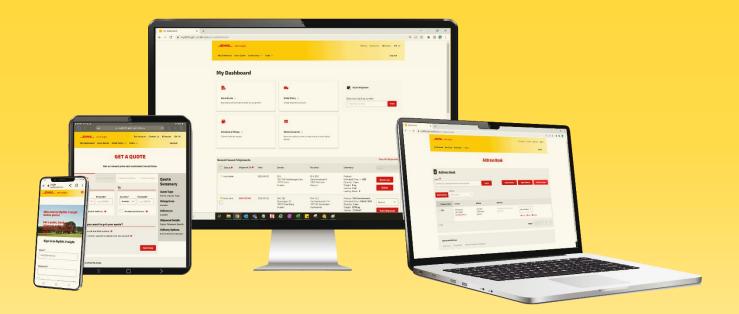


myDHLFreight User Manual V1.3





DHL Freight – Excellence. Simply delivered.



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INTRODUCTION TO MYDHLFREIGHT

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 terminal.





1. Registration Page

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

Link: myDHLFreight - 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.

Freight	Login Register here Contact Us 🌐 El
	R myDHLFreight DHL Freight Account Number: Don't have an account? <u>Become a customer</u> [2]
© Select Account Country	
Please select the country where your account(s) was established	
Account Country* -	
Account Number * Account Reference Name (Optional)	
+ Add account You can add additional accounts and manage account settings once you	start using MyDHL Freight
live forgotten my account number 🛛	
🗈 Enter your company details	😂 Enter your contact details
Company Country * -	Your Name *
Company*	Code * - Your Phone Number *
Company * VAT Number *	Code * Your Phone Number * Your Email / Username *



2. Login Page

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

Link: <u>myDHLFreight - Login</u>

Following menus are available for all customers:

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

Email:*	
mail@domain.com	
Password:*	
Remember me	Forgot password?)
Lo	gin
Not registere	d? Create login

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
- **3.** List of the latest shipments along with all the shipment details
- **4.** Option to finalize incomplete shipments
- 5. Option to Track & Reprint, labels, shipment lists or waybills.

			MY DASI	HBOARD		
È			F .		📆 Track Shij	pment
Get a Quote >			Order Entry >		Enter your track	ing number
Estimate price and tran	sit times for a shipment	0	reate Shipment and Print		Tracking num	ber Track
	Shipments (4)	View All Shipments	>			
		View All Shipments	> Sender	Receiver	Semmary	Actions
Select All Dow	nload document	÷		Receiver DHL Freight Godesberger Zillee 102-104 S3175 Bonn Germany	Semanary Produit - Estimated Proc. — EVR Quantity: J pos Weight: Soo kg Volume: O kg Volume: O kg	Actions 4 Book Som



4. Get a Quote

Access the Get a Quote option by clicking on the banner or dashboard screen to get an instant estimated shipment price and transit time.

Freight		Josie Maurer Contact Us	Finland - EN
My Dashboard Get a Quote Order Entry Tools	. v		Log out
	MY DASHBOARD		
B	=	Track Shipment	
Get a Quote > Estimate price and transit times for a shipment	Order Entry > Create shipment and print	Enter your tracking number Tracking number	Track

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

- 1) <u>ROUTE:</u> Enter the Pickup and Destination country and post code, select your account number.
- 2) <u>SHIPMENT DETAILS:</u> Fill in the mandatory fields regarding the shipment i.e., Quantity, Packaging type and Weight etc.

1 Route	2 Shipment Details	3 Delivery Options	4 Review quote		1 Route	2 Shipment Details	3 Delivery Options	4 Review	quote
From Country* Austria Residential Address	Postcode*	To Country* Austria ~ Residential Address •	Postcode*	Quantity*	Shipment Details Shipment Type* Carton/pack nother item of a different	Weight* Length Width (kg) (cm) (cm)		Non Stackable • Total Loading Meter: Total Quantity:	
Show me all available options Lat me select a specific produc Account Number* Select Account Number	0 tt from my account 0		Next Step	Back to re	nute			Total Volume: Total Weight:	0.00 (





4 Review quote

🖶 Print

202.84 EUR

2.0 EUR 5.92 EUR 14.8 EUR 14.81 EUR 8.0 EUR 73.63 EUR **322.0 EUR**

322.0 EUR

- 3) <u>DELIVERY OPTION:</u> This page will display the products that can be chosen. If you change Desired Pickup Date you will see the corresponding Delivery Date.
- <u>REVIEW QUOTE:</u> You will now be able to see the estimated shipment price based on the details you have entered.

