

# myDHLFreight

User Manual



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## Introduction to myDHLFreight

Welcome to myDHLFreight, the Freight Customer Portal, an online self-service portal for registered business customers of DHL Freight.

myDHLFreight has been carefully designed to give our regular shippers more control and convenience, providing easy access to a range of self-service features that can be accessed anytime, anywhere and from any device. Our intuitive and user-friendly booking process enables DHL Freight’s customers to create consignments with a few clicks across different standard products and value-added services.

In case of any uncertainties, please contact DHL Freight Customer Service on +45 4331 0900 or [DHLFreight.DK@dhl.com](mailto:DHLFreight.DK@dhl.com).

### 1. Registration Page

To create your own profile at myDHLFreight, please follow this link:

<https://www.mydhlfreight.com/dk-en/registration>

The following information are the minimum requirement for a smooth registration:

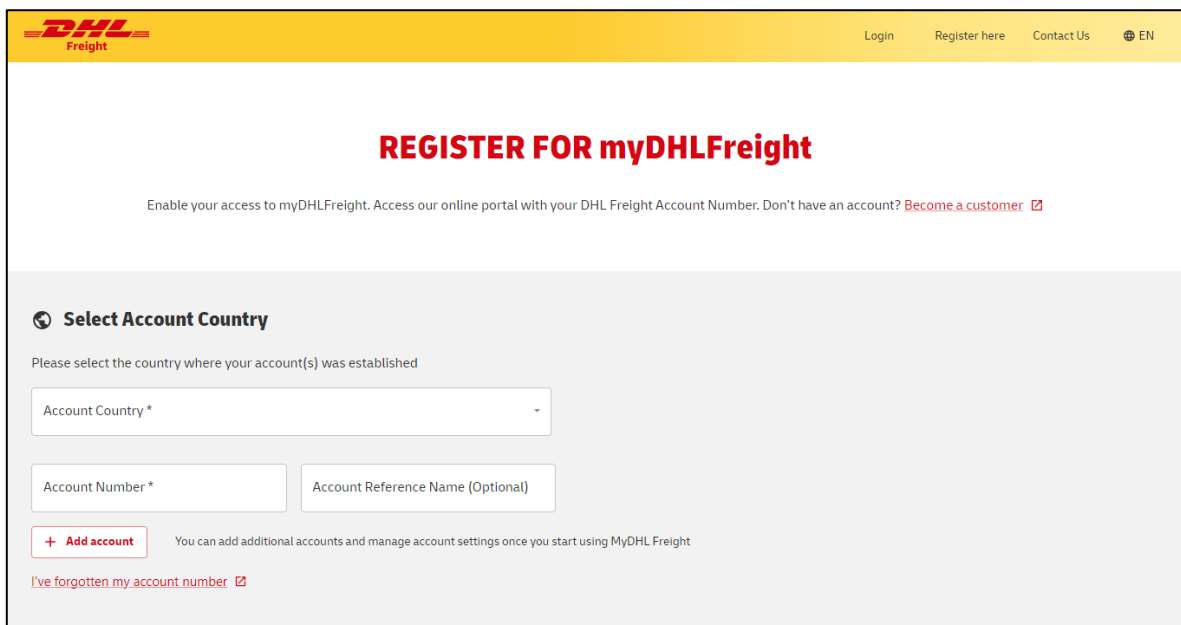
- Company name, address and VAT no.
- Your DHL Freight customer account no. (shows on your invoice)
- Your personal contact details

Please fill in all relevant information on the form and click on the “Submit” button.

Once you submit a registration request, our Customer Service team will be notified in order to approve it.

Next you will receive two separate emails. One of them contains an access link where you will be asked to create your own password. Please check your spam folder if you don't receive both emails.

If you forget your password, simply click on “Forgot password?” on the login page and enter your email address. You will then receive a link via email to reset your password.



