

MyDHL



eSECURE

STEP-BY-STEP GUIDE

DHL Express – Excellence. Simply delivered.

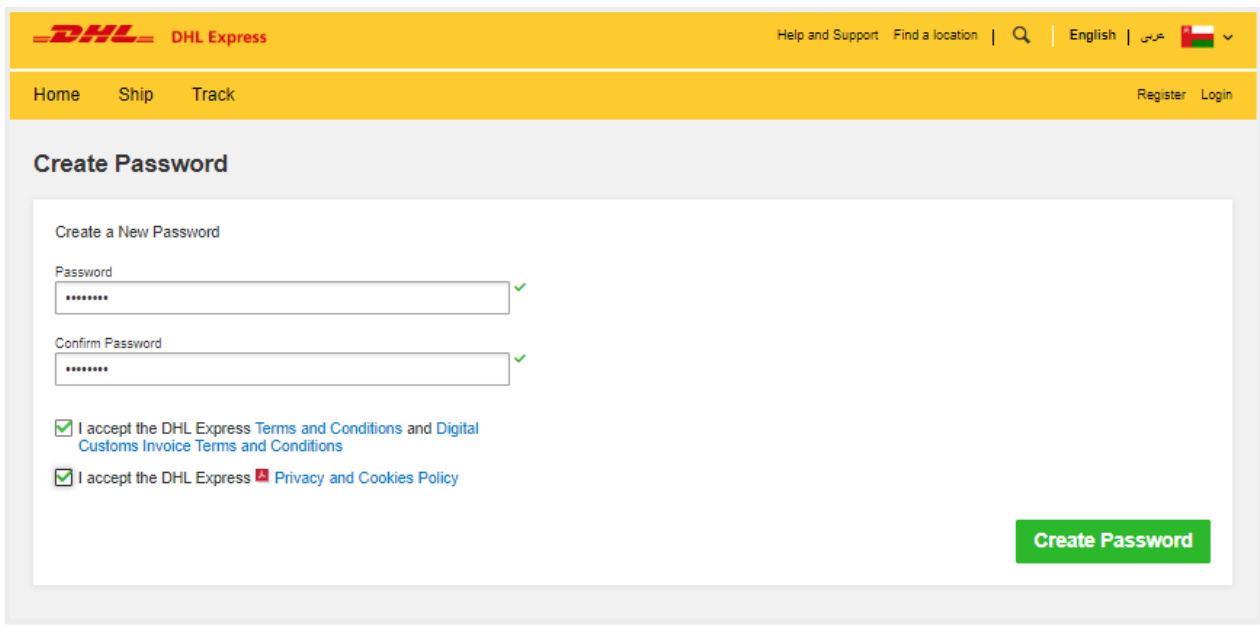
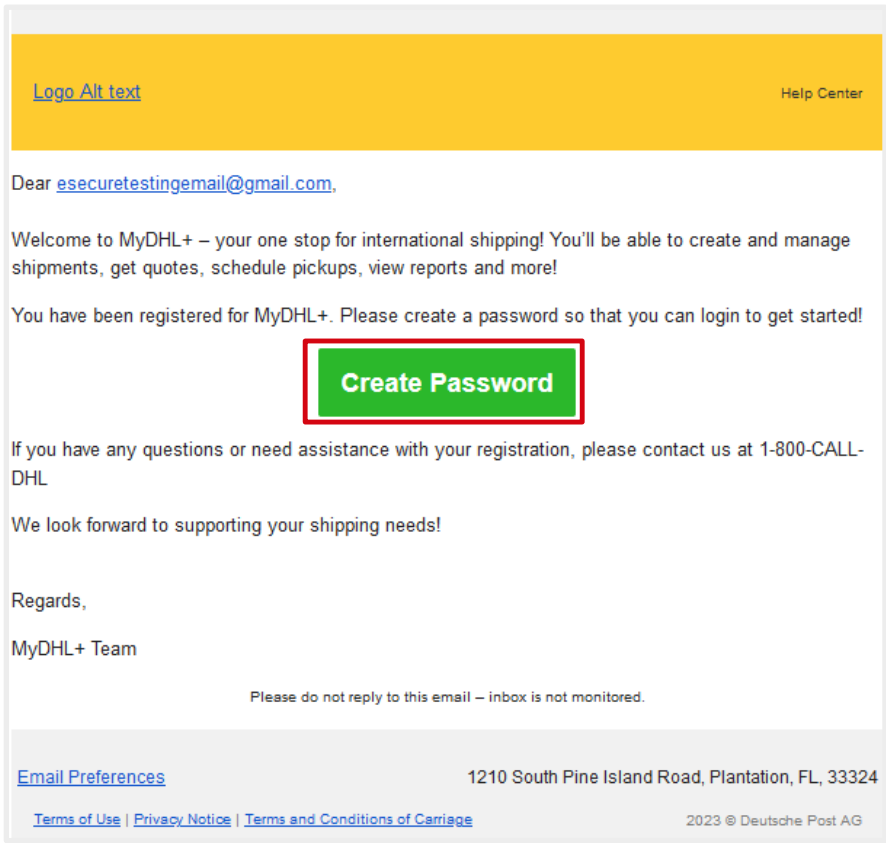


