



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

DHL Express – Excellence. Simply delivered.



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INTRODUCTION

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

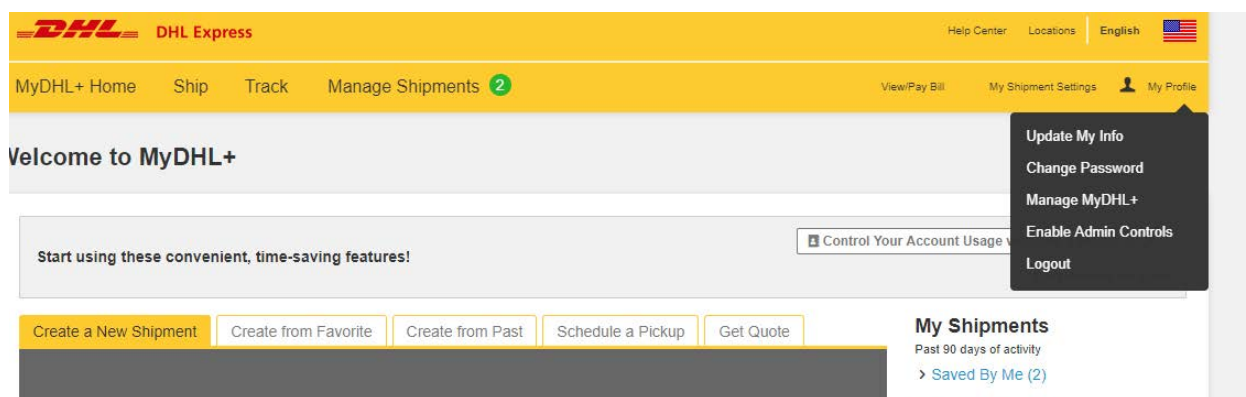
- Access and shipping options management
- Shipment history visibility at department (group) or company level
- Real-time control over shipment requests by people
- Enhanced business efficiency via shared Address Books
- Increased security by controlling who gets to view account number and rates

You as an administrator can:

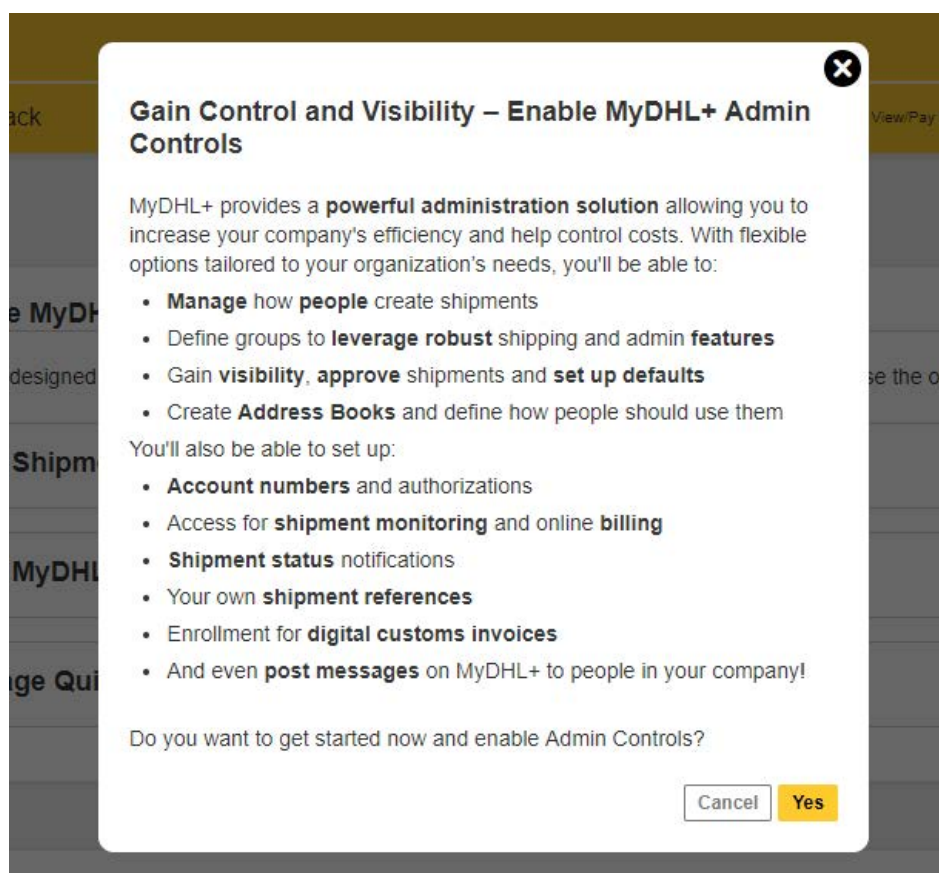
- Create Groups, Group Administrators, and Corporate End Users
- Manage several DHL account numbers and define the employees who are authorized to use them
- Determine what type of DHL products should be used
- Maintain centralized address book and determine restrictions to contacts
- Approve and/or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

