DHL IMPORT EXPRESS ONLINE
USER GUIDE FOR SHIPPERS
WE COORDINATE EFFECTIVE COMMUNICATION BETWEEN YOUR SHIPPERS AND YOU – FOR YOU.
dhl-usa.com/ieo
CONTENTS

Shipper
- Manage Your Exports 3
- Helpful Guide Information 4

Shipper Profile
- Access 5
- My Profile 6

Manage Shipments

*Receive Shipment Instructions*
- Shipment Request 7
- Shipper/Receiver Review 7
- Shipment Details 9
- Pickup Request 11
- Customs Documents 12
- Service Options 15
- Review 15
- Confirmation 16
- Print Paperwork 16

*Prepare Shipment Request*
- Recent Shipper/Receiver 17
- Shipment Details 18
- Customs Documents 20
- Service Options 23
- Review 24
- Confirmation 24

Track
- Tracking 25

Shipment Pickup
- Schedule a Pickup 26

Manage Authorizations
- View Current Authorization 27
- Request Standing Authorizations 28

Customs Documents
- Invoice Templates 29

Address Book
- Manage Receivers 31

Contact Center
- Reach Us by Email or Phone 32
MANAGE YOUR EXPORTS

This web-based tool is designed to give DHL Import Express account holders and shippers full visibility as well as open communication during the shipping process. With Import Express Online, both the importer and the shipper utilize a clear and concise tabular interface – making it easy to view current shipping requests and shipment status. No need to worry about the shipping charges at all; you don’t even need a DHL Express account. The DHL Import Express account holder is completely responsible for shipping charges.

This guide will help you:

- Accept or reject shipments requested by importers
- Manage shipping details and schedule a pickup
- Create and send shipment requests to the import account holder
- Request authorization to ship on behalf of the import account holder
HELPFUL GUIDE INFORMATION

The following references have been shortened throughout the guide for easier reading:

- DHL Import Express Online application = Import Express Online
- DHL Import Express account holder = import account holder

The following terms will be used to refer to common Import Express Online actions:

- **Shipment instruction** – a shipment request created by the importer and sent to you for (1) review and (2) acceptance or rejection

- **Shipment request** – you have reached out to the importer with a request to prepare and send a shipment on their behalf

- **Standing authorization** – the importer has enabled you to ship (1) to the account holder or a specific receiver, and/or (2) using a specific account

STANDING AUTHORIZATION

This guide is geared toward a brand new shipper who has not received standing authorization.

When steps in the process change because standing authorization has been granted, they will be called out.

NOTE

Manage Shipments tab, Status column Definitions

**Importer Sent Instruction to Shipper**

- Pending Shipper Action
- Cancelled by Importer
- Accepted by Shipper
- Rejected by Shipper

**Standing Authorization Request from Shipper**

- Standing Authorization (Pending Importer Approval)

**Shipment Request Received from Shipper**

- Pending Importer Approval
- Accepted by Importer
- Rejected by Importer

**Shipment Preparation in Progress**

- With Shipper

**Pickup Request Acknowledged**

- Pickup Confirmed

**Shipment in Transit**

- Track
ACCESS

An importer will prepare the first shipment request. This will register your information in Import Express Online and generate an email to you containing information for getting started.

1. Click the link provided in the body of the email

NOTE

If the URL does not open a new window when clicked, copy and paste it into the browser address bar.

2. Enter the login credentials provided

3. Create a new password for ongoing usage

TIP

The passwords are always case-sensitive.

4. Enter your email address in the field provided

5. Click Login

Body of Email Example:

From: dhlimportexpress@dhl.com [mailto:dhlimportexpress@dhl.com]
Sent: Tuesday, October 23, 2012 5:00 PM
To: Kimbrelle Kimbrelle der Stadt
Cc: Julio Ernesto
Subject: Sea-Air International Ltd is kindly requesting your assistance in completing a DHL shipment

Kimbrelle Kimbrelle der Stadt,

This email is sent to you because an importer in another country needs your help to prepare and send a shipment using the cost to yourself. Please read the rest of this email to know how to get started.

This online tool helps you to complete and print the shipment paperwork in just a few easy steps. Shipment paperwork includes the waybill, a packing list, a commercial invoice, and a receipt. If the shipment is dutiable, a receipt for your own records.

