



CUSTOMER ACCOUNT ADMIN GUIDE **eSECURE**

DHL Express – Excellence. Simply delivered.



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INTRODUCTION



DHL eSecure is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools, which allows self-registration and/or self-shipping capability.

Key Features:

- Full control given to our customers to decide which users are able to use the account numbers for shipping
- Approval or rejection for use of account number request can be done via MyDHL+ or email easily
- 13 months of email addresses visibility on prior usage will be provided

Terminologies

Account	Refers to DHL Express Account
MyDHL+	An online shipping application that hosts eSecure administration menu for customers
Admin	Administrator
csv	Comma-separated values

LOGIN TO eSECURE

Access eSecure menu is accessible under My Shipment Settings after login to MyDHL+.

The screenshot shows the DHL Express website interface. At the top, there is a yellow navigation bar with the DHL logo and 'DHL Express' text. On the right side of the bar, there are links for 'Help Center', 'Locations', 'English', and a flag icon. Below the navigation bar, there are links for 'MyDHL+ Home', 'Ship', and 'Track'. On the right side of this bar, there are links for 'Register' and 'Login'. The main content area features three tabs: 'Create a New Shipment', 'Get a Rate and Time Quote', and 'Schedule a Pickup'. Below these tabs is a form for creating a shipment, with fields for 'Country/Territory' and 'From' (Street address, city, postal code, country...). A 'Next' button is visible. To the right of the shipment form is a 'Login' form, which is highlighted with a red box. The 'Login' form has fields for 'Email Address' and 'Password', a 'Forgot/Reset Password' link, a 'Remember me' checkbox, and a 'Login' button. Below the login form is a 'Track Your Shipments' section with a 'Track' button.

The screenshot shows the DHL Express website interface. At the top, there is a yellow navigation bar with the DHL logo and 'DHL Express' text. On the right side of the bar, there are links for 'Help Center', 'Locations', 'English', and a flag icon. Below the navigation bar, there are links for 'MyDHL+ Home', 'Ship', 'Track', and 'Manage Shipments' (with a '0' notification). On the right side of this bar, there are links for 'ViewPay Bill', 'My Shipment Settings', and 'My Profile'. The main content area is divided into two columns. The left column contains a list of user information: 'Authorized User', 'Account No', 'Account Administrator', and 'Authorized Domain'. The right column contains a list of settings categories: 'SHIPMENT DEFAULTS', 'MY SAVED SETTINGS', and 'MY CUSTOMS CLEARANCE SETTINGS'. The 'Access eSecure' option is highlighted with a red box.

GENERAL

The following action buttons are in red, and are available in different services throughout the application:



Buttons	Functions
Reset	Clears all selected values/filters
Download	Allows download of the respective services list: <ul style="list-style-type: none"> • Without any filter, full list will be downloaded • If there is any filter applied during a search, only searched result will be downloaded
Active & Inactive	This action can be used by checking the tick box next to the items within a service, multiple selections is allowed
'CTRL' + Your selection	This action can be used by checking the tick box next to the items within a service, multiple selections is allowed.

- Pagination is available at the top and bottom of a table
- Multiple check can be done by ticking the boxes
- Wild card searches could be done using asterisk (*)

HOW TO AUTHORIZE USER

This service allows a Customer Admin to manage the user authorization activity. Once an account is added into eSecure, email addresses that used the account number within the last 13 months from Online Shipping applications (WSI, IEO, eMailship and MyDHL+) will also be presented in this screen as Pending status, and serves as the base of authorization preparation for the customer admin.

Authorized User

Search

Email ID: Account Number:

Status:

Search Reset

Authorized Users

51 records found

Click on the corresponding checkbox of the row to approve, reject or copy. You can select multiple checkboxes for performing your action. Click on the Download button to download the search results.

<input type="checkbox"/>	Email ID	Account Number	Status	Assigned By	Modified Date
<input type="checkbox"/>	michealscott211@yopmail.com		Rejected	lim.szelooci@gmail.com	03-Dec-19
<input type="checkbox"/>	michealscott1@yopmail.com		Rejected	lim.szelooci@gmail.com	03-Dec-19
<input type="checkbox"/>	michealscott@yopmail.com		Rejected	lim.szelooci@gmail.com	03-Dec-19
<input type="checkbox"/>	test_my00@yopmail.com		Approved	sze.looi.lim@dhl.com	29-Nov-19
<input type="checkbox"/>	brucewayne17@yopmail.com		Approved	lim.szelooci@gmail.com	21-Nov-19
<input type="checkbox"/>	1007325+prod.esecure01@gmail.com		Approved	lim.szelooci@gmail.com	12-Nov-19
<input type="checkbox"/>	tester1234@yopmail.com		Approved	michealscott@yopmail.com	12-Nov-19
<input type="checkbox"/>	1007325+crntest@nmail.com		Rejected	sze.looi.lim@dhl.com	10-Nov-19

Approve Reject Copy Add Upload Download

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Click on 'Add' to perform a single user or multiple users' authorization. Email addresses use comma (,) or semi-colon (;), click 'Save' after.

Add an User or Users to Accounts

Select one or more values from the account number list.
Enter a list of comma separated email id's to be associated to these accounts.

Account Number *

Email ID *

Save Cancel

'Upload' feature is available for Customer Admin to perform multiple users upload. A sample csv file is available in the application for the file preparation. The file has to comply with the following:

- In .csv format
- Contains maximum 100 email addresses
- Cannot be larger than 102 kb

Email ID	Account Number	Status (Approved or Rejected)
testuserA@testmail.com	111111111	Approved
testuserB@testmail.com	111111111	Rejected

Upload Users

This page enables you to add multiple users into eSecure using a CSV file.
 The CSV file should have the **Account Number**, **Email Id** and **Status**.
 To upload a file click on browse button, choose a CSV file and click on the **Upload** button.
 The first row from the uploaded file will be considered as a header and will be ignored.
 The file upload size should not exceed 102400 bytes and the records should not exceed 100 records.