HOW TO ENABLE MYDHL+ CORPORATE

Step 1: Once you are registered for MyDHL+, click My Profile then select “Enable Admin Controls”



Step 2: Confirm by selecting “Yes” below.

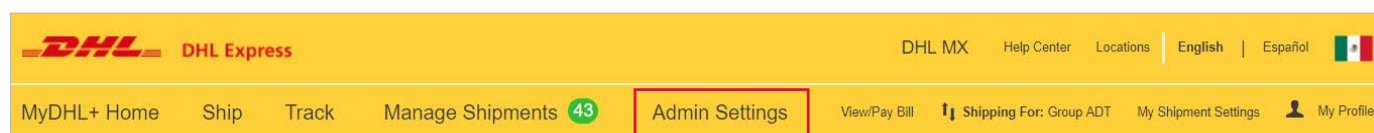


HOW TO START USING MYDHL+ CORPORATE

Corporate MyDHL+ works with Internet Explorer (9 or higher), Mozilla Firefox, Google Chrome, Safari and Opera. [Click here](https://mydhl.express.dhl) to register for MyDHL+ Corporate.

Step 1: Access MyDHL+ Corporate with your username (your email) and password through: <https://mydhl.express.dhl>

Step 2: Click the Admin Settings option at the top navigation.



Step 3: On the left side navigation, select the option that best suits your needs.

 This image shows the 'Admin Settings' page in the MyDHL+ Corporate interface. The left sidebar navigation is highlighted with a red box, showing options like 'Company Overview', 'Groups', 'Intrigue', 'Shipment Settings and Defaults', 'Account Numbers', 'Address Books', 'Digital Customer Invoice', 'Shipment References', 'Authorized Account Usage', 'Notifications and Sharing', 'Shipment Monitoring & Online Billing Options', and 'Message Center'. The main content area is titled 'Company Overview' and contains a form for maintaining company address and contact details. The form includes fields for Company Name (DHL Mexico), Phone Type (Office), Country Code (52), Phone (6 553 452 000), Extension, Country (Mexico), Address (Avenida Aerea Fuerza Mexicana 540), Address 2, Address 3, Postal Code (15700), City (FEDERAL-VEN), and State (DTOFEDERAL). There is also a checkbox for 'Residential Address' and an 'Add Another' button.

Once logged in, 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 people who need to use MyDHL+ Corporate.

Select the Add New Person under People option. On this page you can add, disable and delete a person and assign him to a Group or Role.

Once a person is added, his 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 Edit
<input type="checkbox"/>	emanuel_cr@trash-mail.com	No	Group US , Test delet...	Pending Activation Edit

At the same time, he will receive an email from MyDHL+ notifying him that his profile has been created. Instructions to create password and activate access are also indicated in the email.

When a person's status changes to 'Active', this means he has completed his activation. This also means that he is able to login and create shipments with MyDHL+.

