



eSECURE

STEP-BY-STEP GUIDE

DHL Express – Excellence. Simply delivered.

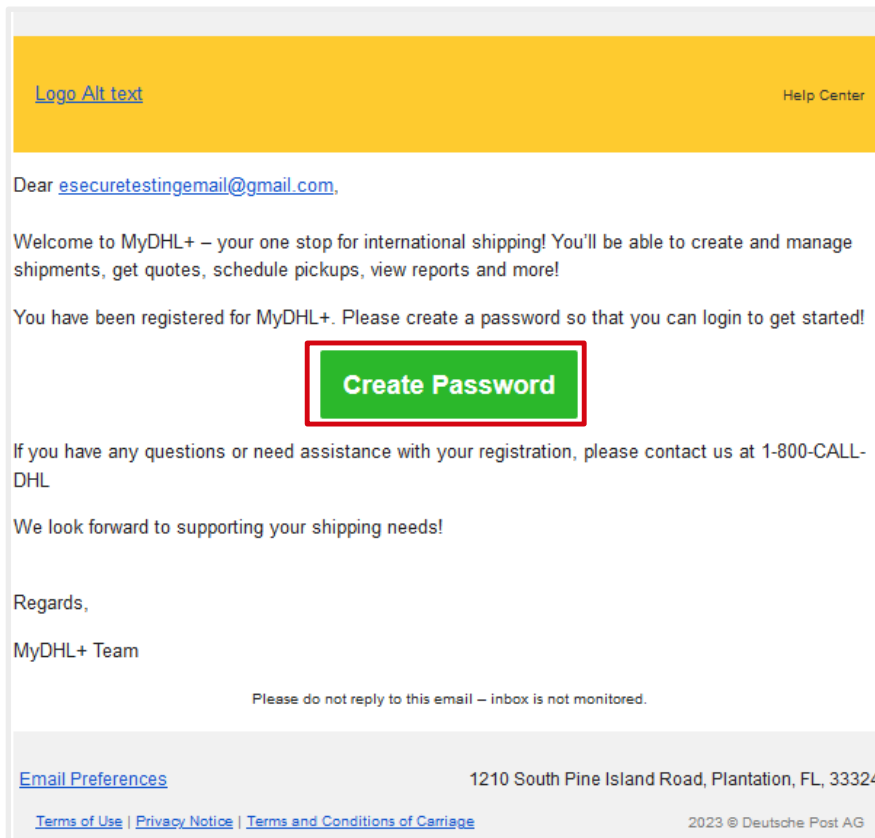


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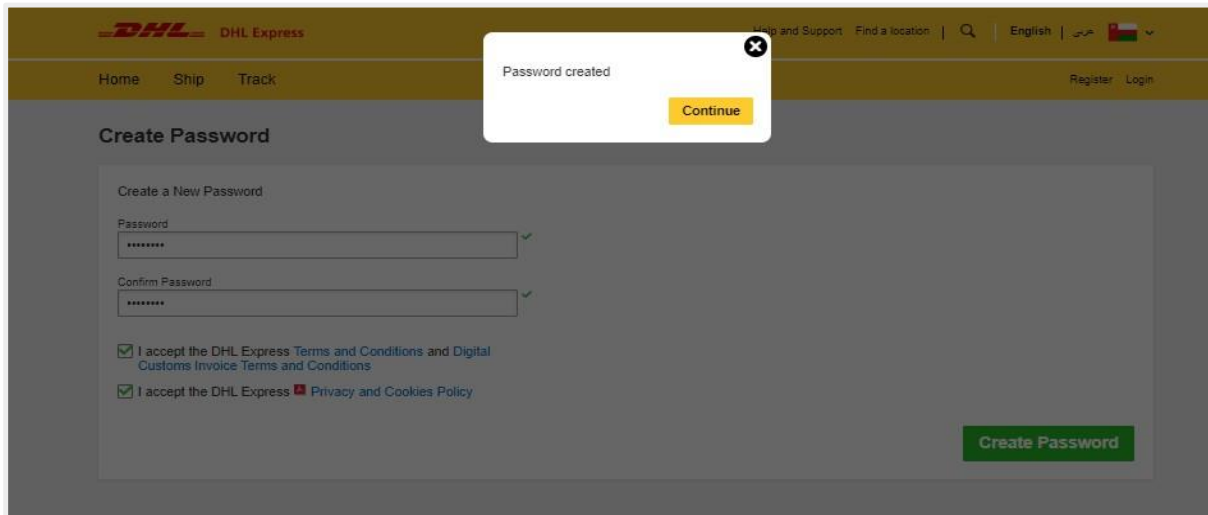
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CUSTOMER ADMINISTRATOR REGISTRATION