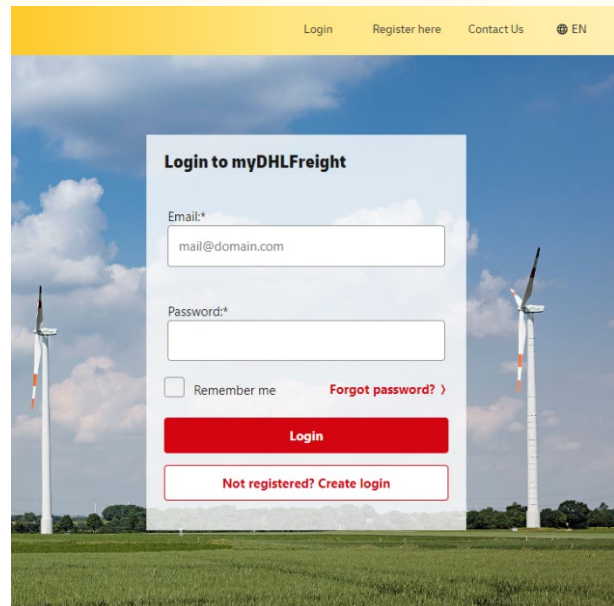
The screenshot shows the registration page for myDHLFreight. At the top, there is a yellow header with the DHL Freight logo on the left and navigation links for 'Login', 'Register here', 'Contact Us', and a language selector 'EN' on the right. The main heading is 'REGISTER FOR myDHLFreight' in red. Below this, a sub-heading reads 'Enable your access to myDHLFreight. Access our online portal with your DHL Freight Account Number. Don't have an account? [Become a customer](#)'. The registration form is titled 'Select Account Country' and includes a dropdown menu for 'Account Country \*'. Below the dropdown are two input fields: 'Account Number \*' and 'Account Reference Name (Optional)'. A red button labeled '+ Add account' is positioned to the left of a note: 'You can add additional accounts and manage account settings once you start using MyDHL Freight'. At the bottom of the form, there is a link: '[I've forgotten my account number](#)'.

## 2. Login Page

To login to the myDHLFreight portal, please follow this link and enter your email address and password: <https://www.mydhlfreight.com/dk-en/login>

At the Login Page the following menus are available for all customers:

- Login
- Register here
- Contact Us
- Language Change
- Forgot Password
- Not registered? Create login



### 3. My Dashboard

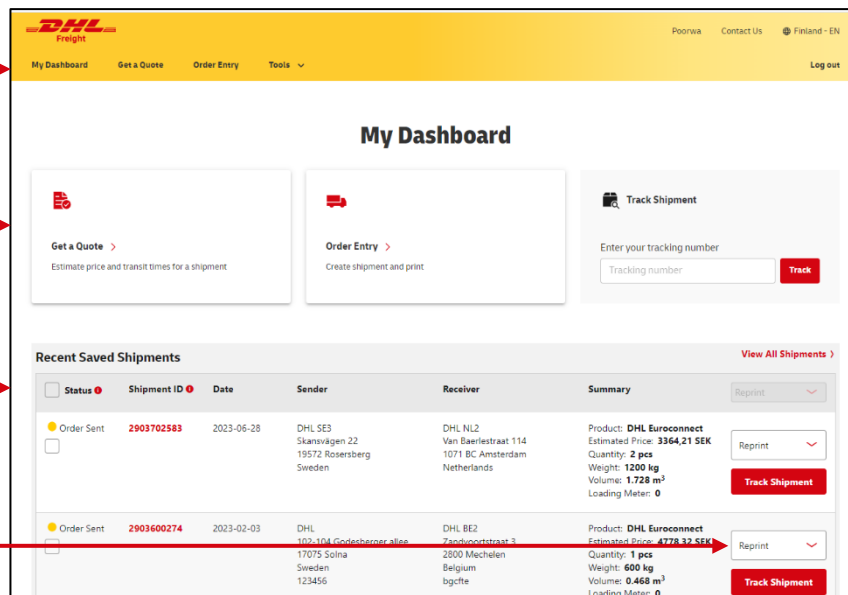
Upon logging in, you will see “My Dashboard”. The dashboard provides you with various functionalities available which will be explained in detail in the following chapters.

The banner shows the menu bar, which can be accessed to see more functions

Quick access to Get a Quote, Order Entry and Track shipment

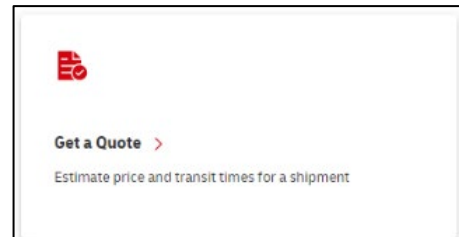
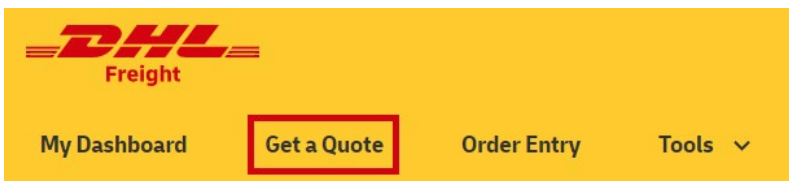
List of the latest booked shipments along with all the shipment details

Option to Track or Reprint labels, shipment lists and waybills



## 4. Get a Quote

Access the Get a Quote option by clicking on the banner menu or quick link. Here you can enter your shipment information in order to see details about shipment price and transit time before booking.



