



STEP BY STEP GUIDE eSECURE

DHL Express – Excellence. Simply delivered.

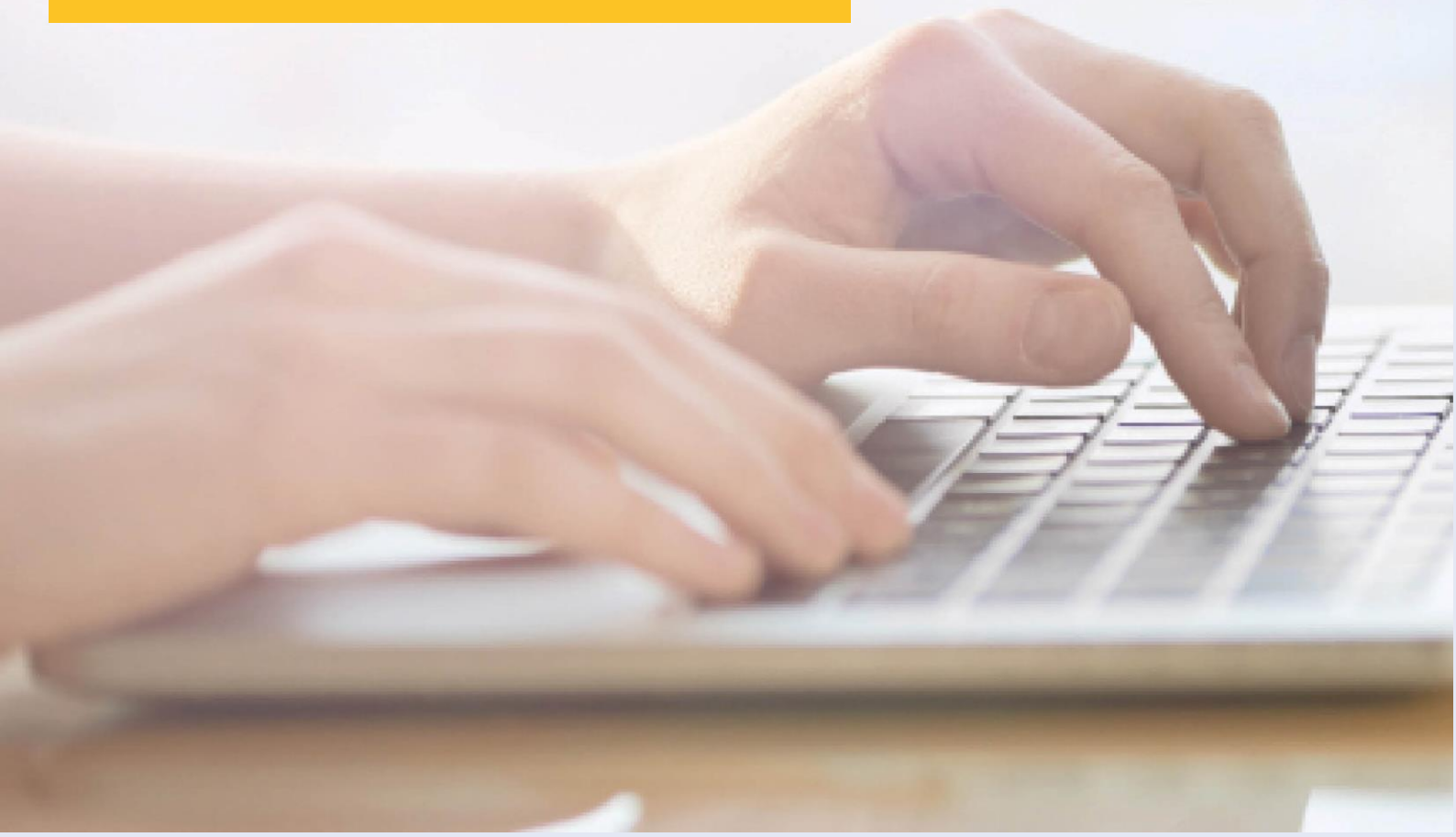
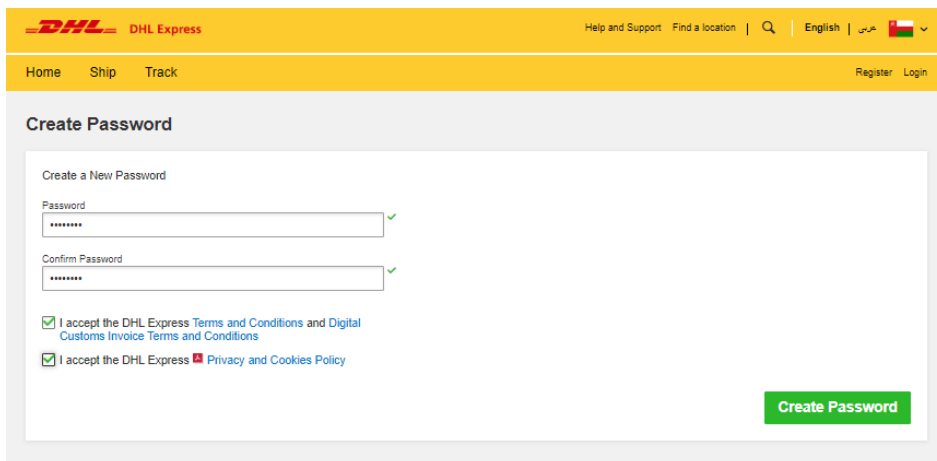
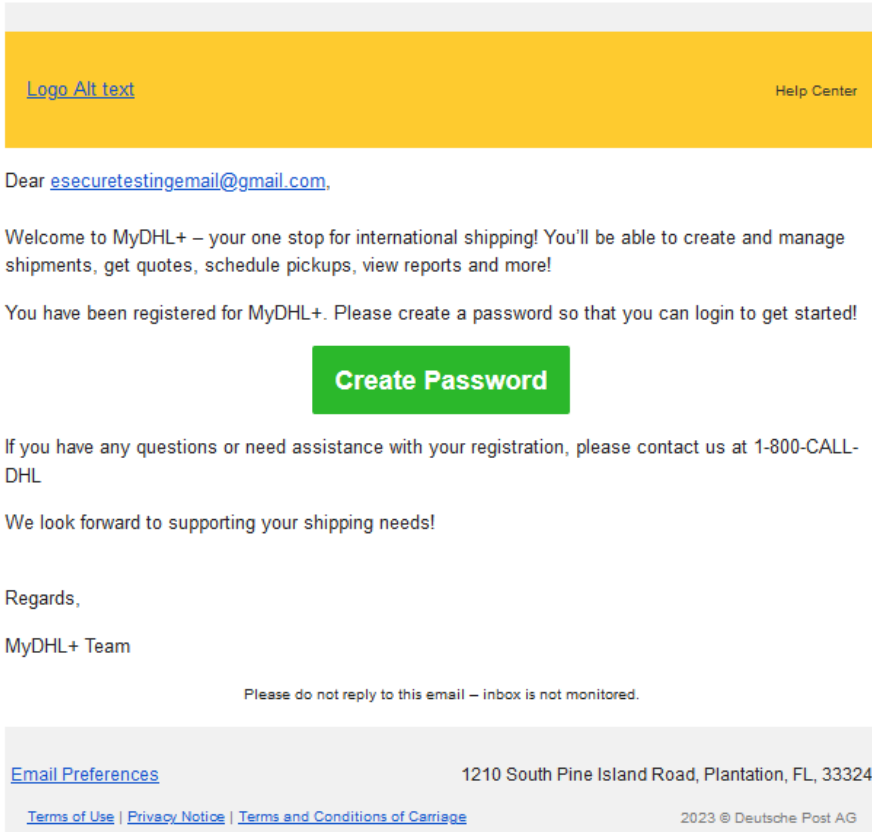