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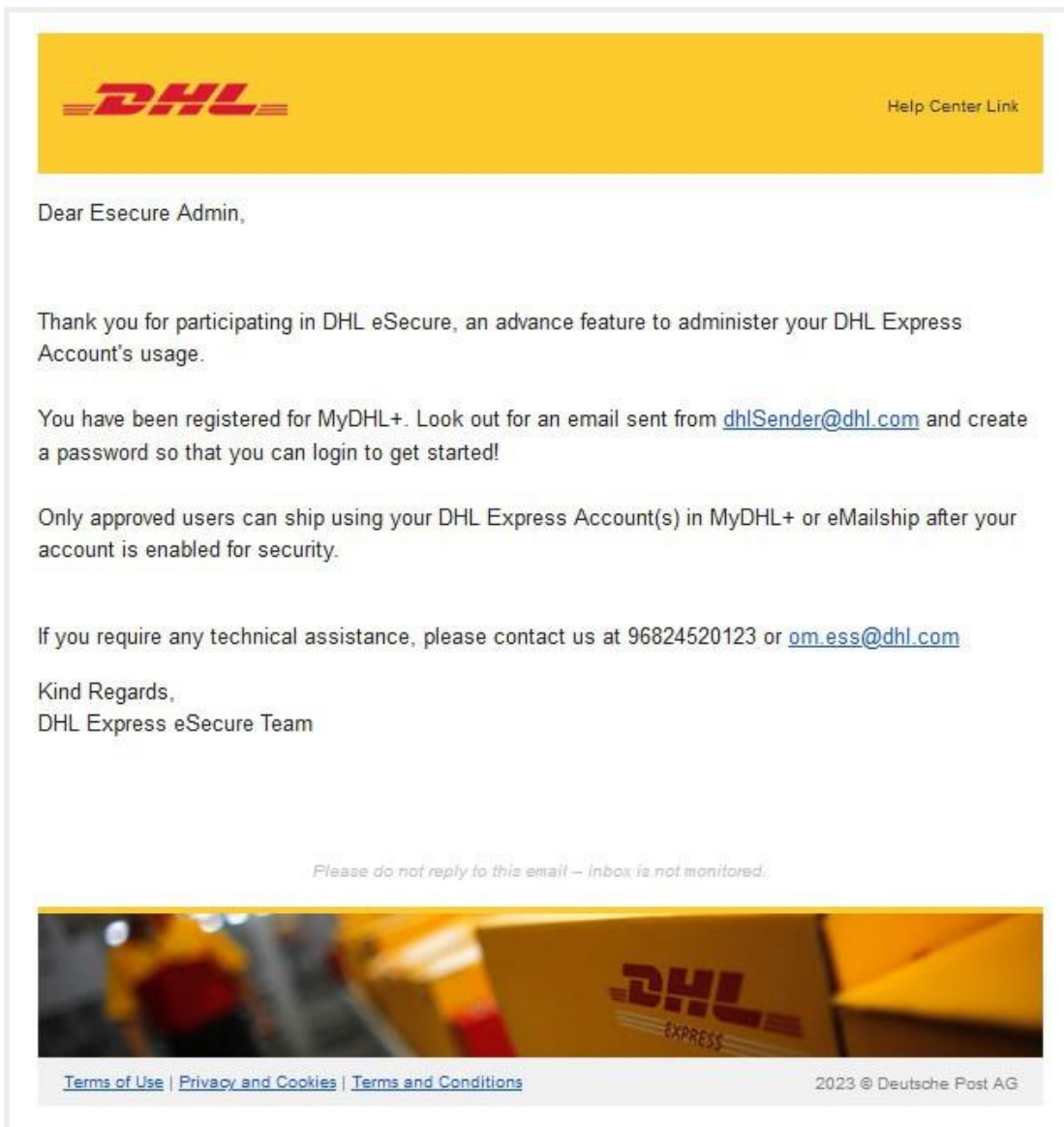
CUSTOMER ADMINISTRATOR REGISTRATION

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



The screenshot shows the DHL Express website interface. At the top, there is a navigation bar with the DHL logo, 'DHL Express', and links for 'Home', 'Ship', and 'Track'. A modal window in the center-top says 'Password created' with a 'Continue' button. The main content area is titled 'Create Password' and contains a form with two password input fields, each with a checkmark. Below the fields are two checked checkboxes for terms and conditions. A green 'Create Password' button is located at the bottom right of the form.