Please ensure a copy of the DHL waybill is attached to every piece of the shipment. Then, with just a few simple clicks, you can pick up a DHL courier. You do not even need to pick-up the phone. Summary of shipment request:

This request was sent by:
Soyo General Store
Julio Ernesto
Soyo@emailstudent.com
555.505.5555

Message from Importer:
Please Supply 3 x Copies Of Commercial Invoice With Description Of Goods.
Shipment Reference: 11239
Shipment ID: 1740331
Shipment ID: Soyo@emailstudent.com

As a first step, please access DHL’s Import Express Online tool by using the following link: https://importexpressonline.dhl.com

Your login details:
Login name: Soyo@emailstudent.com
Temporary Password: 123456789

TIP

Bookmark this URL to help streamline your processes: importexpressonline.dhl.com
MY PROFILE

This is your primary information that will be visible as the default data on Import Express Online forms and make it even faster to prepare your shipments.

Here you can:

- Change your password
- Change your reminder question and answer
- Add, edit and remove account numbers
- Update the default pickup option
- Modify pickup details

1. Access by clicking the My Profile button under the red navigation bar on the right hand side of the screen
2. Review the current information and make desired changes
3. Click Submit

NOTE

The pickup information can be changed as needed while preparing waybills.
RECEIVE SHIPMENT INSTRUCTIONS

On the Shipment Instruction screen you can:

- See recent shipment requests
- View recent shipment details
- Prepare a new shipment request
- Check the status of shipment approval
- Check the status of authorization requests
- Track shipments

In this section you will review and complete the remaining information needed to generate the waybill of the importer’s request.

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

1. Click the line item radio button that the email references
2. Click Create Shipment

STANDING AUTHORIZATION

Skip ahead to page 9.

3. Review the address details for the Shipper (you), the Receiver (the account holder or third-party receiver) and the Importer (the account holder)
4. Ensure all information is correct

NOTE

The use of the action buttons at the bottom of the page will change depending on the status of the shipment selected. Red buttons indicate the next step that will help you progress.
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

5. Review the Message to Shipper for additional important information provided by the importer.

6. Review the Shipment date to ensure you can prepare the shipment in time.

7. Determine how you would like to move forward with the request:
   - If any of the above information is not accurate or not feasible, provide a detailed reason for rejection in the field available, click **Reject**.
   - The importer may have granted you access to click **Update Shipment** in cases where there is inaccurate information.
   - If you agree with the information provided please confirm Declared Value (by importer) by entering it in declare value by shipper and clicking **Accept Terms & Conditions** and Confirm shipment. Proceed to page 16 for next steps.

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**TIP**

If you cannot prepare the shipment by the date requested, notify the shipper immediately because it is possible for you to change the pickup date during waybill preparation.

**TIP**

The importer may have included:

- items ordered
- order numbers
- handling instructions
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

1. Select the Shipment date from the drop-down menu
2. Select the Packaging type from the drop-down menu
3. Enter the shipments weight, dimensions and commodities (contents) in the available fields
4. Click Add
5. Check that the total pieces and total weight are accurate
6. Enter a more detailed Description of contents

**TIP**

The first three lines of the Description of contents will appear on the waybill.

**NOTE**

If this shipment contains more than one piece, continue entering the corresponding information for each envelope and/or box, then click Add.
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

7. Enter the *Declared Value*

8. Select the monetary type from the drop-down menu

9. To select the *Shipment status* use the appropriate Customs clearance button
   - Non-document = dutiable
   - Document = non-dutiable

**NOTE**

Although the shipment contents may be a document, some documents are still considered dutiable.

10. Check the box if you would like to create the Commercial Invoice using Import Express Online

**TIP**

To quickly check the commodity status, click *Help me decide*. Then, select the closest commodity type and click *Determine Status*.

