragoza 570 MEXICO CITY VENUSTIANO CARRANZA Mexico	<input type="button" value="+"/>
Company AB 2 asdf	21 Grassmere Road TORONTO Canada	<input type="button" value="+"/>
Stine at DHL DE Stine	test BONN Germany	<input type="button" value="+"/>

**Copy To**

Group ▼

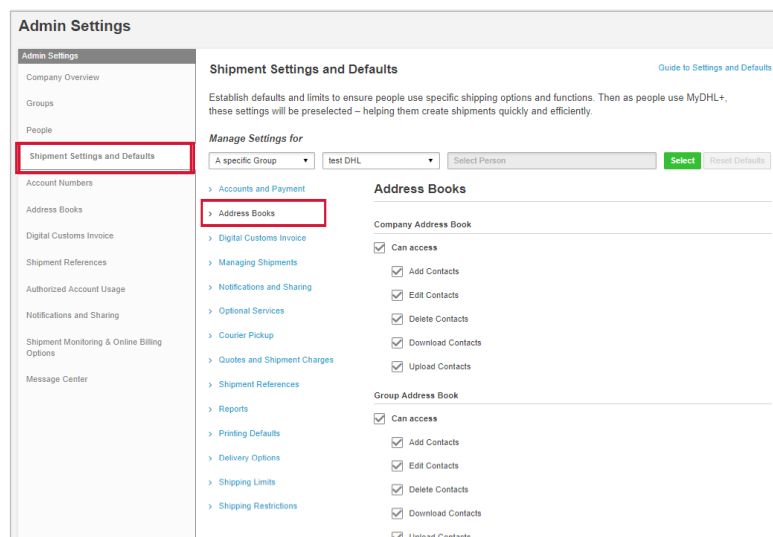
eduardo_copy at DHL MX eduardo_copy	test GUSTAVO A MADERO Mexico	<input type="button" value="-"/>
Stine at DHL DE Stine	test BONN Germany	<input type="button" value="-"/>

1 - 2 of 2

### Step 3:

Apply the required restrictions to the group or to a specific person.

Select Shipment Settings and Defaults from the Admin Settings menu and then select Address Books.

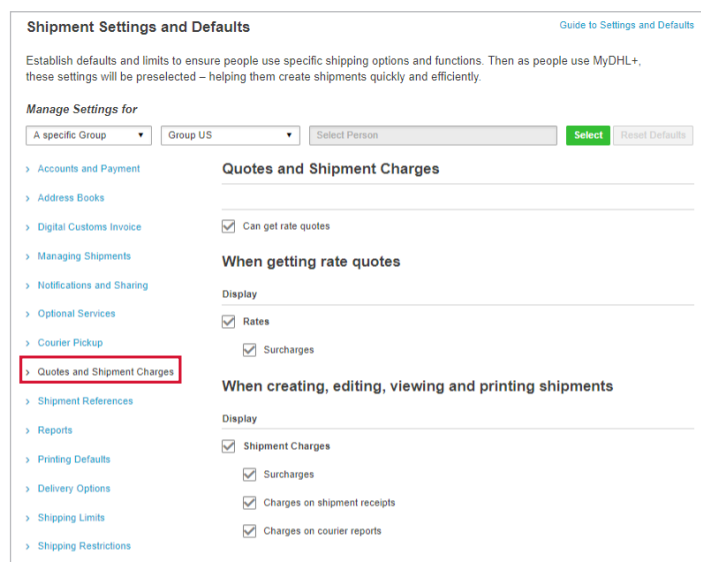


Use the same process to set up a restriction for a specific person.

## MANAGING RATE QUOTE AND SHIPMENT CHARGES VISIBILITY

You can determine whether groups or specific people are allowed to see rates and surcharges. You can also control where the charges will appear, such as on the shipment receipt or courier report.

Select Shipment Settings and Defaults in the Admin Settings menu and then Quotes and Shipment Charges.





## CONTROLLING SHIPPING LIMITS

On this page you can define guidelines, weight, dimensions and cost limits for a specific period of time for either a group or a person.

Select Shipment Settings and Defaults in the Admin Settings menu and then Shipping Limits.

The screenshot shows the 'Admin Settings' interface. On the left, a sidebar menu has 'Shipment Settings and Defaults' highlighted with a red box. The main content area is titled 'Shipment Settings and Defaults' and includes a 'Manage Settings for' section with dropdowns for 'A specific Group' (set to 'test') and 'Select Person'. Below this, the 'Shipping Limits' section is active. It features a checkbox for 'Each Person and/or an entire Group (cumulatively) is allowed to ship', which is checked. Underneath, there are input fields for 'Maximum of' (10,000), 'Unit of Period' (US Dollar (USD)), and 'Every' (2). A 'Group Maximum Cost of Shipments: Unit of Period' dropdown is set to 'Month', and a 'Start date' field is set to 'May 1, 2019'. A checkbox for 'Must get approval for shipments exceeding the maximum' is also checked. The 'Number of Shipments' section is partially visible at the bottom.

