Manage your company’s express international shipping with complete confidence.

www.dhl-usa.com/shiponline
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DHL CorporateShip on dhl-usa.com gives your company total control over shipping protocol. This is one powerful online resource that puts your specialized international shipping needs front and center. Use the DHL Express How can we help you? dashboard on the home page as your starting point. Here, you’re just a click away from anything you need to find or do!

Once logged in, you can manage all of your administrative tasks from the How would you like to get started? dashboard including setup options, adding users, managing references, generating reports and more. You’ll have fast access to the most often used transactions, as well as time-saving online supply ordering, instant rate quotes, advanced Customs support and other useful functions.

- Accessible online from any computer: no software to install
- Multiple user access: keep your account numbers confidential
- Flexible options: control user shipping choices
- Time-saving benefits: schedule pickups and receive email notifications
- Centralized address book: ensure contacts are readily available to all users
As a Corporate Administrator, you will have the ability to grant employee access to company accounts and define shipping parameters. Register now to become the Corporate Administrator for your company’s DHL Express accounts.

1. Go to dhl-usa.com
2. Using the top navigation bar, click Express and then Shipping
3. In the left navigation, click Ship Online
4. Select the DHL CorporateShip tab
5. Click Register for DHL CorporateShip Now

Tip
At the bottom of the page are additional links with important information on how to use CorporateShip.
1. Select the radio button **Add a new**
2. Fill in all the required contact information fields
3. Expand the **Choose One** drop-down menu to select your end-of-day shipping time
4. Enter two **Login ID** options

**Note**

The **Login ID** needs to be between four and 12 characters long. For more information, click the **Login ID requirements** link.

5. Enter one DHL Express account number per line
6. If you have any questions or comments, please enter them in the form field at the bottom of the screen
7. Click **Submit** to send the form

You will receive a welcome email confirming your registration with DHL CorporateShip. It will contain your new login credentials, so you can return to define your user settings.
Next Steps

1. Go to dhl-usa.com
2. On the home page dashboard, click Login - My DHL Express
3. Enter the credentials provided in your confirmation email
4. Click Login
5. Click View My Profile in the left navigation to change your password
6. Enter the new information and click Update my Profile

Note

The Corporate Administrator cannot prepare shipments with an Administrator login. A secondary registration and login is required for shipping.

Once shipping preferences have been defined, you can then follow your company’s guidelines to create your own shipping login.

Tip

Check the box if you’d like CorporateShip to remember your User ID.

Tip

To return to the Corporate Administrator dashboard, click My DHL Express in the left navigation.
You may need to modify the Corporate Administrator primary information. This may include adding DHL Express account numbers or transferring the administrative responsibilities to a coworker.

1. Using the top navigation bar, click **Express** and **Shipping**
2. In the left navigation, click **Ship Online**
3. Select the **DHL CorporateShip** tab
4. Scroll down to the bottom of the page, click **Manage Corporate Administrator Details**
5. Select the radio button **Modify an existing**
6. Expand the **Select One** drop-down menu and choose the type of change you want to make
7. Make changes as needed and click **Submit**

You’ll receive a confirmation email noting the changes you just submitted.

**Note**

To change your Login ID, you must re-register with a new Login ID by contacting DHL. When you create a new Login ID, all previously-entered information (i.e. accounts and users administered, address book, etc.) will no longer be accessible through the new Login ID.

**Note**

The table will change to accommodate the modification type you selected.
Select the options that best describe your company’s typical shipment types and preferred services. Once these preferences have been entered, CorporateShip will automatically enter them each time a new waybill is prepared. Your choice of default shipment information will be the first option authorized users will see.

1. Go to dhl-usa.com
2. On the home page dashboard, click **Login - My DHL Express**
3. Enter your provided login credentials and click **Login**
4. Click **Setup** under *How would you like to get started?*
5. Expand the **User registration** drop-down menu to select employee registration preference
   - Choose **Self-Registration** if company employees are allowed to register themselves. The only requirement is that the Corporate Administrator supplies the user with two pieces of information:
     - DHL Express account number
     - Associated zip code
   - Choose **Control Administration** if you will personally register all users

**Tip**
To return to the Corporate Administrator dashboard, click **Return to dhl-usa.com** in the left navigation.

**Tip**
You’ll find help topics located on the right for additional assistance.

**Tip**
The demo and guides available at [www.dhl-usa.com/shiponline](http://www.dhl-usa.com/shiponline), will help new users start shipping with DHL WebShip immediately.

