myDHLFreight User Manual



DHL FREIGHT DENMARK A/S



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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.

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.

Freight			Login	Register here	Contact Us	⊕ EN
		OR myDHLFreig				
Enable your access to my	DHLFreight. Access our online portal with y	our DHL Freight Account Number. D	on t nave an account? Be	come a custome	I LI	
Select Account Country						
Please select the country where your accoun	t(s) was established					
Account Country *	•					
Account Number *	Account Reference Name (Optional)					
+ Add account You can add additional a	accounts and manage account settings once you s	tart using MyDHL Freight				
l've forgotten my account number 🛛						

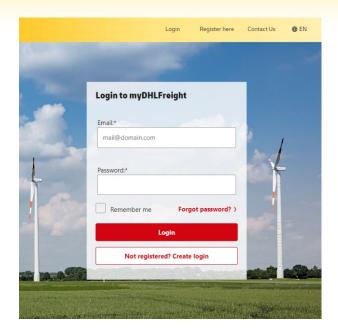
2. Login Page

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



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	Freight					Poorwa	Contact Us 🛛 🤀 Finland - E	EN
see more functions	My Dashboard	Get a Quote Or	rder Entry Too	ols 🗸			Log o	Jut
Quick access to Get a Quote,				My Da	shboard			
Order Entry and Track	B			-		Track Shipment		
shipment	Get a Quote > Estimate price an	d transit times for a shij	lpment	Order Entry > Create shipment and print		Enter your tracking number	Track	
List of the latest booked								
shipments along with all the	Recent Saved	Shipments					View All Shipments)	>
shipment details	Status 🛛	Shipment ID	Date	Sender	Receiver	Summary		
Option to Track or Reprint labels, shipment lists and	Order Sent	2903702583	2023-06-28	DHL SE3 Skansvägen 22 19572 Rosersberg Sweden	DHL NL2 Van Bærlestraat 114 1071 BC Amsterdam Netherlands	Product: DHL Euroconnect Estimated Price: 3364,21 SEK Quantity: 2 pcs Weight: 1200 kg Volume: 1.728 m ³ Loading Meter: 0	Reprint ~	
waybills	Order Sent	2903600274	2023-02-03	DHL 102-104 Godesherger allee 17075 Solna Sweden 123456	DHL BE2 Zandvoortstraat 3 2800 Mechelen Belgium bgcfte	Product: DHL Euroconnect Estimated Price: 4778 32 SEK Quantity: 1 pcs Weight: 600 kg Volume: 0.468 m ³ Loading Meter: 0	Reprint V	



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.

Freight	=			Get a Quote >	
My Dashboard	Get a Quote	Order Entry	Tools 🗸	Estimate price and transit times for a shipment	

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

ľ									
.	1 Route	2 Shipment Details	3 Delivery Options	4 Review quote	2	1 Route	2 Shipment Details	3 Delivery Options	4 Review quote
	From		То						
						Enter Shipment Details			
	Country*	Postcode*	Country*	Postcode*					
	Finland	e.g. 26234	Finland	e.g. 26234		Quantity* Shipment Type*	Weight* Length Width (kg) (cm) (cm)	Height Volume Loading (cm) (m ³) Meter •	Non Stackable
	Residential Address 0		Residential Address 0			1 Unspecified 💙			
	How do you want to get y					+ Add another item of a differe	nt size		
	 Show me all available options Let me select a specific product 								Total Quantity: 1
	Account Number*				1				Total Volume: 0.000 m ³ Total Weight: 0.0 kg
	Select Account Number]							Total Loading Meter: 0.00
						Back to route			Next Step
				Next Step					

/larkup percentage

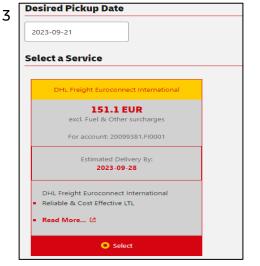
Total price including markup (excl. VAI)*

otal price incl. VAT & markup

<u>ROUTE</u>: Fill in Pickup and Destination country and postcodes, select your Account Number