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 for the first time as a Customer Administrator in eSecure.

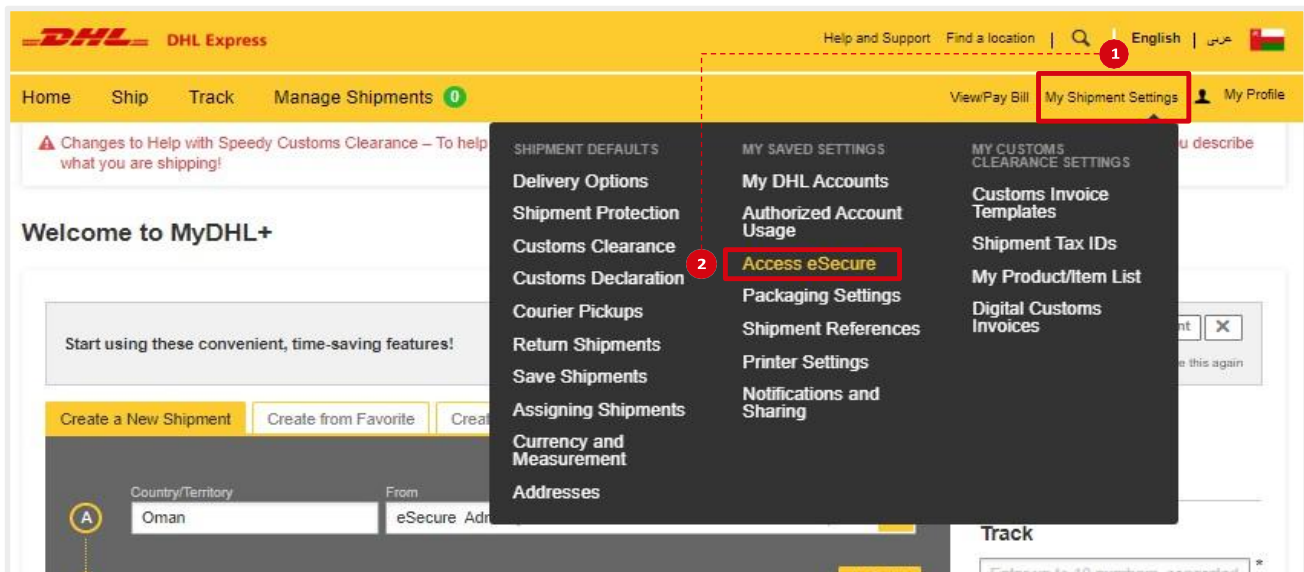
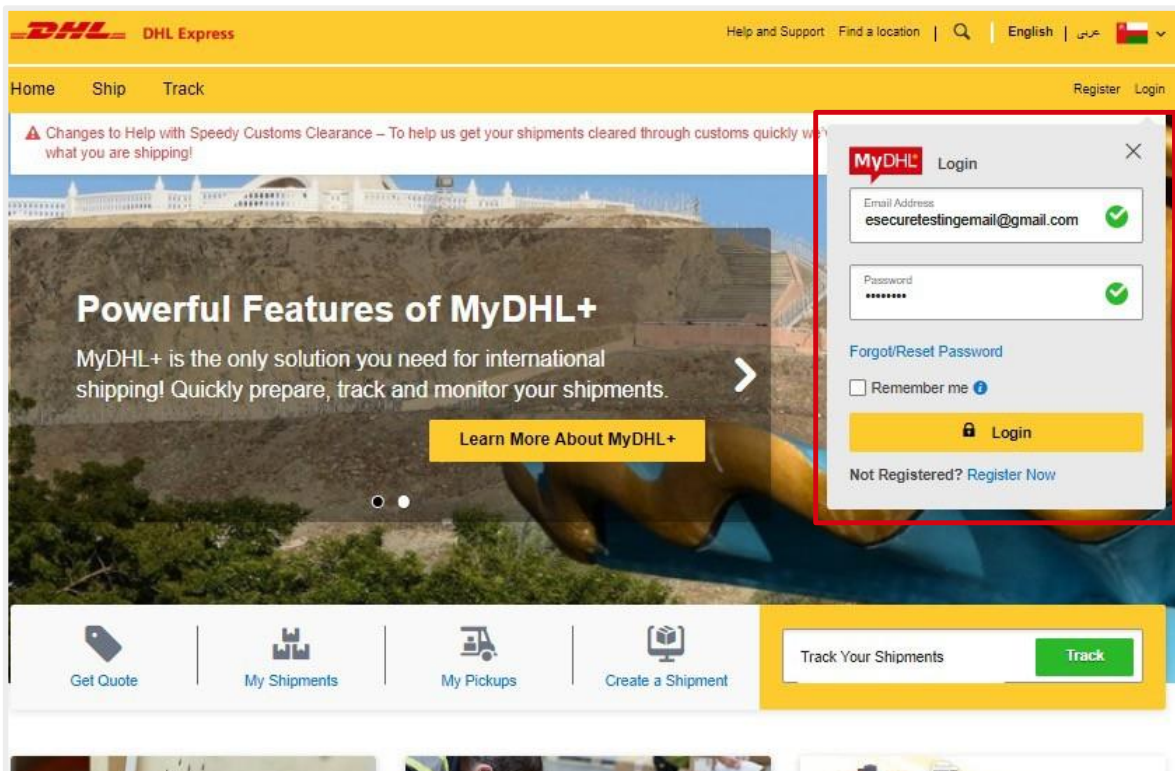


