



STEP BY STEP GUIDE **eSECURE**

DHL Express – Excellence. Simply delivered.

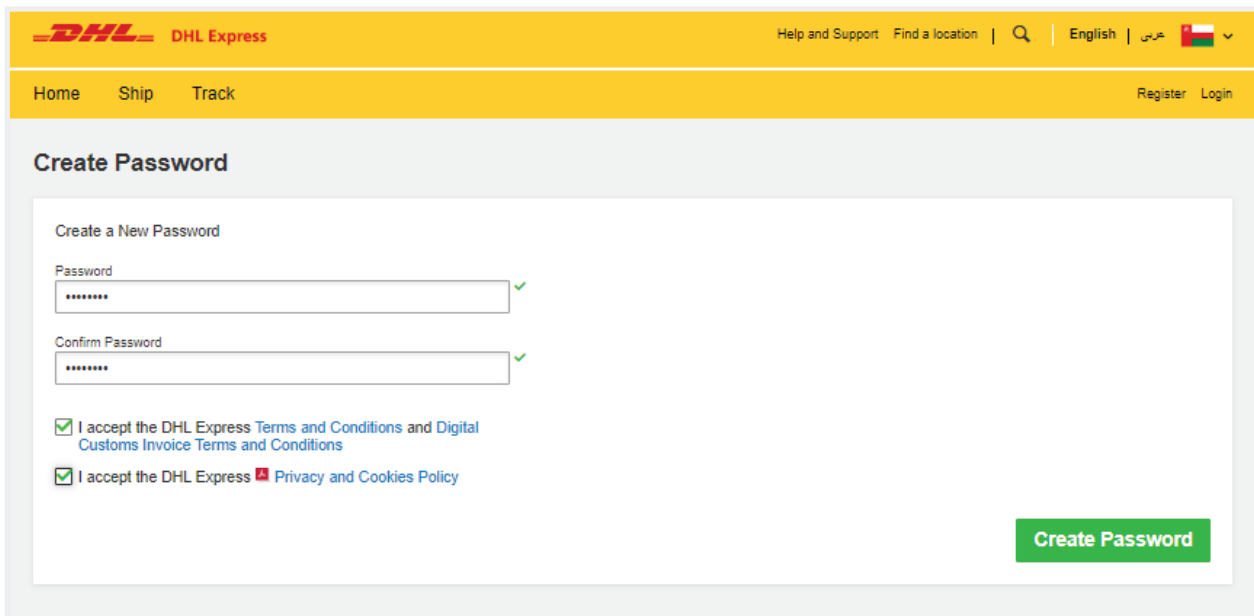
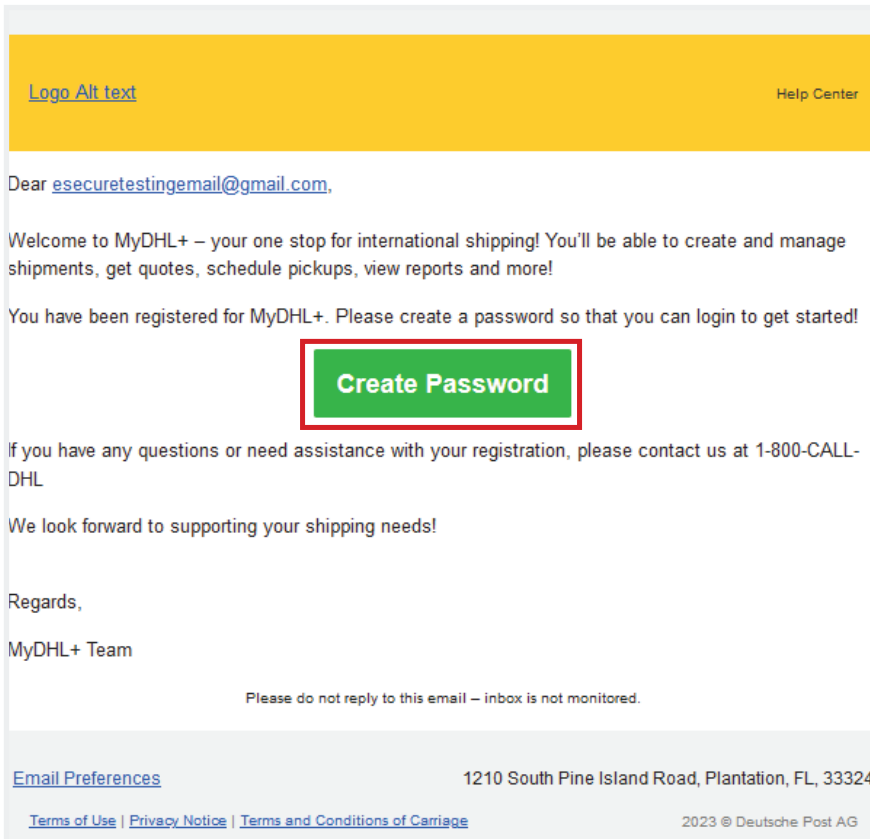