You will need to update a few details for the system to show the desired output.

1

**ROUTE:** Fill in Pickup and Destination country and postcodes, select your Account Number

2

**SHIPMENT DETAILS:** Fill in the mandatory fields regarding the shipment i.e., Quantity, Packaging type, Weight and Volume (i.e. dimensions, m<sup>3</sup> or loading meter)

3

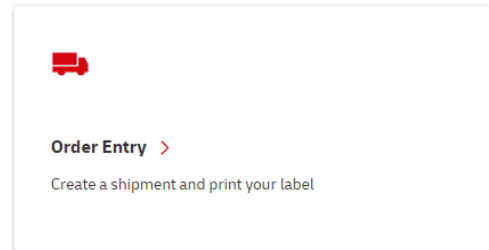
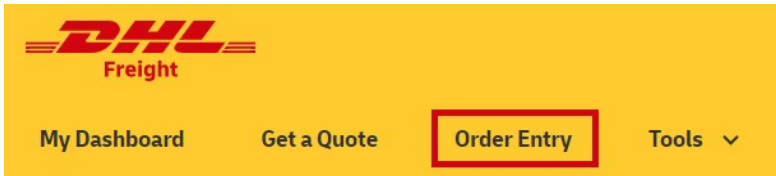
**DELIVERY OPTION:** This page will display the products that can be chosen. If you change Desired Pickup Date you will see the corresponding Delivery Date

4

**REVIEW QUOTE:** You will now be able to see the estimated shipment price based on the details you have entered

## 5. Order Entry

If you want to book a shipment, select “Order Entry” in the dashboard menu or click the quick link:



You will need to fill in the relevant data in order to book the shipment. See screenshots below for details.

1

**ROUTE:**  
Choose the direction of the shipment, select the relevant account number, enter the address of the receiver

2

**SHIPMENT DETAILS:**  
Update Quantity, Packaging type, Weight, Volume (i.e. dimensions, m<sup>3</sup> or loading meter) and the goods description

3

**DELIVERY OPTION:**  
Select the product and any value-added services you want to include in your shipment booking

4

**SCHEDULE PICKUP:**  
Select the desired pickup date and include any additional instructions that you wish to share

5

Service/Item	Price
Net price per agreement	151.1 EUR
Service fee (per volume)	20.00
Insurance (per volume)	20.00
Accessorial fee	10.00
Special handling (per volume)	10.00
Special handling (per volume)	10.00
Total price (incl. VAT)	241.10 EUR

**REVIEW & BOOK:**  
This page allows you to view the total net price of the shipment and all included surcharges

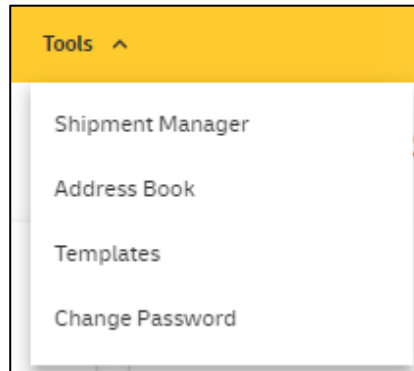
6

**REVIEW & BOOK:**  
On the second half of the page you have the option to upload documents and select email for the confirmation. Finish with “Book Shipment”

## 6. Tools

In the main menu bar you will find a list of Tools where you can access the features here below. These features are described in detail in the following sections.

- Shipment Manager
- Address Book
- Templates
- Change Password



### 6.1. Shipment Manager

This section allows you to search for booked shipments using various criteria.

It is possible to search for specific customers' booked shipments

You can use the date range to look for previously booked shipments

You can also search for a shipment booked using a specific account number

It is also possible to search for shipments based on their status

### SAVED SHIPMENTS

**My Online Shipments** 0

Recent shipments booked using this portal. For other shipments, see [DHL Active Tracing](#)

**Filter Shipments**

**Date**

From:

To:

Last 14 Days

Last 30 Days

Custom Date Range

**Account**

982355

111111 (Test)

398990 (UAT)

308247 (Test)

**Status**

Incomplete

Booked

InTransit

Delivered

Order Sent

Search \*

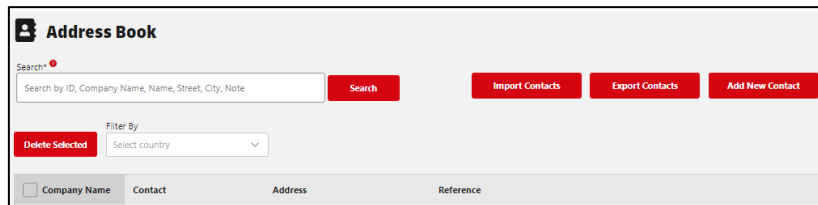
Search by Company Name, Current Status or Shipment Number ...