ENABLING STEPS

You have received an email with the subject 'DHL eSecure Approval Request' because a person is requesting to use your DHL Express account number. Below are the steps to approve or reject the request.

Step 1: Login to MYDHL+

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



Step 2: Authorize users

As a Customer Admin, you have several options to authorize shippers to use your account:

- If you access eSecure for the first time, the terms and conditions should be accepted before being redirected to the page.

DHL Express Help and Support Find a location | English | العربية

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

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Terms and Conditions

DHL eSecure (hereinafter referred as 'eSecure') is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools which allows self-registration and/or self-shipping capability. eSecure is being offered to customers within MyDHL+ and the customer is required to appoint an "administrator" who will be responsible for managing the security permissions for these users.

DHL Express accounts (hereinafter referred as 'accounts') managed by the customer administrator (hereinafter referred as 'admin') can be identified under "Account No" menu. New requests to use the accounts after successfully enrolled into eSecure will be notified to the admin for approval or rejection decision. Review of all pending users can also be reviewed under "Authorized Users" menu. If "Email ID Consent" is granted, the admin's contact details will be provided to new requestors upon the first attempt of using the accounts in the Online Shipping Tools (MyDHL+ or EmailShip).

By clicking on the 'Submit' button below, you represent and confirm to DHL Express that you are the duly appointed administrator of the customer for the purposes of eSecure. DHL may at any time review your qualification as the customer's appointed administrator in DHL eSecure and in the management of the customer's account number. DHL may at its sole discretion vary the terms and conditions of DHL eSecure and/or terminate the DHL eSecure feature at any time upon prior notice.

I agree to the terms and conditions.

Steps to approve (authorize) individual account usage request:

1. Click on the **Authorized User** menu.
2. Select **Pending** from the Status box and click on Search.
3. The pending request will be displayed in the list below.
4. Place a tick next to the **email** and click the **Approve** or **Reject** button.

The screenshot shows the DHL Express 'Authorized User' management interface. The navigation menu on the left has 'Authorized User' highlighted (1). The main area contains search filters for 'Email ID', 'Account Number', 'Status', and 'Origin'. The 'Status' dropdown is set to 'Pending' (2). A 'Search' button is highlighted (3). Below the filters, there are buttons for 'Add', 'Approve', 'Reject', 'Copy', and 'Upload'. The 'Approve' button is highlighted (4). A table header at the bottom shows columns for 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'.

Note: Uploading multiple authorizations:

In case you need to authorize a larger number of users who should use your account, you can upload a file by clicking the **Upload** button. A sample file is available on the upload page.

Automate approvals from trusted partners

With the **Authorized Domain** feature, it is possible to automatically approve all requests coming from certain email domains. This feature is useful if you don't want to manually approve every request from requestors within your company or from a trusted partner.

1. Click on **Authorized Domain**.
2. Enter the email domain name in the **Domain Name** field.
3. Click **Add**.

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

Authorized Domain

Domain Name
@company.com

Account Number
123456789

Origin

- AFGHANISTAN
- ALBANIA
- ALGERIA
- AMERICAN SAMOA
- ANDORRA
- ANGOLA
- ANGUILLA
- ANTIGUA
- ARGENTINA

Status
Active
Inactive

Company Name

Search Reset

Add Active Inactive Copy Upload

Domain Name Account Number Origin Company Name Status Assigned By Modified Date

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Authorized Domain

i Use comma (,) for multiple entries in Domain Name field.

Account Number *

Domain Name *

Save Cancel

List of banned domains ▲

@0209000639.com	@0309111037.com	@0309224311.com	@0310032548.com	@0409113236.com
@0409225210.com	@0509221754.com	@0609202116.com	@0704064105.com	@0710114847.com
@1.com	@1001193033.com	@1001194800.com	@1001195944.com	@1001224026.com
@1009100958.com	@10109225341.com	@10111000329.com	@10111042358.com	@10111050731.com
@10111183312.com	@10111191831.com	@10209000639.com	@10209045405.com	@10209084005.com
@10211044438.com	@10211052906.com	@10211095759.com	@10211104301.com	@10211184832.com

Note: You can add multiple email domains to the **Authorized Domain** list.

