

# myDHLFreight

## User Manual

DHL FREIGHT GMBH

DHL Freight – Excellence. Simply delivered.



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## Introduction

Welcome to **myDHLFreight**, the Freight Customer Portal, a self-service web-based 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. Our intuitive and user-friendly booking process enables DHL Freight’s customers to create consignments within a few clicks across different standard products and value-added services. Please contact your local DHL Freight Sales representative if you are interested in using myDHLFreight.

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

- Company name and address
- DHL customer account (please provide your local DHL Freight Invoice ID)
- Your contact (incl. email and phone no.)

You will receive two separate emails containing an access link and a temporary password after completing registration and the initial onboarding. Please check your spam folder if you don't receive them.

In case of any uncertainty, please contact your local DHL Freight Sales representative or DHL Freight eCom Support: [fifreightecom@dhl.com](mailto:fifreightecom@dhl.com) or tel. +358 20 345 345.

# myDHLFreight

## 1. Registration Page

To create your profile on myDHLFreight, please follow the link below

Link: <https://www.mydhlfreight.com/fi-fi/registration>

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 to approve it.

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

In case of any uncertainty, please contact your local DHL Freight Sales representative or DHL Freight terminal.

The screenshot shows the registration page for myDHLFreight. At the top, it says "Register for MyDHL Freight" and "Enable your access to MyDHL Freight. Access our online portal with your DHL Freight Account Number. Don't have an account? [Become a customer!](#)".

The first section is "Select Account Country". It asks the user to "Please select the country where your account(s) was established". There is a dropdown menu for "Account Country \*", a text field for "Account Number \*\*", and a text field for "Account Reference Name (Optional)". Below these fields are two links: "+ Add another account" (with a note "You can set additional accounts and manage account settings once you start using MyDHL Freight") and "Go forgotten my account number?".

The second section is "Enter your company details". It includes fields for "Company Country \*", "Company \*\*", "VAT Number \*\*", "Street Address \*\*", "Postcode \*\*", and "City \*\*".

The third section is "Enter your contact details". It includes fields for "Your Name \*\*", "Code \*", "Your Phone Number \*\*", and "Your Email / Username \*\*".

The fourth section is "Terms of Use". It has a checkbox for "I accept the DHL Freight Terms of Use \*". Below this, it says "If you would like to learn more about how DHL uses your personal data, please read our [Privacy Notice](#)".

The fifth section is a captcha verification step. It says "To make sure you are not a robot please do the following Rewrite the code" and shows the DHL logo with the word "mce8k" written over it. There is a "Refresh" button and a "Captcha code \*" input field.

At the bottom right of the page, there is a red "Submit" button.

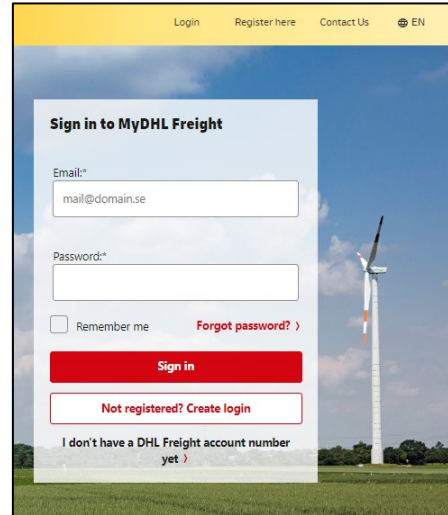
## 2. Login Page

To login to the myDHLFreight portal, please follow the link below and enter your username and password.

Link: <https://www.mydhlfreight.com/fi-fi/login>

Following menus are available for all customers:

- Login
- Register
- Contact
- Language Change
- Forgot Password
- Non-Existing Customer



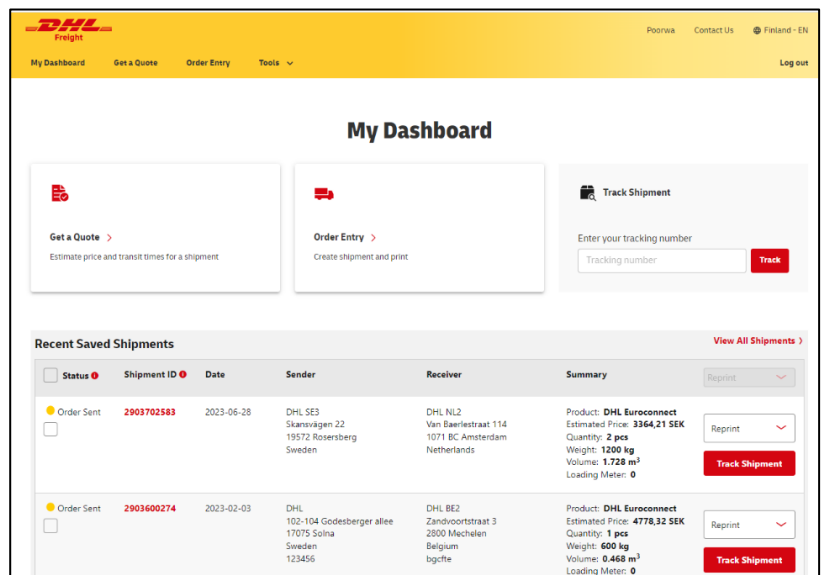
## 3. Dashboard

Upon logging in, you'll land on the “dashboard”. The dashboard provides you with various functionalities available in the portal and will be explained in detail in upcoming chapters.

