



STEP BY STEP GUIDE eSECURE

DHL Express – Excellence. Simply delivered.

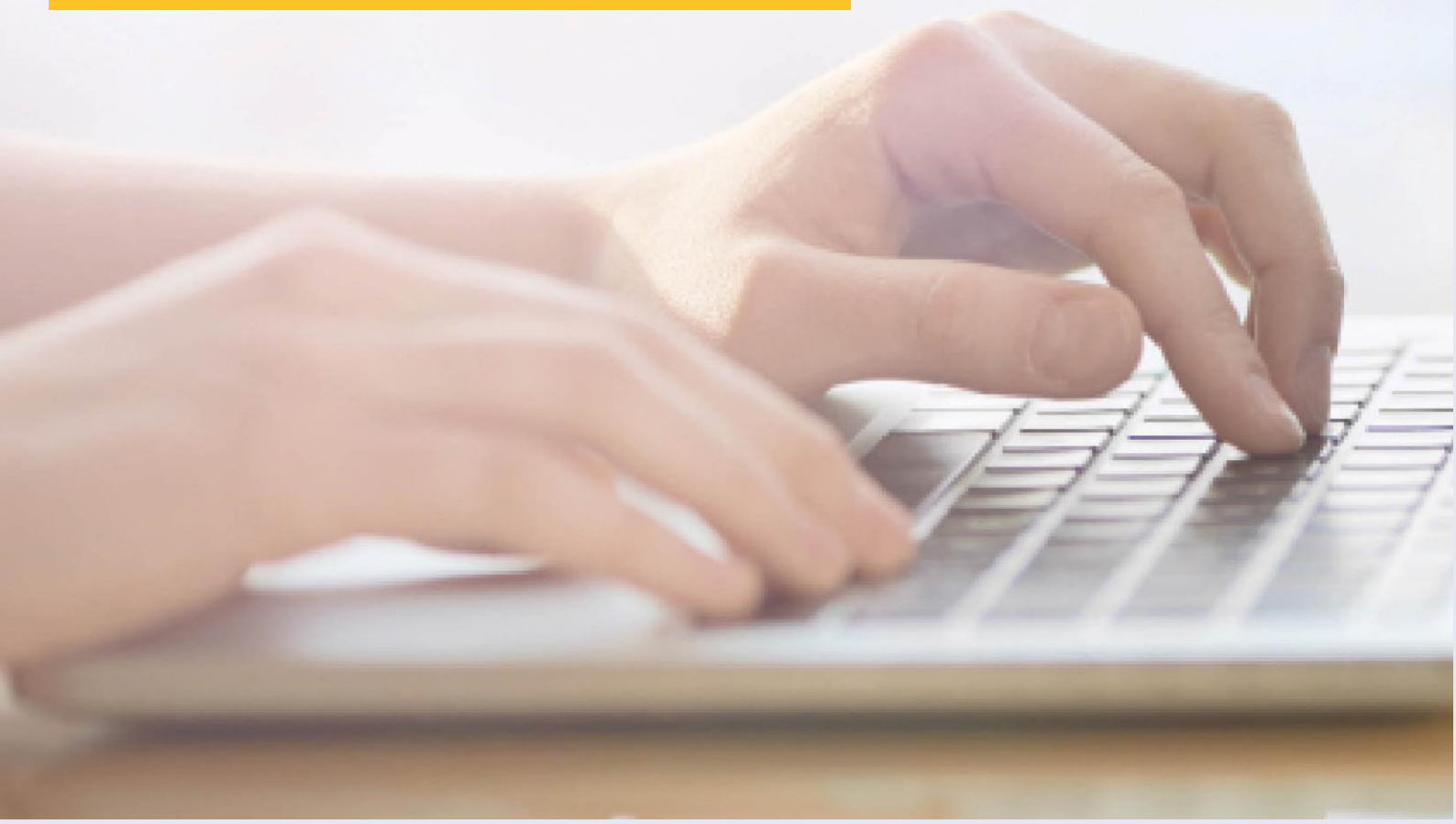


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CUSTOMER ADMINISTRATOR REGISTRATION

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!