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CUSTOMER ADMINISTRATOR REGISTRATION

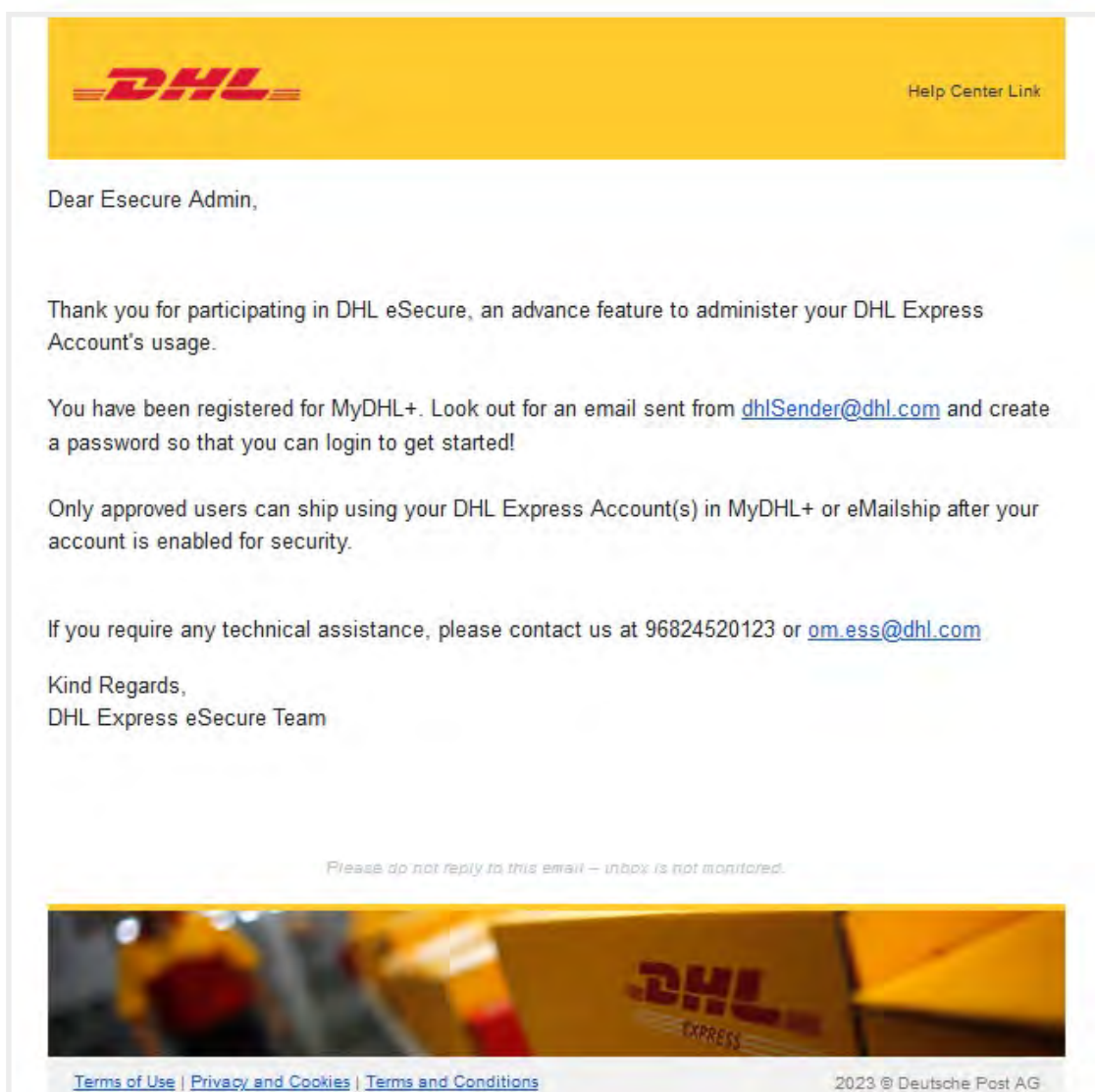
As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a ‘**Create Password**’ email from **noreply@dhl.com** to complete the registration process of your new MyDHL+ User Profile.



