STEP BY STEP GUIDE
eSECURE

DHL Express – Excellence. Simply delivered.
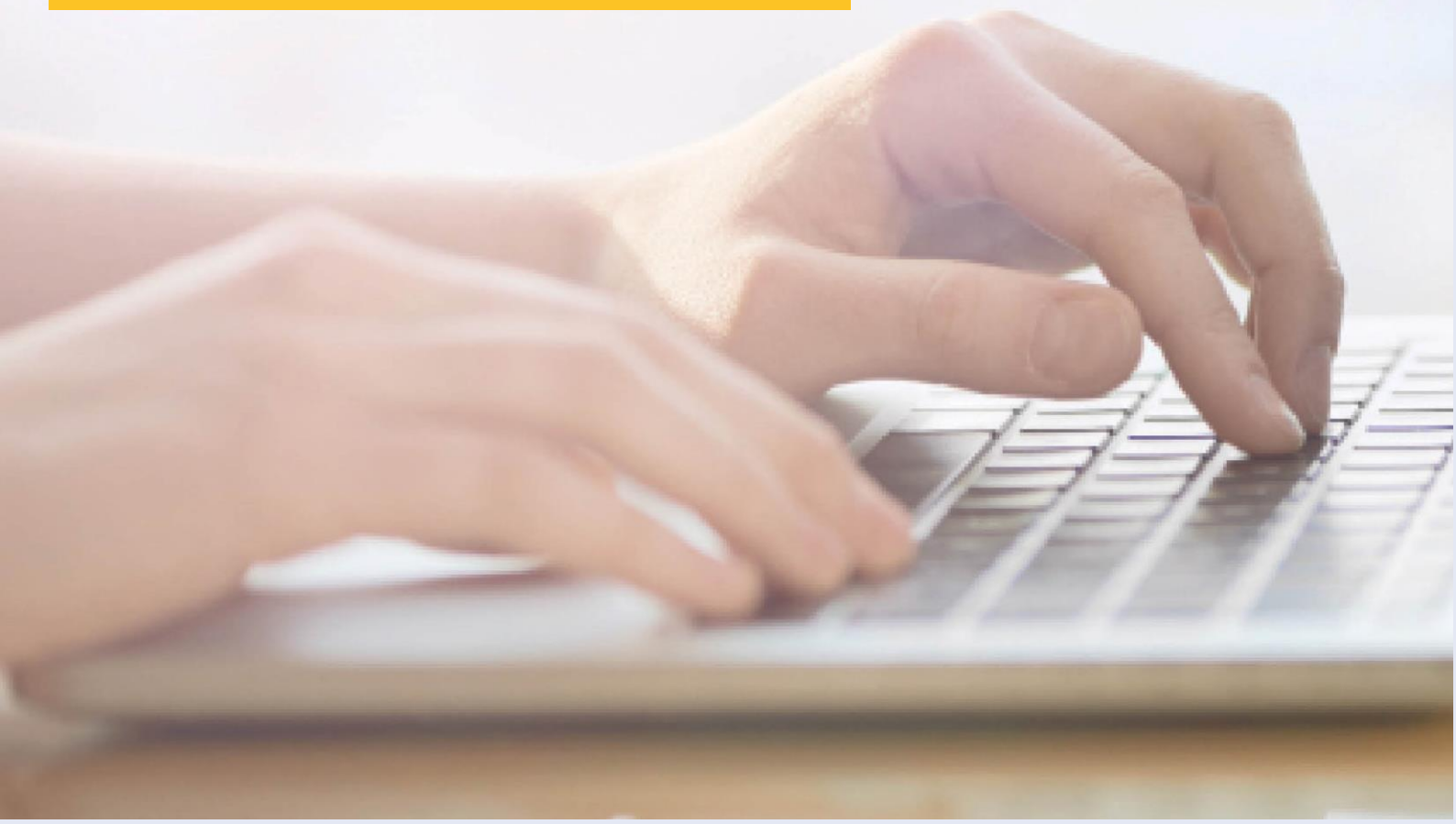
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CUSTOMER ADMINISTRATOR REGISTRATION

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

eSecure – Customer Administrator Registration

Customer Administrator Registration - eSecure

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 first time as a Customer Administrator in eSecure.

