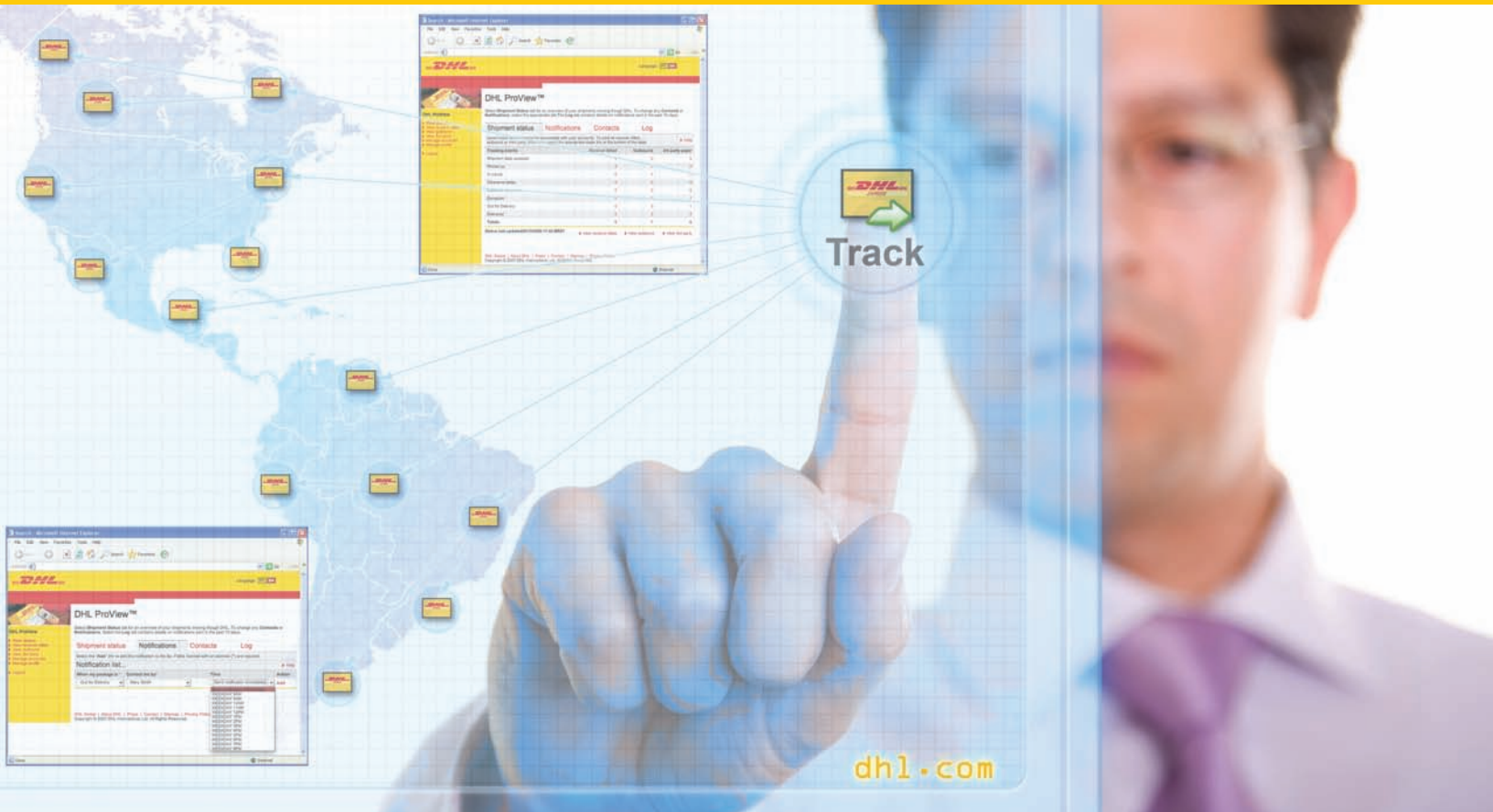


WELCOME TO DHL PROVIEW USER GUIDE

**PROVIEW**

DHL PROVIEW PUTS YOU IN CONTROL OF YOUR SHIPMENTS.