Uploaded files

0 records found

Email ID	Account Number	Status	Assigned By	Modified Date	Upload Status	Failure Reason
No Record Found.						

To ease the scenario for customers having multiple accounts within the same company and users are allowed to use more than one account number, 'Copy' function allows the Customer Admin to easily select the email address approved within the access to be copied over to other account number.

Authorized User

Copy an User or Users to Accounts

Please choose the email id's from the selected email id's.
 Select one or more values from the select account number list.

Select Email Ids *
 1007325+prod.acc.02@gmail.com
 1007325+prod.esecure01@gmail.com
 1007325+prod.sg.01@gmail.com
 1007325+prod.sg.esecure@gmail.com

Select Account Number *

ADDING ACCOUNT NO.

This service allows the Customer Admin to have an overview of account numbers which are under his/her administration.

Customer Admin can make use of EMAIL ID CONSENT feature to allow requestor of your DHL Account Numbers to contact you directly for expedited approval request and avoid shipping request delay.

The screenshot displays the DHL Express Customer Admin interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'Help Center', 'Locations', 'English', and a flag icon. Below this, a secondary navigation bar contains 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a notification icon), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'.

The main content area is divided into a left sidebar and a main panel. The sidebar lists 'Authorized User', 'Account No', 'Account Administrator', and 'Authorized Domain'. The main panel is titled 'Account No' and features a search form with the following fields:

- Account Number:
- Origin:
- Company Name:
- Status:
- SAA:
- Email ID Consent:
- From Date:
- To Date:

Buttons for 'Search' and 'Reset' are located at the bottom right of the search form.

Below the search form, the 'Account No's' section shows '1 records found'. A message states: 'Click on the corresponding checkbox of the row to enable, disable. You can select multiple checkboxes for performing your action. Click on the Download button to download the search results.' Action buttons for 'SAA', 'Email ID Consent', 'Enable', 'Disable', and 'Download' are provided.

<input type="checkbox"/>	Account Number	Company Name	Origin	Status	SAA	Email ID Consent	Assigned By	Modified Date
<input type="checkbox"/>	[REDACTED]	DHL EXPRESS APEM REGIONAL ECOM	Singapore	Enabled	No	No	lim.szelooi@gmail.com	14-Nov-19

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ADDING ACCOUNT ADMINISTRATOR

This service allows you to view all Account Administrators of your DHL Expres Account number in eSecure.

Account Administrator

Search

Account Number: Email ID:

First Name: Last Name:

Company Name: Origin:

Status:

Search Results

21 records found.

Click on the corresponding checkbox of the row to add it as account administrator. You can multi-select to add multiple account administrators. Click on the Download button to download the search results.

<input type="checkbox"/>	Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status	Action
<input type="checkbox"/>		1007325+prod.esecure01@gmail.com	ProdVer	eSecure	DHL EXPRESS APEM REGIONAL ECOM	Singapore	Active	Edit
<input type="checkbox"/>		1007325+prod.sg.esecure@gmail.com	Prod_Ver	5Nov	DHL EXPRESS APEM REGIONAL ECOM	Singapore	Active	Edit
<input type="checkbox"/>		lim.szeloai@gmail.com	Global ESS	GHO	DHL EXPRESS APEM	Singapore	Active	Edit

To add another customer admin to an existing account, check the box on the left and click 'Add'.

Account Administrators

Add Customer Account Administrators

Account Number 304003943

***Required. Fill in the details for customer account administrator.**

First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Email ID *	<input type="text"/>	Phone *	<input type="text"/>
Company *	FORBO S.R.O.		
Address Line 1 *	NOVODVORSKA 994 138		
Address Line 2	<input type="text"/>		
Address Line 3	<input type="text"/>		
District/Suburb	<input type="text"/>		
City *	PRAHA 4	Postal Code *	142 21
Country *	Czech Republic ▼	State/Province	<input type="text"/>
Language *	Select Language ▼		

Add Save Cancel

HOW TO AUTHORIZE AN EMAIL DOMAIN

This service allows the Customer Admin to authorize usage of an account at email domain level. Domain to be added here must start with alias (@) sign and it is not possible to add a domain which is already part of the global banned domain list.

For example, if @mickey.com is an authorized domain for account 661222337, user looi@mickey.com attempts to use 661222337 in MyDHL+ will be automatically approved as authorized upon usage attempt.

The screenshot shows the DHL Express MyDHL+ interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'Help Center', 'Locations', 'English', and a flag icon. Below this is a secondary navigation bar with 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a notification badge '0'), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'.

The main content area is titled 'Authorized Domain' and features a search section with the following fields:

- Domain Name:
- Account Number:
- Status: (dropdown menu with 'Active' and 'Inactive' options)
- Company Name:

Buttons for 'Search' and 'Reset' are located to the right of the search fields.

Below the search section, there is a section for 'Authorized Domains' showing '1 records found'. A note states: 'Click on the corresponding checkbox of the row to copy, or make the domains active or inactive. You can select multiple checkboxes for performing your action.' Action buttons 'Active', 'Inactive', 'Copy', and 'Add' are provided.

<input type="checkbox"/>	Domain Name	Account Number	Company	Status	Assigned By	Modified Date
<input type="checkbox"/>	@looi.com		DHL EXPRESS APEM REGIONAL ECOM	Active	lim.szellooi@gmail.com	16-Oct-19

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