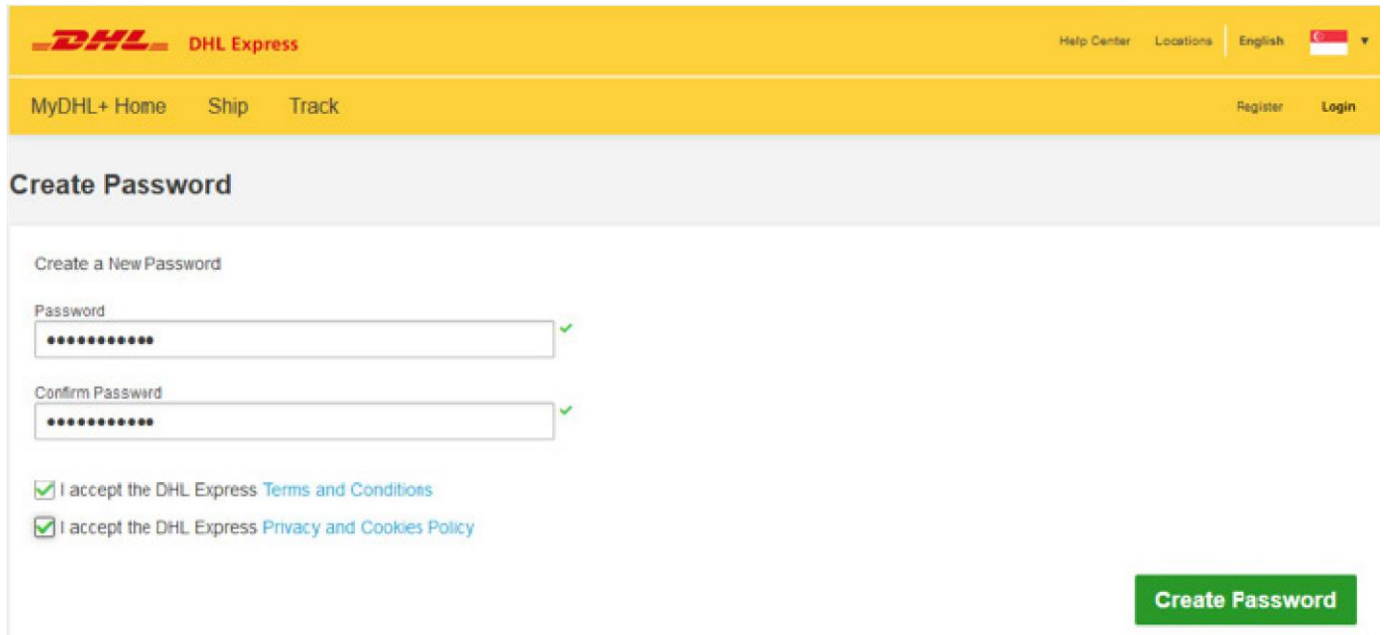
Regards,
MyDHL+ Team

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

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

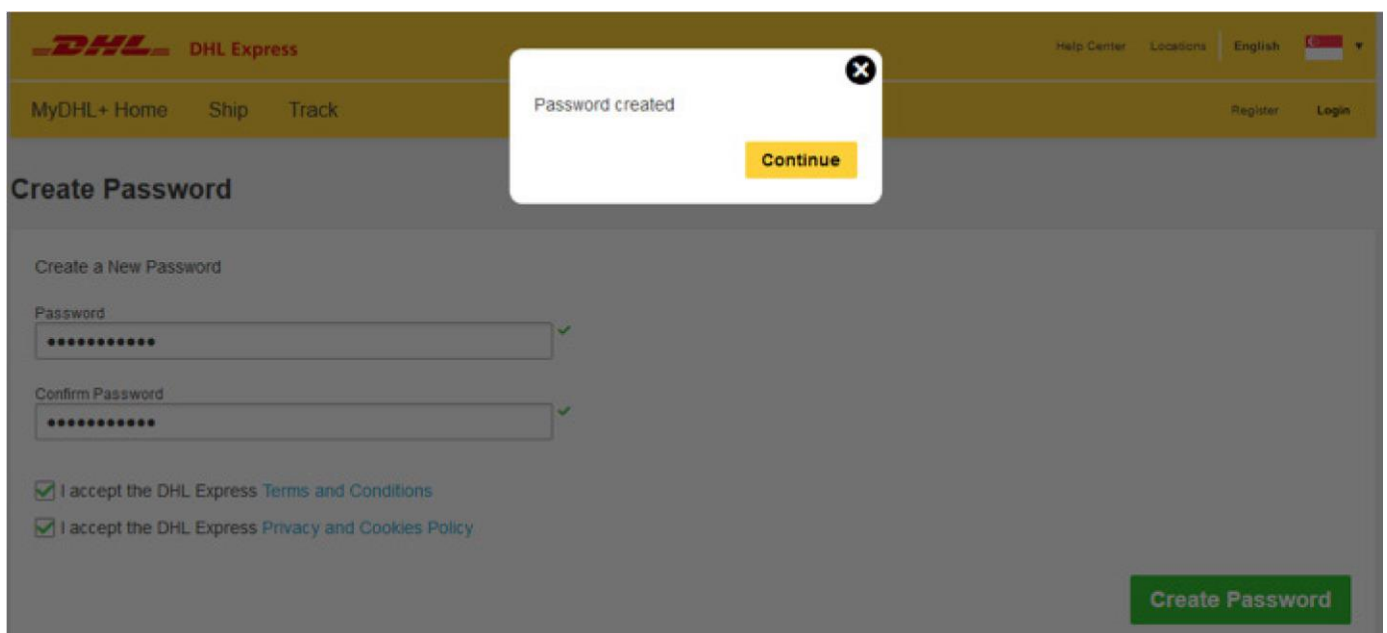


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The image shows the DHL Express 'Create Password' form. The header is yellow with the DHL logo and 'DHL Express' text. Navigation links include 'MyDHL+ Home', 'Ship', 'Track', 