The screenshot shows the DHL Express website's 'Create Password' page. A modal window at the top center displays 'Password created' with a close button and a yellow 'Continue' button. The main form area is titled 'Create Password' and contains the following elements:

- Section: 'Create a New Password'
- Field: 'Password' with a checkmark.
- Field: 'Confirm Password' with a checkmark.
- Checkbox: I accept the DHL Express Terms and Conditions and Digital Customs Invoice Terms and Conditions
- Checkbox: I accept the DHL Express Privacy and Cookies Policy
- Button: 'Create Password' (green)

A 'Welcome' email from 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 for the first time as a Customer Administrator in eSecure.

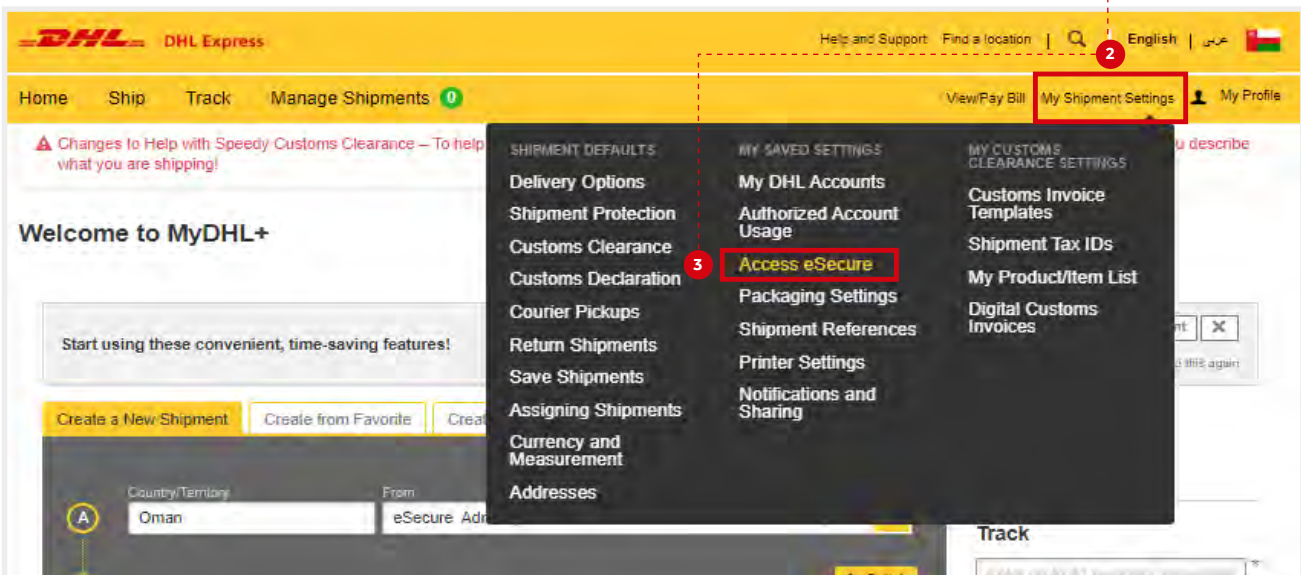
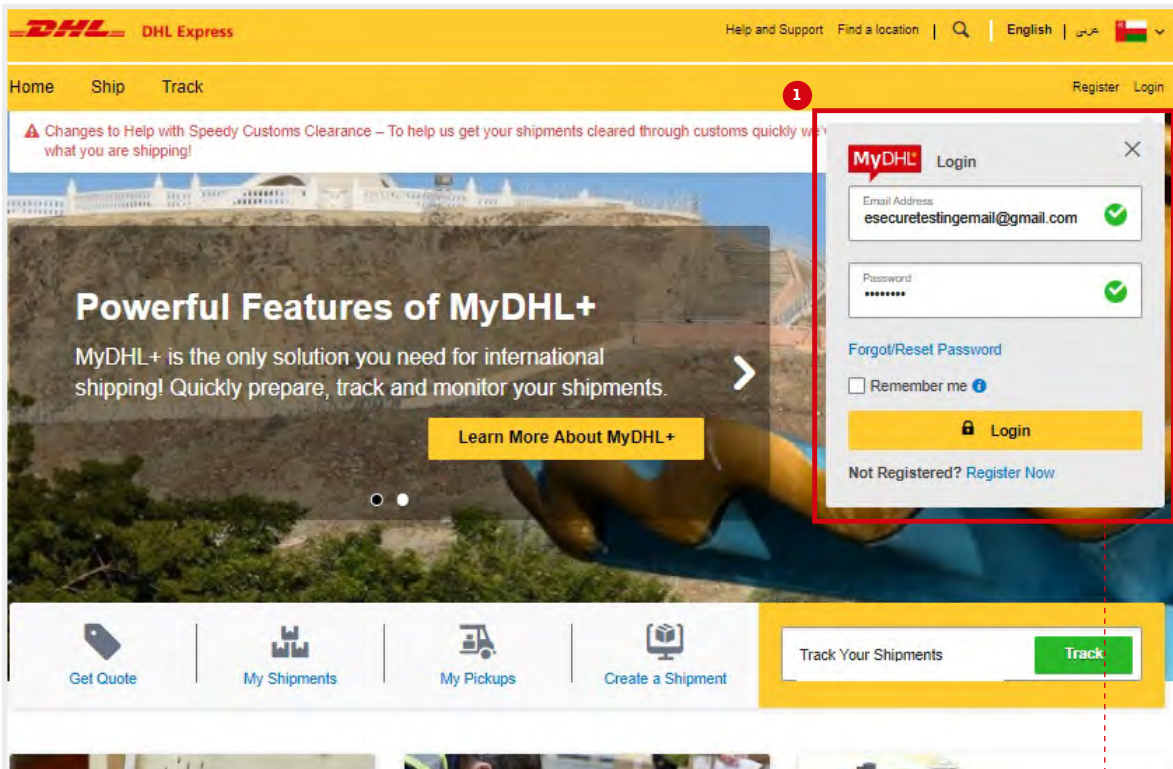