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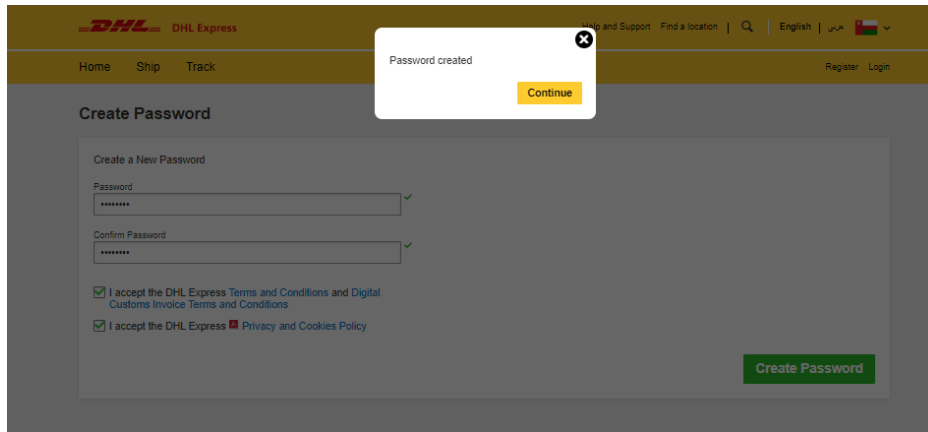
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CUSTOMER ADMINISTRATOR REGISTRATION