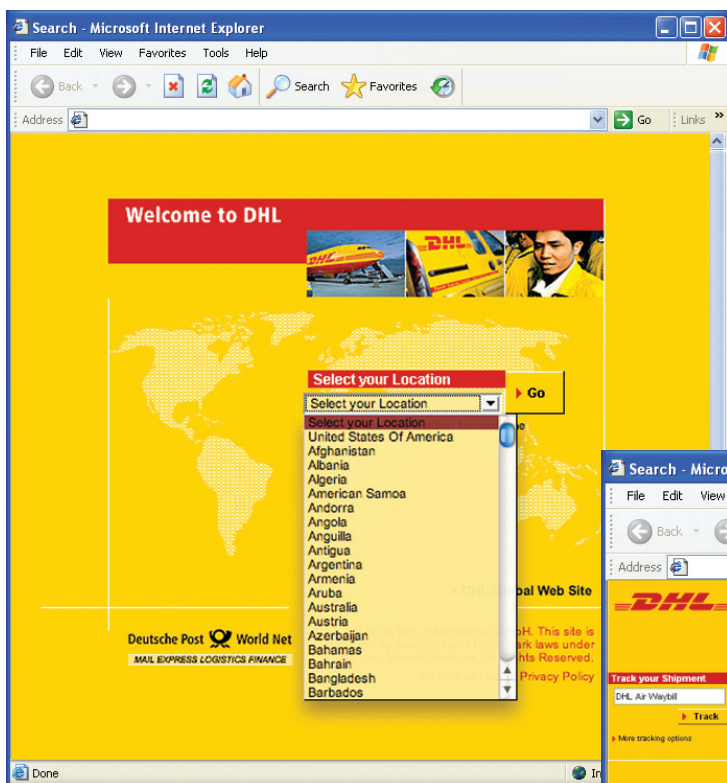
DHL ProView is a web-based tracking tool displaying shipment visibility and event notification tools. This application will provide real-time access to shipment information and provide visibility to the current shipment events. **DHL ProView** users save time by not having to track individual waybills. **DHL ProView** allows you to address service delays with your customers and manage your cycle-time and service-level agreements more efficiently.

DHL PROVIEW OFFERS:

- Notifications for specific shipment events
- Monitoring of multiple shipping accounts
- Real-time visibility of shipment activity
- User-friendly interface and registration
- Detailed and summary views of shipment information

ACCESSING AND REGISTERING FOR DHL PROVIEW

DHL Global Welcome Page



Step 1A:

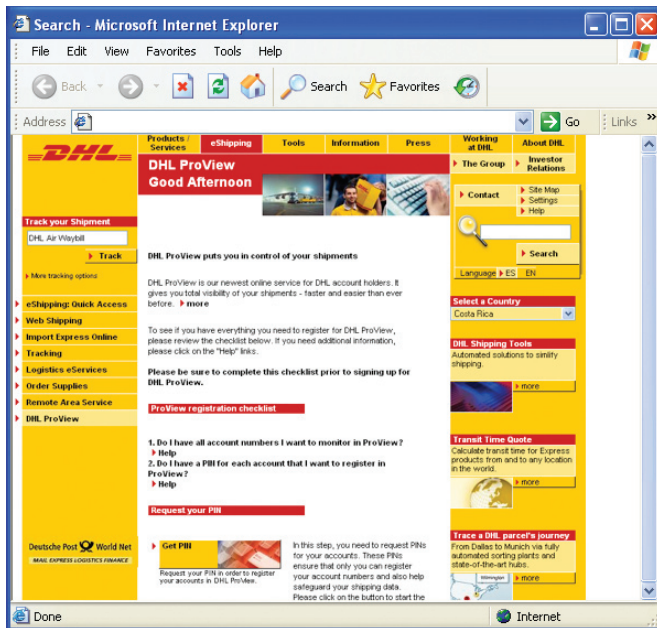
Using your Web browser, go to www.dhl.com and select your country from the pull-down location menu.

Next, on your DHL country page, click the “eShipping” tab at the top of the page, and then choose “DHL ProView” from the menu.

eShipping



Request a PIN



Step 1B:

As part of the registration process, you will need to add your DHL shipping accounts. To do this, you'll need a DHL-generated PIN for each account. Click on the "Get PIN" button on the **DHL ProView** page to request PINs.

