DHL WEBSHIP
QUICK REFERENCE GUIDE

DHL WebShip is an efficient and simple online solution for you to quickly prepare and manage your export shipments.

REGISTER

1. Go to **www.dhl-usa.com/shiponline**
2. Click **Register and Ship Now** link
3. Create your profile, read the *Privacy Policy*, select your preferred payment method and click **Register**

> **Note**
>
> A DHL account holder will have the opportunity to register for Online Billing.

YOUR PROFILE

View or change your shipping profile at anytime.

1. Go to **My DHL Express** in the left navigation and click **View My Profile**
2. Update your contact information, change your password, or register for complimentary online solutions
3. Click **Update my profile**

> **Note**
>
> Your User ID, account number and billing address cannot be changed online.

SHIPPING PREFERENCES

Set default shipping preferences, such as shipment type, billing options, notifications, and special services.

Click **Ship Now** in the left navigation, and then **Shipping Preferences**. Select and define the standard default options you will use regularly, then click **Save**.

> **Tip**
>
> The default fields can be overwritten when preparing a shipment.

PAPERLESS PREFERENCES

Set-up paperless preferences to allow WebShip to create electronic Customs documents that accompany shipments and speed-up the clearance process.

Under **Ship Now** in the left navigation, click **Paperless Clearance Preferences**. Select to use this feature, and the invoice type, upload company logo and signature file. Once completed, **accept** *Terms and Conditions*, then click **Save**.

RETURNING USER LOGIN

1. Go to **www.dhl-usa.com**
2. Scroll over the *Express* tab and click **Login My DHL Express**, type in your User ID and Password, and click **Login**

PREPARE A SHIPMENT

The following steps support dutiable shipment preparation and based on your Customs entry type in Step 2 and 3 below, there may be slight variations of fields required to prepare the shipment.

1. In the left navigation click **Ship Now** and begin preparing waybill information by selecting *Destination Country* from the menu
2. Provide Customs information and indicate the value of your shipment. Choose if your shipment is non dutiable, dutiable or dutiable requiring Electronic Export Information

> **Note**
>
> Choice of Destination Country in association with shipment value and shipment type will prompt paperless notice if applicable.

3. Enter information about the shipment origin. Some fields are auto-populated based on your profile but can be changed at this time

> **Tip**
>
> If this origin address will be used regularly, click the box **Save as default address** to have the information saved for future shipment preparation.

4. Enter information about the shipment destination, including receiver's name and email address to receive tracking notifications

> **Tip**
>
> Make preparing shipments faster by saving recipients to your address book.

5. Select the date you are sending the package
6. Provide information on what type of package you are sending including, weight and a brief description of the contents
7. Advise DHL how we will receive your shipment; pickup or drop-off

> **Note**
>
> Protect your investment with **DHL Shipment Value Protection**, optional service by entering the shipment value.

8. Select to obtain a *Sender's receipt* or select a *Shipment Advisory* to be emailed
9. Pick a DHL service in the drop-down
10. Select payment method and how Duties and Taxes will be paid

11. Select to create either Pro forma or Commercial Invoice
12. Click **Next** to continue to the Invoice page to enter commodity information for the Customs document

13. Upon completing Invoice details, click **Next**
14. If the shipment qualified for Paperless Clearance, simply Print the waybill and affix it to your shipment. If the shipment did not qualify for Paperless Clearance, print two copies of the invoice and affix to the shipment along with the waybill

EDIT SHIPMENTS

Quickly make changes to an existing shipment before its departure.

1. Click **Ship Now** in the left navigation, then **Pending Shipments**
2. Select the shipment you want to modify, and then click **Edit**
3. Make the changes, click **Next** and follow the prompts

VOID SHIPMENTS

WebShip makes last minute changes easy! You can cancel a shipment prior to end of day, 7:00 p.m., your local time.

1. Click **Ship Now** in the left navigation, then **Pending Shipments**
2. Select the shipment you want to cancel, and then click **Void**

SHIPMENT HISTORY

You can view shipments created within the last 90 days. From **Ship Now** in the left navigation, click **Shipment History**.

REPORTS

View, print, or export three different reports within WebShip. Simply click **Reports** in the **Ship Now** menu. Provide the date range to return the *Shipment Summary* report or run one of the other reports by selecting them from the left navigation.

- **Shipment Summary** – provides the count, total weight, and estimated shipping charges of all shipments

- **Shipment Detail** – returns the shipper and receiver addresses with all of the shipment specifications and charges
- **Address Book Detail** – presents all fields available with each receiver's information, including billing account numbers

CONTACTS

DHL Express has made it easy to save recipients in your personal address book. With simplified importing options, one-off contact entry and quick access to managing receivers, we keep your contact database organized, so you can focus on preparing shipments.

IMPORTING CONTACTS

To start developing your address book quickly, import the contact list you currently have stored in other DHL applications, Outlook, and/or with other shipping companies.

1. Click **Ship Now** in the left navigation, then **Address Book** and **Import**
2. Use the information displayed under *Things to Know* on the right side of the page to prepare the file format, set up billing preferences, and other information you want to import

INDIVIDUAL ENTRY

To enter additional addresses:

1. Click **Ship Now** in the left navigation bar, then **Address Book**
2. At the top of the *Receiver List*, click **Add**

3. Enter receiver details, including Receiver ID, and then click **Save**

MANAGE RECEIVERS

If a receiver has moved, or you have a new primary contact, editing information is easy.

1. Click **Ship Now** in the left navigation, then **Address Book**
2. Select the contact in the *Receiver List*, click **Edit**
3. Update their information and click **Save**

You will be returned to the Manage Receivers page where you can also copy or delete contacts following the same approach.

CONTACT US

DHL Customer Service Representatives are available to help you. Visit **www.dhl-usa.com/cs2** to send an email or call us at:
Shipping: 1-800-225-5345
Technical: 1-800-527-7298
Billing: 1-800-722-0081