## SETTING SHIPPING RESTRICTIONS

On this page you can restrict the specific tasks a person can do when creating a shipment. This includes manifesting shipment data, uploading files, creating return shipments, and modifying shipments. Restrictions can also be set according to product type.

By ticking “Require approval”, an email notification will be sent to the Corporate Administrator when a person creates a shipment using the restricted product type. The Corporate Administrator may approve or reject the shipment.

The screenshot shows the 'Admin Settings' interface. On the left, a sidebar menu has 'Shipment Settings and Defaults' highlighted with a red box. The main content area is titled 'Shipment Settings and Defaults' and includes a 'Manage Settings for' section with dropdowns for 'A specific Group' (set to 'Group US') and 'Select Person'. Below this, the 'Shipping Restrictions' section is active. It features four checkboxes, all of which are checked: 'Can manifest shipment data', 'Can upload shipment files', 'Can create return shipments', and 'Can modify shipments'. The 'Document Shipments' section has a checkbox for 'Require approval' which is highlighted with a red box. The 'Package Shipments' section also has a checkbox for 'Require approval' which is highlighted with a red box. The 'Shipping Limits' section is partially visible at the bottom.

# MANAGING SHIPPING REFERENCES

On this page you can consolidate company references into a single location and assign reference lists to different groups or specific people. You can also define reference number formats, including the number of characters.

For Shipper's Reference, Additional References and Format, you must first input all the references that can that be used when creating a shipment.

In the Format option, you can set the minimum, maximum or exact number of characters that can be entered in the Shipment Reference field and define the format of the reference.

For example: @@### allows 2 alpha characters followed by 3 numbers to be entered.

You can also edit and delete references.

Select Shipment References from the Admin Settings menu to get started.

The screenshot shows the DHL Express Admin Settings interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'DHL MX', 'Help Center', 'Locations', 'English', 'Español', and a flag icon. Below this is a secondary navigation bar with 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a '43' notification), 'Admin Settings', 'View/Pay Bill', 'Shipping For: Group ADT', 'My Shipment Settings', and 'My Profile'.

The main content area is titled 'Admin Settings' and features a left-hand sidebar with a list of settings categories: Admin Settings, Company Overview, Groups, People, Shipment Settings and Defaults, Account Numbers, Address Books, Digital Customs Invoice, Shipment References, Authorized Account Usage, Notifications and Sharing, Shipment Monitoring & Online Billing Options, and Message Center.

The 'Shipment References' section is active, displaying a title and a brief description: 'Shipment References can be an excellent way to help your company's reporting and reconciliation efforts by providing a convenient way to categorize shipments.' A 'Learn More' link is provided. Below this is the 'Manage Settings for' section, which includes a dropdown menu set to 'A specific Group', a text input field containing 'Group US', and a 'Select Person' button with a green 'Select' button next to it.

Three tabs are visible: 'Shipper's Reference' (which is selected and has a green checkmark), 'Additional References', and 'Format'. Under the 'Shipper's Reference' tab, there is a dropdown menu set to 'All' and a search input field with a magnifying glass icon. A button labeled 'Select References for this Group or Person' is located below the search field.

A table displays the current references:

Reference	Description
Group US2	test
Group US1	2

At the bottom left of the page, it indicates '1 - 2 of 2'.

Apply the required restrictions to a group or specific person.

You can also set up shipping defaults for a group or specific person. Select Shipment Settings and Defaults from the Admin Settings menu and then Shipment References.

**Admin Settings**

**Shipment Settings and Defaults** [Guide to Settings and Defaults](#)

Establish defaults and limits to ensure people use specific shipping options and functions. Then as people use MyDHL+, these settings will be preselected – helping them create shipments quickly and efficiently.

**Manage Settings for**

A specific Group: test DHL | Select Person | **Select** | Reset Defaults

**Shipment References**

**When creating shipments**

**Must use a reference**

Reference field will appear as

Must match:

Can see all references

**Additional Reference**

**Must use additional reference**

Must match:

**Save**

## MANAGING DHL ACCOUNTS AND PAYMENT OPTIONS

On this page you can set up the DHL Express account(s) your company uses, give them a nickname for quick reference and then determine who can use them - everyone, or only specific groups or people. An account number can be added as a Shipper or Payer account. A Shipper account is the account that will be used to process a shipment. The Payer account is a third party account that the shipping costs will be charged to.

To add an account, select Account Numbers from the Admin Settings menu.

**Account Numbers**

Set up each DHL Express account your company uses, give it a nickname for quick reference and then determine who can use it – everyone or only specific groups or people.