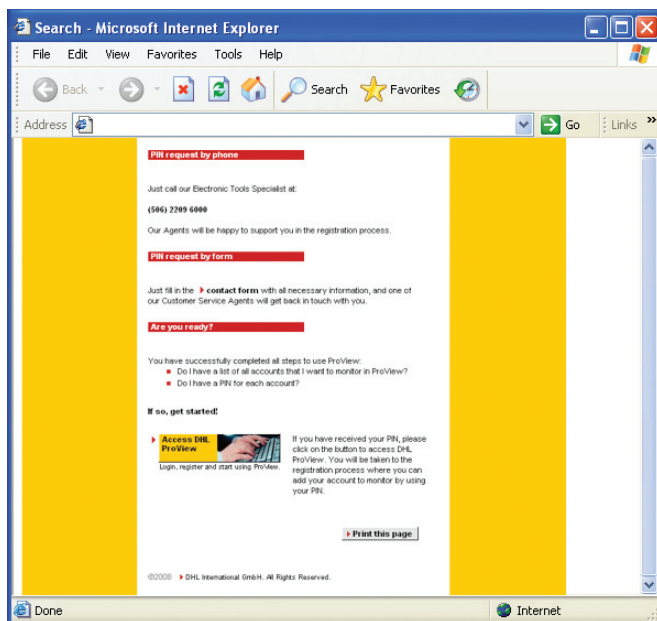
Then click on the "Access DHL ProView" button, enter a User ID and Password of your choice, and complete all mandatory fields marked with a red asterisk.

Once registered, you can login to **DHL ProView** by simply entering your User ID and Password and clicking "Login."

Tip

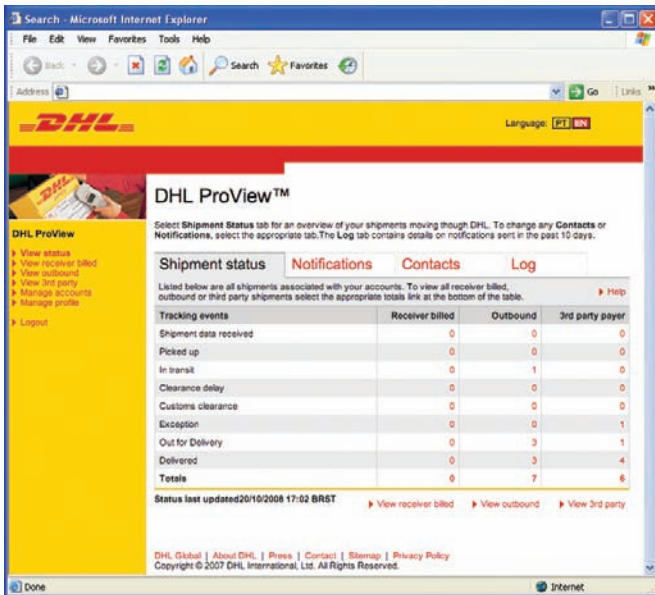
Even though you can register for **DHL ProView** without having requested a DHL-generated PIN, you may want go ahead and request one at this time since it may take up to 24 hours to validate your information and receive a confirmation e-mail. Until you receive a corresponding PIN, you will not have shipment visibility for your DHL shipping accounts.

Access DHL ProView



ADDING DHL SHIPPING ACCOUNTS

Shipment Status View



Step 2:

Once you receive your PIN, login and select “Manage Accounts” from the yellow navigation bar on the left side of the **Shipment status** page.

Enter in your accounts and corresponding PIN number, and click “Add.”

OR

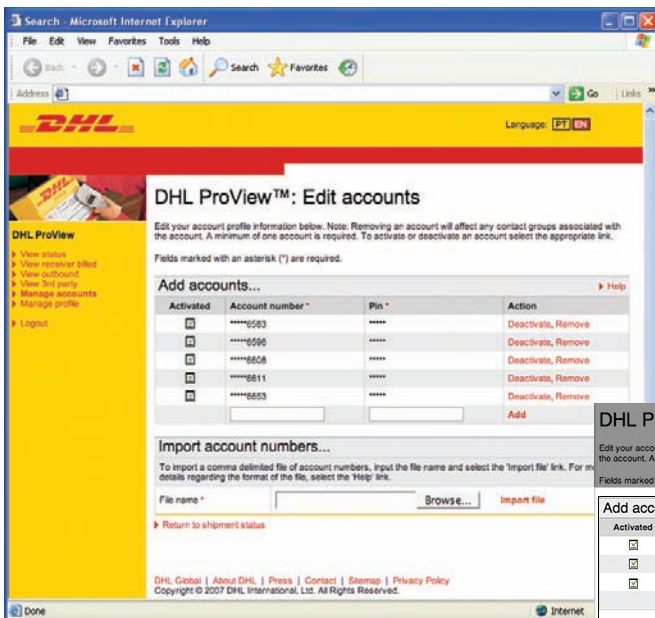
Import multiple account numbers in a comma-delimited file by browsing for the specified file to import and click “Import file.”