3 Delivery Options

Chargeau 400.0 kg

1 Route	2 Shipment Details	3 Delivery Options	4 Review quote	1 Route	2 Shipmen	t Details
esired Pickup Date				DHL Freight Eurocor		
2023-11-10				DHL Freight Eurocol	nnect international	
				Desired Pickup Date: 2023-11-10	Estimated Delivery: 2023-11-17	Dis
elect a Service				2023-11-10	2023-11-17	
DHL Freight Euroconnect Inter	national					
202.84 EUR				Price Breakdown		
exd. Fuel & Other surchar	ges					
For account:				Net price per agreement		
Estimated Delivery By:				Surcharges (price per su	rcharge)	
2023-11-17				MARPOL-SURCHARGE	enni gej	
Standard Delivery				MAUT / ROAD TAX		
 Reliable & Cost Effective LTL 				HARBOR FEE		
• Read More 🖸				MOBILITY PACKAGE SURCHA	ARGE	
				ADMINISTRATION FEE		
 Select 				FUEL SURCHARGE		
				Total price (excl. VA	r)*	
				Markup		
				Markup percentage		
				Total price including markup	(exd. VAT)*	
				VAT		
				Total price incl. VAT & marku	ID.	

5. Order Entry

If you want to book a shipment, select an option on the Dashboard page.

Freight		Josie Maurer Contact Us	🔀 Finland - EN
My Dashboard Get a Quote Order Entry Tools	v		Log out
	MY DASHBOARD		
₽.	=	Track Shipment	
Get a Quote > Estimate price and transit times for a shipment	Order Entry > Create shipment and print	Enter your tracking number Tracking number	Track

Back to Delivery Options

You will need to fill in the relevant data in order to book the shipment. See screenshots below for details. For a detailed guide on how to book a shipment, please refer to the tutorial videos available at <u>https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html</u>





1) <u>ROUTE:</u> Choose the direction of the shipment, select the relevant account number, enter the address of the receiver.

Route Type & Payment					
					Start from Template
Is this a domestic or international	shipment?*			y for this shipment?*	
Domestic		`	Sender		~
					uct selection
From			То		
Pick up from a different addr	ss 0		Deliver	to a different address 0	
Residential Address 0	Addre	ss Book	Resid	ential Address	Address Book
Sender*			Receiver*		
Street* 123 street			Street*		
Postcode* 1010	Gity* Vienna		Postcode*	Gty*	
Country* Austria			Country* Austria		
Contact Name*			Contact N	ame*	
Contact Email	Send n	otification	Contact Er	nail	Send notification
	ile/Phone* 965523		Country co	de * Mobile/Phon	e*
Sender Reference			Receiver Ref	ference	
Add to address book	Update in Address	- Brank	Additor	address book	lpdate in Address Book
- Add to address book			, Aud to	save for future	Next Step

2) <u>SHIPMENT DETAILS</u>: Update the quantity, packaging type, weight, dimensions and add a description of the goods.

nter Shipment Deta	2 Shipment Details	3 Delivery Options	4 Schedule Pickup	5 Review & Book
Quantity* Shipment Ty 1 Euro pallet Goods Description* Plass enter goods descripts Dangerous Goods 4	pe* Weight* Length (kg) (cm) t v 100 120		blarre Loading Non +) Meter Stad	able •
+ Add another item of a	a different size		Total Lo Total Qu Total Vo	

 <u>DELIVERY OPTION</u>: Select the product and any value-added services you want to include in your shipment booking.

1 Route 2	Shipment Details	3 Delivery Options	4 Pickup date	5 Review & Book
sired Pickup Date				
23-11-10				
ect a Service				
ecta service				
DHL Freight Euroconnect Inte	mational	DHL Freight Eurapid		
202.84 EUR		202.84 EUR		
excl. Fuel & Other surcha	rges	excl. Fuel & Other surcharges		
For account:		For account:		
Estimated Delivery By 2023-11-17		Estimated Delivery By: 2023-11-17		
Standard Delivery Reliable & Cost Effective LTL		ty Delivery Definite LTL		
Read More		More 12		
⊖ Select		⊖ Select		
ms of delivery				
AP: Delivered At Place	~	1		
ack to Shipment Details			Save for future	Next Step

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

1 Route	2 Shipment Details	3 Delivery Options	4 Pickup date	5 Review & Book
Pickup		Delivery I	nstructions	
Desired Pickup D	ate		Instructions (Optional) for driver delivering this shipment	
2023-11-10				
Add Pickup Instructions Add instructions for driver pic				
	_			19 T
Back to Delivery Optio	ns		Save for future	Next Step





5) <u>REVIEW & BOOK:</u> This page allows you to view the total net price of the shipment.