Automate rejections from unknown requestors

Our new security feature **My Domain** lets you control who you will receive account requests from. You can simply add the email domain to the list of My Domains. This will whitelist that domain, they are then considered trustworthy and requests from any other domains will be automatically rejected.

Note: It is highly recommended to utilize this feature if you don't expect anyone else outside your company to ship on your DHL Express account.

1. Click on **My Domain**.
2. Enter the email domain name in the **Domain Name** field.
3. Click **Add**.

The screenshot shows the 'My Domain' management interface. On the left sidebar, the 'My Domain' option is highlighted with a red box and a '1' callout. The main content area has a 'My Domain' header. Below it, there are several input fields: 'Domain Name' (highlighted with a red box and a '2' callout), 'Origin' (with 'OMAN' selected), 'Account Number', 'Status' (with 'Active' selected), and 'Company Name'. At the bottom right of this section are 'Search' and 'Reset' buttons. Below the input fields is a green bar indicating '0 records found'. At the bottom of the main content area, there is a table with columns: Domain Name, Account Number, Origin, Company Name, Status, Assigned By, and Modified Date. The 'Add' button is highlighted with a red box and a '3' callout.

The screenshot shows the 'My Domain' management interface. On the left sidebar, the 'My Domain' option is highlighted with a red box and a '1' callout. The main content area has a 'My Domain' header. Below it, there is a blue information bar that says 'Use comma (,) for multiple entries in Domain Name field.' Below this are two input fields: 'Account Number' and 'Domain Name' (highlighted with a red box and a '2' callout). At the bottom right of this section are 'Save' and 'Cancel' buttons.

Note: You can add multiple email domains in the **My Domain** list. Comma (,) is used to separate multiple email domains.

Add multiple customer admins

If more than one customer admin is needed, the first customer admin can easily add new admins here. It is recommended to have more than one admin, to make sure requests will be acted on in the absence of one of them.

Authorized User

Account No

1 Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

2 Customer Administrators

Account Number

Email ID

First Name

Last Name

Company Name

Origin

Status

Active

Inactive

Search Reset

✓ 1 records found

3 Add Active Inactive Download

om.ess@dhl.com', and 'Kind Regards, DHL Express eSecure Team'. Below the text is a small italicized note: 'Please do not reply to this email – inbox is not monitored.'. At the bottom is a banner image showing DHL Express boxes. Below the image are links for 'Terms of Use', 'Privacy and Cookies', and 'Terms and Conditions', followed by the copyright notice '2023 © Deutsche Post AG'."/>

DHL Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you require any technical assistance, please contact us at 96824520123 or om.ess@dhl.com