ADDING GROUPS

Select Groups in 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 permits 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

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

Display

Add Group

ASSIGNING PEOPLE TO GROUPS

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

Add and Manage People [Guide to Managing People](#)

Create and maintain profiles for the people that will use MyDHL+ for your company.

[Learn More](#)

Search 1 - 10 of 29 Display

Actions

<input type="checkbox"/>	Email Address	Corp Admin	Member of	Status	
<input type="checkbox"/>	eduardo.quintana@dhl.com	Yes	test , test DHL , Grou...	Active	Edit
<input type="checkbox"/>	emanuel_cr@trash-mail.com	No	ITS solution support ,...	Pending Activation	Edit
<input type="checkbox"/>	eduardo_au@trash-mail.com	No	Group.US	Active	

This will display a new window with the person's profile. Choose the group you want to add the person by selecting from the dropdown located at the right side. You may also assign the person as group administrator in this screen.

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

Eduardo Taiwan Status Active

Contact Information [Close](#)

Title First Name Last Name

Default Language

Phone Type Country Code Phone Extension

Company Information [Close](#)

Group and Role [Close](#)

Group Group Admin

MyDHL+ Access [Close](#)

Login Email Address

Make this person a Corp Admin

MANAGING ADDRESS BOOK

The contact restrictions configuration limits the person or group to create shipments only to designated shippers and / or recipients.

Select Shipment Settings and default options located in the Admin Settings menu. Then administrator may select if the restriction will be applied to a group or specific person.

Step 1:

Admin Settings menu > Address Book

Contacts must first be added within 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

Add New Contact

Contact Details

*

*

*

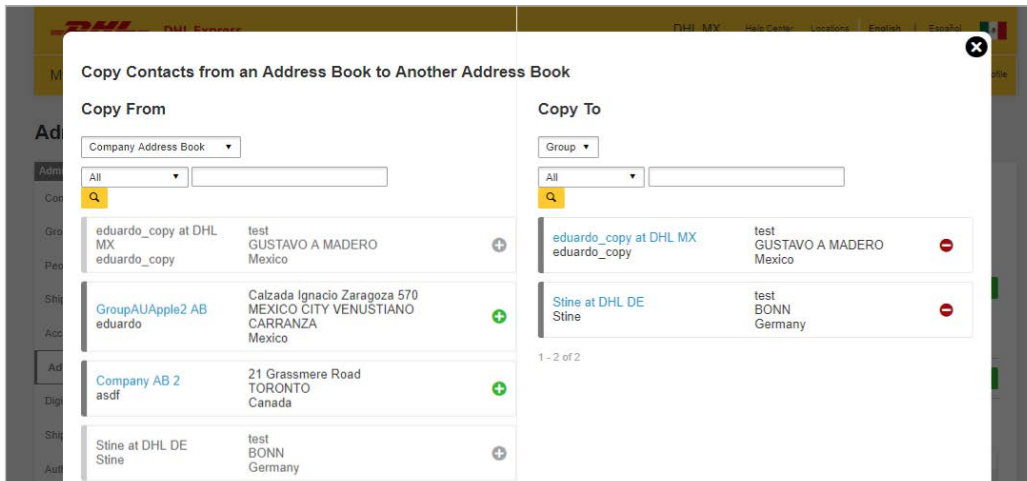
 *

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:

