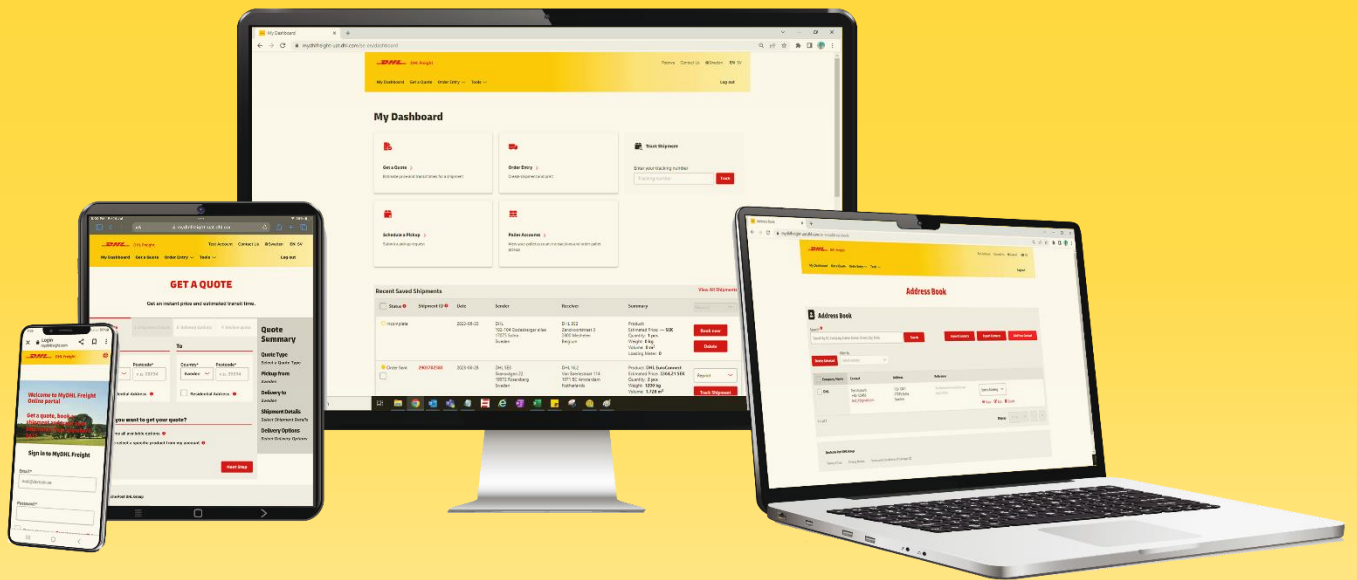




myDHLFreight User Manual

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.

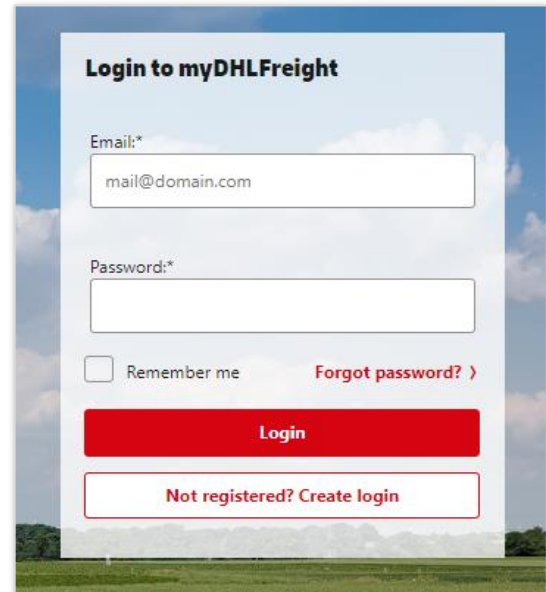
2. Login Page

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

Link: [myDHLFreight - Login](#)

Following menus are available for all customers:

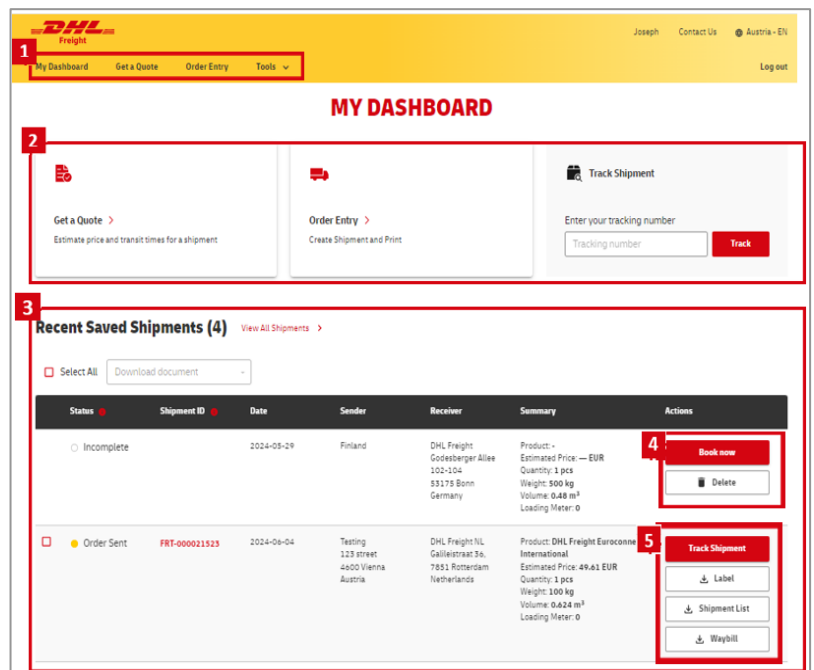
- Login
- Register here
- Contact Us
- Language Change
- Forgot Password
- Not registered? Create login



3. Dashboard

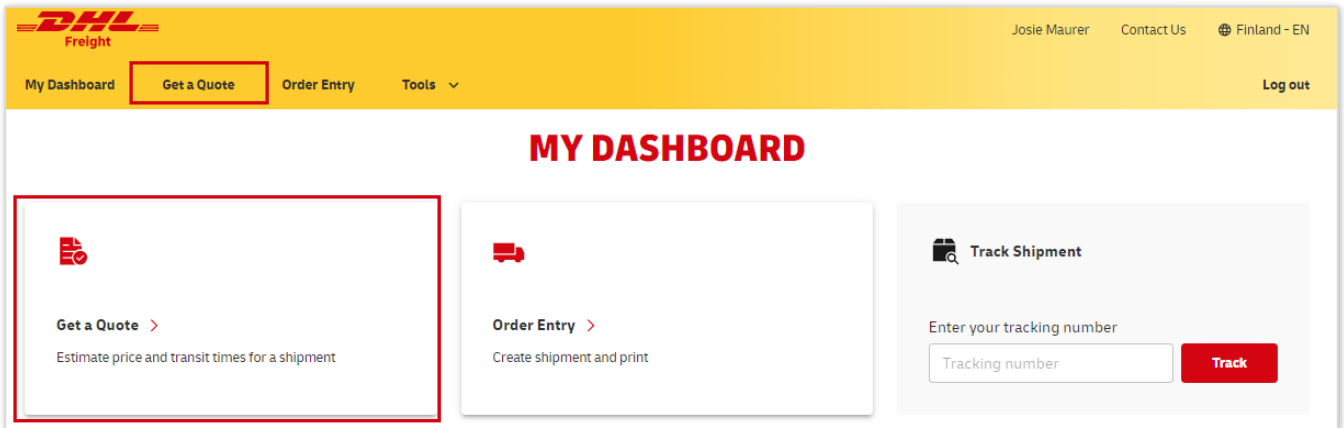
Upon logging in, you'll land on the “dashboard”. The dashboard provides you with various functionalities available in the portal and will be explained in detail in upcoming chapters.

1. Banner shows the menu bar, which can be accessed to see more functions.
2. 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.



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.



