

# DHL CORPORATESHIP



Streamline your shipping process, reduce administrative costs,  
and simplify your life.

YOUR SPECIALISTS IN INTERNATIONAL

**SINCE 1969**



## DHL CORPORATESHIP OFFERS COMPANIES:

- International and Dangerous Goods (HazMat) shipping right from the employee desktop
- Administrative control over access and shipping options

## DHL CORPORATESHIP OFFERS EMPLOYEES:

- Easy access to shipping using a web browser
- Simple set up, requiring only an account number and account zip code for registration
- An easy-to-use interface that pre-populates fields and provides online references, such as an address book and rate calculator

This guide introduces the features of CorporateShip that employees will find most useful, including procedures for accessing these features and additional information about them.

## HARDWARE REQUIREMENTS

- Internet access
- Microsoft Internet Explorer 6.0 and above
- Minimum 300 dpi laser or ink jet printer or Zebra LP2844 thermal printer

## LOGGING ONTO CORPORATESHIP

1. Using your web browser, navigate to:  
<http://www.dhl-usa.com>
2. Under **Log Into 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:** When you select your international destination, the page is refreshed with the appropriate international shipment entry fields.

2. 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.

**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" section on this page, and next category, "Voiding Shipments."

## 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. Click **Next** to complete any necessary international documentation.

**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 printed. Please destroy the original label.

## DAY END

Day End is the process by which DHL generates an invoice for shipments printed for the current pickup date. All printed shipments are invoiced unless voided. For CorporateShip users, the day end time is determined by your corporate administrator.

## VIEWING SHIPMENT HISTORY

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

## REPORTS

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

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

## CENTRAL AND PERSONAL ADDRESS BOOKS

You can save addresses you use on a regular basis in your personal address book. You can also access your company's central address book for commonly used addresses.

**Note:** Your company administrator is the only person that can update the central address book and provide you with access to it.

You can save address book entries as you create shipments by selecting the **Save This Address to DHL Address Book** checkbox 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

CorporateShip has a feature that enables you to import address books from other DHL applications — including other CorporateShip accounts, WebShip, 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 or other general questions, 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 CorporateShip, call 1-800-527-7298 or email [Easy.help@dhl.com](mailto: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 CorporateShip supplies by selecting **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 6 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.

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1-800-CALL DHL  
1-800-225-5345  
[www.dhl-usa.com](http://www.dhl-usa.com)

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