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 image shows a screenshot of the DHL Express website's 'Create Password' form. The header is yellow with the DHL logo, 'DHL Express', and navigation links for 'Help and Support', 'Find a location', 'English', and 'العربي'. Below the header is a yellow navigation bar with 'Home', 'Ship', 'Track', 'Register', and 'Login'. The main content area is white and titled 'Create Password'. It contains a section 'Create a New Password' with two input fields: 'Password' and 'Confirm Password', both with green checkmarks indicating they are valid. Below the fields are two checkboxes: 'I accept the DHL Express Terms and Conditions and Digital Customs Invoice Terms and Conditions' and 'I accept the DHL Express Privacy and Cookies Policy', both of which are checked. A green 'Create Password' button is located at the bottom right of the form.



DHL Express

Home Ship Track

Help and Support Find a location English عربي

Register Login

Create Password

Create a New Password

Password ✓

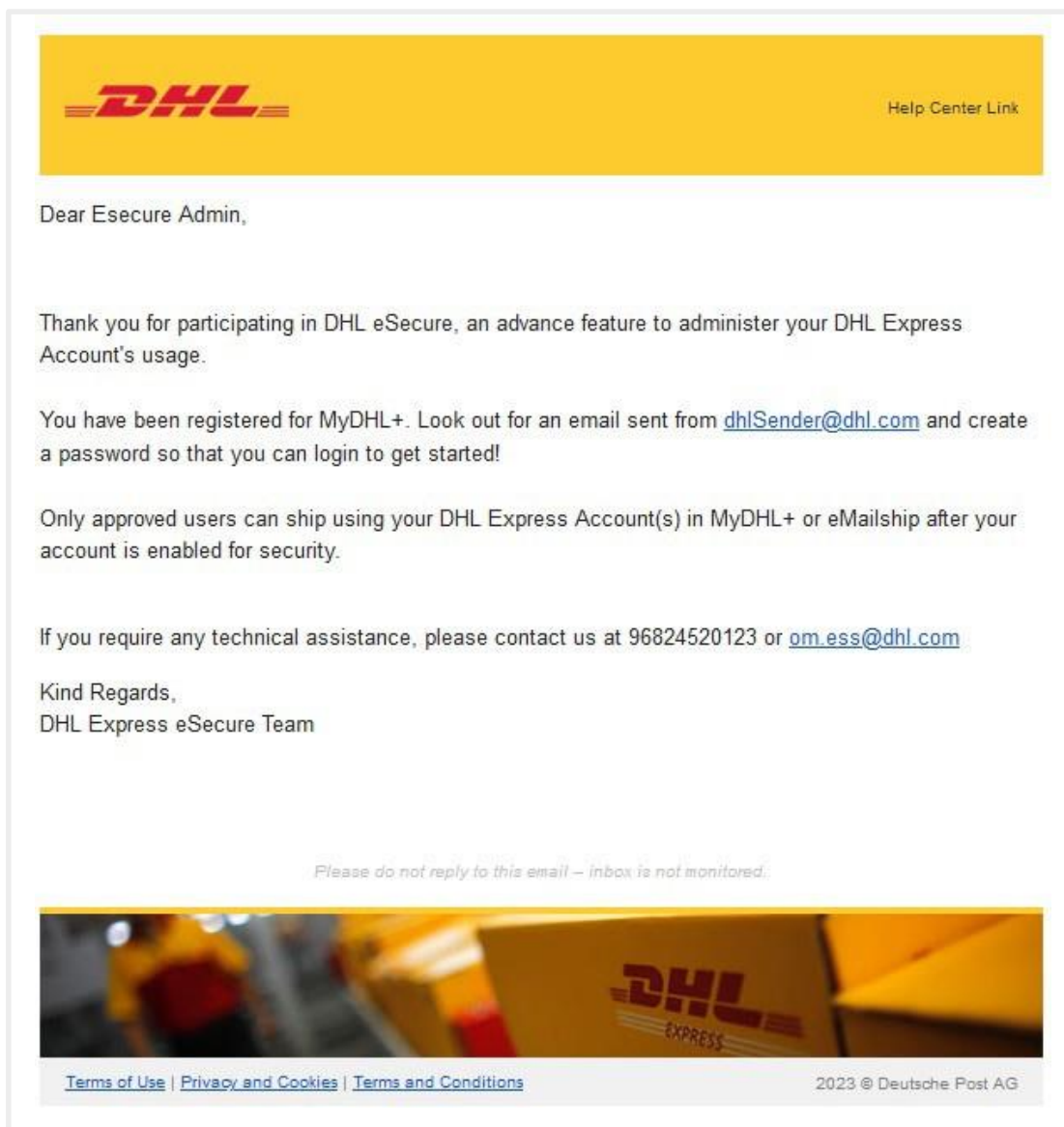
Confirm Password ✓

☒ I accept the DHL Express Terms and Conditions and Digital Customs Invoice Terms and Conditions

☒ I accept the DHL Express Privacy and Cookies Policy

Create Password

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.

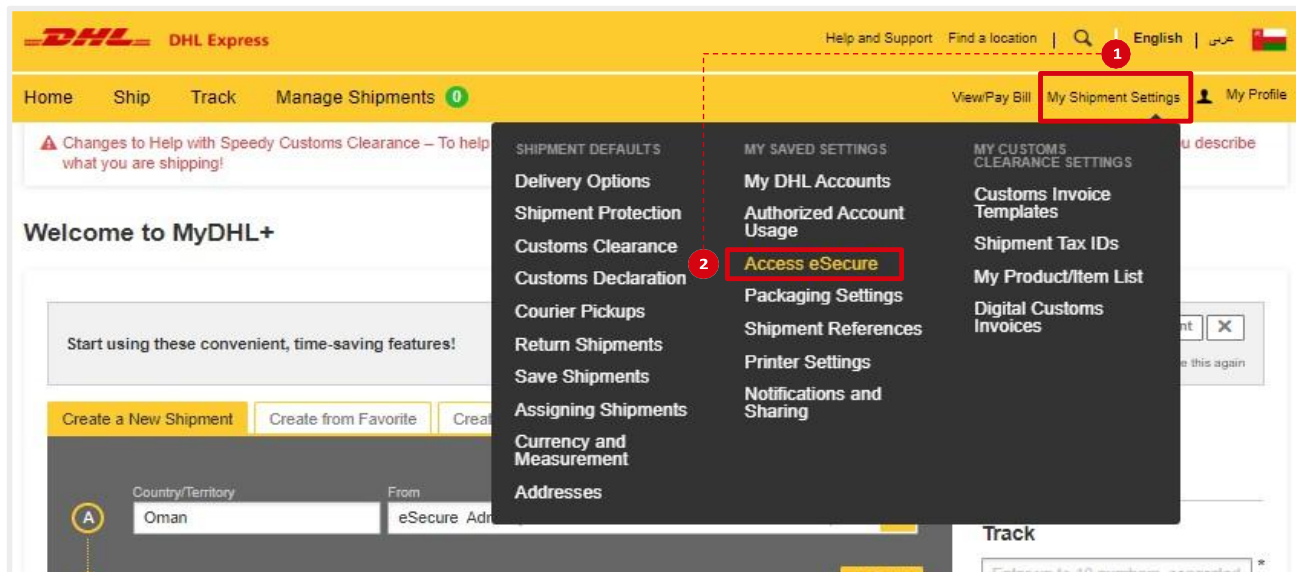
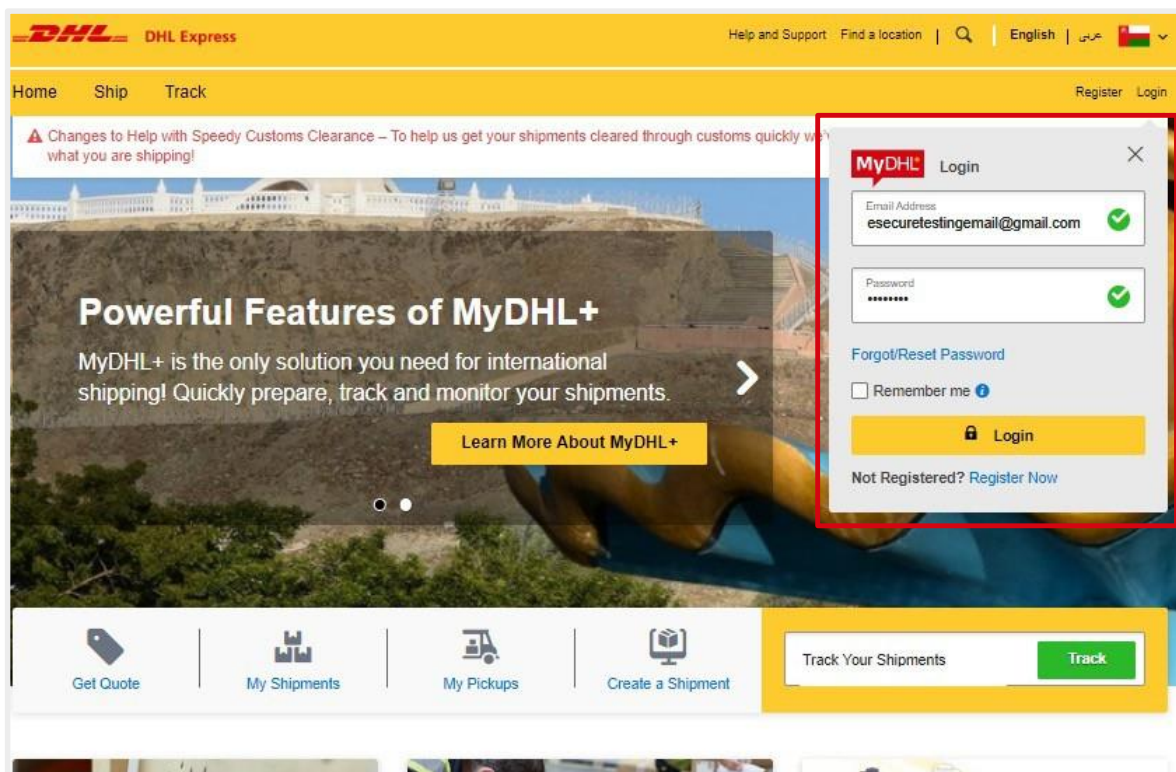