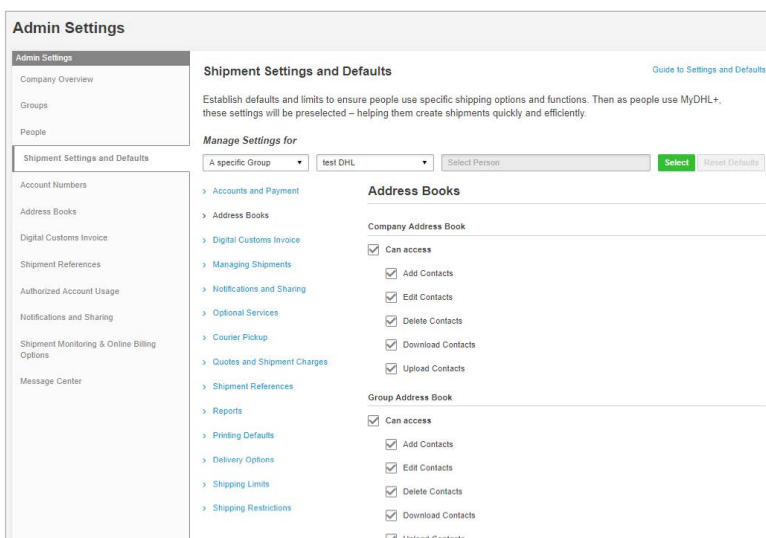
To establish restrictions for a specific group, contacts should be copied from the company directory to group directory. After which, you can assign the group contact list as either a “ship from” or a “ship to” address book.



Step 3:

Apply the right restrictions to the Group or to a specific person.

Select Shipment Settings and Defaults from the Admin Settings menu. Then choose Address Books.



This same process can be applied if you want to set a restriction for a specific person.

REGULATING RATE QUOTE AND SHIPPING CHARGES DISPLAY

The Corporate Administrator can also control whether he will allow people to see the rates and surcharges. He can also regulate where the charges will appear, e.g. in the receipt or courier report. This can be controlled on either group level or for a specific person. Once restrictions are set, the Corporate Administrator must click the Save button at the bottom right.

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 Select Person

Quotes and Shipment Charges

Can get rate quotes

When getting rate quotes

Display

Rates

Surcharges

When creating, editing, viewing and printing shipments

Display

Shipment Charges

Surcharges

Charges on shipment receipts

Charges on courier reports

CONTROLLING SHIPPING LIMITS

On this page you can define guidelines, weight and cost limits for a specific period of time for either a group or a person. You can also set dimension limits for sending packages.

Once the restrictions have been applied you must click Save at the bottom right.

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 Select Person

Shipping Limits

Cost of All Shipments

Each Person and/or an entire Group (cumulatively) is allowed to ship

Maximum of

US Dollar (USD)

Every

Group Maximum Cost of Shipments: Unit of Period

Start date

Must get approval for shipments exceeding the maximum

Number of Shipments

SETTING SHIPPING RESTRICTIONS

On this module, you can restrict the specific tasks a person is allowed to do during the shipment creation process. 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 once a person creates a shipment under the restricted product type. The Corporate Administrator may approve or reject the shipment.

The screenshot shows the 'Admin Settings' interface. On the left is a navigation menu with categories like 'Company Overview', 'Groups', 'People', 'Account Numbers', 'Address Books', 'Digital Customs Invoice', 'Shipment References', 'Authorized Account Usage', 'Notifications and Sharing', 'Shipment Monitoring & Online Billing Options', and 'Message Center'. The 'People' category is expanded, and 'Shipment Settings and Defaults' is 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', along with 'Select' and 'Reset Defaults' buttons. Below this are three sections: 'Shipping Restrictions' with four checked checkboxes (Can manifest shipment data, Can upload shipment files, Can create return shipments, Can modify shipments), 'Document Shipments' with an unchecked 'Require approval' checkbox (highlighted with a red box), and 'Package Shipments' with an unchecked 'Require approval' checkbox (also highlighted with a red box). A 'Shipping Limits' link in the left menu is also highlighted with a red box.

MANAGING SHIPPING REFERENCES

The Shipping References module consolidates company references into a single location and allows reference lists to be assigned to different groups. The Corporate Administrator can also define the reference number format, including the number of characters and the format value types.

For Shipper's Reference, Additional References and Format, administrator must first register all the necessary references that you will require to be inputted during shipment creation.

In the Format option, you can set how much will be the minimum, maximum or equal of characters that can be entered in the Shipment Reference field during shipment creation.

For example: xxxx allows the person to enter 4 number and letters.

On this module, you can also manage and delete references. The restrictions will apply when a group or a person creates a shipment.