'Register', and 'Login'. The form itself is white and contains the following elements:

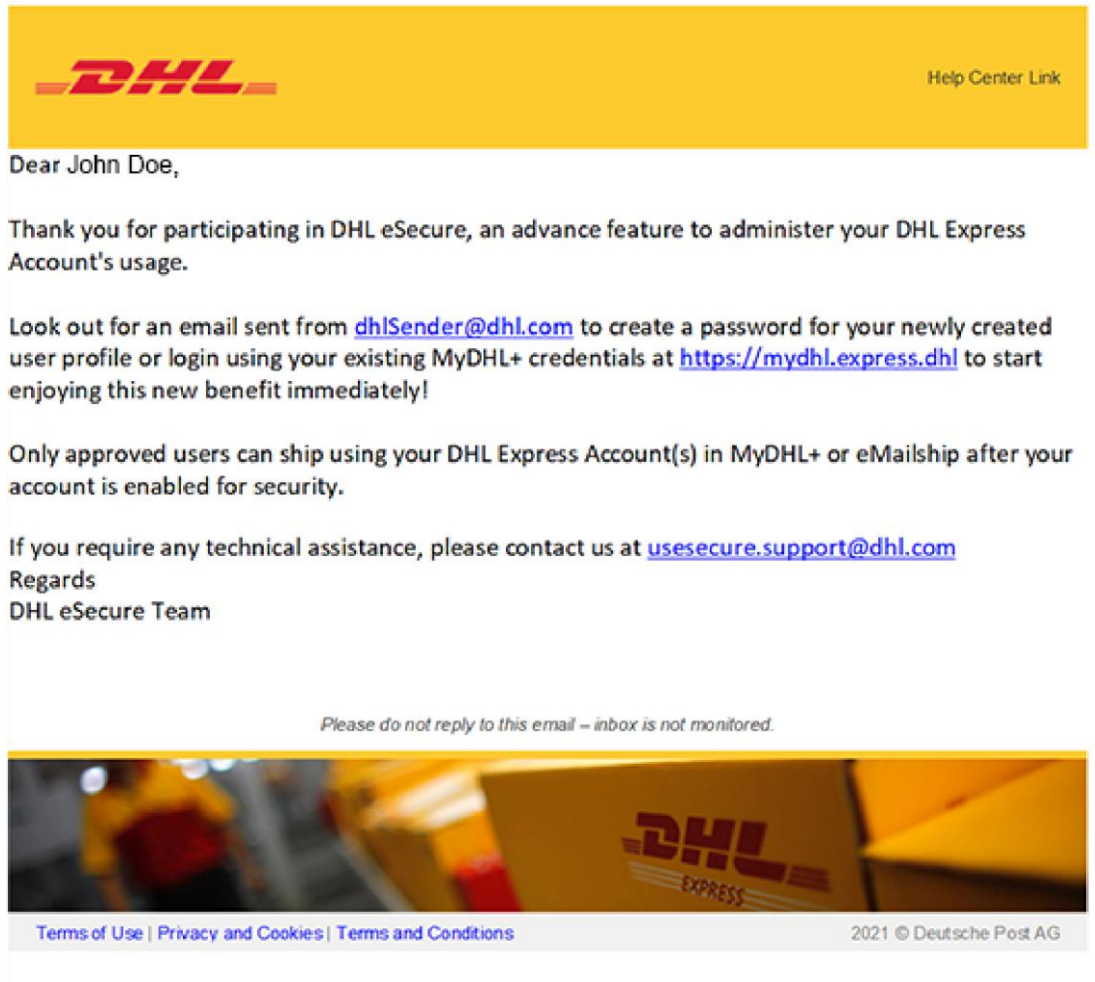
- Create a New Password** section with two password input fields, each followed by a green checkmark icon.
- Two checkboxes with green checkmarks, each followed by the text 'I accept the DHL Express' and a link to 'Terms and Conditions' or 'Privacy and Cookies Policy'.
- A green 'Create Password' button on the right side.