STEPS TO ENABLE

You have received an email with the subject "DHL eSecure Approval Request" because a person is requesting to use your DHL Express account number. Below are the steps to approve or reject the request.

Step 1: Login to MYDHL+

Access eSecure menu is found under **My Shipment Settings** after logging in MyDHL+.



Step 2: Authorize users

As a Customer Admin you have several options to authorise shippers to use your account:

- If you access eSecure for the first time, Terms and Conditions should be accepted first before being redirected to the page.

The screenshot shows the DHL Express eSecure interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and 'عربي'. The main navigation menu includes 'Home', 'Ship', 'Track', 'Manage Shipments' (with a '0' notification), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The sidebar on the left lists 'Authorized User', 'Account No', 'Customer Administrator', 'Authorized Domain', 'Authorized Account Usage Approval', and 'My Domain'. The main content area is titled 'Terms and Conditions' and contains the following text:

DHL eSecure (hereinafter referred as 'eSecure') is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools which allows self-registration and/or self-shipping capability. eSecure is being offered to customers within MyDHL+ and the customer is required to appoint an "administrator" who will be responsible for managing the security permissions for these users.

DHL Express accounts (hereinafter referred as 'accounts') managed by the customer administrator (hereinafter referred as 'admin') can be identified under "Account No" menu. New requests to use the accounts after successfully enrolled into eSecure will be notified to the admin for approval or rejection decision. Review of all pending users can also be reviewed under "Authorized Users" menu. If "Email ID Consent" is granted, the admin's contact details will be provided to new requestors upon the first attempt of using the accounts in the Online Shipping Tools (MyDHL+ or Emailship).

By clicking on the 'Submit' button below, you represent and confirm to DHL Express that you are the duly appointed administrator of the customer for the purposes of eSecure. DHL may at any time review your qualification as the customer's appointed administrator in DHL eSecure and in the management of the customer's account number. DHL may at its sole discretion vary the terms and conditions of DHL eSecure and/or terminate the DHL eSecure feature at any time upon prior notice.

At the bottom of the page, there is a checkbox labeled 'I agree to the terms and conditions.' with a red '1' next to it. To the right of this checkbox is a green 'Submit' button with a red '2' next to it. A dashed red line connects the checkbox to the button.