**Note**
When the Corporate Administrator enters a new user in the system, the screen will display a message stating the new user will receive an email to complete registration.

The new authorized user will receive an email. They will be instructed to log in with a temporary password, in order to create a new one.

**Shipper Information**
To users, the CorporateShip experience is very much like DHL WebShip. There are very minor differences and those are based on the **User registration method** selected.

The Self-Registering user will follow this process:
1. The user will go to dhl-usa.com
2. Click **Login – My DHL Express**
3. Click **Register for DHL WebShip**

**Tip**
The demo and guides available at [www.dhl-usa.com/shiponline](http://www.dhl-usa.com/shiponline), will help new users start shipping with DHL WebShip immediately.
6. Expand the **Address book options** drop-down menu to select the address books you would like to make available for your user
   - **Personal Address Book** entries are managed by individual users
   - **Central Address Book** contact list is public to all users and managed by the Corporate Administrator

7. Check the boxes for the approved export delivery services

8. Check the **Billing Options** box if you don’t want users to view company account numbers

9. Expand the **Credit Card** drop-down menu to select preferred employee usage
   - Allow credit card option – allows flexibility of shipping personally with a credit card and for business with the company account
   - Do not allow credit card option – ensures all shipments are charged to the company account
   - Insist on credit card – this option is a good choice if the users have been set up for personal use or company-specific protocols

**Tip**
Check the box to have new receiver address information entered by users during waybill preparation automatically saved in the **Central Address Book**.
OPTIONS (continued)

10. Select the radio button that best represents the default weight for a typical shipment.

11. Elect additional shipping options for specialized shipment needs:
   - Shipment Value Protection – to cover physical loss or damage of goods
   - Bill duties, taxes and fees to sender – this ensures your company will not get charged
   - Allow origin address change – this allows employees preparing shipments at different locations to enter their physical address for DHL Express reference and follow up

12. Change the **Shipment Reference** field name in the WebShip application.

13. Check the box to allow thermal printing, if your company is using peel and stick labels.

14. Use the drop-down menu to permit users to view and generate reports that detail shipments created by other users.

**Note**

Users do have rights to generate reports for personal shipment labels.

15. Select end-of-day cut-off time for processing shipments.

**Tip**

Check your local DHL Service Center’s cut-off times, as they vary among locations.

16. Default changes will apply to all users – unless the box is checked to have settings apply to new users only.

17. If you’d like to notify users that default settings have changed upon their next login, check the box.

18. Click **Save** to have your changes recorded.

**Tip**

Changing this cell title will help to visually remind the users of desired references and support your program management.

**Tip**

If you are in the Eastern Time Zone and select 5:00 PM, users in the Pacific Time Zone will have a cut-off time of 2:00 PM.

**Tip**

Get more information about thermal printing by clicking the hyperlink.

**Example**

Prepare Shipment

**Tip**

If you are in the Eastern Time Zone and select 5:00 PM, users in the Pacific Time Zone will have a cut-off time of 2:00 PM.
Set Paperless Clearance preferences to eliminate the extra step of manually printing and attaching hard copy export documents. Enabling this feature allows you to prepare Certificates of Origin, Commercial or Pro Forma Invoices and upload additional required forms. Enjoy higher efficiency and avoid costly delays often caused by misread handwritten documentation.

1. On the top navigation bar, expand the **Setup** drop-down menu and click **Paperless Preferences**

2. Check the box to activate the Paperless Clearance feature

3. If you’d like to have CorporateShip generate the electronic documents for you, check the box

**Note**

If you prefer to upload your own Customs documents, just leave this box empty and complete the rest of the section. You’ll still benefit from the paperless features.

4. Indicate the type of invoice you will send most often
5. If you would like to include a company logo on your electronic Customs documents, you can upload it directly from your files. Click Browse to locate a logo file that conforms to the specified image dimensions, as well as the supported image types.

6. Select the file and click Open.

7. Click Upload to apply to documents.

**Note**

Electronic Customs documents must include a signature.

8. Click Browse to locate the signature file and click Open.

9. Click Upload to apply to documents.

10. Enter the name and title of the signer.

**Note**

The name must match the electronic signature precisely.

11. Check the box to accept the DHL Paperless Clearance Terms and Conditions.

12. Click Save.

**Note**

Users will be able to change the logo and signature as needed.
Managing your company’s authorized users is simple with DHL CorporateShip. You can begin adding each user as needed or create a list to import all users.