Kind Regards,
DHL Express eSecure Team

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

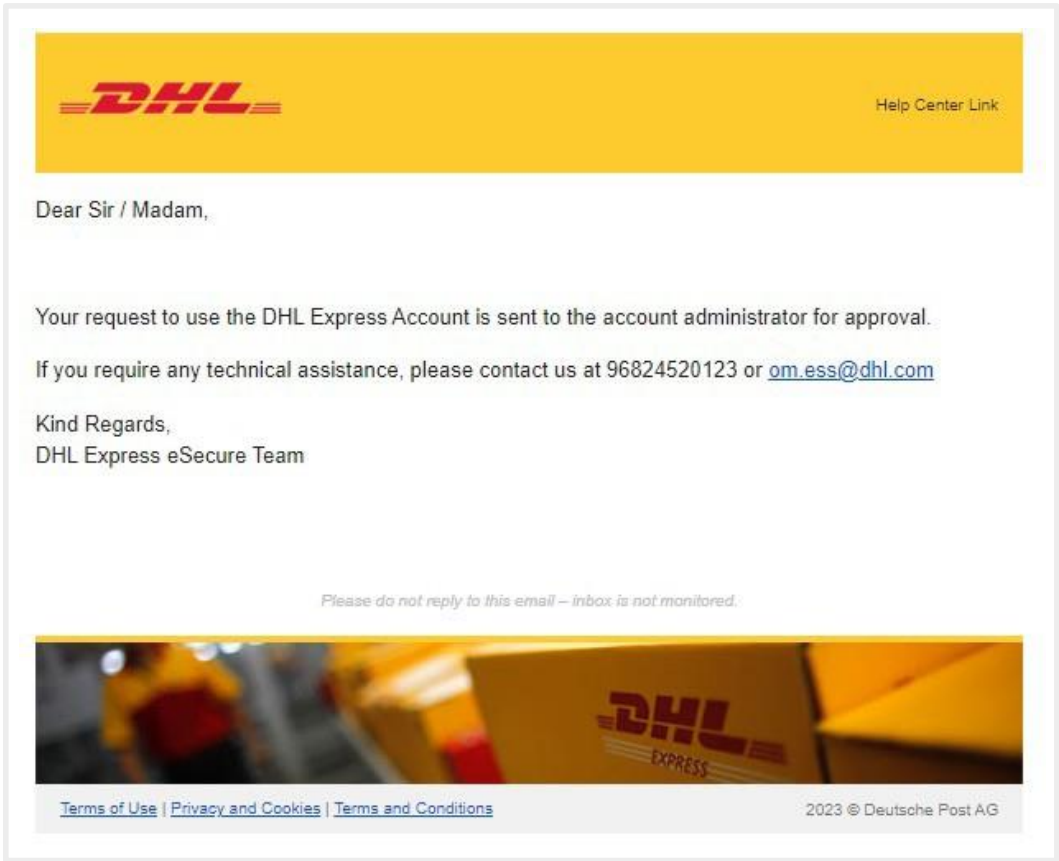
DHL EXPRESS

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NOTIFICATIONS FOR REQUESTORS

The requestor will also receive an email notification whilst you receive the approval request email. The email informs the requestor that their request is pending the account admin’s approval.



Note: If you allow for the option of **Email ID Consent**, the requestor can see your contact information.

