



STEP BY STEP GUIDE eSECURE

DHL Express – Excellence. Simply delivered.

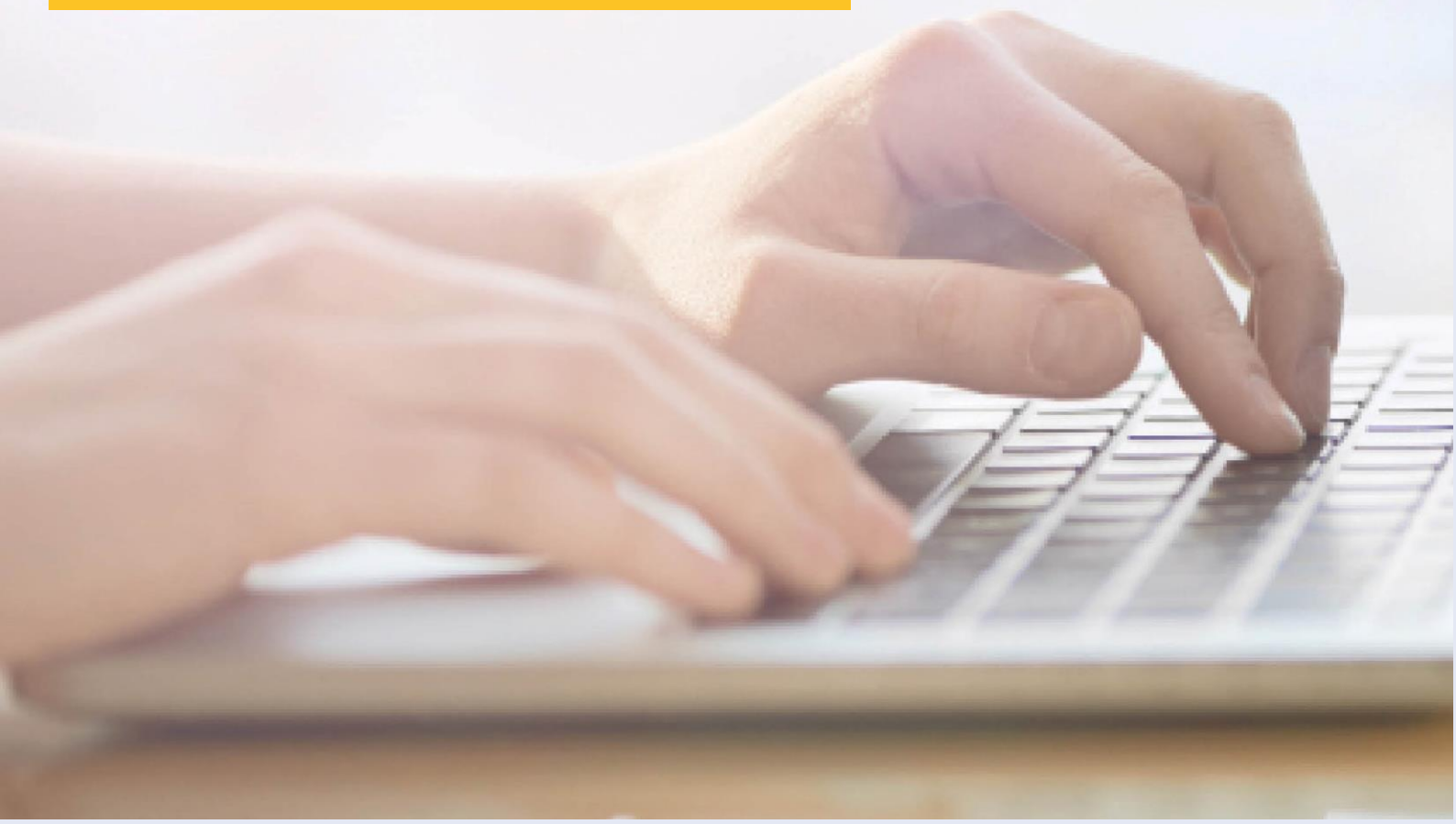



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CUSTOMER ADMINISTRATOR REGISTRATION

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.