**TIP**

When the declared value meets or exceeds the destination’s high value threshold, the Electronic Export Information (EEI) will become visible. To proceed just provide the Internal Transaction Number (ITN) or the Foreign Trade Regulations (FTR) exemption code.
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

11. Request a *Pickup* from the drop-down menu

12. Enter the name of the person who will be responsible for passing the shipment to DHL

13. Provide your *Company* name

14. Enter the address where the shipment will be available

15. Provide the *Postal code* and *City*

16. The *State* and *Country* will be completed for you

17. Provide the best *Phone* number for DHL to call should we need any additional information

18. Detail where the *Location* the shipment will be, like: "at the front desk" or "in back by the roll-up door"

19. Provide *Special instructions* such as "ring bell for assistance" or "requires team lift"

20. Select the *Pickup* date from the drop-down menu

21. Use the drop-down menus to enter the time the shipments will be ready

22. Provide the time the location closes with the drop-down menus

23. Click *Next*

STANDING AUTHORIZATION

The option to schedule a pickup will appear toward the end of waybill preparation. The second half of your *Shipment Details* screen will request *Shipment Authorization* information.

- Because this is your first shipment, the importer should be available in the drop down-menu

- Type a message that conveys any additional details the importer should be aware of for this shipment
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

**NOTE**
Non-dutiable shipments or shippers providing their own Customs documents can skip ahead to page 15.

1. Select the invoice type from the drop-down menu
2. Provide an internal reference like a purchase order number in the Invoice number field
3. Select the mode of transport from the Incoterms drop-down menu
4. Enter the Harmonized Commodity Code for the primary contents in your shipment
5. Provide the full name of the person responsible for paying Customs charges
6. Enter the terms of payment

**TIP**
If you need help deciding, click What is this?

**TIP**
Click Help for examples of Terms of Payment.

**TIP**
Get help determining which INCOTERM to select > DHL-USA.com > Express > Small Business Solutions > Business Across Borders
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

7. Provide the name of the Destination Port

8. Select the Reason for Export from the drop-down menu

9. Describe packaging and specific identification marks in greater detail or additional pertinent information in Other Remarks

10. Enter the total amount of additional charges incurred between the parties that need to be noted on the invoice

TIP
This refers to agreed transactions between the importer and shipper, such as packaging and handling charges.
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

11. Under Commodity Information provide a *Description* of the commodity
12. Enter the *Commodity Code* in the field
13. Select the *Country of Origin* from the drop-down-menu
14. Provide the total *Quantity* of the item being shipped
15. Select the correlating *Unit of Measure* from the drop-down menu
16. Enter the *Net Weight* for the commodity

**TIP**

Quickly convert volume and weight values > DHL-USA.com > Tools > Conversion Calculator

17. Click *Add*

**NOTE**

Continue adding commodity descriptions until all commodities in your shipment have been noted.

18. Click *Next*
RECEIVE SHIPMENT INSTRUCTIONS
(Continued)

Shipper/Receiver > Shipment Details
> Service Options > Review
> Confirmation

1. Select the radio button next to the shipment service of your choice under Delivery Options
2. Shipment Insurance may have been selected by the import account holder or grayed out
3. Click Next

STANDING AUTHORIZATION

You can select Shipment Insurance on behalf of the import account holder. Learn how Shipment Value Protection can help you both at > DHL-USA.com > Express > Optional Services

Shipper/Receiver > Shipment Details
> Service Options > Review
> Confirmation

1. Review all of the information provided
2. Check the box to show you have read and agree to the Terms and Conditions
3. Click Request Approval / Confirm Shipment
RECEIVE SHIPMENT INSTRUCTIONS (Continued)

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

You will receive a confirmation with a shipment ID number. All of this information will populate the Manage Shipments table, which is available for your reference once you click Done.

1. Check the box beside each document you want to print
2. Use the drop-down menu to select the number of copies you would like to print

NOTE

The waybill and additional documents can be printed with a standard office printer.

3. Click Print

Next Steps

You will see the shipment on the Shipment Instructions tab under Manage Shipments with the latest Status in the right column.

The importer will receive an email confirming the shipment preparation and pickup request.

STANDING AUTHORIZATION

A pop-up window will present itself asking if you want to schedule a pickup:

- Yes – enter the pickup location, pickup date and office closure details
- No – schedule at a later time, skip ahead to page 26 when all shipments are ready
PREPARE SHIPMENT REQUEST

A shipment request is when you prepare shipment details and submit to the importer for review without having received an email requesting the shipment. This request requires importer approval to allow that importer or the designated third-party to receive the shipment. Shipment requests will be visible on the Manage Shipments tab under Recent Shipments.