Steps to approve (authorise) individual account usage request

1. Click on **Authorised User** menu.
2. Select **Pending** from the Status box and click on **Search**.
3. The Pending request will be displayed in the list below.
4. Place a tick next to the e-mail and click the **Approve** or **Reject** button.

The screenshot displays the DHL Express 'Authorized User' management page. The interface includes a sidebar menu on the left with 'Authorized User' selected. The main content area features a form with the following fields:

- Email ID**: A text input field.
- Account Number**: A text input field.
- Status**: A dropdown menu with options 'Approved' and 'Pending'. 'Pending' is selected.
- Origin**: A dropdown menu with a list of countries including AFGHANISTAN, ALBANIA, ALGERIA, AMERICAN SAMOA, ANDORRA, ANGOLA, ANGUILLA, ANTIGUA, and ARGENTINA.

Below the form, there are two buttons: a green 'Search' button and a yellow 'Reset' button. At the bottom of the page, there are buttons for 'Add', 'Approve', 'Reject', 'Copy', and 'Upload'. A table header is visible at the bottom with columns for 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'.

Note* **Uploading multiple authorisations**

In case you need to authorise a larger number of users who could use your account, you can upload a file by clicking the **Upload** button. A sample file is available in the upload page.

Automate approvals from trusted partners

With the **Authorised Domain** feature, it is possible to automatically approve all requests coming from certain email domains.

This feature is useful if you don't want to manually approve every request from requestors within your company or from a trusted partner.

1. Click on **Authorized Domain**.
2. Enter the email domain name in the **Domain name** field
3. Click **Add** button.

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

Authorized Domain

Domain Name
@company.com

Account Number
123456789

Origin
AFGHANISTAN
ALBANIA
ALGERIA
AMERICAN SAMOA
ANDORRA
ANGOLA
ANGUILLA
ANTIGUA
ARGENTINA

Status
Active
Inactive

Company Name

Search Reset

Add Active Inactive Copy Upload

Domain Name Account Number Origin Company Name Status Assigned By Modified Date

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Authorized Domain

Use comma (,) for multiple entries in Domain Name field.

Account Number *

Domain Name *

Save Cancel

List of banned domains ▲

| | | | | |
|------------------|------------------|------------------|------------------|------------------|
| @0209000639.com | @0309111037.com | @0309224311.com | @0310032548.com | @0409113236.com |
| @0409225210.com | @0509221754.com | @0609202116.com | @0704064105.com | @07101114847.com |
| @1.com | @1001193033.com | @1001194800.com | @1001195944.com | @1001224026.com |
| @1009100958.com | @10109225341.com | @10111000329.com | @10111042358.com | @10111050731.com |
| @10111183312.com | @10111191831.com | @10209000639.com | @10209045405.com | @10209084005.com |
| @10211044438.com | @10211052906.com | @10211095759.com | @10211104301.com | @10211184832.com |

Note* You can add multiple emails domains in the **Authorised Domain** list.

Automate rejections from unknown requestors

Our new security feature, **My Domain**, lets you control who you will receive account requests from. You can simply add the email domain to the list of My Domains. This will whitelist that domain, and they are then considered trustworthy. Requests from any other domains will be automatically rejected.

Note* It is highly recommended to utilise this feature if you don't expect anyone else outside of your company to ship using your DHL Express account.

1. Click on **My Domain**.
2. Enter the email domain name in the **Domain name** field
3. Click **Add** button.

The screenshot shows the 'My Domain' management interface. On the left, a sidebar menu has 'My Domain' highlighted with a red box and a circled '1'. The main content area is titled 'My Domain' and contains a form with the following fields: 'Domain Name' (highlighted with a red box and a circled '2'), 'Origin' (with a dropdown menu showing 'OMAN'), 'Account Number', 'Status' (with a dropdown menu showing 'Active' and 'Inactive'), and 'Company Name'. Below the form are 'Search' and 'Reset' buttons. At the bottom, there is a green bar indicating '0 records found' and a table with columns: 'Domain Name', 'Account Number', 'Origin', 'Company Name', 'Status', 'Assigned By', and 'Modified Date'. The 'Add' button is highlighted with a red box and a circled '3'.