ENABLING STEPS

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 login to MyDHL+.



Step 2: Authorize users

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

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

DHL Express Help and Support Find a location English عربي

Home Ship Track Manage Shipments 0 View/Pay Bill My Shipment Settings My Profile

Terms and Conditions

DHL eSecure (hereinafter referred to 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 to as 'accounts') managed by the customer administrator (hereinafter referred to 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.

1 ☒ I agree to the terms and conditions.

2 **Submit**

Steps to approve (authorize) individual account usage request:

1. Click on the **Authorized 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 **email** and click the **Approve** or **Reject** button.

The screenshot shows the DHL Express web interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and 'Norsk'. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments' (with a '12' badge), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'.

The main content area is titled 'Authorized User'. On the left is a sidebar menu with 'Authorized User' highlighted (marked with a red circle and '1'). The sidebar also lists 'Account No', 'Customer Administrator', 'Authorized Domain', and 'Authorized Account Usage Approval'. The main area contains a form with the following fields:

- Email ID**: A text input field.
- Account Number**: A text input field.
- Status**: A dropdown menu with 'Approved', 'Rejected', and 'Pending' (marked with a red circle and '2').
- Origin**: A dropdown menu with a list of countries including Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua, and Argentina.

Below the form are two buttons: 'Search' (marked with a red circle and '3') and 'Reset'. At the bottom of the form is a table with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. Above the table are buttons: 'Add', 'Approve' (marked with a red circle and '4'), 'Reject', 'Copy', and 'Upload'.

Note: Uploading multiple authorizations:

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

Automate approvals from trusted partners

With the **Authorized 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**.

List of banned domains ▲				
@0209000639.com	@0309111037.com	@0309224311.com	@0310032548.com	@0409113236.com
@0409225210.com	@0509221754.com	@0609202116.com	@0704064105.com	@0710114847.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 email domains to the **Authorized 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, they are then considered trustworthy and requests from any other domains will be automatically rejected.

Note: It is highly recommended to utilize this feature if you don't expect anyone else outside your company to ship on your DHL Express account.