Help Center

Dear John Doe,

Welcome to MyDHL+ – your one stop for international shipping! You'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more!
You have been registered for MyDHL+. Please create a password so that you can login to get started!


[Create Password](#)

If you have any questions or need assistance with your registration, please contact us at 1-800-CALL-DHL
We look forward to supporting your shipping needs!

Regards,
MyDHL+ Team

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

[Email Preferences](#) 1210 South Pine Island Road, Plantation, FL, 33324



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DHL Express Help Center Locations English

MyDHL+ Home Ship Track Register Login

Create Password

Create a New Password

Password ✓

Confirm Password ✓

I accept the DHL Express [Terms and Conditions](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

Create Password

DHL Express Help Center Locations English

MyDHL+ Home Ship Track Register Login

Password created ✕

Continue

Create Password

Create a New Password

Password ✓

Confirm Password ✓

I accept the DHL Express [Terms and Conditions](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

Create Password

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.

[Help Center Link](#)

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

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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+.

DHL Express Help Center Locations English

MyDHL+ Home Ship Track Register Login

Login to MyDHL+
Your one stop solution to create and manage DHL Express shipments!

In MyDHL+ you'll be able to:

- Get quotes
- View delivery options
- Schedule courier pickups
- Print shipping labels
- View history and reports
- Send and receive notifications

Session expired

Login

Email Address

Password [Forgot Password](#)

Remember me [?](#) **Login**

Not Registered? [Register Now](#)

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DHL Express Help Center Locations English

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

Authorized User

Account No

Account Administrator

Authorized Domain

SHIPMENT DEFAULTS

- Delivery Options
- Shipment Protection
- Customs Clearance
- Courier Pickups

MY SAVED SETTINGS

- My DHL Accounts
- Authorized Account Usage
- Access eSecure**
- Packaging Settings

MY CUSTOMS CLEARANCE SETTINGS

- Customs Invoice Templates
- My Product/Item List
- Digital Customs Invoices

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

Authorized Domain

Domain Name
Account Number
Origin: SINGAPORE
Status: Active, Inactive
Company Name
Search Reset

18 records found | Add Approve Reject Copy Upload Download

<input type="checkbox"/>	Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input type="checkbox"/>	1007325+corp.sg.01@gmail.com		SINGAPORE	Approved		26-Feb-20
<input type="checkbox"/>	1007325+corpuser01@gmail.com		SINGAPORE	Approved		27-Feb-20
<input type="checkbox"/>	1007325+esecure.new		SINGAPORE	Approved		17-Mar-20

4 records found | Add Active Inactive Copy

<input type="checkbox"/>	Domain Name	Account Number	Origin	Company	Status	Assigned By	Modified Date
<input type="checkbox"/>	@dhl.com		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		22-Feb-17
<input type="checkbox"/>	@express.dhl		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		15-Aug-19

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.

Authorized User

Account No

Customer Administrator

Authorized Domain

Customer Administrator

Account Number

Email ID

First Name

Last Name

Company Name

Origin

Status

Active

Inactive

SINGAPORE

Search Reset

✓ 9 records found

Add Active Inactive Download

Account Number Email ID First Name Last Name Company Name Origin Status Action

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

Authorized User

Account No

Customer Administrator

Authorized Domain

Account No

Account Number

Company Name

From Date

To Date

Origin

Status

Enabled

Disabled

Email ID Consent

Yes

No

SINGAPORE

Search Reset

✓ 1 records found

Enable Disable Email ID Consent Download

Account Number Company Name Origin Status Email ID Consent Assigned By Modified Date

<input type="checkbox"/>		SINGAPORE	Enabled	No		22-May-20
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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.



Dear John Doe,

There is a request from johndoe12@hotmail.com to use your DHL account number 96XXXXX24 for shipping. To review the request, you could login to [MyDHL+](#). Alternatively, you could click on the Approve or Reject button below.

APPROVE

REJECT

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

Regards

DHL eSecure Team

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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.



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.



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



Help Center Link


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



Help Center Link


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

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