

DHL WEBSHIP



A fast and easy web-based shipment processing system.



DHL WEBSHIP

OFFERS CONVENIENCE

DHL WebShip offers Domestic, International, Ground, COD, and Hazardous Materials shipping right from your desktop. All you need to do to start shipping is register at www.dhl-usa.com

This document introduces the features of WebShip that you will find most useful, including procedures for accessing these features and additional information about them.

HARDWARE REQUIREMENTS

- Internet access
- Microsoft Internet Explorer 4.0 and above or Netscape Navigator 5.0 and above
- Minimum 300 dpi laser or ink jet printer or Zebra LP2844 thermal printer

LOGGING ON TO WEBSHIP

1. Using your web browser, navigate to:
<http://www.dhl-usa.com>
2. Under **Log in to DHL**, type in your user ID and password, and then click **Log In**.

PREPARING SHIPMENTS

1. Begin a shipment by selecting **Prepare a Shipment** from the Ship menu at the top of the page. On the Prepare shipment page, enter the receiver, shipment, and billing information according to the screen prompts.

Note: If you select an international destination, the page is refreshed with the appropriate International Shipment entry fields.

2. Do one of the following, depending on the shipment destination:
 - For domestic shipments, click **Next** to continue. If you want to print the shipment at a later time, click **Print later**. Unprinted shipments can be accessed by selecting **Pending Shipments** from the **Prepare Shipment** page's **Ship** menu
 - For international shipments, click **Next** and follow the screen prompts to complete the necessary international documentation. When done, the **Print Options** page appears. From this page, you can print your label and any necessary international documentation. Please note that a printed commercial invoice is required for international shipments that have customs value

VOIDING SHIPMENTS

To void (cancel) a shipment prior to your company's Day End time, do the following:

1. On the left side of the **Prepare Shipment** page, click **Pending Shipments**.
2. Select the shipment you want to void, and then click **Void**.

EDITING SHIPMENTS

If you need to make changes to an existing shipment before its departure, do the following:

1. On the left side of the **Prepare Shipment** page, click **Pending Shipments**.
2. Select the shipment you want to modify, and then click **Edit**.
3. Make any desired changes.
4. Do one of the following:
 - For Domestic shipments, click **Next** or **Print Later**
 - For International shipments, click **Next** to complete any necessary international documentation

DAY END

Day End is the process by which DHL generates an invoice for shipments created for the current pickup date. All printed shipments are invoiced unless voided. For WebShip users, the day end time is 9:00 p.m. local time.

VIEWING SHIPMENT HISTORY

You can view your recent shipments created within the past 90 days. From the **Home** page, click **Shipment History** on the **My Services** menu. You can also view and report on past shipments by selecting **Shipment History** menu option on the **Prepare Shipment** page.

REPORTS

You can view, print, or export three different reports within WebShip:

- The **Shipment Summary** report details the count, total weight, and estimated shipping charges of all shipments within a specified time period
- The **Shipment Detail** report shows detailed information about the shipments you specify, sorted by up to three fields
- The **Address Book Detail** report shows details about address book entries, sorted by up to three fields

Access these reports by clicking **Reports** on the **Ship** menu on the left side of the **Prepare Shipment** page.

ADDRESS BOOKS

You can save addresses you use on a regular basis in your personal address book. In addition, you can save address book entries as you create shipments by selecting the **Save This Address to DHL Address Book** check box on the **Prepare Shipment** page, and filling out the other address book fields. If you want to add an address without creating a shipment, do the following:

1. On the **Prepare Shipment** page, click **Address Book** on the **Ship** menu.
2. On the **Receiver List**, click **Add**.
3. Enter the receiver details, including the Receiver ID, and then click **Save**. The Receiver ID is defined by you. It is used later to quickly search for entries in the **Address Book**.

You can also edit and delete receivers on the **Manage Receivers** page by selecting the checkbox next to the receiver and then clicking **Edit** or **Del** on the **Receiver List**.

IMPORTING ADDRESS BOOKS

WebShip has a feature that enables you to import address books from other DHL applications—including other WebShip accounts, CorporateShip, and DHL Connect — and also competitor address books. On the **Prepare Shipment** page, click **Address Book** on the **Ship** menu, and then click **Import**. Use the information displayed under **Things to Know...** on the left side of the page to import the file you want.

YOUR USER PROFILE

To change your user profile:

1. Click **View DHL.com Profile** on the left navigation pane.
2. Make any changes to your contact information, change your password, or apply for DHL Services (ProView™, Online Billing, Electronic Export Filer).

Note: You cannot change your User ID, account number or billing address.

3. Click **Save**.

SHIPPING PREFERENCES

You can set default shipping preferences, such as shipment type, billing options, notifications, and special services. To set these defaults, on the **Prepare Shipment** page, click **Shipping Preferences** on the **Ship** menu.

SHIPMENT TRACKING

You can track shipments by waybill number or by reference number if you assign reference numbers to your shipments. If you choose to track by waybill number, you can enter up to 25 numbers at one time. To access either method of tracking, use the **Track** menu at the top of the page.

OTHER ONLINE TOOLS

Use the **Ship** menu to get rates, schedule pickups, find drop-off locations, view transit times, order supplies, or access the DHL International Trade Center, where you can find important information about international shipping.

OBTAINING ASSISTANCE

For shipping information, including questions about using these services, please contact Customer Service at 1-800-247-2676. Available 24 hours a day, 7 days a week.

For technical assistance and help using DHL WebShip, call 1-800-527-7298 or email easy.help@dhl.com. Available Monday through Friday, 7:00 a.m. to 11:00 p.m. EST.

For Billing Inquiries, call 1-800-722-0081. Available Monday through Friday, 9:00 a.m. to 7:30 p.m. EST.

ORDERING SHIPPING SUPPLIES

Order WebShip Supplies by clicking on **Order Supplies** on the **Ship** menu. Popular supply items include adhesive labels and plastic sleeves.

Tip!

For faster processing, you can use the receiver ID feature to quickly recall recipients previously saved in the address book. For more information, see the section entitled “Central and Personal Address Books” in this guide. Another quick way to start a shipment intended for a recent recipient is to use the **Get It There** fields on the **CorporateShip Welcome** page. Simply select your recipient from the **Recent Recipients** list.

If you are not sure which DHL service you want to use for your shipment, click **What Are My Options and How Much Will It Cost?** located in section six of the page, or click **Rate and Service Estimate** at the bottom of the page. A list of rate quotes and transit times appear based on the information entered on the **Prepare Shipment** page.

Note:

Once you print a shipment label, the shipment will be invoiced unless you void it prior to your company’s day end time; see “Day End” later in this guide.

Note:

If you edit a shipment for which a waybill has been printed, a new shipment number will be assigned to the shipment and a new waybill.

DHL Express
1-800-CALL DHL
1-800-225-5345
www.dhl-usa.com

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