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

The screenshot shows the 'My Domain' management interface. On the left sidebar, 'My Domain' is highlighted with a red box and a red circle with the number 1. In the main content area, the 'Domain Name' field is highlighted with a red box and a red circle with the number 2. Below the 'Domain Name' field, the 'Origin' dropdown menu is open, showing 'OMAN'. To the right of the 'Domain Name' field, the 'Account Number' field is visible. Below the 'Domain Name' field, the 'Status' dropdown menu is open, showing 'Active' and 'Inactive'. Below the 'Status' dropdown menu, the 'Company Name' field is visible. At the bottom right of the form, there are 'Search' and 'Reset' buttons. Below the form, there is a green button with a checkmark and the text '0 records found'. To the right of this button, there is a red circle with the number 3 pointing to the 'Add' button. Below the 'Add' button, there are buttons for 'Active', 'Inactive', 'Copy', and 'Upload'. Below these buttons, there is a table with columns: 'Domain Name', 'Account Number', 'Origin', 'Company Name', 'Status', 'Assigned By', and 'Modified Date'. The table currently shows 'No Record Found'.

The screenshot shows the 'My Domain' management interface. At the top, there is a blue banner with an information icon and the text 'Use comma (,) for multiple entries in Domain Name field.' Below the banner, the 'Account Number' field is highlighted with a red box and a red circle with the number 1. To the right of the 'Account Number' field, the 'Domain Name' field is highlighted with a red box and a red circle with the number 2. Below the 'Domain Name' field, there are 'Save' and 'Cancel' buttons.

Note: You can add multiple emails 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 acted on in the absence of one of them.