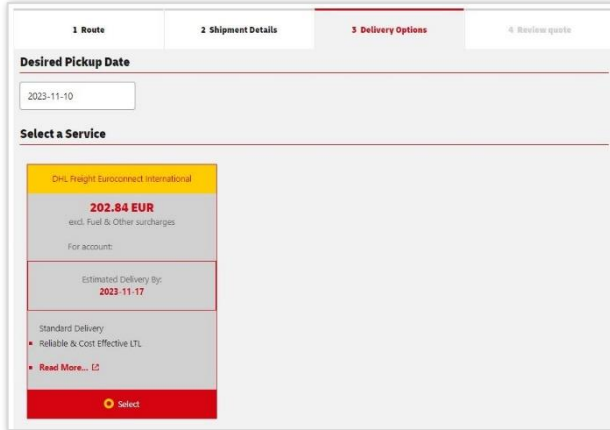
You will need to update few details for the system to show the desired output.

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

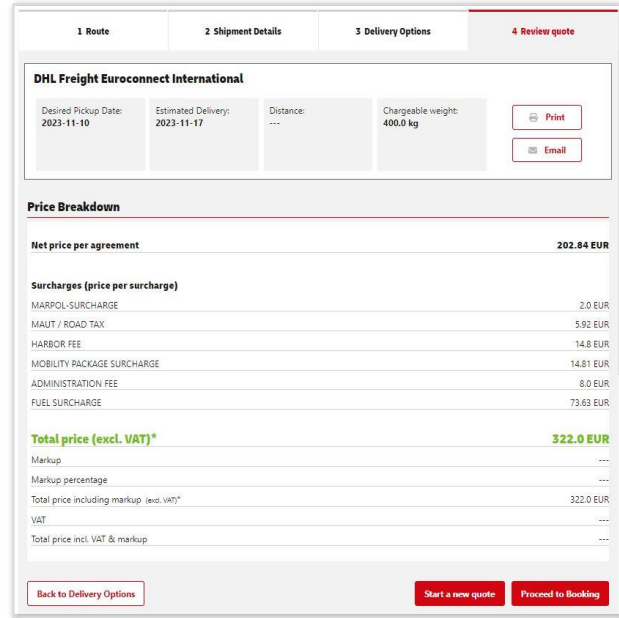
Quantity*	Shipment Type*	Weight* (kg)	Length (cm)	Width (cm)	Height (cm)	Volume (m³)	Loading Meter*	Non Stackable*
1	Carton/pack							<input type="checkbox"/>

Total Loading Meter:
 Total Quantity: 1
 Total Volume: 0.000 m³
 Total Weight: 0.0 kg

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.

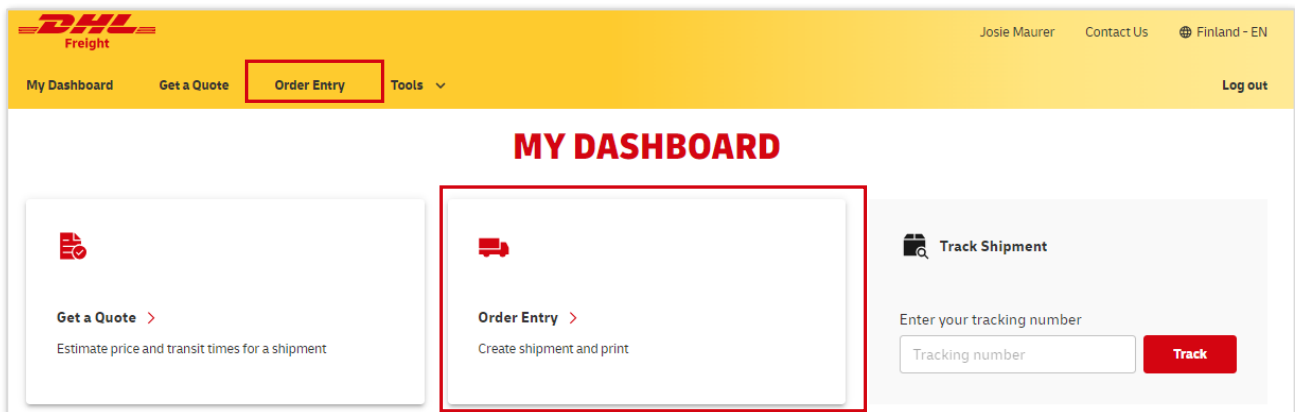


4) **REVIEW QUOTE:** You will now be able to see the estimated shipment price based on the details you have entered.



