

Customer Request Form

Shipment Status Interchange(SSI) - New Request



Date of Request

NOTE: Red-highlighted boxes must be completed to process the request.

1. DHL Sales or Account Representative Information:

Last Name First Name

Phone Number Email

2. Requestor Information:

Last Name First Name

Phone Number Email

3. Customer Information:

Company Name

Address

City State Postal Code

Country

4. Primary Contact Information:

Name Title

Phone Number Email

Email Notification? ☐ Yes ☐ No

5. Technical Contact Information:

Name Title

Phone Number Email

Email Notification ☐ Yes ☐ No

6. Communications Contact Information:

The Communications Contact will get notification of changes to the EDI format or other changes that DHL may make from time to time. **We strongly suggest using a generic email address as it is important that this email address is always monitored and up to date.**

Check here if same as Primary

Name Title

Phone Number Email

Address

City State Postal Code

Country

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7. Additional Email Notification(s): Yes No

Please provide email distribution list address to be notified when a new SSI file has been placed on the FTP mailbox for retrieval. The use of email distribution lists allow customers to modify members of the distribution list without contacting DHL.

Email Email

8. File Format:

Select one format option. Additional details can be found in the EDI Implementation guide.

214 - ANSI X12 (If selected, ISA08 & GS03 fields must be completed below.)

Comma Delimited

SHIPTNR

Note: DHL's ID values
ISA05: ZZ
ISA06: DHLCSSI
ISA07: ZZ
GS02: DHLCSSI
Please see DHL's SSI
Implementation and User
Guide for More Information.

ISA07, Receiver ID Qualifier: **ZZ** (ZZ is the default)

ISA08, Interchange Receiver ID:

GS03, Group Receiver ID:

} **Required when selecting 214 format**

9. File Delivery Method:

DHL recommends the use of secure protocols, such as secure FTP (SFTP) or AS2, to transfer sensitive data.

AS2 - SMIME HTTP - DHL connects with the customer's existing AS2 compliant application.

SFTP / Secure Website download - DHL-hosted SFTP mailbox for customers to retrieve or submit EDI files.

Files can be transferred systematically through a command prompt or manually using an Internet browser.

SFTP (Direct) - DHL delivers EDI files electronically to designated customer-managed portal/server.

Acknowledgment files (if applicable) to be dropped in a DHL-hosted SFTP mailbox.

10. Connection Point:

Do you currently receive messages from DHL and would like to utilize an existing communication point? Yes No

Please provide information below which will allow us to either re-use an existing connection or create a new one.

File Format: How you receive files (i.e., AS2, SFTP):

FOR SFTP SETUPS:

SFTP Host: SFTP Port: Directory:

SFTP Login: SFTP Password:

Additional Information:

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11. Account Number(s) (Required):

List the account numbers that require electronic tracking. Please provide an attachment if you have a large list of account numbers.

Account #:	<input type="text"/>	Account #:	<input type="text"/>	Account #:	<input type="text"/>
Account #:	<input type="text"/>	Account #:	<input type="text"/>	Account #:	<input type="text"/>

12. Shipment Status Event Codes:

All

Finals Only

All with Exclusions (listed below)

Selected Codes (listed below)

Exclusions/Inclusions:

Revenue Entry Required?	Yes	No
Pick-up Information?	Yes	No
Out for Delivery Information?	Yes	No

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13. Bill to Type:

Select the bill type(s) for which you would like to receive shipment status information.

Bill To Type: All Shipper Consignee 3rd Party

14. File Delivery Schedule:

Select the time and frequency that you would like SSI to run and generate an SSI file. Please note the batch can take between 20 minutes to a few hours based on DHL's shipment volume. As a guideline, the frequency of SSI file generation should be equal to the number of times you plan to retrieve the files.

Default Frequency: **Hourly** or select another option below:

Run:

If once, at? (CET)

If Periodically Every:

If Specific times, what times? (CET)



Weekdays:

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

For Customers using a Supply Chain Manager: Instead of the EDI Agreement (below), we require a letter of authorization on company letterhead specifically authorizing DHL Express to release tracking data to the freight payer. The letter should reflect an effective date.

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SHIPMENT STATUS INTERCHANGE AGREEMENT INFORMATION USE AGREEMENT

Date: Company

Name:

**Account
Number(s) or AID
Code(s):**

Agrees not to use DHL-provided service audits, proof of delivery reports, disk or transmissions or hard copy printouts of DHL's on-line shipment tracing screens as methods for filing service claims.

IN WITNESS WHEREOF the parties have executed this Agreement on the day and year first written above.

DHL EXPRESS (USA), INC.

CUSTOMER

DHL EDI Signature

Customer Signature

Title

Title

Date

Date

Please complete, scan and email to edirequests@dhl.com