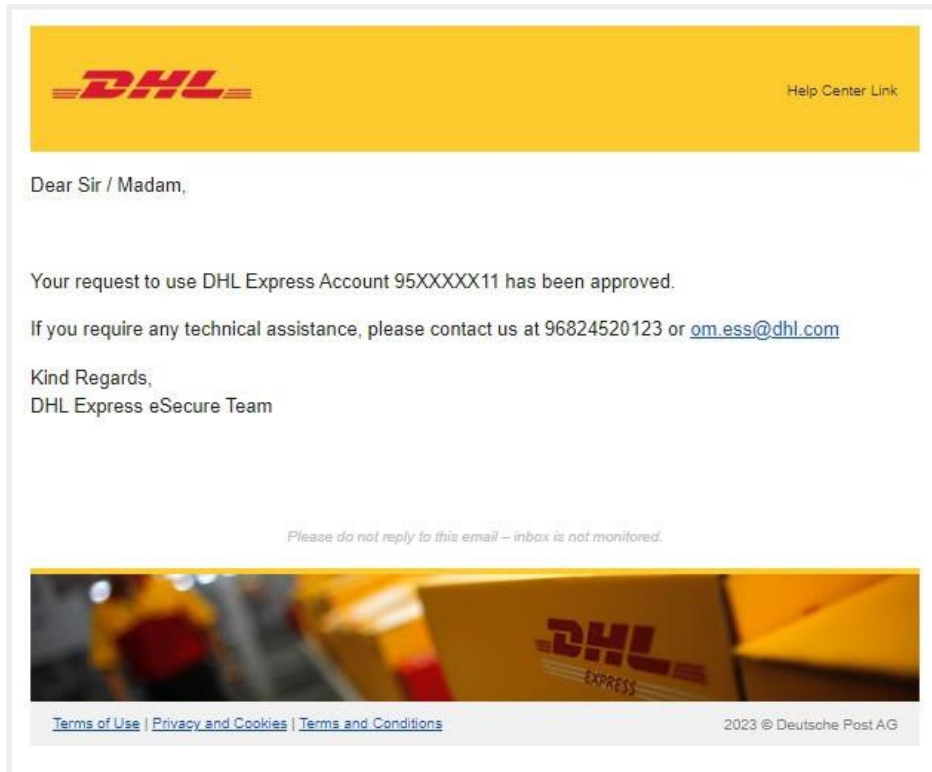
Email ID Consent

Yes ▲

No ▼

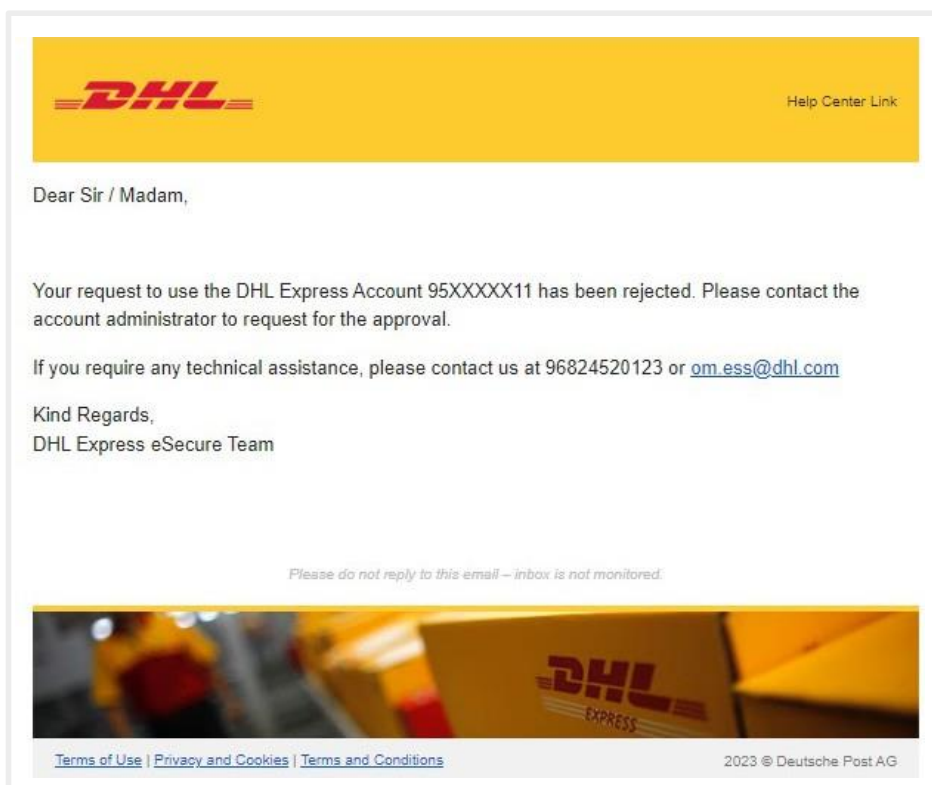
The requestor will be notified of your decision whether the account usage request was approved or rejected.

Request approved (example)



Request rejected (example):

Note: Requestor will not be notified that the request was rejected by **My Domain** using the auto reject function. Requestor needs to acknowledge the account holder to change their status to ‘approved’ manually.



The requestor will be notified during the shipment creation process in MyDHL+.

How will you pay?

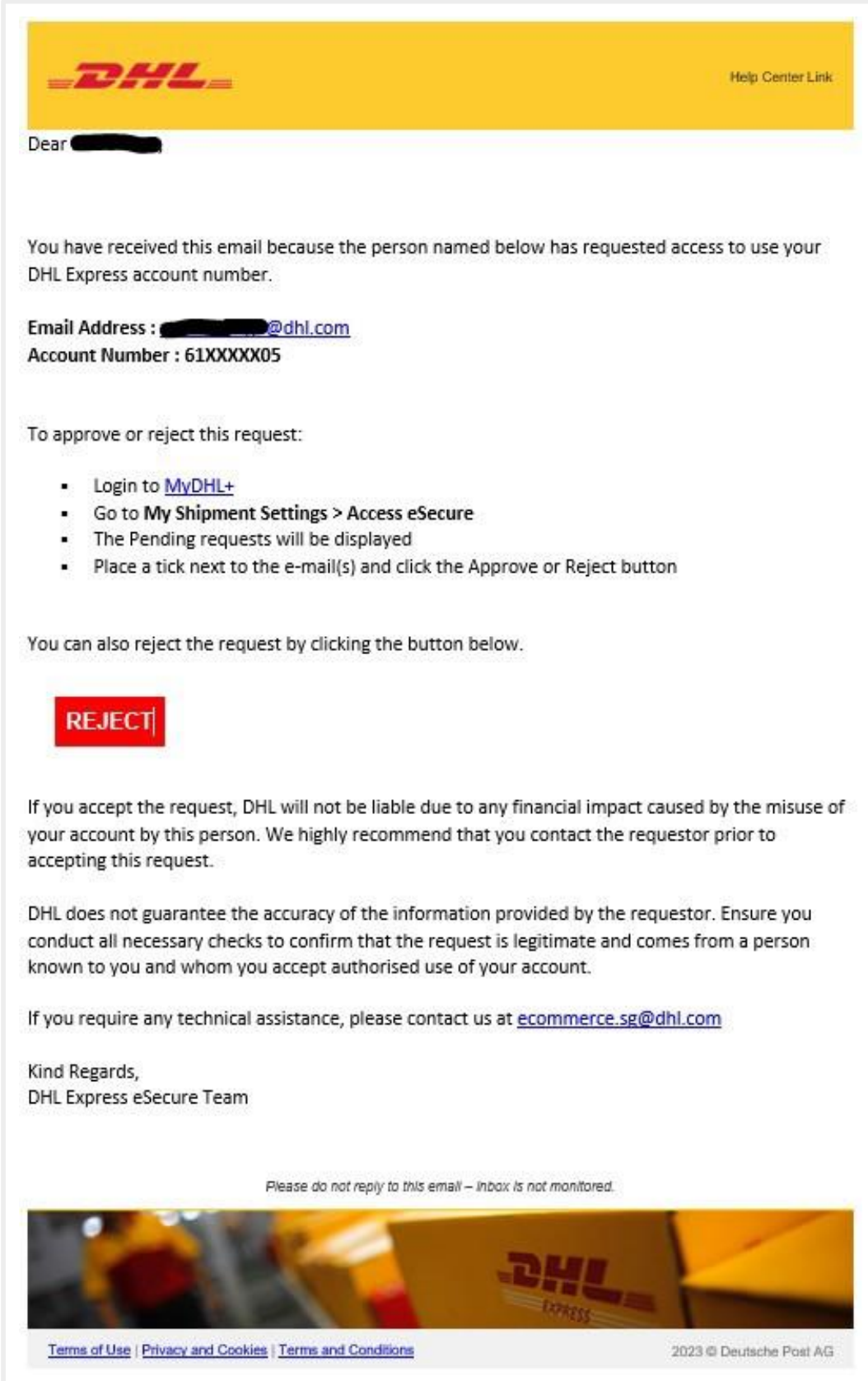
What shipper account will be used for this shipment?