Dear John Doe,

Thank you for participating in DHL eSecure, an advance feature to administer your DHL Express Account's usage.

Look out for an email sent from dhlSender@dhl.com to create a password for your newly created user profile or login using your existing MyDHL+ credentials at https://mydhl.express.dhl to start enjoying this new benefit immediately!

Only approved users can ship using your DHL Express Account(s) in MyDHL+ or eMailship after your account is enabled for security.

If you require any technical assistance, please contact us at usesecure.support@dhl.com
Regards
DHL eSecure Team

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

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eSecure – Enabling Steps

ENABLING STEPS

Step 1: Login to MYDHL+

Access eSecure menu is found under My Shipment Settings after login to MyDHL+.

Enabling Steps – eSecure

Step 2: Approve users

A Customer Admin has several options to approve shippers:

- Upon enablement, email addresses that have used the eSecure enabled accounts within the last 13 months will be listed in Authorized User menu to allow individual approval or rejection
- Utilize the Authorized Domain feature if you would like to allow all users with the company domain's email address to use the DHL Express Account
- Upload feature allows maximum 1000 users to be approved concurrently

Authorized User

Email ID

Account Number

Status
Approved
Rejected
Pending

Origin
SINGAPORE

Search Reset

Authorized User

Account No

Customer Administrator

Authorized Domain

✓ 18 records found

Add Approve Reject Copy Upload Download

☐ Email ID	▼	Account Number	Origin	Status	Assigned By	Modified Date
☐ 1007325+corp.sg.01@gmail.com			SINGAPORE	Approved		26-Feb-20
☐ 1007325+corpuser01@gmail.com			SINGAPORE	Approved		27-Feb-20
☐ 1007325+esecure.new			SINGAPORE	Approved		17-Mar-20

Authorized Domain

Domain Name

Account Number

Origin
SINGAPORE

Status
Active
Inactive

Company Name

Search Reset

✓ 4 records found

Add Active Inactive Copy

☐ Domain Name ▾	Account Number	Origin	Company	Status	Assigned By	Modified Date
☐ @dhl.com		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		22-Feb-17
☐ @express.dhl		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		15-Aug-19
☐ @suemail.com		SINGAPORE	DHL EXPRESS	Inactive		22-Mar-20

eSecure - Enabling Steps

Step 3: Add more customer admins (Optional)

If more than one customer admin is needed, the first customer admin can easily add new admins here.

Step 4: Enable the security

Once you are ready, the final step is to enable the account number. eSecure validation will be immediately enabled thereafter.

Easy Maintenance – eSecure

EASY MAINTENANCE

After eSecure security is enabled, all future attempts to use your DHL Express account in MyDHL+ or eMailship from unauthorized users will trigger an approval request to the customer admin.

A customer admin can easily click on the Approve or Reject button or access MYDHL+ eSecure Menu to make a decision. Upon approval/rejection, the requestor will be notified of the result via an email.

eSecure – Notifications For Requestors

NOTIFICATIONS FOR REQUESTORS

A new email address attempting to use an eSecure enabled DHL Express Account will be treated as a new requestor. The requestor will receive an email notification whilst you receive the approval request email.

DHL | Help Center Link

Dear Sir / Madam,

Your request to use DHL Express Account John Doe, has been approved.

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

Regards
DHL eSecure Team

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Notifications For Requestors - eSecure

If you allow the option 'Email Consent ID', the requestor will see your contact information.

DHL | Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account has been sent to the below account administrators for approval. Please contact the account administrators in case of any urgency in getting the approval.
Your request to use the DHL Express Account is sent to the account administrator for approval.

NUMBER	FIRST NAME	LAST NAME	EMAIL ID	PHONE NUMBER

If you require any technical assistance, please contact us at or usesecure.support@dhl.com
Regards
DHL eSecure Team

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eSecure - Notifications For Requestors

The requestor will be notified of your decision.

Request Approved

Dear Sir / Madam,

Your request to use DHL Express Account 123XXX4567 has been approved.

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

Regards
DHL eSecure Team

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Request Declined

Dear Sir / Madam,

Your request to use the DHL Express Account 123XXX4567 has been rejected. Please contact the account administrator to request for the approval.

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

Regards
DHL eSecure Team

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

eSecure