Note

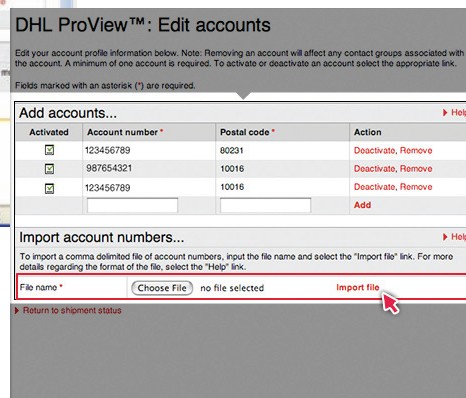
The maximum number of accounts you may import per file is 1999. While importing, if any invalid account numbers and PIN combinations are found, these individual entries will be rejected. The system will not allow for duplicate entries.

When you add accounts, it can take up to 24 hours for the data to appear in **DHL ProView**. After that, all data will be real time. Shipment activity that occurred prior to adding the account will not appear in **DHL ProView**.

Manage Accounts

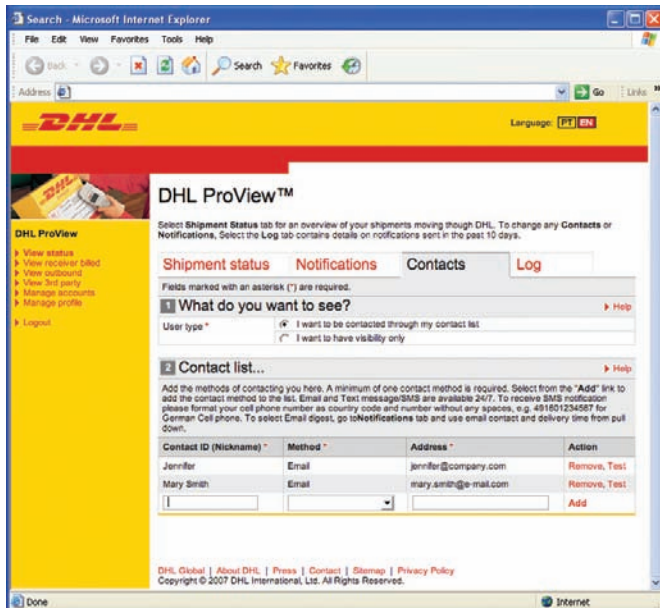


Import Accounts

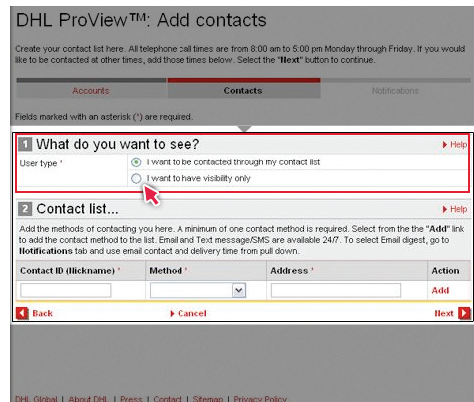


ADDING SHIPPING CONTACTS

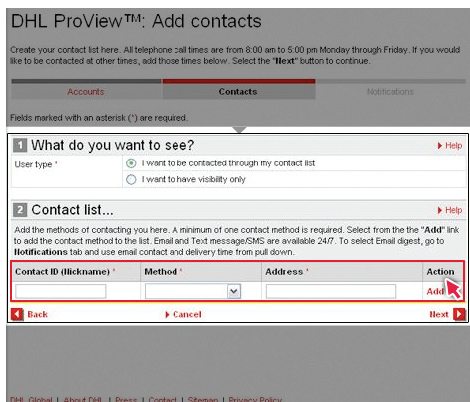
Contacts Tab



What do you want to see?



Contact List



Step 3:

If you do not wish to create a contact to receive notifications at this time, click “I want to have visibility only” under the **What do you want to see?** header and click “Next.”

OR

If you'd like to start receiving notifications as soon as possible, choose “I want to be contacted through my contact list.”