As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from dhlSender@dhl.com to complete the registration process of your new MyDHL+ User Profile.



eSecure Step by Step Guide



The screenshot shows the DHL Express website's 'Create Password' page. A notification box at the top center displays 'Password created' with a close button and a 'Continue' button. The main form area is titled 'Create a New Password' and contains two input fields: 'Password' and 'Confirm Password', both with checkmarks indicating successful entry. Below the fields are two checked checkboxes: 'I accept the DHL Express Terms and Conditions and Digital Customs Invoice Terms and Conditions' and 'I accept the DHL Express Privacy and Cookies Policy'. A green 'Create Password' button is located at the bottom right of the form.

A 'Welcome' email from esecure@dhl.com will be sent when an existing MyDHL+ user is added as a Customer Administrator for an eSecure enabled account. The same email will also be sent when you are successfully onboarded first time as a Customer Administrator in eSecure.



Dear Esecure Admin,

Thank you for participating in DHL eSecure, an advance feature to administer your DHL Express Account's usage.

You have been registered for MyDHL+. Look out for an email sent from dhlSender@dhl.com and create a password so that you can login to get started!

Only approved users can ship using your DHL Express Account(s) in MyDHL+ or eMailship after your account is enabled for security.

If you require any technical assistance, please contact us at 96824520123 or om.ess@dhl.com

Kind Regards,
DHL Express eSecure Team

Please do not reply to this email – inbox is not monitored.



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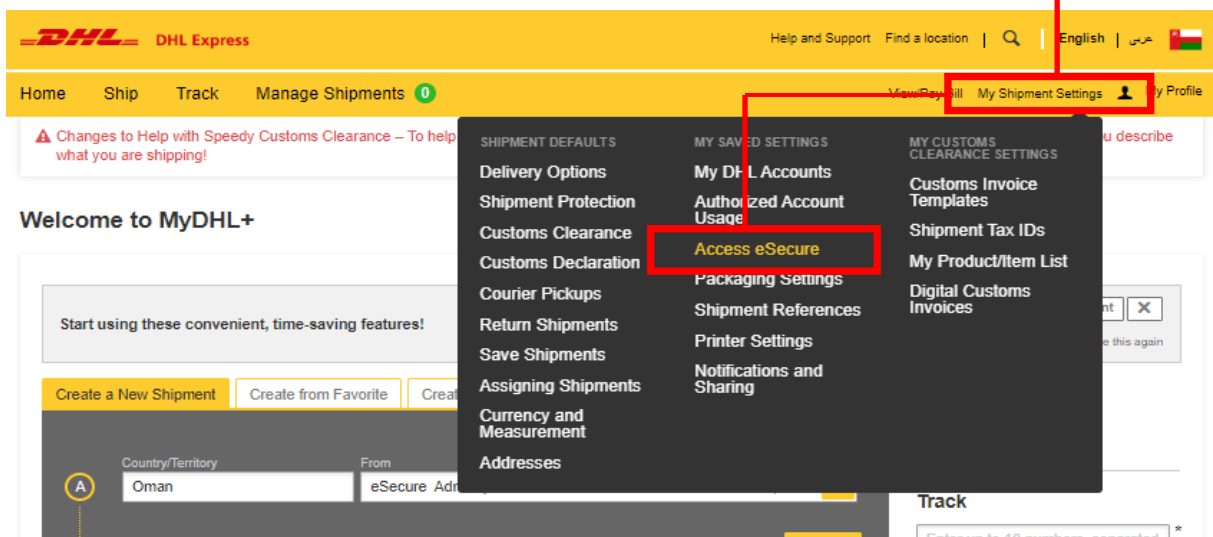
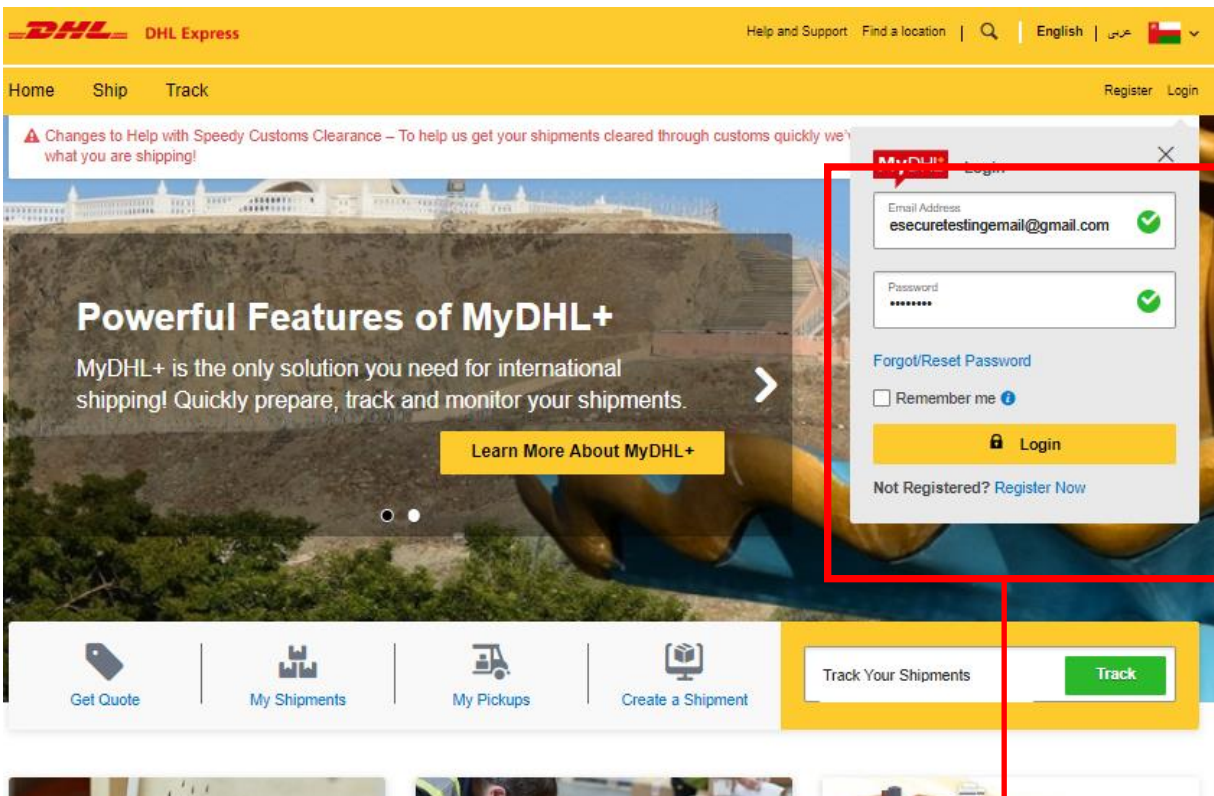
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ENABLING STEPS