/pe, Weig		inclution.		
pe, weig		Jumo		Packaging
		June	(i.e. uniteris	10115, 111 01
ading m	eter)			
1 Route	2 Shipment	Details	3 Delivery Options	4 Review quote
Desired Pickup Date: 2023-09-21	Estimated Delivery: 2023-09-28	Distance:	Chargeable weight: 200.0 kg	- Print
2023-09-21	2023-09-28		200.0 Kg	
				🖾 Email
rice Breakdown				
vet price per agreement				151.1 EU
urcharges (price per su	rcharge)			
ARPOL-SURCHARGE				2.0 EU
AUT / ROAD TAX				2.32 EU
ARBOR FEE				14.8 EU
OBILITY PACKAGE SURCHA	IRGE			16.47 EU
				8.0 EU
ADMINISTRATION FEE				

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



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

243.95 EL



5. Order Entry

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

				₽•
Freight	_			Order Entry >
My Dashboard	Get a Quote	Order Entry	Tools 🗸	Create a shipment and print your label

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

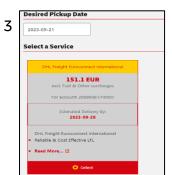
	Who will pay for this elignment?
	Landar -
	Sender Account number"
	Select Account Number . **
From	To
Pickup from a different address	iteiser to a different address
Development and the set	hendential Address 0
Address Book	Address Book
Service*	Resident.
Gaut.	Street"
Postuda" City"	Possibe" Gip"
Landy	Lauray*
-	-
Contact Name*	Come (Name*
Context Ereal	Context final I fand subfraction
Country code* Mobile/Phane*	Country ander Mobile/Phone'
L.a	
Sender Releases	Residuer Inference
Sandar Reference	Network Televence

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

Goods Description*			
		Shipping Mark	
Dangerous Goods 🏾			
+ Add another item of a	ifferent size		

SHIPMENT DETAILS:

Update Quantity, Packaging type, Weight, Volume (i.e. dimensions, m³ or loading meter) and the goods description



DELIVERY OPTION: Select the product and any valueadded services you want to include in your shipment booking



SCHEDULE PICKUP:

Select the desired pickup date and include any additional instructions that you wish to share



REVIEW & BOOK: 6 This page allows you to view the total net price of the shipment and all included surcharges

Choose File No file	hosen	Clear			
Add another	document				
Confirmation em	ail				
fcp_test@gmail.co	im (Sender)				
poorwa.mohite@e	Jhl.com (Receiver)				
If you would like to lear	n more about DHL Freigl	ht Terms and Conditions			
If you would like to lear	n more about how DHL (uses your personal data, p	lease read our Privacy N	otice	
Back to Schedule Pick	_		ſ	Save for future	Book Shipmer

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

Tools 🔨	
Shipment Manager	
Address Book	
Templates	
Change Password	

6.1. Shipment Manager

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

		SAV	ED SHIPMENT	'S	
It is possible to search for specific customers' -	My Online Shipment Recent shipments booked using this po	S •	ing 12		
booked shipments	Filter Shipments Date	Search* Search by Company Name, Current Statu	s or Shipment Number	Search	L Download Shipment History
You can use the date range to look for previously booked shipments	From 2023-06-16 To 2023-06-30 • Last 14 Days	Status O Shipment ID O	Date Sender No matching online	Receiver e shipments found	Summary Ceptint
You can also search for a shipment booked using a specific account number	Last 30 Days Custom Date Range Account 982355 111111 (Test) 398990 (UAT) 308247 (Test)		you can dov	wnload t	desired results, the data using the nt History option
It is also possible to search for shipments based on their status	Status incomplete Booked InTransit Delivered Order Sent				



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.

Address Book				
Search Search by ID, Company Name, Name, Street, City, Note Filter By Delete Selected Select country	Search	Import Contacts	Export Contacts	Add New Contact
Company Name Contact	Address	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 \rightarrow Templates. All you need is to choose the relevant template and change the pickup date or time.

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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. @?#+&%!)

Change Password		
	Confirm your old password and enter a new one.	
Old password:		
lew password:		
Confirm passwo	d:	
R	eset password	

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