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

1. On the Shipment Instructions tab select your location from the drop-down menu
2. Select a previously created importer from the drop-down menu or click Create new receiver
3. Choose the date you would like the shipment to be provided to DHL from the drop-down menu
4. Click Next

NOTE

This will generate a pop-up window requesting the receivers location, phone and email address.
PREPARE SHIPMENT REQUEST (Continued)

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

1. Select the packaging type from the drop-down menu

2. Enter the weight, dimensions and provide a keyword description of the commodities up to 40 characters

3. Click Add

NOTE
Continue adding all envelope and/or box shipment pieces consolidated under one waybill.

4. Provide a complete description of the commodities (contents) in the box

5. Select Customs clearance Shipment status
   - Non-document = dutiable
   - Document = non-dutiable

NOTE
Although the shipment contents may be a document, some documents are still considered dutiable.

**NOTE**
To quickly check the commodity status, click Help me decide. Then, select the closest commodity type and click Determine Status.
PREPARE SHIPMENT REQUEST (Continued)

6. Enter the *Declared Value* in the field provided for dutiable shipments
7. Select the monetary type from the drop-down menu
8. Check the box to create a Commercial or Pro forma *Invoice*
9. Select the import account holder from the drop-down menu
10. Provide any important information you want the import account holder to receive
11. Click **Next**

**TIP**
The first three lines of the *Description of contents* will appear on the waybill.

**TIP**
If you are preparing a shipment for a brand new DHL Import Express account holder who has not previously granted you shipping authorization, click the radio button and enter their email address.
PREPARE SHIPMENT REQUEST (Continued)

1. Select the Invoice type from the drop-down menu
2. Provide an internal reference like a purchase order number in the Invoice number field
3. Select the mode of transport from the Incoterms drop-down menu
4. Enter the Harmonized Commodity Code for the primary contents in your shipment
5. Provide the full name of the person responsible for paying Customs charges
6. Enter the Terms Of Payment

TIP Get help determining which INCOTERM to select > DHL-USA.com > Express > Small Business Solutions > Business Across Borders

TIP Click Help for examples of Terms Of Payment.

TIP If you need help deciding, click What is this?
PREPARE SHIPMENT REQUEST (Continued)

7. Provide the name of the Destination Port
8. Select the Reason for Export from the drop-down menu
9. Describe packaging and specific identification marks in greater detail or additional pertinent information in Other Remarks
10. Enter the total amount of additional charges incurred between the parties that need to be noted on the invoice

TIP: This refers to agreed transactions between the importer and shipper, such as packaging and handling charges.
PREPARE SHIPMENT REQUEST (Continued)

11. Under Commodity Information provide a Description of the commodity
12. Enter the Commodity Code in the field
13. Select the Country of Origin from the drop-down menu
14. Provide the total Quantity of the item being shipped
15. Select the correlating Unit of Measure from the drop-down menu
16. Enter the Net Weight for the commodity

TIP
Quickly convert volume and weight values > DHL-USA.com > Tools > Conversion Calculator

17. Click Add

NOTE
Continue adding commodity descriptions until all commodities in your shipment have been noted.

18. Click Next
PREPARE SHIPMENT REQUEST (Continued)

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

1. Click the radio button to select one of the available Delivery Options for the destination

2. Check the box to add Shipment Insurance to selected services

3. Click Next

TIP

Learn how Shipment Value Protection can help your import account holder at > DHL-USA.com > Express > Optional Services
PREPARE SHIPMENT REQUEST (Continued)

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

1. Review the information provided
2. Click Request Approval

Shipper/Receiver > Shipment Details > Service Options > Review > Confirmation

You will receive a confirmation with a shipment ID number. All of this information will populate in the Manage Shipments table to be available for your reference, once you click Request Approval.

Next Steps

The import account holder will receive the request, accept or reject the request and provide a reason. Upon approval, print out the waybill as well as any associated documents and schedule the pickup.

TIP

Double-check all entered data one final time, as this information generates your waybill and Customs invoice.

TIP

Click Print to keep a physical copy if you need to reference the services selected.
**TRACKING**

You have visibility from pickup through final delivery—all on one screen.

1. Go to the *Shipment instructions* tab
2. In the Status column, click *Track*

A pop-up window will appear with summarized details.
SCHEDULE A PICKUP

If you do not have a regularly scheduled pickup on a given day, you can easily request one using the Schedule pickup tab and enter a request for multiple shipments to be picked up at the same time.