You have received an email with subject "DHL eSecure Approval Request" because a person is requesting to use your DHL Express account number. Below are the steps to approve or reject the request.

Step 1: Login to MYDHL+

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



Step 2: Authorize users

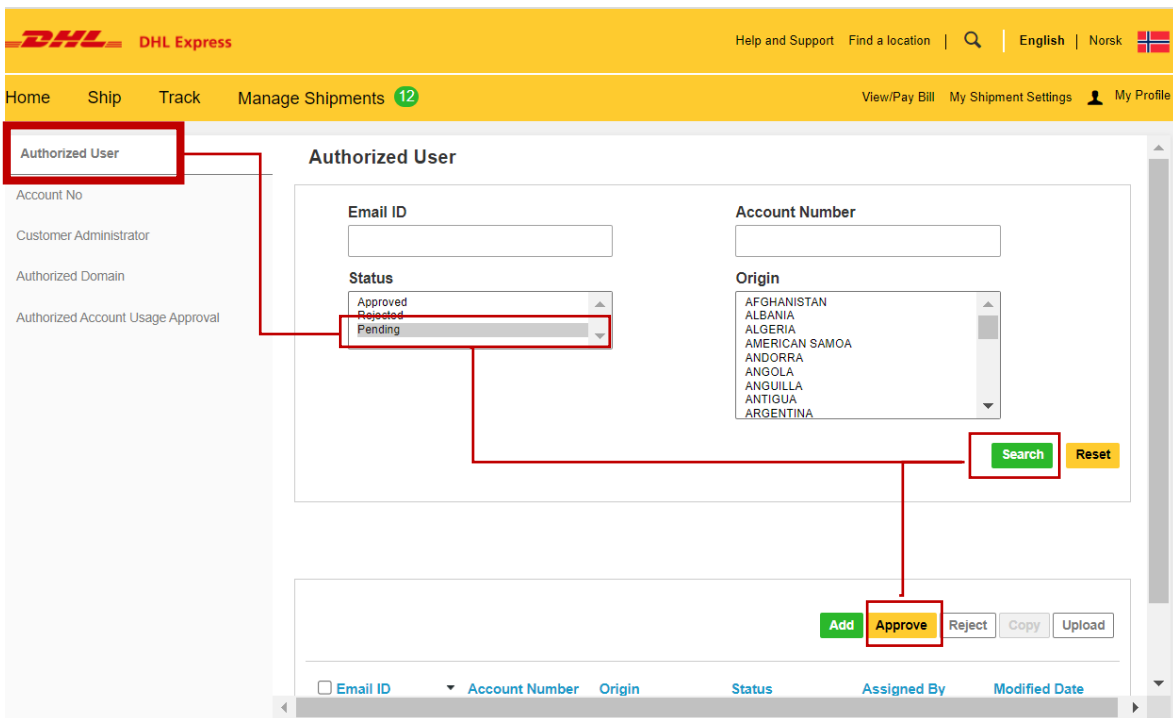
As a Customer Admin you have several options to authorize shippers to use your account:

- If you access eSecure for the first time, Terms and Conditions should be accepted before being redirected to the page

The screenshot shows the DHL eSecure interface. At the top, there is a yellow header with the DHL logo and 'DHL Express' on the left, and 'Help and Support', 'Find a location', 'English', and 'عربي' on the right. Below the header is a navigation bar with '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 sidebar on the left and a main panel on the right. The sidebar contains links for 'Authorized User', 'Account No', 'Customer Administrator', 'Authorized Domain', 'Authorized Account Usage Approval', and 'My Domain'. The main panel is titled 'Terms and Conditions' and contains the following text: 'DHL eSecure (hereinafter referred to as '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. eSecure is being offered to customers within MyDHL+ and the customer is required to appoint an "administrator" who will be responsible for managing the security permissions for these users.' 'DHL Express accounts (hereinafter referred to as 'accounts') managed by the customer administrator (hereinafter referred to as 'admin') can be identified under "Account No" menu. New requests to use the accounts after successfully enrolled into eSecure will be notified to the admin for approval or rejection decision. Review of all pending users can also be reviewed under "Authorized Users" menu. If "Email ID Consent" is granted, the admin's contact details will be provided to new requestors upon the first attempt of using the accounts in the Online Shipping Tools (MyDHL+ or EmailShip).' 'By clicking on the "Submit" button below, you represent and confirm to DHL Express that you are the duly appointed administrator of the customer for the purposes of eSecure. DHL may at any time review your qualification as the customer's appointed administrator in DHL eSecure and in the management of the customer's account number. DHL may at its sole discretion vary the terms and conditions of DHL eSecure and/or terminate the DHL eSecure feature at any time upon prior notice.' Below the text is a checkbox with the text 'I agree to the terms and conditions.' and a green 'Submit' button. Both the checkbox and the button are highlighted with red boxes.

Steps to approve (authorize) individual account usage request

- Click on **Authorized User** menu
- Select **Pending** from the Status box and click on **Search**
- The Pending request will be displayed in the list below
- Place a tick next to the e-mail and click the **Approve** or **Reject** button



Note* Uploading multiple authorizations

In case you need to authorize a larger number of users who should use your account, you can upload a file by clicking the **upload** button. A sample file is available in the upload page.

3: Automate approvals from trusted partners

With the **Authorized Domain** feature, it is possible to automatically approve all requests coming from certain email domains.

This feature is useful if you don't want to manually approve every request from requestors within your company or from a trusted partner.

- Click on **Authorized Domain**
- Enter the email domain name in the Domain name field
- Click **Add** button

Authorized Domain

Domain Name: @company.com

Account Number: 123456789

Origin: [Dropdown menu with options: AFGHANISTAN, ALBANIA, ALGERIA, AMERICAN SAMOA, ANDORRA, ANGOLA, ANGUILLA, ANTIQUA, ARGENTINA]

Status: Active/Inactive

Company Name: [Empty field]

Buttons: Search, Reset

Buttons: Add, Active, Inactive, Copy, Upload

Domain Name	Account Number	Origin	Company Name	Status	Assigned By	Modified Date

Authorized Domain

Use comma (,) for multiple entries in Domain Name field.

