



# 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:

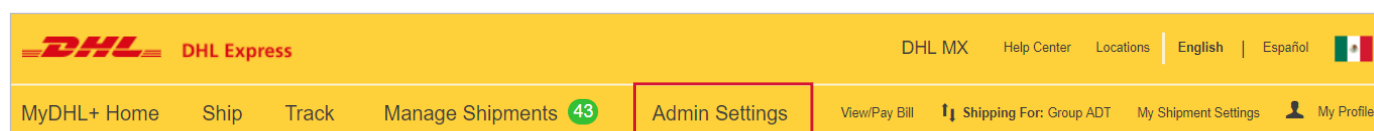
- Create Groups, Group Administrators, and Corporate End Users
- Manage several DHL account numbers and define the employees who are authorized to use them
- Determine what type of DHL products should be used
- Maintain centralized address book and determine restrictions to contacts
- Approve and/or 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 START USING MYDHL+ CORPORATE?

Corporate MyDHL+ works with Internet Explorer (9 or higher), Mozilla Firefox, Google Chrome, Safari and Opera.

**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.

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+.

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
<input type="checkbox"/>	emanuel_cr@trash-mail.com	No	Group US , Test delet...	Pending Activation

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

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.

☐ Create and Manage Groups
 ☐ Rates and Charges

☐ Add and Manage People (to this Group)
 ☐ Optional Services

☐ Approval Notifications
 ☐ Printing Defaults

☐ Add and Manage Group Admins
 ☐ Account Numbers

☐ Digital Customs Invoice Enrollment
 ☐ Address Books

☐ Add and Manage People (to Company)
 ☐ Shipment Monitoring & Online Billing Options

☐ Shipment Settings and Defaults
 ☐ Message Center

☐ Shipping Restrictions
 ☐ Notifications and Sharing

☐ Managing Shipments
 ☐ Shipment References

☐ Shipping Limits

Close

Approval Notifications

Email Address

☐ Select

Send Notifications

Close

Shipment Monitoring & Online Billing Options

Shipment Monitoring and Notifications

Default everyone in this group to

Select One

Online Billing

Select One

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 10

1

2

3

Actions

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

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

Everyone ▼ Select Group Select Person **Select**

All ▼

**Q**

Actions ▼ Select this Address Book **Company** **Add New Contact**

### Add New Contact

**Contact Details**

Name  \* Email Address

Company  \* **Add**

Nickname

Country  \* Phone Type  Country Code  \* Phone  Extension

☐ Residential Address

VAT/Tax ID

Nickname 2

**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. Afterwhich, you can assign the group contact list as either a “ship from” or a “ship to” address book.

### Copy Contacts from an Address Book to Another Address Book

**Copy From**

Company Address Book ▼ All ▼

**Q**

eduardo_copy at DHL MX eduardo_copy	test GUSTAVO A MADERO Mexico	+
GroupAUApple2 AB eduardo	Calzada Ignacio Zaragoza 570 MEXICO CITY VENUSTIANO CARRANZA Mexico	+
Company AB 2 asdf	21 Grassmere Road TORONTO Canada	+
Stine at DHL DE Stine	test BONN Germany	+

**Copy To**

Group ▼ All ▼

**Q**

eduardo_copy at DHL MX eduardo_copy	test GUSTAVO A MADERO Mexico	-
Stine at DHL DE Stine	test BONN Germany	-

1 - 2 of 2

### 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.



# 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.

The screenshot shows the 'Admin Settings' page with the 'Shipment Settings and Defaults' section selected in the left sidebar. The main content area is titled 'Shipment Settings and Defaults' and includes a 'Manage Settings for' dropdown set to 'A specific Group' and a 'Select Person' dropdown set to 'test'. Below this, the 'Shipping Limits' section is expanded, showing the 'Cost of All Shipments' configuration. The 'Each Person and/or an entire Group (cumulatively) is allowed to ship' checkbox is checked. The 'Maximum of' is set to '10,000' and the 'Unit' is 'US Dollar (USD)'. The 'Every' value is '2'. The 'Group Maximum Cost of Shipments: Unit of Period' is set to 'Month'. The 'Start date' is 'May 1, 2019'. The 'Must get approval for shipments exceeding the maximum' checkbox is checked. The 'Number of Shipments' section is also visible at the bottom.

# 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' page with the 'Shipment Settings and Defaults' section selected in the left sidebar. The main content area is titled 'Shipment Settings and Defaults' and includes a 'Manage Settings for' dropdown set to 'A specific Group' and a 'Select Person' dropdown set to 'Group US'. Below this, the 'Shipping Restrictions' section is expanded, showing the 'Can manifest shipment data', 'Can upload shipment files', 'Can create return shipments', and 'Can modify shipments' checkboxes, all of which are checked. The 'Document Shipments' section is also visible, with the 'Require approval' checkbox checked. The 'Package Shipments' section is also visible, with the 'Require approval' checkbox checked. The 'Shipping Limits' section is also visible at the bottom.