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Customer Administrators

Account Number

Email ID

First Name

Last Name

Company Name

Origin

OMAN

Status

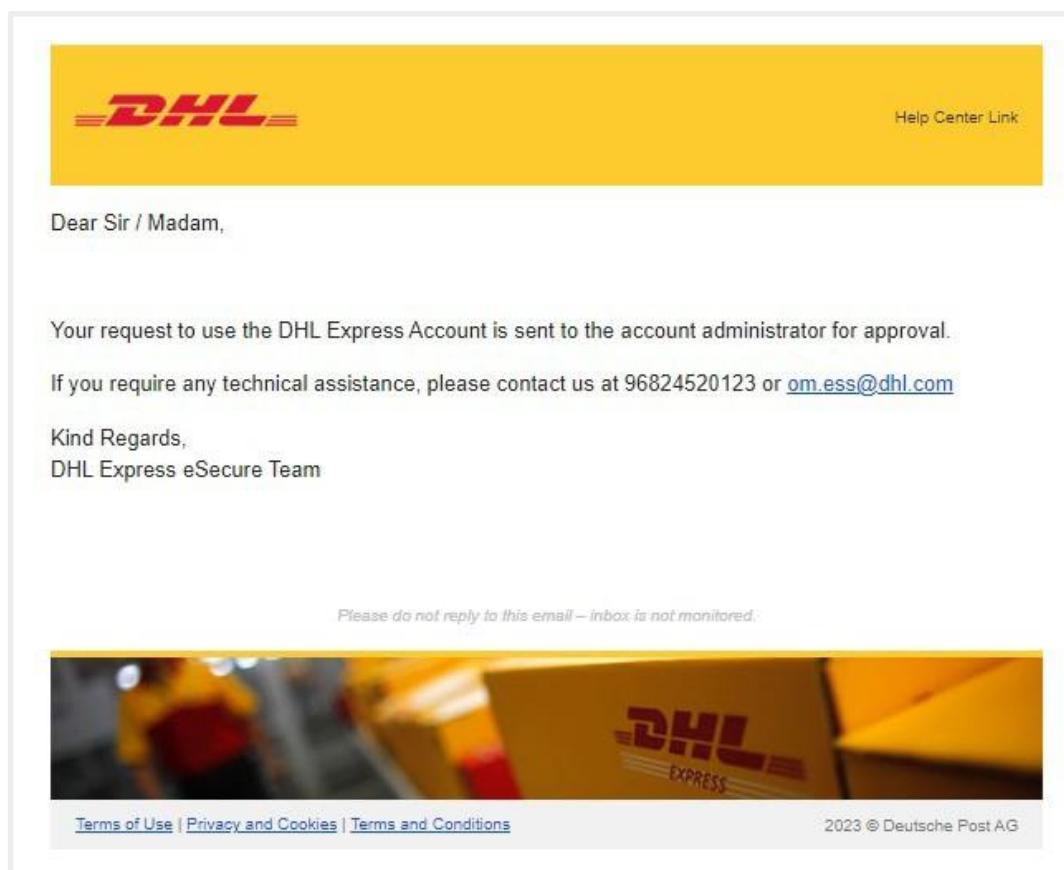
Active

Inactive

Search Reset

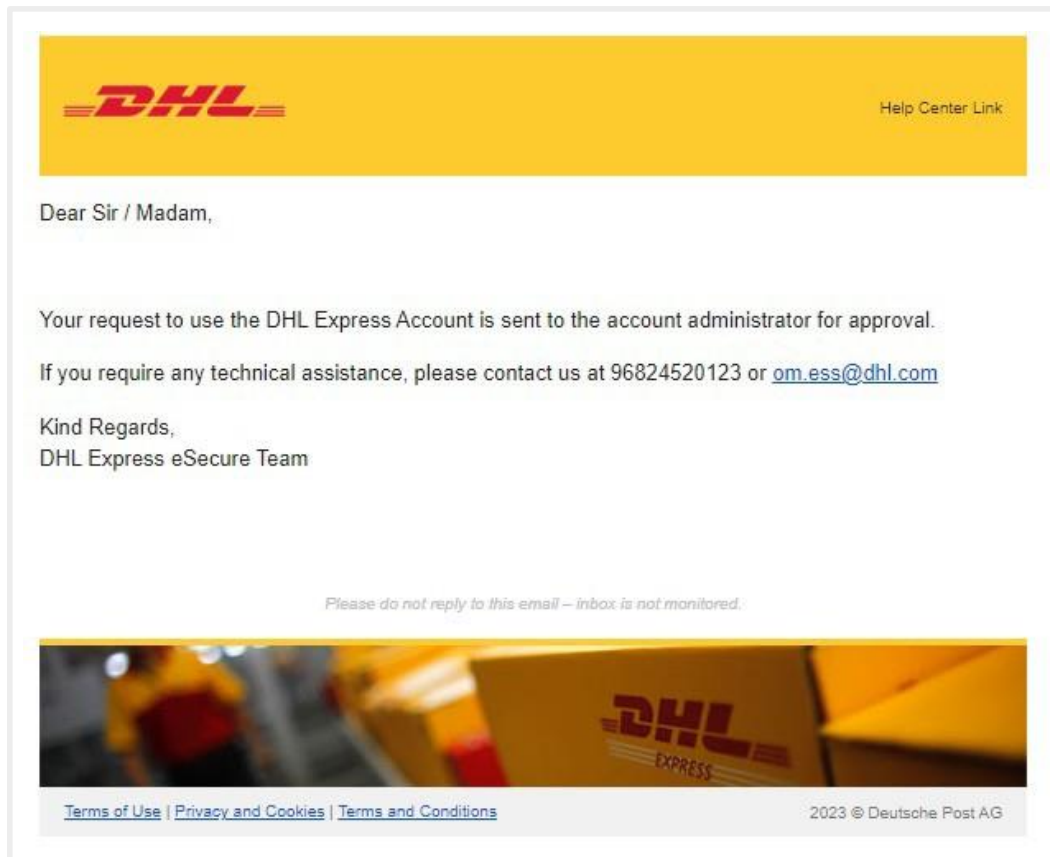
✓ 1 records found