To enter each user, one at a time:

1. On the top navigation bar, click Users and then Manage Users
2. Enter a user-specific Login ID in the field
3. Add the user’s first and last name, email address and telephone number
4. Select the DHL Express accounts they may access from the drop-down menu
5. Click Save

To quickly add up to 1,000 users at once:

1. Prepare a comma-delimited ASC II file with carriage return/line feed
2. Each user has three cell content fields that must be in the following order
   - Column A = Login ID, character limit 50
   - Column B = Email Address, character limit 60
   - Column C = DHL Express Account Number authorized for use, character limit 11

   **Note**
   A header row is not needed for importing purposes.

3. Upload by clicking the Import user list link in the left navigation
4. Select the option that best describes your needs
   - Append to list of existing Users and skip duplicates
   - Append to list of existing Users and replace duplicates (by Login ID)
   - Replace all existing Users with new User List
5. Click Browse to locate your saved CSV file
6. Click Open and then Import
A Shipment Reference is an internal code determined by your company and applied to waybills during shipment preparation. Four different Reference options are available to help you maximize your company’s reporting and reconciliation efforts. This information is also useful whenever you are tracking a shipment with DHL and cannot locate its waybill number quickly.

- References are not required – this allows the user the option of processing shipments without a specific reference at all. Or, they may provide a word, phrase or account number of their choosing within DHL field parameters.
- References are required with no validation – this option ensures the company has a reference to refer to and enables the user to enter a logical denotation of their choice within DHL field parameters.
- References are required, and must match Reference List – this is the most restrictive option ensuring your company will have the exact information it needs on every waybill by requiring the user to enter a reference that matches a pre-defined list you have created and saved (See page 15)
- References are required, and must match Reference Formats – this offers the user a little more flexibility by only requiring the reference of their choice is entered within your specified character parameters (example, numeric characters only or a set number of alpha characters followed by numbers) (See page 17)

Note
Check the box if you would like users to be able to view the list.

Note
Prior to selecting this option, click Reference Formats in the left navigation to specify the format.

Note
Before selecting this option, click Reference List in the left navigation to create your list.
When determining the references your company may find most useful, keep in mind that you can make it anything that will be generic enough to easily understand and detailed enough to differentiate between all of the shipments. Some Corporate Administrators find project codes, department charge back codes, invoice numbers or P.O. numbers to be useful when reconciling.

**Enter a Reference**

1. Scroll over **References** on the top navigation bar and click **Reference List**
2. Go to the **Update reference list** box and type the desired reference in the **Create a new reference** field
3. Click **Save**

**Import a list**

1. Scroll over **References** on the top navigation bar and click **Reference List**
2. Go to the **Update reference list**, **Import from file** box and click **Browse**
3. Select your previously created file and click **Open**
4. Then click **Import**

**Note**

A single vertical list can be imported as a CSV file.
REFERENCE LIST (continued)

Find a reference
1. Enter the reference in the field under Find references starting with
2. Click Find

Note
To view all references again, click View all

Delete a reference
1. Check each desired box in the Reference numbers list
2. Then click Delete under Update reference list,
   Delete references
REFERENCE FORMATS

You can save up to 20 formats that define company-preferred reference entries for easier reconciliation. Formats are created with a set of characters that define the field capabilities.

Create a Reference Format
1. Use the drop-down menu to set the reference format length
2. Enter the format
3. Click Save

Formatting
Use the table below to format each character position for acceptable entries.

<table>
<thead>
<tr>
<th>Character</th>
<th>Equals</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>Any single ASCII character</td>
</tr>
<tr>
<td>#</td>
<td>Any single number (0-9)</td>
</tr>
<tr>
<td>@</td>
<td>Any single Alpha character (A-Z)</td>
</tr>
<tr>
<td>*</td>
<td>0 or more ASCII characters</td>
</tr>
<tr>
<td>&amp;</td>
<td>0 or more Alpha characters</td>
</tr>
<tr>
<td>%</td>
<td>0 or more numbers (0-9)</td>
</tr>
</tbody>
</table>

Example 1 - Using an asterisk (*)
If the requirement is 3 numeric characters followed by any unspecific series of characters, the format should read ###*

Example 2 - Using a question mark (?) and pound sign (#)
If the requirement is any 3 characters followed by any 3 numbers only, the format should read ???###

Test a Reference Format
1. In the right column under Update reference formats, Test a reference format enter a real reference in the cell provided
2. Click Test and DHL CorporateShip will match the test entry against existing formats
REFERENCE FORMATS (continued)

**Edit a Reference Format**
1. Under *Select Format*, check the box of the format to be edited
2. In the right column under *Update reference formats*, *Edit existing reference format* click *Edit*
3. Use the drop-down menus and the text box to modify the format
4. Click *Save*

**Delete a Reference Format**
1. Under *Select Format*, check the box of the format to be deleted
2. In the right column under *Update reference formats*, *Delete reference formats* click *Delete*
MANAGE RECEIVERS

Quickly manage your company’s receiver address book that will be accessed by all authorized users. You can view, add, copy, edit and delete your receivers and their details.