Account Number: [Field with asterisk]

Domain Name: [Field with asterisk]

Buttons: Save, Cancel

List of banned domains

@0209000639.com	@0309111037.com	@0309224311.com	@0310032548.com	@0409113236.com
@0409225210.com	@0509221754.com	@0609202116.com	@0704064105.com	@0710114847.com
@1.com	@1001193033.com	@1001194800.com	@1001195944.com	@1001224026.com
@1009100958.com	@10109225341.com	@10111000329.com	@10111042358.com	@10111050731.com
@10111183312.com	@10111191831.com	@10209000639.com	@10209045405.com	@10209084005.com
@10211044438.com	@10211052906.com	@10211095759.com	@10211104301.com	@10211184832.com

*Note** You can add multiple emails domains in the Authorized Domain list.

Automate rejections from unknown requestors

Our new security feature **My Domain** let you control who you will receive account requests from. You can simply add the email domain to the list of My Domains. This will whitelist that domain, they are then considered trustworthy and requests from any other domains will be automatically rejected.

*Note** It is highly recommended to utilize this feature if you don't expect anyone else outside your company to ship on your DHL Express account.

- Click on **My Domain**
- Enter the email domain name in the Domain name field
- Click **Add** button

*Note** You can add multiple emails domains in the My Domain list. Comma(,) is used to separate multiple email domains

Add multiple customer admins

If more than one customer admin is needed, the first customer admin can easily add new admins here. It is recommended to have more than one admin, to make sure requests will be actioned in the absence of one.

The screenshot shows a web interface for managing customer administrators. On the left is a sidebar with navigation options: Authorized User, Account No, Customer Administrator (highlighted with a red box), Authorized Domain, Authorized Account Usage Approval, and My Domain. The main content area is titled 'Customer Administrators' (also highlighted with a red box). It contains a form with the following fields: Account Number, Email ID, First Name, Last Name, Company Name, Origin (a dropdown menu currently showing 'OMAN'), and Status (a dropdown menu with 'Active' and 'Inactive' options). At the bottom right of the form are 'Search' and 'Reset' buttons. Below the form is a summary bar with a green checkmark icon, the text '1 records found', and buttons for 'Add', 'Active', 'Inactive', and 'Download'.



Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you require any technical assistance, please contact us at 96824520123 or om.ess@dhl.com

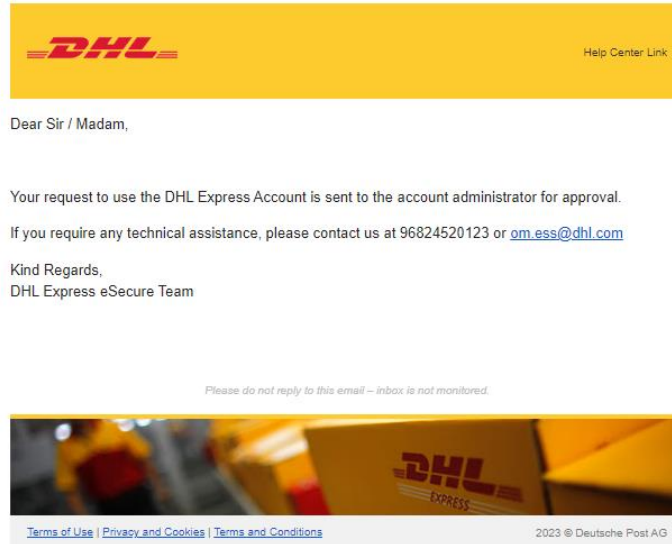
Kind Regards,
DHL Express eSecure Team

Please do not reply to this email – inbox is not monitored.



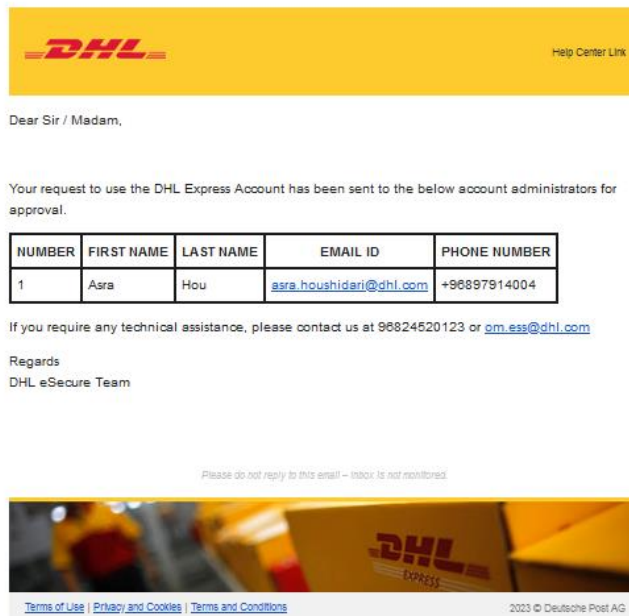
NOTIFICATIONS FOR REQUESTORS

The requestor will also receive an email notification whilst you receive the approval request email. The email informs the requestor that their request is pending the account admins approval.