Add Active Inactive Download



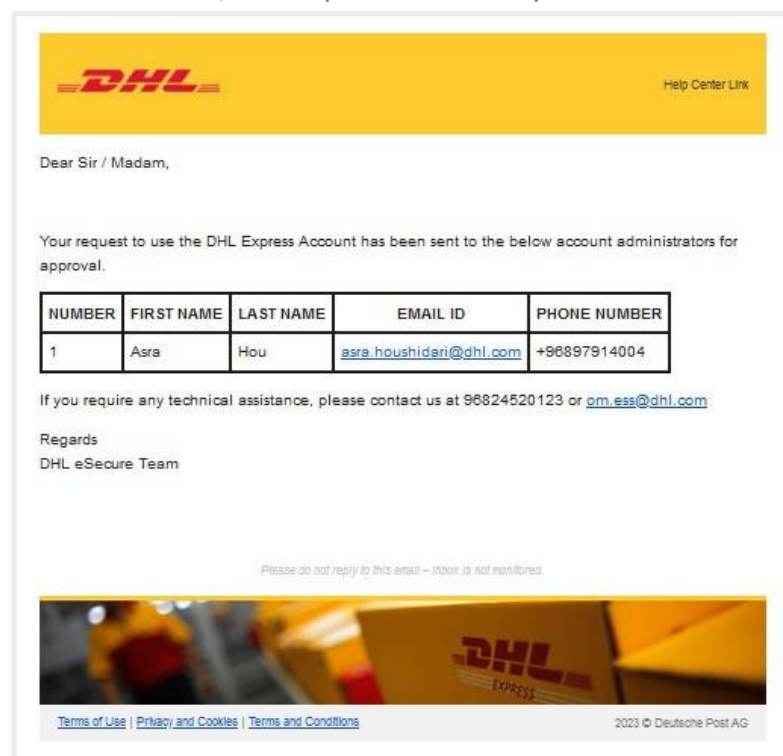
NOTIFICATIONS FOR REQUESTORS

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.



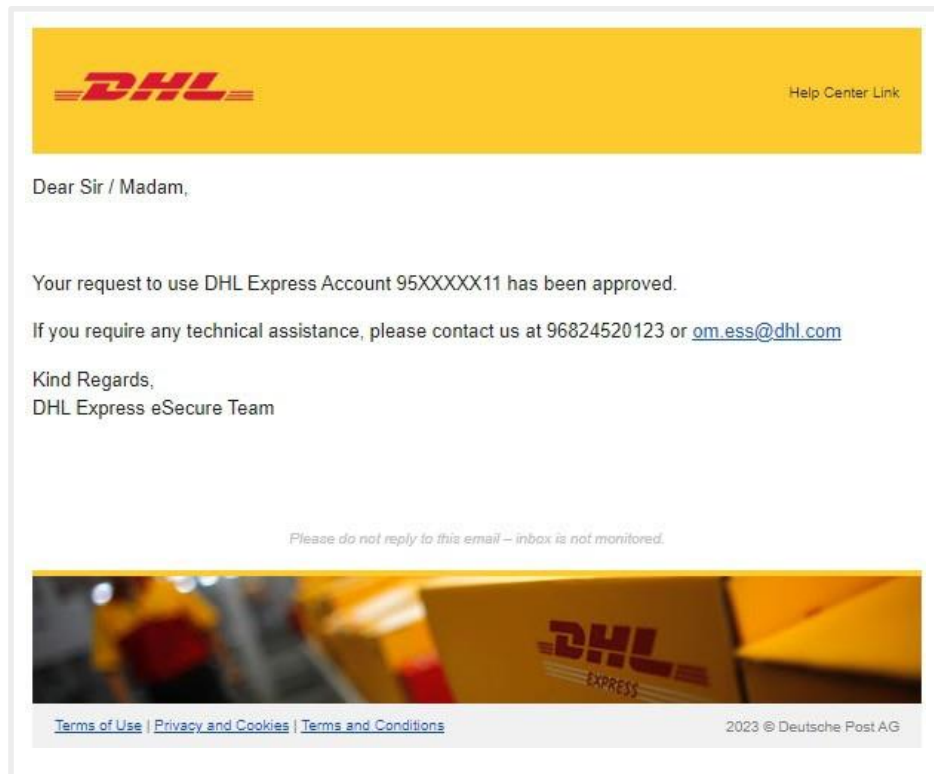
Note: If you allow for the option of **Email ID Consent**, the requestor can see your contact information.