This image shows the same DHL Express 'Create Password' form as above, but with a success message overlay. The overlay is a white box with a black 'X' icon in the top right corner, containing the text 'Password created' and a yellow 'Continue' button. The background of the form is dimmed.

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.

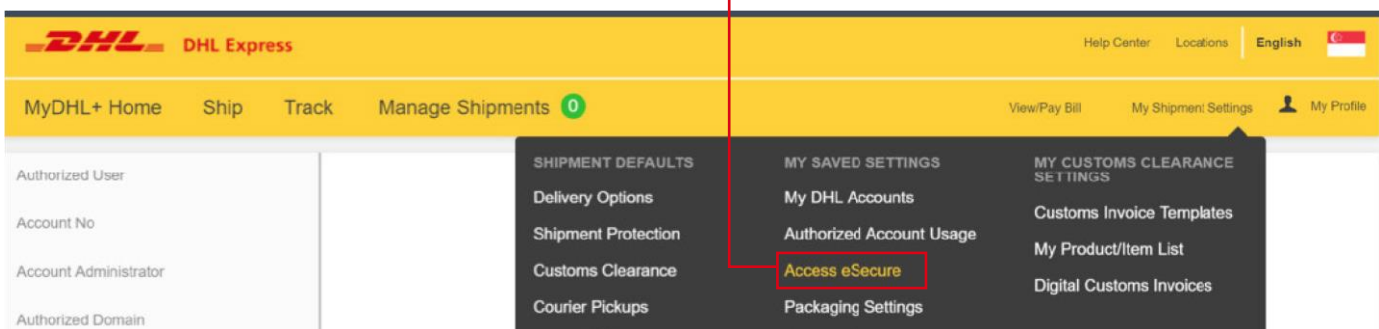
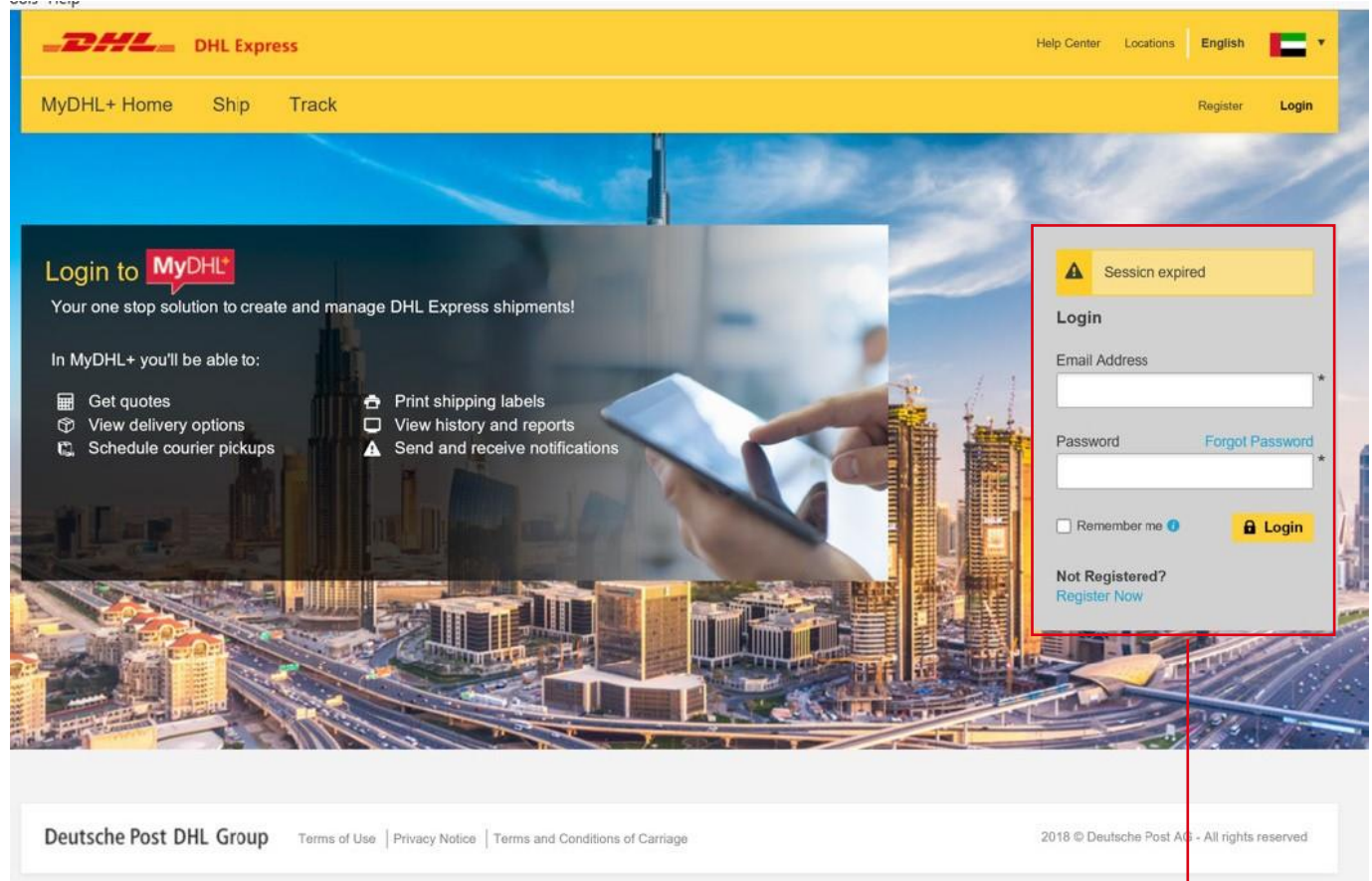