# 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 Express', and links for 'DHL MX', 'Help Center', 'Locations', 'English', 'Español', and a flag icon. Below this is a secondary navigation bar with links: 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a green badge '43'), 'Admin Settings' (active), 'View/Pay Bill', 'Shipping For: Group ADT', 'My Shipment Settings', and 'My Profile'.

The 'Admin Settings' section is expanded, showing a sidebar with various settings categories: 'Admin Settings', 'Company Overview', 'Groups', 'People', 'Shipment Settings and Defaults', 'Account Numbers', 'Address Books', 'Digital Customs Invoice', 'Shipment References' (selected), 'Authorized Account Usage', 'Notifications and Sharing', 'Shipment Monitoring & Online Billing Options', and 'Message Center'.

The main content area is titled 'Shipment References' and includes 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.' There is a 'Learn More' link.

Below the description is the 'Manage Settings for' section, which includes a dropdown for 'A specific Group' (set to 'Group US'), a 'Select Person' button, and a green 'Select' button.

There are three tabs: 'Shipper's Reference' (active, with a green checkmark), 'Additional References', and 'Format'.

Under the 'Shipper's Reference' tab, there is a search bar with a dropdown set to 'All' and a search icon. Below this is a table with two columns: 'Reference' and 'Description'.

Reference	Description
Group US2	test
Group US1	2

At the bottom of the table, it says '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

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

Message Center

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 Grouptest DHLSelect PersonSelectReset Defaults

Accounts and Payment

Address Books

Digital Customs Invoice

Managing Shipments

Notifications and Sharing

Optional Services

Courier Pickup

Quotes and Shipment Charges

Shipment References

Reports

Printing Defaults

Delivery Options

Shipping Limits

Shipping Restrictions

Shipment References

When creating shipments

Must use a reference

Reference field will appear as

Test Department

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

EveryoneSelect GroupSelect PersonSelect

Saved Accounts

Search

Q

Actions

Request AccountAdd Account

Account Number	Nickname	Account Type	Account Status
123456789	Canada	SHIPPER	Active
123456789	Import	SHIPPER	Active
123456789	import 2	SHIPPER	Active

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.

**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
- Message Center

**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 ▼ Group US ▼ Select Person **Select** Reset Defaults

**Accounts and Payment**

**When creating shipments**

Should see account displayed as  
Number ▼

☒ Can use a DHL account number

☐ Account numbers should be masked

☒ Can use alternate DHL account numbers

**When paying for shipments**

☐ Can use a credit card or online payment option

☐ Must use a credit card or online payment option

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.

**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
- Message Center

**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 ▼ Group US ▼ Select Person **Select** Reset Defaults

**Delivery Options**

**When creating shipments**

Can select these Delivery Options

Filter Delete Add new

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

**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  
**Message Center**

## Message Center

[Guide to Messaging](#)  

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.

**Post a Message for**

A specific Group
Group US
Select

**Message**

From
To

MM/dd/yyyy

Save

DHL Express
DHL MX
Help Center
Locations
English | Español

MyDHL+ Home
Ship
Track
Manage Shipments 43
Shipping For: Group ADT
My Shipment Settings
My Profile

Welcome to MyDHL+

Start using these convenient, time-saving features!
Control Your Account Usage with DHL eSecure
X
Don't show me this again

This is a sample message.

Today's Courier Report has not been printed
Print Courier Report

Account restricted. Contact your company account administrator or call Customer Service at +52 (55) 5345 7000.

Create a New Shipment
Create from Favorite
Create from Past
Schedule a Pickup
Get Quote

Group ADT

Country
From
Mexico
Phillip P (DHL MX, FEDERAL-VENUSTIANO CARRANZA, DTOFED)

Country
To
Street address, city, postal code, country...

Switch
Next

**My Shipments**  
Past 90 days of activity  
> Saved By Me (35)  
> View All Shipments

**Track**  
Enter up to 10 numbers, separated by a comma or return  
Track

## Tips and Tricks

- Do you have an urgent message? Simply select today as the start date and it will appear immediately.
- You may have 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.

Deutsche Post AG  
Headquarters  
Charles-de-Gaulle-Str. 20  
53113 Bonn  
Germany  
**[www.mydhl.express.dhl](http://www.mydhl.express.dhl)**

valid: 00/0000  
Mat. Mo. 123-456-789