Email ID Consent



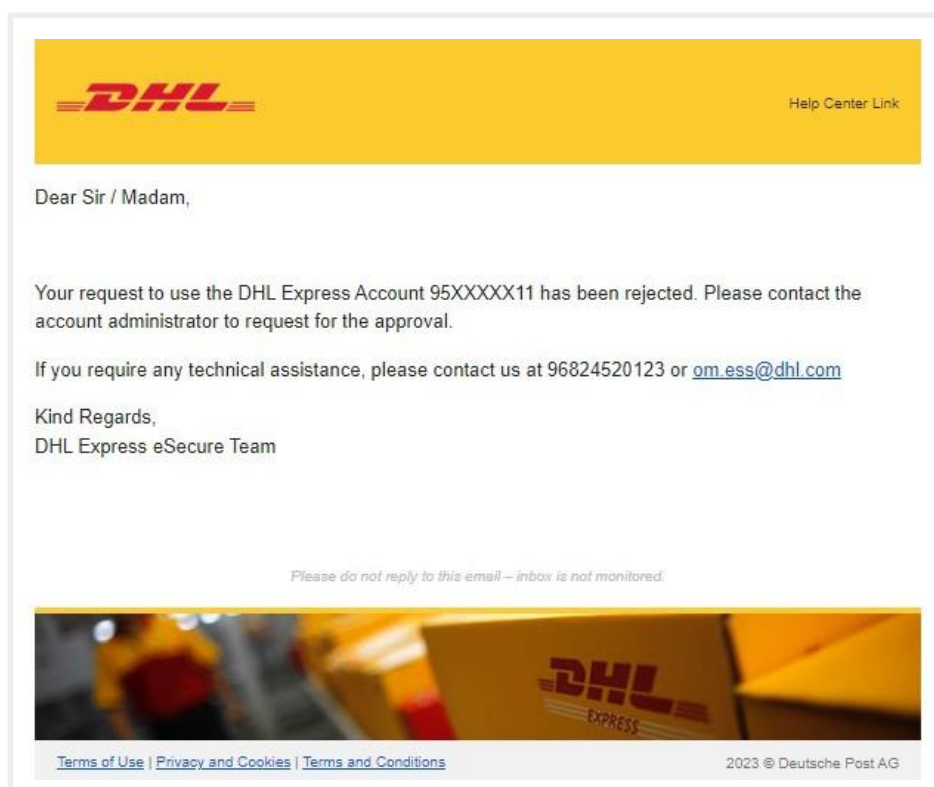
The requestor will be notified of your decision whether the account usage request was approved or rejected.

Request approved (example)



Request rejected (example):

Note: Requestor will not be notified that the request was rejected by **My Domain** using the auto reject function. Requestor needs to acknowledge the account holder to change their status to 'approved' manually.



The requestor will be notified during the 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 as shown below when a new user tries to use the account:

Help Center Link

Dear [REDACTED]

You have received this email because the person named below has requested access to use your DHL Express account number.

Email Address : [REDACTED]@dhl.com
Account Number : 61XXXXX05

To approve or reject this request:

- Login to [MyDHL+](#)
- Go to **My Shipment Settings > Access eSecure**
- The Pending requests will be displayed
- Place a tick next to the e-mail(s) and click the Approve or Reject button

You can also reject the request by clicking the button below.

REJECT

If you accept the request, DHL will not be liable due to any financial impact caused by the misuse of your account by this person. We highly recommend that you contact the requestor prior to accepting this request.

DHL does not guarantee the accuracy of the information provided by the requestor. Ensure you conduct all necessary checks to confirm that the request is legitimate and comes from a person known to you and whom you accept authorised use of your account.

If you require any technical assistance, please contact us at ecommerce.sg@dhl.com

Kind Regards,
DHL Express eSecure Team

Please do not reply to this email – Inbox is not monitored.



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The administrator will receive an email notification whilst the request is being automatically rejected. The email informs the administrator which user has been rejected:

DHL eSecure - Auto Rejected User

dhlessm@dhl.com
To Daniel CHAN (DHL HK) Thu 09/03/2023 2:00 PM

 Reply
  Reply All
  Forward
 


 If there are problems with how this message is displayed, click here to view it in a web browser.
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.


[Help Center Link](#)

Dear Daniel Chan,

This email address is automatically rejected as not being part of the My Domain.

NUMBER	EMAIL ID	SHIPPER NAME	COMPANY NAME
1	foc@mailinator.com	-	-

DHL does not guarantee the accuracy of the information provided by the requestor. This user has been automatically been rejected from using your DHL Express account 63XXXXX57 for shipping. You can review all Approved or Rejected users in MyDHL+ at <https://ewf-ref.dhl.com>.

If you require any technical assistance, please contact us at etemp011@dhl.com

Kind Regards,
DHL Express eSecure Team

Connect with us

DHL Express



Ready to ship? Get a quote from [MyDHL+](#)



Call Customer Services



Find your nearest [DHL Service Point](#)

Valid: 10/2023

The information in this guide is correct as of 10/2023.

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