Then in section 2, **Contact list**, assign your contact an ID or nickname.

Next, select the method of contact.

Enter the e-mail address or mobile device phone number and click “Add.”

Tip

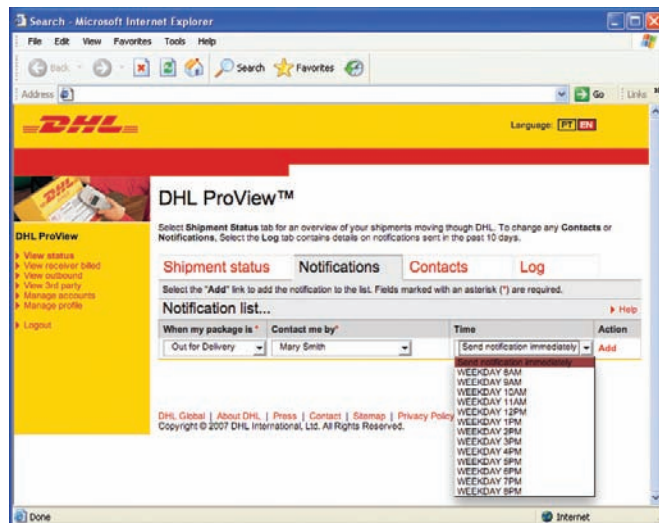
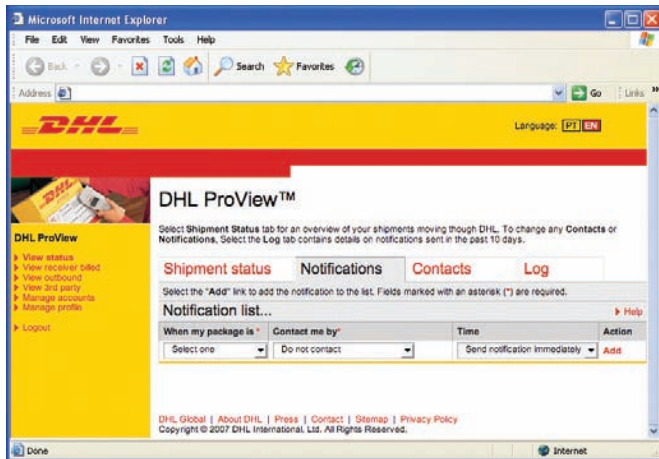
Once a contact has been added, the e-mail addresses and mobile numbers entered can be tested. Click on “Test” in the **Action** column. A separate dialog window will open to send the test message. You will receive confirmation that the message has been sent via e-mail or SMS, respectively. If the test message is received at the designated e-mail address or mobile number then the test operation has been successful.

You can return to the **Contacts** tab at any time to add or edit contacts. You can add an unlimited number of customers and colleagues to this list.

ADDING NOTIFICATIONS

DHL ProView enables notifications to be set up for specific shipment events. You can determine which event the notification is sent for and which e-mail/text-messaging address receives it. Notifications can be set up during the registration process or modified by selecting the **Notifications** tab.

Notifications Tab



*The addition of individual notifications can result in a high number of daily messages for high-volume shippers. Example: individual notifications for 1000 delivered packages will result in 1000 separate e-mails/text messages. In this case, the e-mail digest is desirable.

Step 4:

Select the event type for the notification by using the “Select one” pull-down menu.

Now choose the specific contact ID from under “Contact me by.”

For an e-mail digest, designate the specific time for the digest notification to be sent.*

Click “Add.”

Tips

To receive the update as soon as it occurs, choose the “Send notification immediately” option under the **Time** column.

If an e-mail digest is NOT preferred at this time, choose “Do not contact” from the **Contact me by** menu.

Event Type Descriptions:

Picked Up: The shipment has been picked up from the shipper.

In Transit: The shipment is moving between origin and destination in the DHL Network.

Clearance Delay: The shipment has been delayed in customs.

Customs Clearance: The shipment has been cleared through customs.

Exception: Checkpoints indicate the shipment's progress has been impacted (eg, shipment refusal, bad address, etc.).

Out for Delivery: The shipment is with the DHL courier for delivery.

Delivered: The shipment has been delivered to the destination address.