The screenshot shows the 'My Domain' management interface. The 'Domain Name' input field is highlighted with a red box and a circled '2'. The 'Add' button is highlighted with a red box and a circled '3'. A blue information banner at the top of the form reads: 'Use comma (,) for multiple entries in Domain Name field.' The form also includes 'Account Number' and 'Domain Name' input fields, both with red asterisks indicating they are required. 'Save' and 'Cancel' buttons are located at the bottom right of the form.

Note* You can add multiple email domains in the **My Domain** list. Comma (,) is used to separate multiple email domains

Add multiple customer admins

If more than one customer admin is needed, the first customer admin can easily add new admins here. It is recommended to have more than one admin to make sure requests will be actioned upon, even in the absence of one admin.

Authorized User

Account No

1 Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Customer Administrators

Account Number

Email ID

First Name

Last Name

Company Name

Origin

Status

✓ 1 records found

3

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Customer Administrator

Account Number

**Required. Fill in the details for customer account administrator.*

First Name *

Last Name *

Email ID *

Language *

Company *

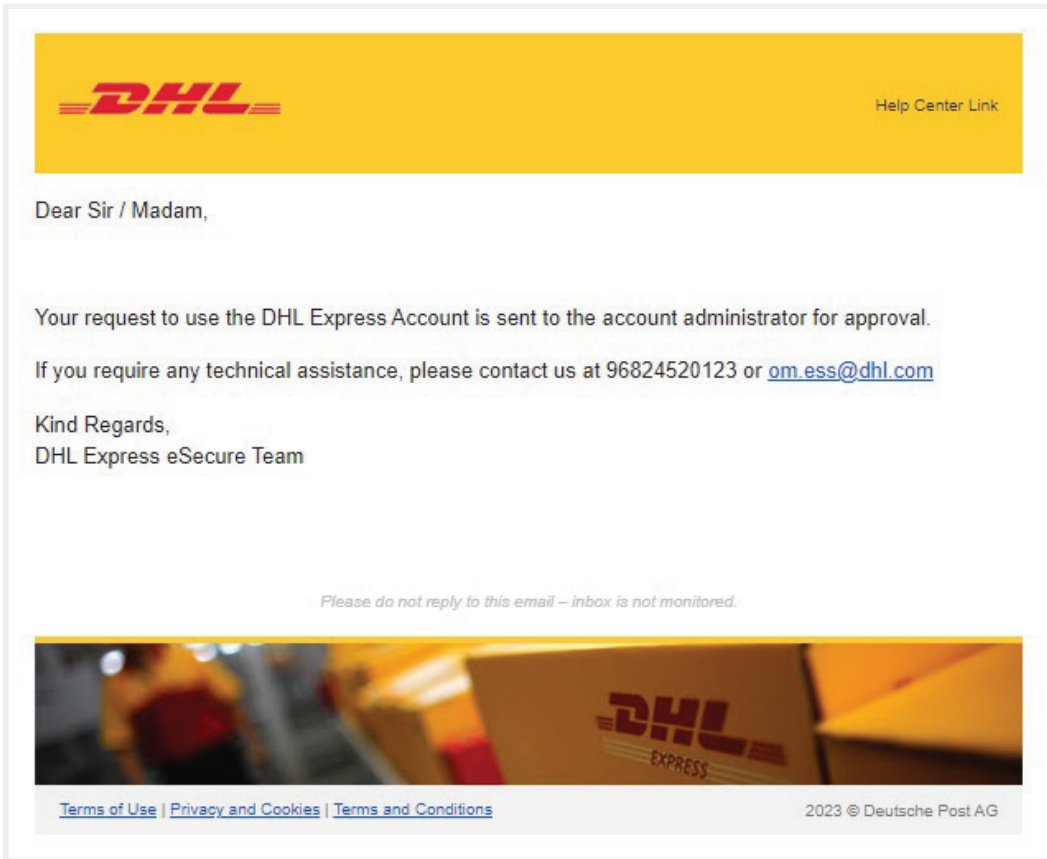
Origin *

Phone

Type Code Phone *

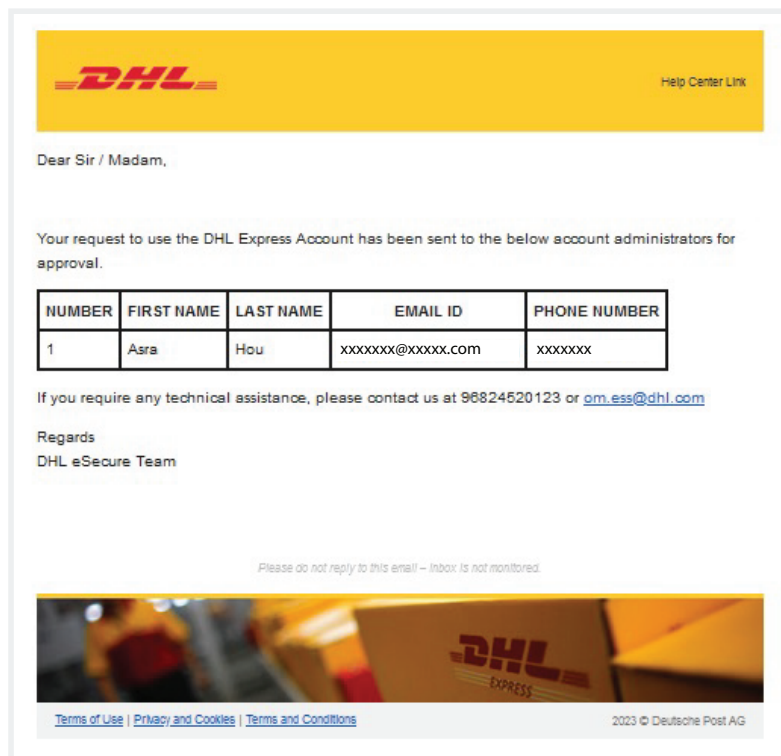
NOTIFICATIONS FOR REQUESTORS

The requestor will also receive an email notification whilst you receive the approval request email. The email informs the requestor that their request is pending the account admin’s approval.



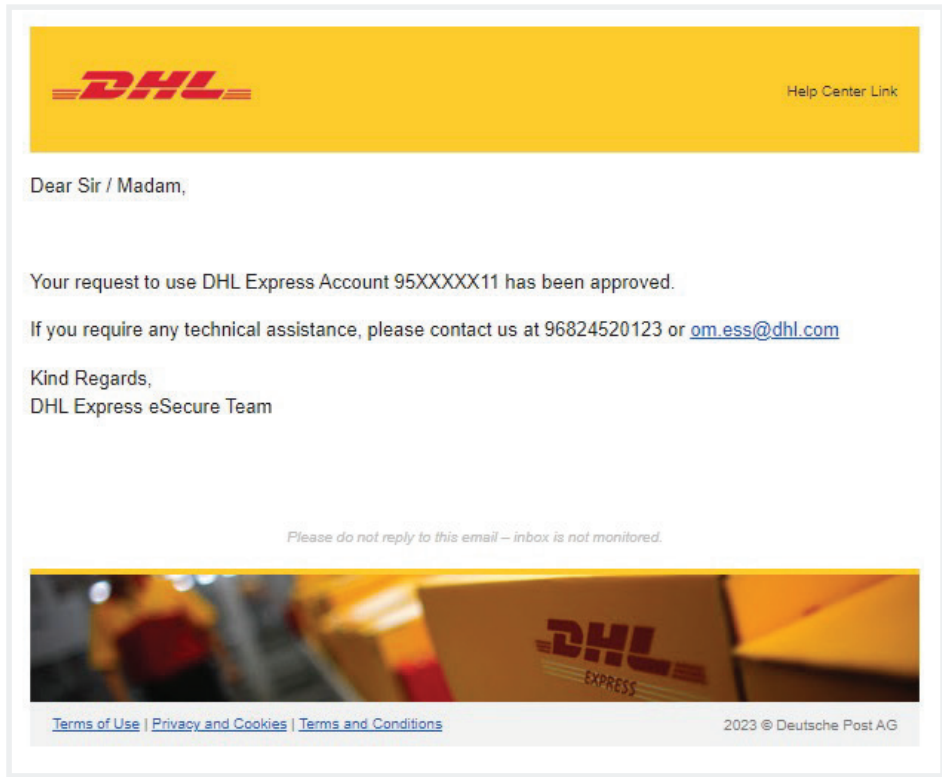
Note* If you allow the option **‘Email Consent ID’**, the requestor can see your contact information.