1 Route	2 Shipment Details	3 Delivery Options	4 Pickup date	5 Review & Book
DHL Freight Euro	connect International			
Chargeable weight: 400.0 kg		ed Pickup Date: -11-10	Estimated Deliver 2023-11-17	r.
rice Breakdown				
Date				2023-11-09
Net price per agreeme	nt			202.84 EUF
Surcharges (price per	surcharge)			
MARPOL-SURCHARGE				2.0 EUP
MAUT / ROAD TAX				5.92 EUF
HARBOR FEE				14.8 EU
MOBILITY PACKAGE SUR	THARGE			14.81 EUF
ADMINISTRATION FEE				8.0 EUF
FUEL SURCHARGE				73.63 EUF
Total price (excl. \	/AT)*			322.0 EUR
/AT				
Total price incl. VAT				
xample due to Incorrectly er IHL's control can also occur: alculation. All prices are exc ormally distribute to the spi Issociation of Freight Forwa	sed on the entered shipment details, tered shipment details, changes in i DHL is always entitled to invoice in luding VAT if nothing else is stated. I ecific address. DHL's international tra råters (NSAB 2015), excluding § 7.2 a råts and contracts of carriage. Pleasa	agreed surcharges or deviations to s accordance with applicable agreem Price estimations to remate areas ca Insport conditions and secondary (to nd 19 B time guarantee provisions o	tandard agreements or standard ents without prior natice, even if an be subject to extra transportat o these conditions) the General C and § 20 B and forworder's insura	price zones. Surcharges beyond it would differ from the above ian casts if DHL does not onditions of the Nordic

6) <u>**REVIEW & BOOK:**</u> On the second half of the page, you have the option to upload the document and select the email for the confirmation.

(10MB total)			
Datel auswählen Keine Datel ausgewählt	Clear		
Add another document			
Confirmation email			
josie.maurer.onestopportal@gmail.com (Sender)			
attimo@aloa.lt (Receiver)			
If you would like to learn more about DHL Freight Terms and Cor	nditions		
If you would like to learn more about how DHL uses your persona	al data, please read our Pr	rivacy Notice	
Back to Schedule Pickup		Save for future	Book Shipment

6. Tools

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

- ShipmentManager
- 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.
- 5. Once you have the desired results you can download the data using the download shipment history option.

		SAVED	SHIPMENT	S			
y Online Shipment	ts ⁰						
ent shipments booked using this po	1 r _{ch*} 0	nts, see Road Freight Tracking	2		5	<u> </u>	
er Shipments		any Name, Current Status or Shij	pment Number	Search		🛓 Download Si	nipment Histo
om 2023-10-30	Status 0	Shipment ID 0	Date	Sender	Receiver	Summary	Reprint
2023-11-13 Last 14 Days Last 30 Days Custom Date Range	Order Sent	4505219321	2023-11-02	One Stop Portal Hallituskatu, 9 80100 JOENSUU Finland	Robinson Tech Bräuweg 21 86459 Gessertshausen Germany	Product: DHL Freight Eurapid Estimated Price: 107.53 EUR Quantity: 1 pcs Weight: 85 kg	Reprint Track S
ount xxxxxxxxxx.Fbxxxxx xxxxxxxxxxxxx.Fbxxxxx tus incomplete	Order Sent	4505219248	2023-10-30	One Stop Portal Hallituskatu, 9 80100 JOENSUU Finland	Aloa Corp. Via Bernadetto, 2 00144 Roma Italy	Product: DHL Freight Eurapid Estimated Price: 658.44 EUR Quantity: 2 pcs Weight: 500 kg	Reprint Track S

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

earch* 0					
Search by ID, Company	Name, Name, Street, City, Note	Search	Import Contacts	Export Contacts	Add New Contact
Filt	er By				
Delete Selected	elect country				
Company Name	Contact	Address	Reference		
Company Name	Josefine Bjerg	Alakanavantie 23	Reference	Salact	
			Reference	Select 🛩	





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.