Note If you allow the option 'Email Consent ID', the requestor can see your contact information.*

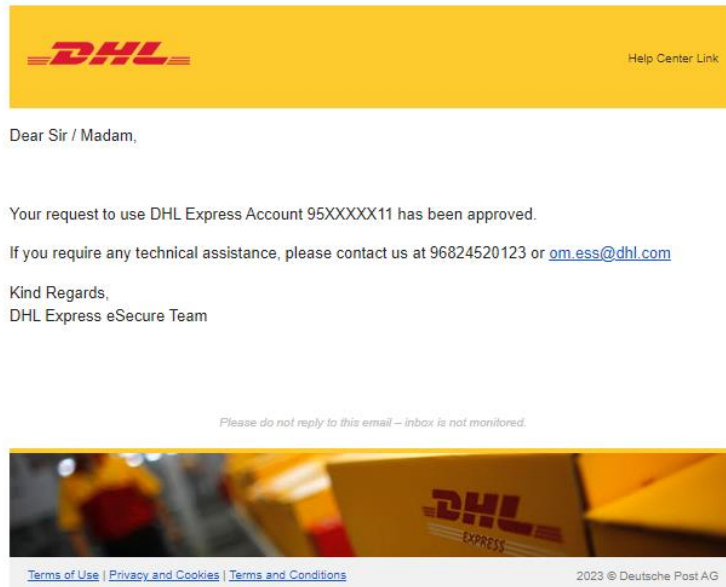
Email ID Consent



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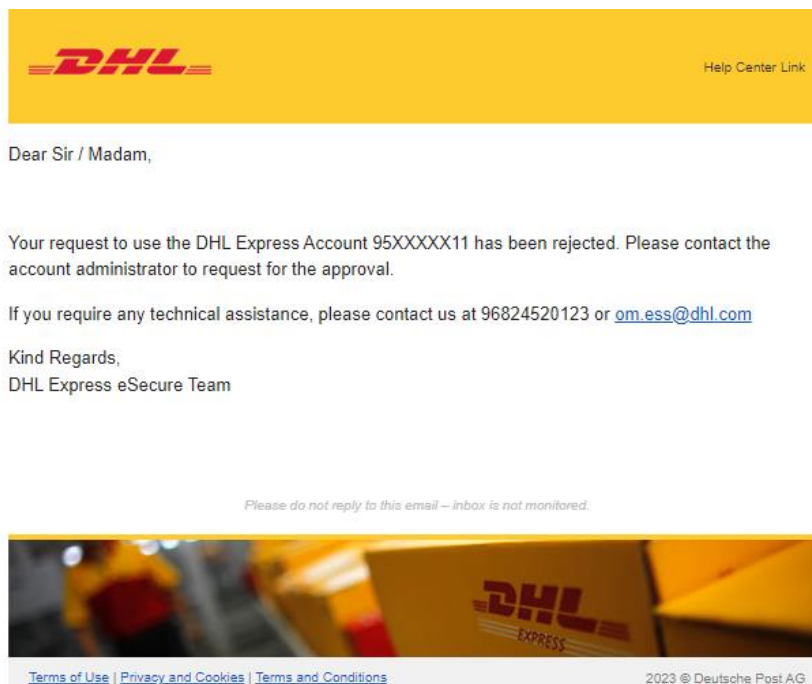
The requestor will be notified of your decision whether account usage request was Approved or Rejected.

Request Approved (example)



Request Rejected (example):

Note Requestor will not be notified by the request was rejected by “My domain” using the auto reject function. Requestor need to acknowledge account holder to change their status to “approved” manually.*



The requestor will be notified during shipment creation process in MyDHL+

How will you pay?