Banner shows the menu bar, which can be accessed to see more functions →

Quick access to Quote, Order Entry and Tracking shipment →

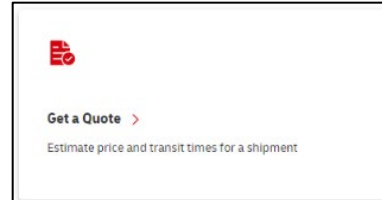
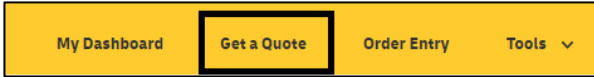
List of the latest booked shipments along with all the shipment details →



Option to Track, Reprint (Waybill, labels, shipment list)

## Get a Quote

Access the Get a Quote option by clicking on the banner or dashboard screen to receive details about the shipment price and transit time.



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

1

**1 Route** | 2 Shipment Details | 3 Delivery Options | 4 Review quote

**From**

Country\*  Postcode\*

Residential Address \*

**To**

Country\*  Postcode\*

Residential Address \*

**How do you want to get your quote?**

Show me all available options \*

Let me select a specific product from my account \*

Account Number\*

**Next Step**

**ROUTE:** Enter the Pickup and destination country and post code, select the account number

2

1 Route | **2 Shipment Details** | 3 Delivery Options | 4 Review quote

**Enter Shipment Details**

Quantity*	Shipment Type*	Weight* (kg)	Length (cm)	Width (cm)	Height (cm)	Volume (m <sup>3</sup> )	Loading Meter *	Non Stackable *
<input type="text" value="1"/>	<input type="text" value="Unspecified"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

[+ Add another item of a different size](#)

Total Quantity: 1  
 Total Volume: 0.000 m<sup>3</sup>  
 Total Weight: 0.0 kg  
 Total Loading Meter: 0.00

**Next Step**

**SHIPMENT DETAILS:** Update the mandatory fields regarding the shipment i.e., Quantity, packaging type and weight

3

**Desired Pickup Date**

**Select a Service**

DHL Freight Euroconnect International

151.1 EUR

excl. Fuel & Other surcharges

For account: 20099381.FI0001

Estimated Delivery By:  
**2023-09-28**

DHL Freight Euroconnect International

- Reliable & Cost Effective LTL
- [Read More...](#)

Select

**DELIVERY OPTION:** This page will display the products that can be chosen

4

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	<a href="#">Print</a>
				<a href="#">Email</a>

**Price Breakdown**

Item	Price
<b>Net price per agreement</b>	<b>151.1 EUR</b>
<b>Surcharges (price per surcharge)</b>	
MARPOL-SURCHARGE	2.0 EUR
MAUT / ROAD TAX	2.32 EUR
HARBOR FEE	14.8 EUR
MOBILITY PACKAGE SURCHARGE	16.47 EUR
ADMINISTRATION FEE	8.0 EUR
FUEL SURCHARGE	49.26 EUR
<b>Total price (excl. VAT)*</b>	<b>243.95 EUR</b>
Markup	-
Markup percentage	-
Total price including markup (incl. VAT)*	243.95 EUR
VAT	-
Total price incl. VAT & markup	-

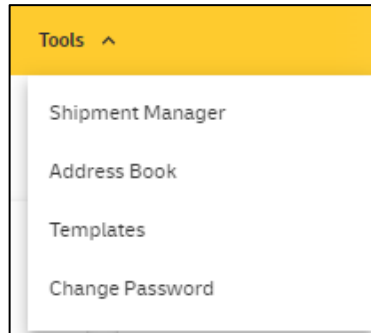
**REVIEW QUOTE:** You will now be able to view the estimated price of the shipment



## 5. Tools

Under the Tools sections, you will find a list of options:

- Shipment Manager
- Address Book
- Templates
- Change Password



### 5.1. 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 statuses

**SAVED SHIPMENTS**

**My Online Shipments** ◦

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

Search 🔍  
Search by Company Name, Current Status or Shipment Number ... Search Download Shipment History

<input type="checkbox"/> Status <span>◦</span>	Shipment ID <span>◦</span>	Date	Sender	Receiver	Summary	📄
No matching online shipments found						

**Filter Shipments**

**Date**

From: 2023-08-16

To: 2023-08-30

Last 14 Days

Last 30 Days

Custom Date Range

**Account**

982355

111111 (Test)

398990 (UAT)

308247 (Test)

**Status**

Incomplete

Booked

InTransit

Delivered

Order Sent

Once you have the desired results you can download the data using the download shipment history option

## 5.2. 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, or manually adding addresses. You can add up to maximum of 5000 addresses.

## 5.3. Templates

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

This is a one-time activity where you need to fill the form with all relevant details. Afterwards, for booking the shipment, your saved template can be located in the 'Tools' section under "Templates" tab. All you would need is to retrieve relevant template and change the pickup date or time.

## 5.4. Change Password

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

**Note:** Password must be at least 8 characters, must contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (@#!)