1. Click the Schedule pickup tab

**NOTE**

For convenience, Import Express Online will already have your company information filled in the appropriate fields, or you can choose to edit the data as necessary.

2. Update address and phone information if necessary
3. Provide Special instructions such as: "pickup in back", "ring bell for assistance" or the number of shipments they should be expecting to pickup
4. Select the Pickup date from the drop-down menu
5. Enter the time the shipments will be ready with the drop-down menus
6. Provide the time the location closes with the drop-down menus
7. Click Schedule new pickup button
8. Review the pickup instructions and click Done

**TIP**

If you have more than one shipment to be picked up at one time, you do not need to schedule a courier pickup for each shipment.
**VIEW CURRENT AUTHORIZATIONS**

Allow your designated shipper to process shipment requests charged to your account from the *Manage Authorizations* tab. In the table at the bottom of the screen, Import Express Online keeps a record of all authorizations:

- Pending
- Rejected
- Granted
- Standing
- Revoked

1. Click the **Request/View Authorizations** tab
2. To view a record, click the radio button on a line item under *Standing Authorizations*
3. Click **View**
4. Click **Back** to return to the main page

**SHIPMENT AUTHORIZATION SCENARIOS**

An import account holder can grant shippers authorization to ship with limited requirements or no requirements. Following are the scenarios:

- Shipment-by-shipment authorization, you can only ship as each emailed instruction request is sent
- Standing authorization for shipments only going to specific receivers
- Standing authorization for one or more accounts, this will require that you double check with the import account holder as to when you should be utilizing which account
- Standing authorization allowing you to ship to any receiver at any time without requiring the import account holder to review and approve each shipment
REQUEST STANDING AUTHORIZATIONS

1. Under New Standing Authorization choose a shipper from the Ship From drop-down menu

2. Enter the email address for the importer you are sending the request to

NOTE
The email address must belong to an import account holder who is registered with Import Express Online.

3. Choose a receiver from the Ship To drop down menu

4. Click Next

5. Review the information and click Request Standing Authorization to forward the request to the import account holder for approval

Next Steps
The status will be updated as indicated and the importer will be notified via email that a new standing authorization has been granted.
INVOICE TEMPLATES

Invoice templates are great tools to simplify the process, especially if you are exporting the same commodities on a regular basis. By creating them here, you’ll set yourself up with a single-step for entry going forward.

1. Select the Invoice type from the drop-down menu
2. Provide an internal reference like a purchase order number in the Invoice number field
3. Select the mode of transport from the Incoterms drop-down menu
4. Enter the Harmonized Commodity Code for the primary contents in your shipment
5. Provide the full name of the person responsible for paying Customs charges
6. Enter the Terms Of Payment
7. Provide the name of the Destination Port
8. Select the Reason for Export from the drop-down menu
9. Describe packaging and specific identification marks in greater detail or additional pertinent information in Other Remarks
10. Enter the total amount of additional charges incurred between the parties that need to be noted on the invoice

11. Under Commodity information provide a Description of the commodity

12. Enter the Commodity Code in the field

13. Select the Country of Origin from the drop-down-menu

14. Provide the total Quantity of the item being shipped

15. Select the correlating Unit of Measure from the drop-down menu

16. Enter the Net Weight for the commodity

17. Click Add

**NOTE**

Continue adding commodity descriptions until all commodities in your shipment have been noted.

18. Click Next
MANAGE RECEIVERS

Here you can:

- Create Contacts
- Search for Specific Entries
- Delete Contacts

Create Contacts
1. Click Create new receiver
2. Provide the name, address, phone and email
3. Click Save

Find
1. Search for a specific contact by entering a description in the Find field
2. Select the column that the data is in with the drop-down menu
3. Click Find

TIP
Ten contacts are featured on each page. To view more, click Next.
REACH US BY EMAIL OR PHONE

If you have questions about completing the required fields or about the forms, our team is glad to help you prepare your shipment instructions personally.

1. Click Contact on the top of the navigation bar
2. Complete the Contact: DHL Express email form and click Submit

NOTE
This page will change according to your country's website.

TIP
Click the Local Contact Details tab for available phone numbers and speech automated self-transactions.