5. Order Entry

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



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 <https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html>

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

- 2) SHIPMENT DETAILS:** Update the quantity, packaging type, weight, dimensions and add a description of the goods.

- 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) **REVIEW & BOOK:** This page allows you to view the total net price of the shipment.

DHL Freight Euroconnect International

Chargeable weight: 400.0 kg | Desired Pickup Date: 2023-11-10 | Estimated Delivery: 2023-11-17

Price Breakdown

Net price per agreement		202.84 EUR
Surcharges (price per surcharge)		
MARPOL-SURCHARGE		2.0 EUR
MAUT / ROAD TAX		5.92 EUR
HARBOR FEE		14.8 EUR
MOBILITY PACKAGE SURCHARGE		14.81 EUR
ADMINISTRATION FEE		8.0 EUR
FUEL SURCHARGE		73.63 EUR
Total price (excl. VAT)*		322.0 EUR
VAT		...
Total price incl. VAT		...

This is an estimated price based on the entered shipment details and current valid tariffs and surcharges. The invoiced price can differ from the price displayed, for example due to incorrectly entered shipment details, changes in agreed surcharges or deviations to standard agreements or standard price zones. Surcharges beyond DHL's control can also occur. DHL is always entitled to invoice in accordance with applicable agreements without prior notice, even if it would differ from the above calculation. All prices are excluding VAT if nothing else is stated. Price estimations to remote areas can be subject to extra transportation costs if DHL does not normally distribute to the specific address. DHL's international transport conditions and secondary (to these conditions) the General Conditions of the Nordic Association of Freight Forwarders (NS48 2013), excluding § 7.2 and 19 B time guarantee provisions and § 20 B and forwarder's insurance obligation set forth in § 25 A, shall apply to all assignments and contracts of carriage. Please contact our customer service for further information.

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

Upload Documents

(10/18 total)

Date auswählen | keine Datei ausgewählt | Clear

✓ Add another document

Confirmation email

JosieMaurer.onestopportal@gmail.com (Sender)

attimo@alqa.it (Receiver)

If you would like to learn more about DHL Freight [Terms and Conditions](#)

If you would like to learn more about how DHL uses your personal data, please read our [Privacy Notice](#)

Back to Schedule Pickup | Save for future | **Book Shipment**

6. Tools

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

- Shipment Manager
- Address Book
- Templates
- Change Password

myDHLFreight Dashboard

Tools

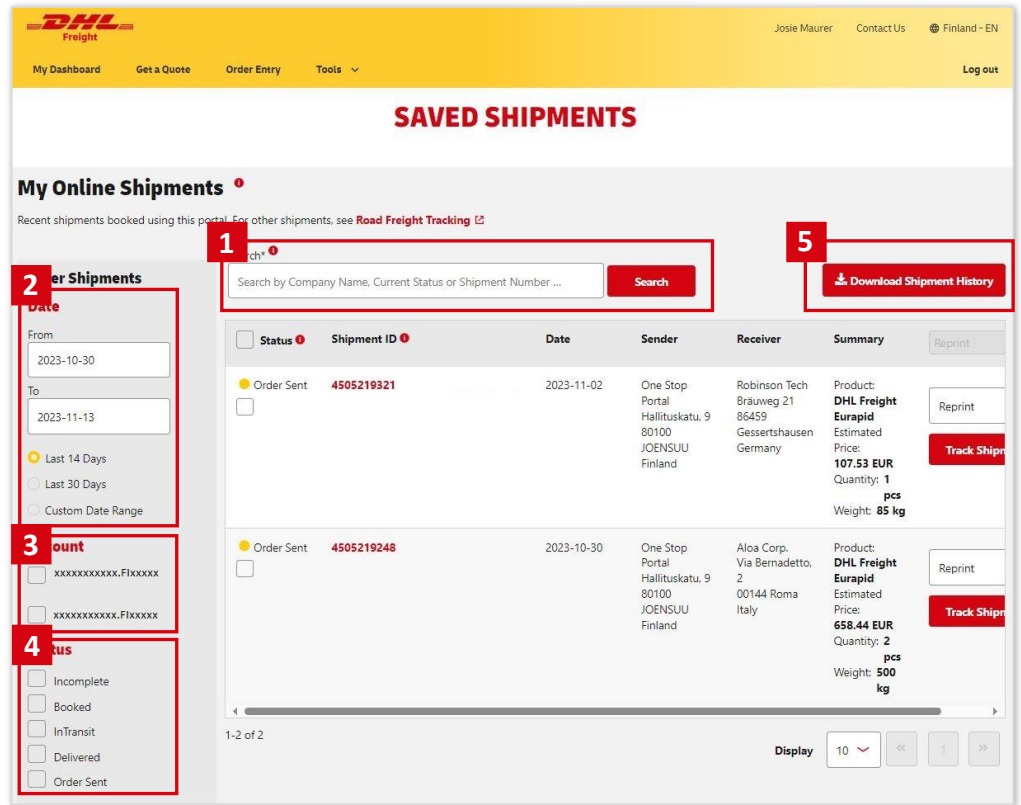
- Shipment Manager
- Address Book
- Templates
- Change Password