The screenshot shows the DHL Express Admin Settings interface. The top navigation bar includes the DHL logo, 'DHL MX', and links for '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 various 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 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.' Below this is a 'Learn More' link and a 'Manage Settings for' section with dropdowns for 'A specific Group' (set to 'Group US') and 'Select Person', followed by a green 'Select' button.

Three tabs are visible: 'Shipper's Reference' (active with a green checkmark), 'Additional References', and 'Format'. Below the tabs is a search bar with a dropdown set to 'All' and a search icon. A button labeled 'Select References for this Group or Person' is positioned below the search bar.

A table displays the following data:

Reference	Description
Group US2	test
Group US1	2

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

Apply the right restrictions to the Group or to a specific person.

Select Shipment Settings and Defaults then choose 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: **Group (Reference Format)**

Can see all references

Additional Reference

Must use additional reference

Must match:

Save

MANAGING DHL ACCOUNTS AND SHIPPING PAYMENT OPTIONS

The Account and Payments module allows Corporate Administrators to edit customer account information; and establish payment options for their business. 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 will be charged for the shipping cost.

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 **Request Account** **Add Account**

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

The Corporate Administrator can also control how the account will be displayed during shipment creation. It can be displayed as Nickname, as a number and nickname, as a number or partially hidden (masked). This is an added security for your account.

You can also enable the use of alternate accounts or charge to credit card.

MANAGING DELIVERY OPTIONS

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

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 MESSAGE CENTER

You can post a short message on MyDHL+ Corporate easily, which is an excellent form of communication within your company. When a person logs in, he will see your message right away.

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 'Guide to Messaging' link. Below the title is an introductory text: 'Need a convenient way to keep everyone in the loop? Just post messages that appear when people log into MyDHL+! Ideal for announcing important shipping options, reminders or news! You can post messages to everyone or a specific group, and even show messages for designated timeframes.' The 'Post a Message for' section has two dropdown menus: 'A specific Group' and 'Group US', with a 'Select' button. Below this is a large text area for the 'Message'. At the bottom, there are 'From' and 'To' fields with calendar icons, a date format 'MM/dd/yyyy', and a 'Save' button.

The screenshot shows the MyDHL+ Corporate dashboard. At the top is the DHL Express logo and navigation links for 'DHL MX', 'Help Center', 'Locations', 'English', and 'Español'. Below the header is a navigation bar with 'MyDHL+ Home', 'Ship', 'Track', and 'Manage Shipments' (with a '43' notification badge). A 'Shipping For: Group ADT' dropdown and 'My Shipment Settings' and 'My Profile' links are also visible. The main content area starts with 'Welcome to MyDHL+'. Below this is a notification banner: 'Start using these convenient, time-saving features!' with a 'Control Your Account Usage with DHL eSecure' button and a 'Don't show me this again' checkbox. A blue message box says 'This is a sample message.' A yellow warning box states 'Today's Courier Report has not been printed' with a 'Print Courier Report' button. Another yellow warning box says 'Account restricted. Contact your company account administrator or call Customer Service at +52 (55) 5345 7000.' Below the warnings are buttons for 'Create a New Shipment', 'Create from Favorite', 'Create from Past', 'Schedule a Pickup', and 'Get Quote'. A dark grey modal window is open for 'Group ADT', showing 'Country' (Mexico) and 'From' (Phillip P (DHL MX, FEDERAL-VENUSTIANO CARRANZA, DTOFED)) fields. It also has 'Country' and 'To' fields, a 'Switch' button, and a 'Next' button. To the right, the 'My Shipments' section shows 'Past 90 days of activity', 'Saved By Me (35)', and 'View All Shipments'. The 'Track' section has a text input 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 the system.
- If you need to delete a message before the end date, simply access, delete it select Start date and Date of completion and Save.

TECHNICAL SUPPORT FOR MYDHL+ CORPORATE

If you need more information about MyDHL+ Corporate, please contact your local DHL Express Helpdesk.

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