63xxxxx57 - Account ▼ *

The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.

NOTIFICATIONS FOR ADMINISTRATOR

The administrator will receive an email notification as shown below when a new user tries to use the account:



The screenshot shows an email notification from DHL. At the top, there is a yellow header with the DHL logo on the left and a "Help Center Link" on the right. The main body of the email is white. It starts with "Dear [redacted]". Below that, it says "You have received this email because the person named below has requested access to use your DHL Express account number." This is followed by "Email Address : [redacted]@dhl.com" and "Account Number : 61XXXXX05". A section titled "To approve or reject this request:" contains a bulleted list: "Login to MyDHL+", "Go to My Shipment Settings > Access eSecure", "The Pending requests will be displayed", and "Place a tick next to the e-mail(s) and click the Approve or Reject button". Below this is a red button labeled "REJECT". The email continues with a disclaimer: "If you accept the request, DHL will not be liable due to any financial impact caused by the misuse of your account by this person. We highly recommend that you contact the requestor prior to accepting this request." It then states: "DHL does not guarantee the accuracy of the information provided by the requestor. Ensure you conduct all necessary checks to confirm that the request is legitimate and comes from a person known to you and whom you accept authorised use of your account." Next, it says: "If you require any technical assistance, please contact us at ecommerce.sg@dhl.com". The email ends with "Kind Regards, DHL Express eSecure Team". At the bottom, there is a small text line: "Please do not reply to this email – inbox is not monitored." Below this is a banner image showing DHL Express boxes. At the very bottom, there are links for "Terms of Use", "Privacy and Cookies", and "Terms and Conditions", and a copyright notice: "2023 © Deutsche Post AG".

Dear [redacted]

You have received this email because the person named below has requested access to use your DHL Express account number.

Email Address : [redacted]@dhl.com
Account Number : 61XXXXX05

To approve or reject this request:

- Login to [MyDHL+](#)
- Go to **My Shipment Settings > Access eSecure**
- The Pending requests will be displayed
- Place a tick next to the e-mail(s) and click the Approve or Reject button

You can also reject the request by clicking the button below.

REJECT

If you accept the request, DHL will not be liable due to any financial impact caused by the misuse of your account by this person. We highly recommend that you contact the requestor prior to accepting this request.

DHL does not guarantee the accuracy of the information provided by the requestor. Ensure you conduct all necessary checks to confirm that the request is legitimate and comes from a person known to you and whom you accept authorised use of your account.

If you require any technical assistance, please contact us at ecommerce.sg@dhl.com

Kind Regards,
DHL Express eSecure Team


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



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The administrator will receive an email notification whilst the request is being automatically rejected. The email informs the administrator which user has been rejected:

DHL eSecure - Auto Rejected User

 dhlessm@dhl.com
To Daniel CHAN (DHL HK) Thu 09/03/2023 2:00 PM

[Reply](#) [Reply All](#) [Forward](#)  

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 [Help Center Link](#)

Dear Daniel Chan,

This email address is automatically rejected as not being part of the My Domain.

NUMBER	EMAIL ID	SHIPPER NAME	COMPANY NAME
1	foc@mailinator.com	-	-




DHL does not guarantee the accuracy of the information provided by the requestor. This user has been automatically been rejected from using your DHL Express account 63XXXXX57 for shipping. You can review all Approved or Rejected users in MyDHL+ at <https://ewf-ref.dhl.com>.

If you require any technical assistance, please contact us at etemp011@dhl.com

Kind Regards,
DHL Express eSecure Team

Connect with us

DHL Express

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services
-  Find your nearest [DHL Service Point](#)

Valid: 10/2023

The information in this guide is correct as of 10/2023.

DHL reserves the right to amend or modify any of the information at any time.