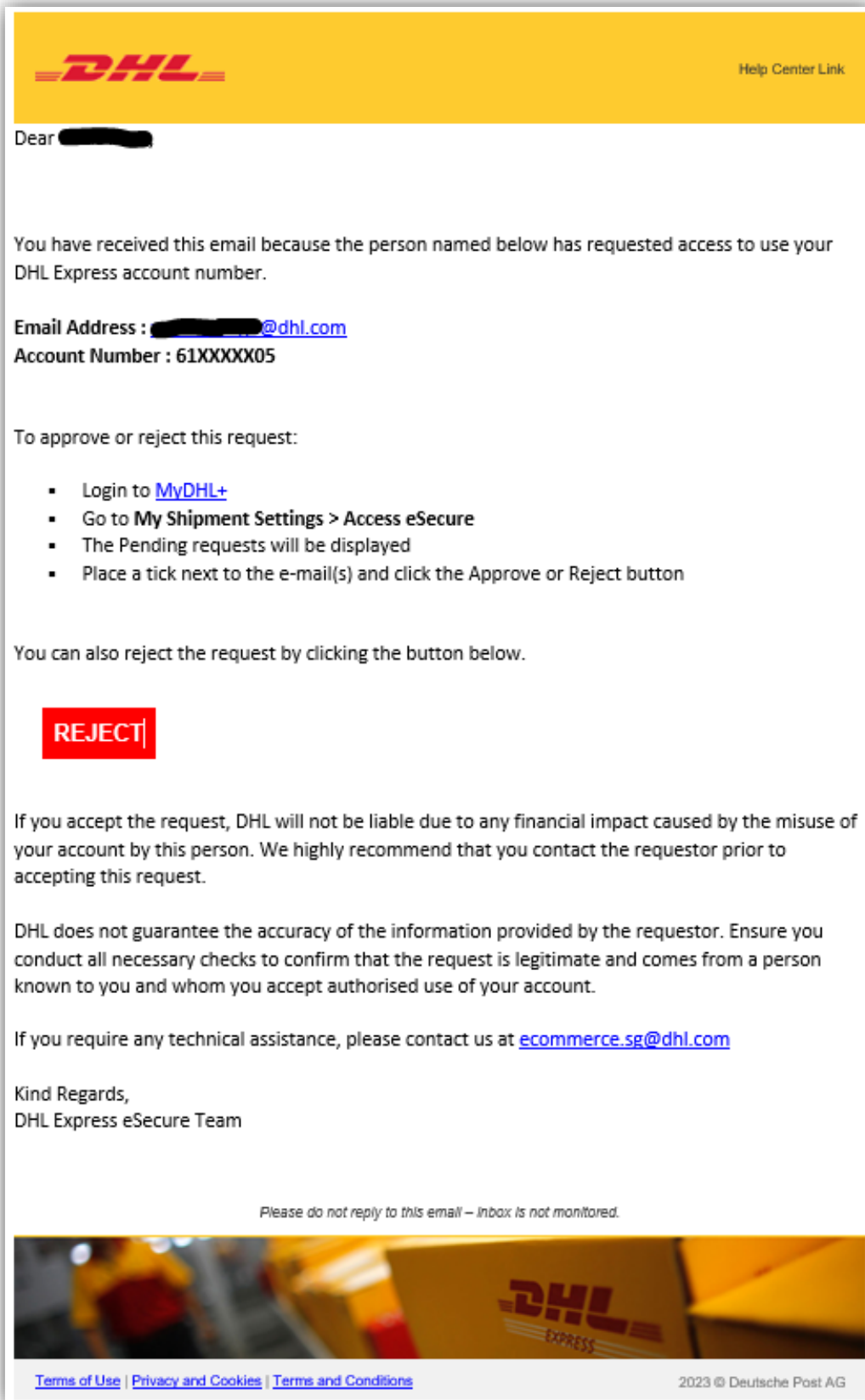
What shipper account will be used for this shipment?

63xxxxx57 - Account ▼ *

The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.


NOTIFICATIONS FOR ADMINISTRATOR


The administrator will receive an email notification when new user tried to use the account as follows;





The administrator will receive an email notification whilst the request was being automatically rejected. The email informs the administrator which user was rejected.

Thu 2/9/2023 1:26 PM

 dhlessm@dhl.com
DHL eSecure - Auto Rejected User

To  Dennis KOH Chun Yong (DHL SG)

 If there are problems with how this message is displayed, click here to view it in a web browser.

 Help Center Link

Dear Dennis Koh,

These email addresses were automatically rejected as not being part of the my domain.


NUMBER	EMAIL ID	SHIPPER NAME	COMPANY NAME
1	e2e4_edith_sg2@mailnesia.com	-	-

DHL does not guarantee the accuracy of the information provided by the requestor. These users are automatic rejected to use your DHL Express Account 61XXXXX05 for shipping. You can review all approved/rejected users in MyDHL+ at <https://ewf-ref.dhl.com>.

If you require any technical assistance, please contact us at 68806700 or 11ecommerce.sg@dhl.com

Regards
DHL eSecure Team

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