SHIPMENT STATUS VIEW

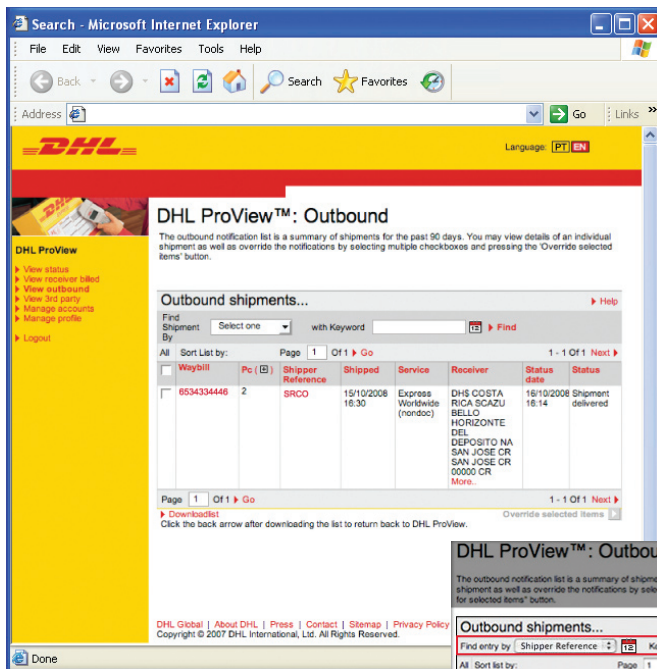
The **Shipment status** view is your **ProView** homepage. This tab displays the total number of each shipment event and is divided into three columns that indicate the billing category of the shipment—**Receiver billed**, **Outbound**, and **3rd party payer**.

Billing categories are assigned based on how the registered accounts were billed for the specific shipments. The **Receiver billed** category shows shipments that designate the *receiver's*

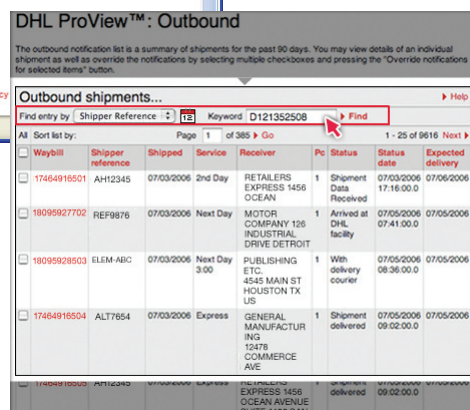
account to be billed for the shipment. The **Outbound** category contains shipments for which the *shipper* is the assigned account for payment. The **3rd party payer** category displays shipments where the assigned account is designated as a *third party*.

Details included on each category view are the Air Waybill, Pieces in shipment, Shipper Reference, Shipped date, Service selection, Receiver, Status date, and current Status.

Shipment Status Tab



The Find Bar



Step 5:

Click on a red hyperlinked number in one of the three columns to access the shipment list for that category.*

Search for specific information using the “Select one” pull-down menu and entering a keyword in the **Find** bar, and then click “Find.”

Click any of the red hyperlinked Air Waybill numbers in order to have the tracking information for that shipment displayed.

Tip

Because the three billing categories contain information in real time, use this view to know at a glance which shipments require your attention.

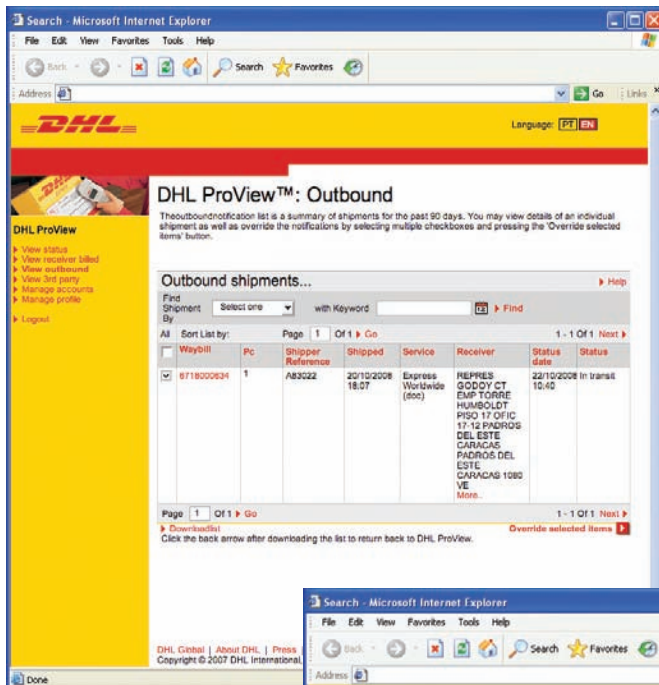
When you are not in the **Shipment status** view, use the links in the yellow navigation bar to take you to the view you need.

