

DHL CORPORATESHIP™ QUICK REFERENCE GUIDE

Today's business environment demands speed and simplicity. DHL CorporateShip automates your company's shipping and assists with reducing errors by providing you with administrative control.

REGISTER

1. Go to dhl-usa.com
2. Click **Express, Shipping**, then **Ship Online**
3. Select the **DHL CorporateShip** tab and click **Register for DHL CorporateShip Now**
4. Select the **Add a new** radio button, complete the form and click **Submit**

Note

You will receive a welcome email with your new login credentials.

YOUR PROFILE

1. Go to dhl-usa.com and click **Login - My DHL Express**
2. Enter the credentials provided in the email and click **Login**
3. Click **View My Profile** to change your password
4. 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 the following *Setup Options* have been defined, you can then follow your company's guidelines to create your own shipping login.

SETUP OPTIONS

1. Go to dhl-usa.com and click **Login - My DHL Express**
2. Enter your credentials and click **Login**
3. Click **Setup** and then **Options**
4. Expand the *User registration* drop-down menu to select your employee registration preference
5. Expand the *Address book options* drop-down menu
6. Check the boxes for the approved export delivery services
7. Check the *Billing Options* box if you do not want users to view company account numbers
8. Expand the *Credit Card* drop-down menu to select preferred employee usage
9. Select the radio button that best represents the default weight for a typical shipment
10. Choose additional shipping options:
 - **Shipment Value Protection** – covers physical loss or damage of goods
 - **Bill duties, taxes and fees to sender** – ensure your company will not get charged
 - **Allow origin address change** – employees preparing shipments at different locations can enter their physical address

11. Change the *Shipment Reference* field name in the shipping application to provide employees a reminder of needed information
12. Check the box to allow thermal printing for peel and stick labels
13. Use the drop-down menu to permit users to view and generate detailed shipping reports
14. Select end-of-day cut-off time for processing shipments
15. Default changes will apply to all users – unless the box is checked to apply settings to new users only
16. Check the box to notify users that default settings will change upon their next login and click **Save**

SETUP PAPERLESS CLEARANCE

1. Expand the *Setup* drop-down and click **Paperless Preferences**
2. Check the box to activate the Paperless Clearance feature
3. Check the box to generate electronic Customs documents

Note

If you prefer to upload your own Customs documents, 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. To include a company logo on your electronic Customs documents, upload it directly from your files, click **Browse**, select the file and click **Open**, then click **Upload**

Note

Electronic Customs documents must include a signature.

6. Click **Browse** to locate the signature file, select the file and click **Open**, then click **Upload**
7. Enter the name and title that matches the electronic signature

Note

Users will be able to change the logo and signature as needed.

8. Check the box to accept the *DHL Paperless Clearance Terms and Conditions* and click **Save**



MANAGE USERS

1. 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 will be allowed to access from the drop-down menu and click **Save**

Note

New authorized users receive an email with instructions to log in with a temporary password.

IMPORT USER LIST

Quickly add up to 1,000 users at once using a comma-delimited ASCII file with carriage return/line feed.

1. 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 = An authorized **DHL Express Account Number**, character limit 11

Note

A header row is not needed for importing purposes.

2. Click **Import user list** to upload
3. Select the option that best describes your needs:
 - Append list of existing Users and skip duplicates
 - Append list of existing Users and replace duplicates (by Login ID)
 - Replace all existing Users with new User List
4. Click **Browse** to locate your saved CSV file, click **Open** and then **Import**

ADD REFERENCES

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

IMPORT REFERENCE LIST

1. Scroll over *References* and click **Reference List**

Note

A single vertical list can be imported as a CSV file.

2. Go to the *Update reference list*, select the *Import from file* box and click **Browse**
3. Select your previously created file, click **Open** and then **Import**

CREATE A REFERENCE FORMAT

1. Scroll over *References* and click **Reference Format**
2. Use the drop-down menus to set the reference format length
3. Enter the format and click **Save**

ADDRESS BOOK

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, copy or create a new entry** – check the box beside the entry and then click the appropriate action you would like to perform above the table

IMPORT RECEIVER LIST

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

REPORTS

On the top navigation bar, select **Reports** to view, print or export different reports within CorporateShip:

- **Shipment Summary** – provides the count, total weight and estimated shipping charges of all shipments within a specified time period
- **Shipment Detail** – returns the shipper and receiver addresses with all of the shipment's specifications and charges
- **Address Book Detail** – presents all fields available with each receiver's information, including billing account numbers

CONTACT US

DHL Customer Service Representatives are available to help you. Go to www.dhl-usa.com and click **Contact Center** and then **DHL Express** to chat or send an email.

Shipping: 1-800-225-5345

Technical: 1-800-527-7298

Billing: 1-800-722-0081

Note

To find out more, visit www.dhl-usa.com/shiponline and click the **DHL CorporateShip** tab.