Email ID Consent

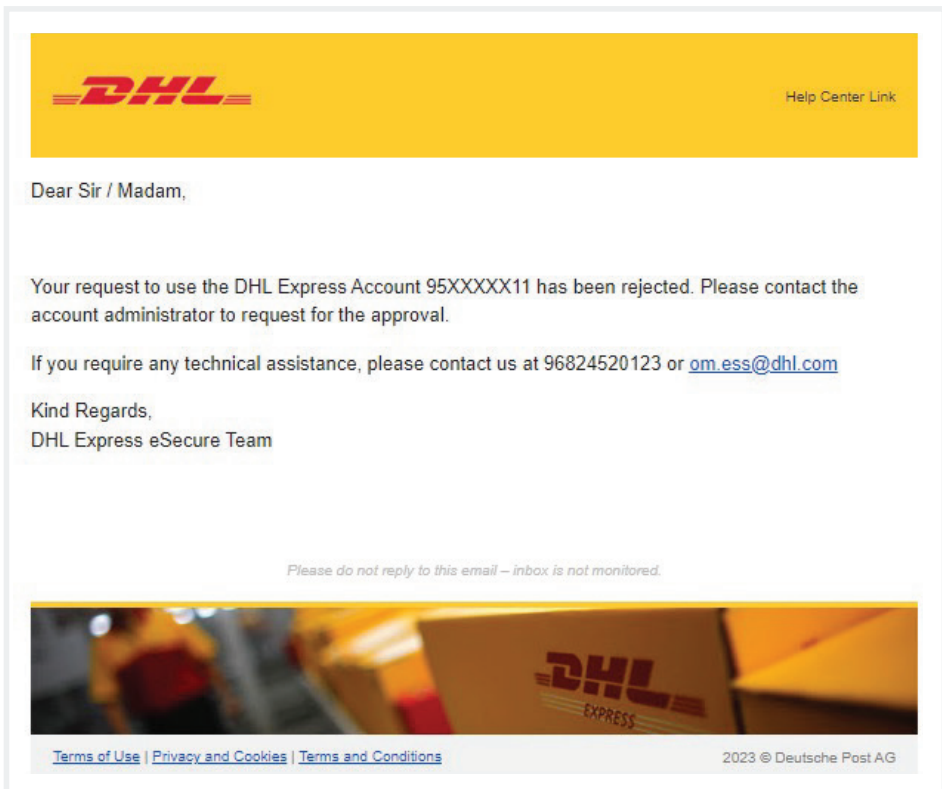


The requestor will be notified of your decision whether account usage request was Approved or Rejected.

Request Approved (example):



Request Rejected (example):



Note* Requestor will not be notified if the request was rejected by “**My Domain**” using the auto reject function. The requestor needs to prompt the account holder to change their status to “Approved” manually.

The requestor will be notified during shipment creation process in MyDHL+.

How will you pay?


What shipper account will be used for this shipment?

63xxxxx57 - Account *

The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.

NOTIFICATIONS FOR ADMINISTRATOR

The administrator will receive an email notification when the request is automatically rejected. The email informs the administrator which users were rejected.


Help Center Link

Dear Jonny Lee,

As of 29/05/2024, , these email addresses were automatically rejected as not being part of the My Domain.

| NUMBER | EMAIL ID | SHIPPER NAME | COMPANY NAME | ACCOUNT NUMBER |
|--------|----------|--------------|--------------|----------------|
| 1 | XXXXXXXX | XXXXXXXX | XXXXXXXX | XXXXXXXX |
| 2 | XXXXXXXX | XXXXXXXX | XXXXXXXX | XXXXXXXX |

| NUMBER | GRANTED TO | GRANTED BY | ACCOUNT NUMBER |
|--------|------------|------------|----------------|
|--------|------------|------------|----------------|

DHL does not guarantee the accuracy of the information provided by the requestor. These users are automatically rejected from using your DHL Express Account for shipping. You can review all approved/rejected users in MyDHL+ at <https://mydhl.express.dhl/>.




If you require any technical assistance, please contact us at or hkgwebmaster@dhl.com

Kind Regards,
DHL Express eSecure Team

**Connect
with us**

DHL Express (Hong Kong) Limited

Level 20
348 Kwun Tong Road
Kwun Tong, Kowloon
Hong Kong

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services on **(852) 2400 3388**
-  Find your nearest [DHL Service Point](#)

Valid: 05/2024

The information in this guide is correct as of 05/2024.

DHL reserves the right to amend or modify any of the information at any time.