Get a Quote > | Order Entry > | Track Shipment

6.1. Shipment Manager

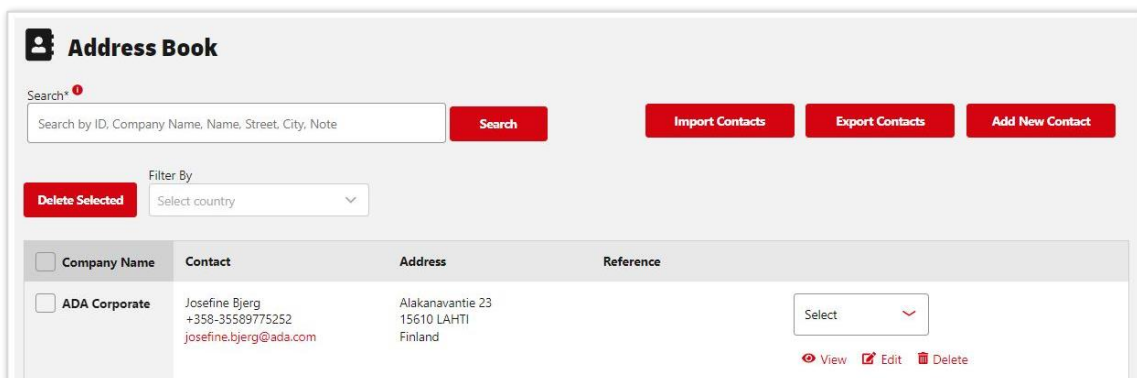
This section allows you to search for booked shipments using various criteria.

1. It is possible to search for specific customers' booked shipments.
2. You can use the date range to look for previously booked shipments
3. You can also search for a shipment booked using a specific account number
4. 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.