dit Template					
Mendatory Beld					
Sumplify Name					
Nere'					
things Gen - Standard Cities					
ROATE					
Roule Type & Payment					
ה ליום אמריים לא ייר איניים לא ייר איניים איניים איניים איניים	(grent)		We will pay for the sitement?		
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Pitricp from a officient actions			Deliver to a cofferent address		
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HERE RECEIPT			nancijsta 22		
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Degen	us Gonts 0									
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		-								
									End-Guestly Real Volume:	115200
									Loui Wegit	250.8 kg
Decent of	ştacasi									
Select a Se	ervice									
	0				et treestond o					
									1070	
	•								-	
	ø gtimal Additional Servi	ces that apply								
select any o	ytimal Additional Servi	ces that apply	0.000		•	co horse 1				
select any o	ytimal Additional Servi	ces that apply	0.000		•					
select any o	gtimal Additional Servi na proto <mark>0</mark>	ices that apply	0.344		•					
select any o	gtienal Additional Servi na preto O eliery ray (ECC) O	ices that apply	C aven		•					
Select any o Oregon Select of Poley (gtienal Additional Servi na preto O eliery ray (ECC) O	ices that apply	C aven		- •	•	•			
Select any o Oregon Gase of Pickup Nickup	etienal Additional Servi na peris • niny tay IRC •	ices that apply	C aleres		Define	ry instructio				
C Desper G Sust St Pickup	etienal Additional Servi na peris • niny tay IRC •	ices that apply	C and		Define Define Antipe	•	es Outront			
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Select any o C Oregon Riskey o Pickey Pickey And Pickey	gtimal Additional Servi na proti 0 niney Day FCC 0 nine 1 nines Cational				Define Define Antipe	y instructio	es Optional Margini James		Mar	

6.4. Change Password

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

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

Confiri Old password:	n your old passv	vord and e	enter a ne	ew one.	
Old password:					
Old password:					
					_
New password:					
Confirm password:					_
Reset pass	word				_

6.5. Profile

If you wish to make changes to your profile, click on the 'My Profile' option (your Username) located at the top right-hand corner of the page. Don't forget to save any changes after updating. Refer to the screenshots below for more details.

1. Enter your contact details: this section allows you to edit your address, phone number, VAT

Enter your contact details		
Joseph Testing +43-78965523 123456	123 street 1010 Vienna Austria	
Edit Contact Information		
Edit Contact Information		





2. Email Address and Password: this section allows you to change your password

@gmail.com			

 Print Settings: this section allows you to modify your PDF layout preference***

Print Settings	
POF Layout Preference O Label printer (Compact, 152mm) O A4 – Vertical, 2 labels/page O A4 – Horizontal, 3 labels/page	
Advanced Settings	
Save X Cancel	

- 4. Shipment types: this section allows you to select your most frequently used shipment type, which will then appear at the top of the list
- 5. Accounts: this section displays the list of registered and approved account numbers. You can also add new account number here.

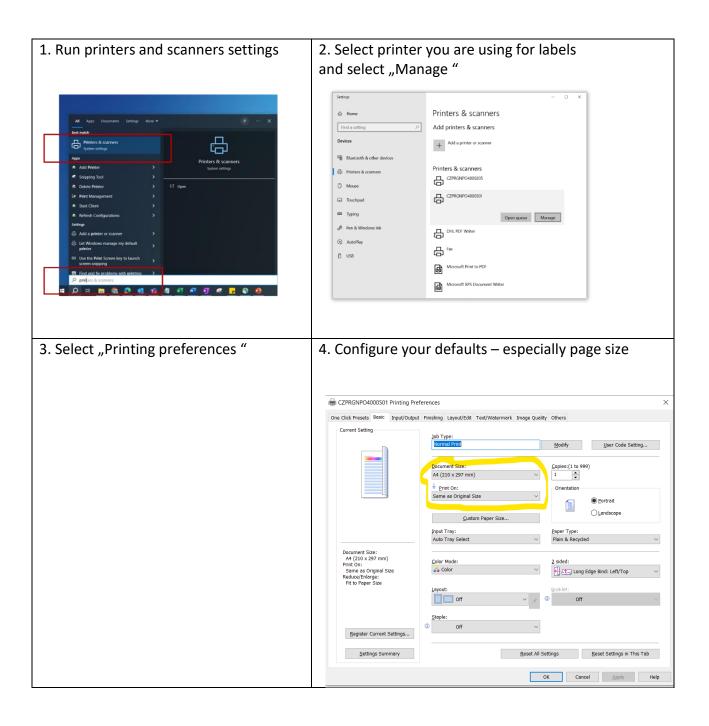
Shipment types You can select the shipment types you would like to appear at the top of the list for quicker selection
Favorites • Box/case • Catro/package • Pallet • Euro pallet • Half pallet

	Accounts
s the	Approved DHL Freight account number(s)
d and	
unt	Account number(s) waiting for approval
can	Account Number
	12345678.AT0001 (test)
er	+ Add account

*** If the Print Settings do not meet your requirement, you manually adjust them on your printer by following below steps:







Please refer to our video tutorials for more information: <u>https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html</u> If you wish to receive the full training manual (in English), please reach out to our Customer Service.