On the top navigation bar, select Address book and click Manage receivers:

- Add a new receiver – click Add above the table, fill in all required information noted with an asterisk (*) and click Save
- View contact information – click a contact in the Receiver ID field and a popup window will appear with all details
- Edit, delete or copy to create a new entry – check the box beside the entry and then click the appropriate action you would like to perform above the table

Tip

Related? Check the box if you are related to the receiver. To be “related” means that at least a 10% of each shipment is owned by the same U.S. or foreign person or business enterprise. You are also related when you have the same company name or when one is a parent, subsidiary or affiliate of the other company. Example: a shipment is sent from the company warehouse to a company store.

Find Receivers

1. Select the search criteria using the drop-down menu
2. To receive all entries, leave the Find field blank, or enter a search term to narrow results
3. Click Find
DHL makes it easy to utilize the receiver list your company has worked so hard to maintain over the years.

1. On the top navigation bar, expand **Address book** and click **Import receiver list**
2. Select the file type from the drop-down menu
3. Click **Browse** to search for the file and then click **Open**
4. Click the radio button that best describes the new addresses being imported
   - Append to list of existing receivers and skip duplicates (by Receiver ID)
   - Append to list of existing receivers and replace duplicates (by Receiver ID)
   - Replace all existing receivers with new receivers
5. Click the box if your spreadsheet has a header row
6. Use the drop-down menu to select the field-separating characters
7. Use the drop-down menu to select the text separating characters
8. Check the box to **Truncate Fields** if you would like DHL to import the text that fits in the respective cells and eliminate the remaining text
9. Select the radio button that best describes how you would like errors handled
10. Click **Import** to process your file
SHIPMENT SUMMARY

This report includes the number of shipments, total shipment weight and estimated total charges for the date range selected, within 90 days of the shipping history.

1. On the top navigation bar, select **Reports** and click **Shipment summary**
2. Select the date range from the drop-down menus
3. Select the appropriate radio buttons for the desired account number(s)
4. Click **Create printable report**

**Tip**
An optional signature line is provided at the bottom of the report, so the pickup driver may sign for your records.

**Note**
Click **Export** to receive the file in a comma-delimited format.

SHIPMENT DETAIL

This report provides detailed information for each waybill, including number of pieces, billing information, shipment reference, Customs value and much more for up to 90 days of shipment history.

1. On the top navigation bar, select **Reports** and click **Shipment detail**
2. Select a date range and data field order
3. To view and print the report, click **Create printable report**

**Tip**
At least one invoice number is assigned for shipments sent from each account number every day. Reporting on this number will allow you to match the report with an invoice.
ADDRESS BOOK

Have all of your receivers’ details stored in one list within the company’s Central Address Book.

1. On the top navigation bar, select Reports and click Address Book
2. Use the drop-down menus to sort the list by up to three fields
3. Click Create printable report

USERS

You can quickly reference the pertinent information regarding your users. This report includes login ID, first and last name, email, phone, account number, account status and the date the user was added to DHL CorporateShip.

1. On the top navigation bar, select Reports and click Users
2. Select the account number(s) you wish to report on and the sort criteria
3. Use the drop-down menus to sort the list by up to three fields
4. Click Create printable report

Note
To export the file in a comma-delimited format, click Export.
REACH US BY CHAT, EMAIL OR PHONE

Tip
Do you have immediate questions about pickups, rates or transit times? Click Chat Now.

Note
If you have completed all required fields and are experiencing problems with CorporateShip functionality, select Technical Support and fill out the General Technical Support form.

1. Click Contact Center in the top right corner of the website from any page
2. Click DHL Express in the left navigation
3. Complete the Contact: DHL Express email form and click Submit

For specific application needs regarding DHL CorporateShip, send an email to dhlship.admin@dhl.com with your contact information and a detailed request.