eSecure - Enabling Steps

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

Account No

Customer Administrator

Authorized Domain

Authorized User

Email ID

Account Number

Status

Approved
Rejected
Pending

Origin

SINGAPORE

✓ 18 records found

☐	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

✓ 4 records found

☐	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
☐	@esecure.com		SINGAPORE	DHL EXPRESS APEM REGIONAL ECOM	Inactive		17-Mar-20

eSecure - Enabling Steps

Step 3: Add more customer admins (Optional)

8

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

First Name

Company Name

Status

Active

Inactive

Email ID

Last Name

Origin

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

From Date

Origin

SINGAPORE

Company Name

To Date

Status

Enabled

Disabled

Email ID Consent

Yes

No

Search

Reset

✓ 1 records found

Enable

Disable

Email ID Consent

Download

☐ Account Number	Company Name	Origin	Status	Email ID Consent	Assigned By	Modified Date
☐		SINGAPORE	Enabled	No		22-May-20

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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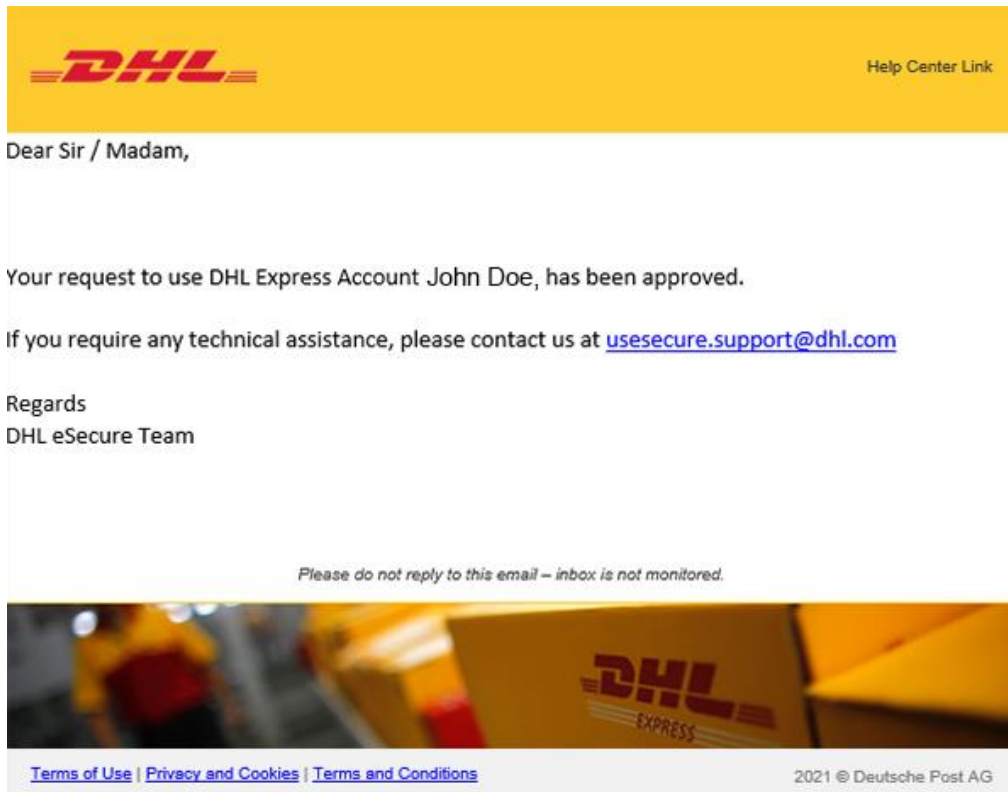
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eSecure - Notifications For Requestors

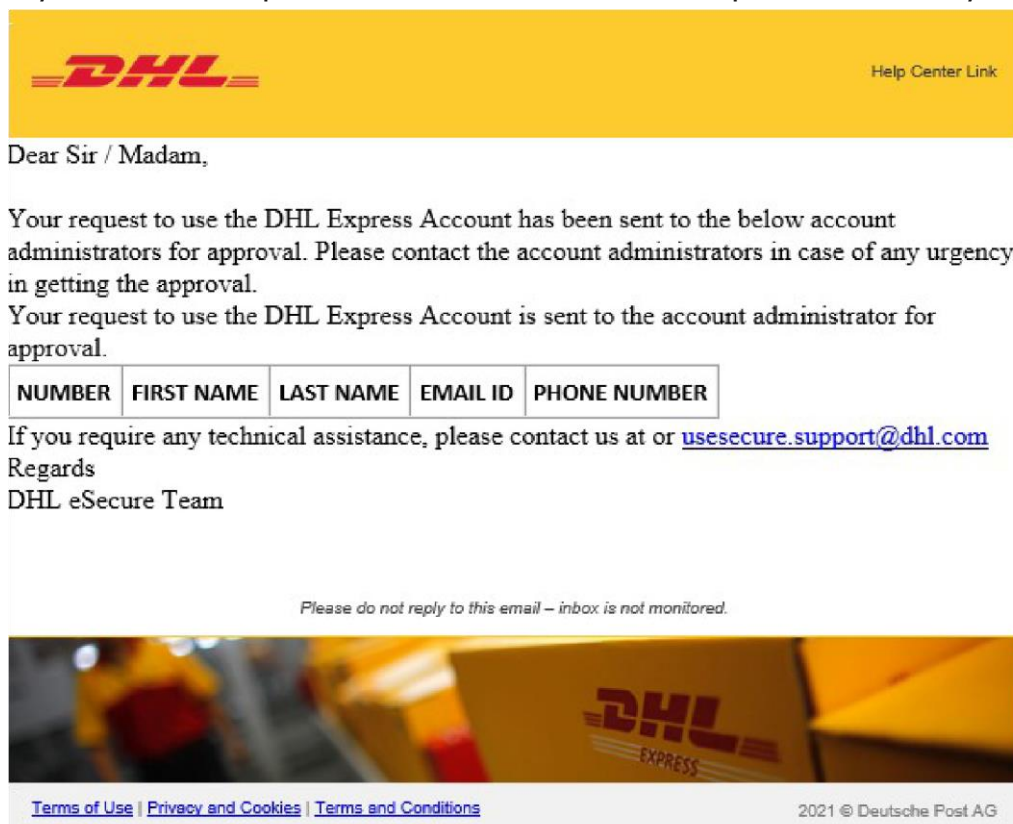
NOTIFICATIONS FOR REQUESTORS

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.



Notifications For Requestors - eSecure

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



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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