**Manage Settings for**

Everyone | Select Group | Select Person | **Select**

**Saved Accounts**

Search:

Actions:

<input type="checkbox"/>	Account Number	Nickname	Account Type	Account Status
<input type="checkbox"/>	XXXXXXXXXX	Canada	SHIPPER	Active <a href="#">Edit</a> <a href="#">Deactivate</a> <a href="#">Delete</a>
<input type="checkbox"/>	XXXXXXXXXX	Import	SHIPPER	Active <a href="#">Edit</a> <a href="#">Deactivate</a> <a href="#">Delete</a>
<input type="checkbox"/>	XXXXXXXXXX	import 2	SHIPPER	Active <a href="#">Edit</a> <a href="#">Deactivate</a> <a href="#">Delete</a>

You can also control how an account number is displayed during shipment creation. It can be displayed as a nickname, as a number and nickname, as a number or partially hidden (masked).

**Admin Settings**

- Company Overview
- Groups
- People
- Shipment Settings and Defaults**
- Account Numbers
- Address Books
- Digital Customs Invoice
- Shipment References
- Authorized Account Usage
- Notifications and Sharing
- Shipment Monitoring & Online Billing Options
- Message Center

**Shipment Settings and Defaults** [Guide to Settings and Defaults](#)

Establish defaults and limits to ensure people use specific shipping options and functions. Then as people use MyDHL+, these settings will be preselected – helping them create shipments quickly and efficiently.

**Manage Settings for**

A specific Group: Group US | Select Person | **Select** | Reset Defaults

**Accounts and Payment**

**When creating shipments**

Should see account displayed as: Number

Can use a DHL account number

Account numbers should be masked

Can use alternate DHL account numbers

**When paying for shipments**

Can use a credit card or online payment option

Must use a credit card or online payment option

You can also enable the use of alternative accounts.

## MANAGING DELIVERY OPTIONS

On this page you can define the products available for a group or person.

**Admin Settings**

- Company Overview
- Groups
- People
- Shipment Settings and Defaults**
- Account Numbers
- Address Books
- Digital Customs Invoice
- Shipment References
- Authorized Account Usage
- Notifications and Sharing
- Shipment Monitoring & Online Billing Options
- Message Center

**Shipment Settings and Defaults** [Guide to Settings and Defaults](#)

Establish defaults and limits to ensure people use specific shipping options and functions. Then as people use MyDHL+, these settings will be preselected – helping them create shipments quickly and efficiently.

**Manage Settings for**

A specific Group: Group US | Select Person | **Select** | Reset Defaults

**Delivery Options**

**When creating shipments**

Can select these Delivery Options

Filter | Delete | Add new

ALLOWED	NAME ↑	DEFAULT
✓	ECONOMY SELECT DOMESTIC - (DES)	
✓	EXPRESS 10:30 - (TDL)	
✓	EXPRESS 10:30 - (TDM)	
✓	EXPRESS 12:00 - (TDT)	
✓	EXPRESS 12:00 - (TDY)	
✓	EXPRESS 9:00 - (TDE)	

# USING THE MESSAGE CENTRE

You can easily post a short message on MyDHL+ Corporate to communicate within your company. When a person logs in, they will see your message immediately.

1. Select all or a specific group
2. Create your message
3. Select the date range and save

The screenshot shows the 'Message Center' interface. On the left is a sidebar with 'Admin Settings' and various menu items. The main area is titled 'Message Center' and includes a 'Post a Message for' section with dropdown menus for 'A specific Group' and 'Group US', and a 'Select' button. Below this is a 'Message' text area, and at the bottom, 'From' and 'To' fields with a date range selector (MM/dd/yyyy) and a 'Save' button. A 'Guide to Messaging' link is visible in the top right.

The screenshot shows the MyDHL+ Corporate dashboard. At the top is the DHL Express logo and navigation links. Below the navigation bar, there's a 'Welcome to MyDHL+' section with a notification banner about account usage. A message card displays 'This is a sample message.' Below that, a yellow alert banner states 'Today's Courier Report has not been printed' with a 'Print Courier Report' button. Another yellow alert banner says 'Account restricted. Contact your company account administrator or call Customer Service at +52 (55) 5345 7000.' The main content area features a 'Create a New Shipment' section with buttons for 'Create from Favorite', 'Create from Past', 'Schedule a Pickup', and 'Get Quote'. A form for creating a shipment is shown with fields for 'Country' (Mexico), 'From' (Phillip P (DHL MX, FEDERAL-VENUSTIANO CARRANZA, DTOFED)), and 'To' (Street address, city, postal code, country...). A 'Track' section is also visible with a text input field for tracking numbers and a 'Track' button.

## Tips and Tricks

- Do you have an urgent message? Simply select today as the start date and it will appear immediately.
- You may have a message that you would like to send to everyone in your company and another to a specific group at the same time. No problem! The recipient will see both messages when they access MyDHL+.
- If you need to delete a message before the end date, simply delete the message content and click Save.

## **CUSTOMER FACING IT HELPDESK**

If you need assistance with MyDHL+ Corporate, please contact our [technical support team](#).

DHL International (UK) Limited  
Southern Hub  
Unit 1, Horton Road  
Colnbrook, Berkshire  
SL3 0BB  
United Kingdom  
**[dhl.co.uk/express](https://www.dhl.co.uk/express)**

valid: 10/2022