<input type="checkbox"/> Status <span style="color: red;">*</span>	Shipment ID <span style="color: red;">*</span>	Date	Sender	Receiver	Summary	Reprint
No matching online shipments found						

Once you have the desired results, you can download the data using the Download Shipment History option

## 6.2. Address Book

You can save frequently used addresses in the Address Book. The portal allows importing up to 1000 addresses using a template, exporting data and manually adding addresses. You can add up to maximum of 5000 addresses.

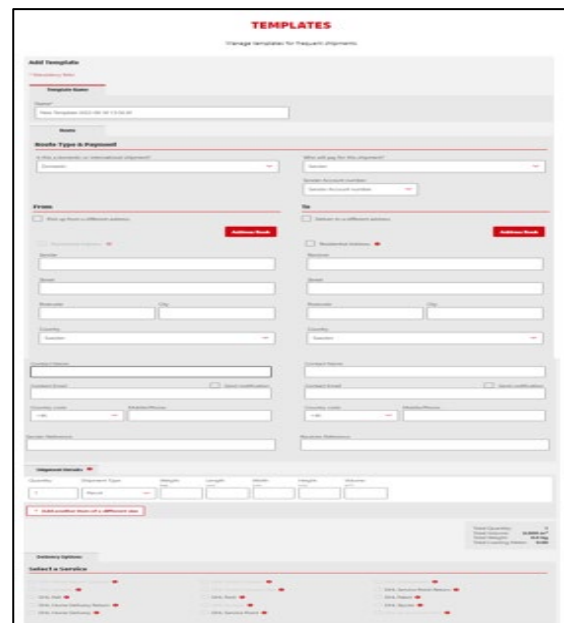


The screenshot shows the 'Address Book' interface. It features a search bar with a 'Search' button and a 'Filter By' dropdown menu. Below the search bar, there are three buttons: 'Import Contacts', 'Export Contacts', and 'Add New Contact'. At the bottom, there is a table with columns for 'Company Name', 'Contact', 'Address', and 'Reference'.

## 6.3. Templates

If you frequently need to book consignments with the same information, you can save time by using the Template feature.

This is a one-time activity where you need to fill in the form with all relevant details. Afterwards, for booking the shipment, your saved template can be found in the menu bar under Tools → Templates. All you need is to choose the relevant template and change the pickup date or time.

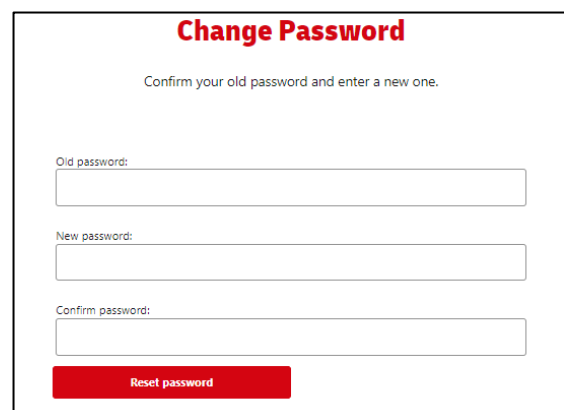


The screenshot shows the 'TEMPLATES' interface. It features a search bar and a 'Filter By' dropdown menu. Below the search bar, there are three buttons: 'Import Contacts', 'Export Contacts', and 'Add New Contact'. At the bottom, there is a table with columns for 'Company Name', 'Contact', 'Address', and 'Reference'.

## 6.4. Change Password

You can change your profile password anytime you feel the need.

Passwords must be at least 8 characters, must contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (e.g. @?#+&%!)



The screenshot shows the 'Change Password' form. It features a title 'Change Password' and a subtitle 'Confirm your old password and enter a new one.' Below the subtitle, there are three input fields: 'Old password:', 'New password:', and 'Confirm password:'. At the bottom, there is a red button labeled 'Reset password'.

Please refer to our video tutorials for more detailed information: [Tutorial Videos at dhl.com](https://www.dhl.com)  
If you wish to receive the full training manual (in English), please reach out to our Customer Service.