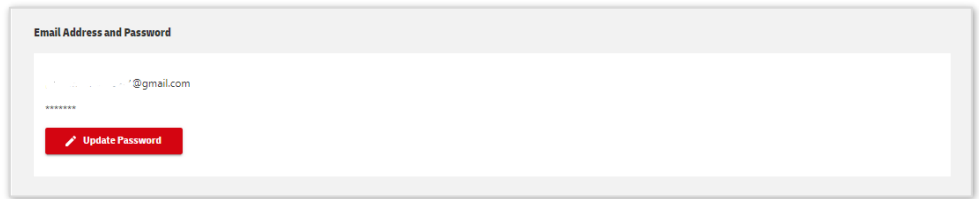


6.2. Address Book

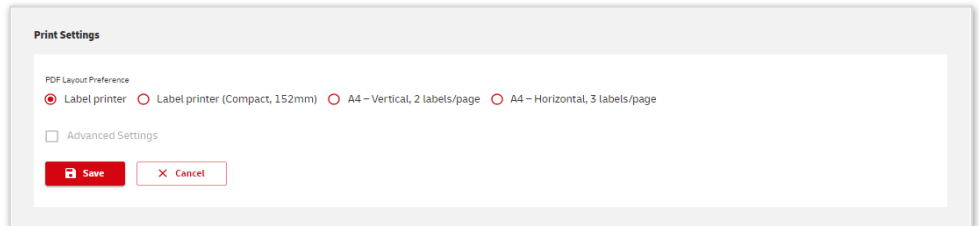
You can save frequently used addresses in the Address Book. The portal allows importing up to 1000 addresses using a template, exporting data, or manually adding addresses. You can add up to maximum of 5000 addresses.



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



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



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

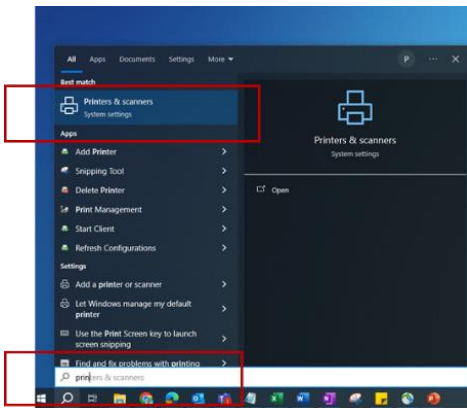


5. Accounts: this section displays the list of registered and approved account numbers. You can also add new account number here.

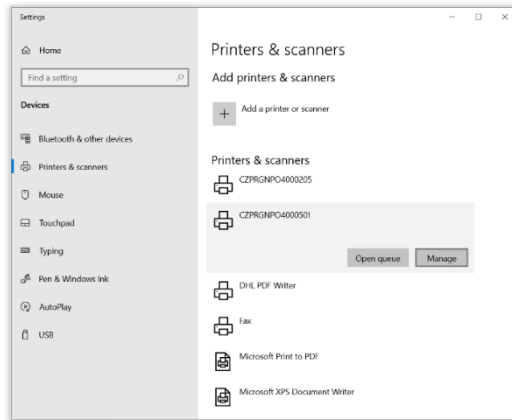


*** If the Print Settings do not meet your requirement, you manually adjust them on your printer by following below steps:

1. Run printers and scanners settings

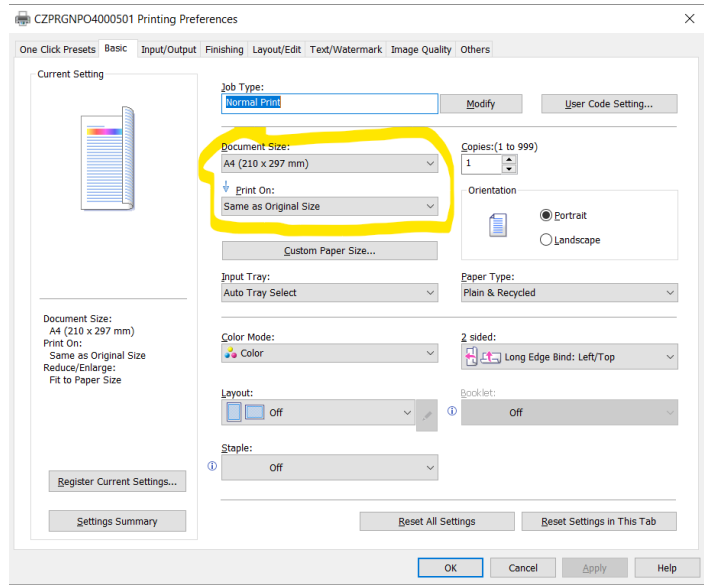


2. Select printer you are using for labels and select „Manage “



3. Select „Printing preferences “

4. Configure your defaults – especially page size



Please refer to our video tutorials for more information: <https://www.dhl.com/global-en/campaign/mydhlfreight/tutorial-videos.html>

If you wish to receive the full training manual (in English), please reach out to our Customer Service.