

DHL PROVIEW[®]

QUICK REFERENCE GUIDE

ProView provides real-time 24/7 visibility to information and events on shipments moved with a DHL account. Easily monitor multiple shipments, create your own reports and receive timely notifications.

REGISTER

Register for DHL ProView to monitor shipments on DHL accounts, manage contacts and setup notification preferences.

Option 1

For users who use EasyShip, XML Services or Vendor Partner Solutions, visit www.dhl-usa.com/register to create a free online profile and login. Once logged in, click **Monitor Shipments** in the left navigation and follow the remaining instructions in this guide to setup and use ProView.

Option 2

For customers who ship online with My DHL Express, login to register for ProView. Go to www.dhl-usa.com, scroll over the Express tab and click on **Login My DHL Express**. Enter your User ID and Password and click **Login**. In the left navigation, click **Monitor Shipments** and follow the remaining instructions below to setup and use ProView.

Follow the below steps to add accounts, contacts and specify notifications to setup and begin using DHL ProView.



ADD ACCOUNTS

During registration of ProView you will need to add DHL accounts you want to monitor. After registration you can add, deactivate, or remove accounts from the *Edit Accounts* link in the left navigation.

It can take up to 24 hours for the newly added accounts data to appear in DHL ProView. After that, all data will be real-time. Shipping activity that occurred prior to adding the account will not appear in DHL ProView.

1. Enter a DHL Express account number and associated postal code, and then click **Add**. To add multiple account numbers at once, click **Browse** under *Import Account Numbers*, select the file and click **Import File**

Note

The *Import Account Numbers* feature allows you to upload a comma-delimited file with a maximum number of 1,999 accounts per file. If any invalid account numbers and postal code combinations are found, these individual entries will be rejected. The system will not allow for duplicate entries.

ADD CONTACTS

Next step is to add the contact information of customers and colleagues that you want to be notified about specific shipment events. At any time you can add or edit contacts by selecting the *Contacts* tab in the *Account Summary* section. ProView allows an unlimited number of contacts to be added.

In the *Contacts* tab Select from the two options available. The first option allows a contact list to be created in order to assign specific notifications. The second option is for visibility only, where no notifications would be set up or sent.

Tip

The addition of individual notifications can result in a high number of daily messages for high-volume customers. Review your data and text plan with your carrier to determine if you may be charged to receive text-message notifications.

Example: Individual notifications for 1,000 delivered packages will result in 1,000 separate emails/SMS messages. In this case, the most desirable method of contact would be email.

If you have selected the option to add contacts:

1. Specify a *Contact ID (Nickname)* for the individual
2. Select the *Contact Method* – either email or text-messaging (SMS)
3. Enter the email or text-message address
4. Click **Add**

Note

Once a contact has been added, the contact method can be tested by clicking on **Test** in the *Action* column. A separate dialog window will open to send the test message. You will receive confirmation that the message has been sent. If the test message is received at the designated address, then the test operation has been successful.

SPECIFY NOTIFICATIONS

The final step in setting up DHL ProView is to set up notifications for specific shipment events. You can determine which event the notification is sent for and which method of contact. You can modify notifications at anytime by selecting the *Notifications* tab in the *Account Summary* section.

1. In the dropdown menu under *When My Package Is*, select an *Event Type*
2. Choose the *Contact ID* to be notified
3. For an email address, designate the specific time for the message to be sent (if an email address is NOT preferred, leave the time column blank)
4. Click **Add**

Event type descriptions:

- **Picked Up** – DHL has received the shipment from the sender and scanned the waybill barcode to begin tracking
- **In Transit** – the shipment is moving between origin and destination through the DHL network
- **Clearance Delay** – the shipment is being held in Customs for document review
- **Customs Clearance** – the shipment has been cleared by Customs for continued movement
- **Exception** – this is a checkpoint indicating the shipment progress has been impacted, such as shipment refusal, invalid address, etc.
- **Out for Delivery** – the shipment is with a DHL Courier in route to the receiver anticipating delivery
- **Delivered** – the shipment has arrived at the final destination address and DHL tracking has concluded

PROVIEW REPORTING

Now that you are setup with DHL ProView, you can begin viewing information on shipments. There are several different pre-designed lists available in the left navigation pane created to provide at-a-glance convenience, as well as complete shipment detail. Each list gives a description of the information it is providing. For the purpose of this quick reference guide we will help you get familiar with the *Shipment Status* view under *View Account Summary*.

SHIPMENT STATUS

The *Shipment Status* tab displays the total number of shipments in each event and by the shipment billing category. There are two specific billing categories; *Outbound* and *Receiver or 3rd Party Billed*. Categories are assigned based on how the registered accounts were billed for the specific shipments:

- **Outbound** – the sender's account has been assigned responsibility for payment
- **Receiver Billed** – the waybill designated the receiver's account to be billed for the shipment
- **3rd Party Billed** – the shipment has been pre-approved for payment by someone other than the sender or the receiver

Note

The lists do not combine billing types. To receive this information utilize a pre-designed list provided in the left navigation pane.

VIEWING SHIPMENT LIST

From the *Shipment Status* page you can access shipment lists for a specific event by simply clicking on the **total number of shipments** link. Information is organized by the tracking event and classified into billing categories.

1. Select search criteria from the *Find Shipment By* drop-down menu
2. Enter in a keyword to narrow the results of the shipment list
3. After your criteria has been entered, click **Go**

The shipment list displays all waybills picked up with the DHL Express account number(s) you registered for up to 90 days rolling. The easy-to-read format displays 25 shipment records per page with specific details. You can easily sort and filter your view of the shipment list.

Tip

Click on any of the individual **hyperlinked waybill number** for the tracking information to be displayed.

OVERRIDING NOTIFICATIONS

From the *Shipment List*, you can override specific shipment notifications previously established for contacts. Use the override function to create updates that apply to some shipments but not to others. This feature allows you to tailor your updates for specific shipments and individuals.

1. Select the shipment to override and click the box in the first column
2. Click **Override Selected Items**, at the bottom right-hand corner of the list
3. A new window will open and current notifications can be deleted or new ones added

DOWNLOAD DATA

You can download any list, including custom lists you create using the *Find* bar.

Scroll to the bottom of the list and click **Download List** for all the data to be provided in a spreadsheet-ready format.

ELECTRONIC PROOF OF DELIVERY

Electronic Proof of Delivery allows you to view or download a digital image of the receiver's signature, usually available within one hour of delivery. In the left navigation, click **Track by Signature POD** where you can enter up to 25 waybill numbers to return signature, then click **Submit**.

ACCESSING THE LOG

The *Log File* will display details regarding notifications that have been sent in the past 10 days. Details included are date and time, waybill, shipment event, contact method, and the contact information where the notification was sent.

1. Access the log by clicking on the **Log** tab from the *Shipment Status* view
2. Select search criteria from the *Find Shipment By* drop-down menu
3. Enter in a keyword to narrow the results of the log file
4. After your criteria has been entered, click **Go**

CONTACT US

For additional questions, including other information about DHL Express, please contact Customer Service online to chat or email a representative or call us at 1-800-CALL-DHL (1-800-225-5345).

To find out more

Watch the demo and register at www.dhl-usa.com/proview