*The shipment list will show 25 records per page and specific shipment details for up to 90 days of recent activity. You can sort and filter your view of the shipment list.

OVERRIDING NOTIFICATIONS

From any of the three shipment list views, **Receiver billed**, **Outbound**, and **3rd party payer**, use the override function to create updates that apply to some shipments but not others, so you can customize your updates for individuals shipments.

Override Selected Items



Step 6:

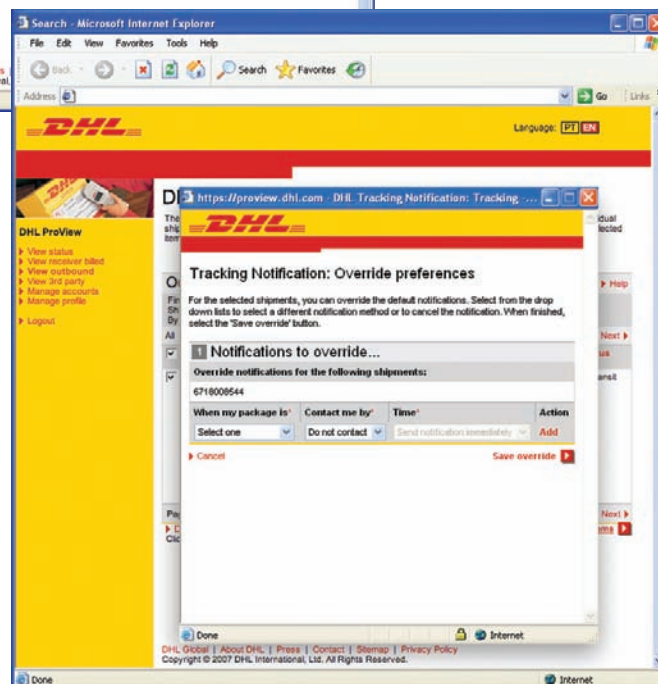
Select the shipment to override by checking the box beside the Waybill number.

Click “Override selected items,” at the bottom right-hand corner, and a new window will open.

Edit or deleted notifications using the pull-down menus and click “Add.”

Click “Save override.”

Override Preferences

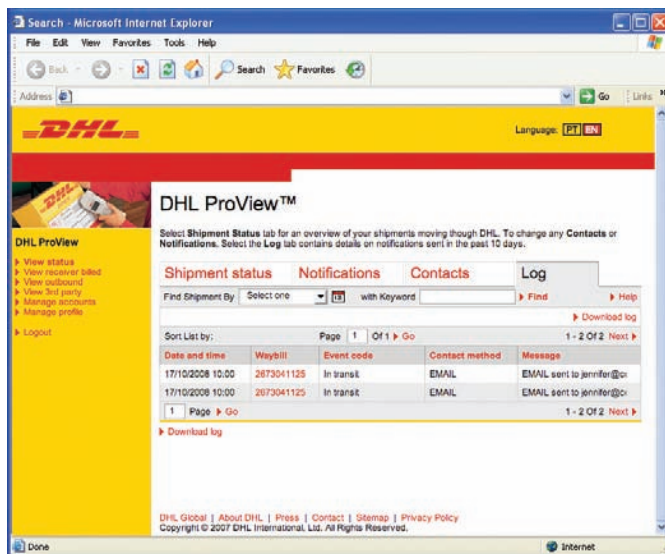


ACCESSING THE LOG

The **Log** tab will display details regarding notifications that have been sent in the past 7 days.

Details included are Date and Time, Air Waybill, Shipment Event Code, Contact Method, and the contact information where the notification Message was sent.

Log Tab



Step 7:

Access the log by clicking on the **Log** tab from the **Shipment status** view.

Search for specific information using the “Select one” pull-down menu and entering a keyword in the **Find** bar, and then click “Find.”

Tip

Use the information in the **Log** tab to easily look up shipment events, important notifications and customer communications.



DHL Express

[country-specific DHL address]

[country-specific DHL phone number]

[country-specific web address]