

IMPORT EXPRESS ONLINE

USER GUIDE



importexpressonline.dhl.com

QUICKLY AND ACCURATELY PREPARE AND
MANAGE YOUR SHIPMENTS WITH SECURE
ACCOUNT DETAILS AND SHIPMENT VISIBILITY
WITH IMPORT EXPRESS ONLINE.

Import Express Online is designed to coordinate effective communications between Importers and Shippers—*wherever you are, directly via the Internet*. It gives Importers full control of their imports while enabling Shippers to prepare and manage their shipments.

Benefits:

- Prepare your import shipments online in just a few clicks, including e-mail instructions for the Shipper, waybills, invoices, and arrangement of pickups.
- Keep your Import Express account number completely confidential as shipment instructions are sent to your suppliers while keeping your account information secure.
- Optimize communications and visibility as all waybill numbers and related shipment data are easily accessible by all parties involved.
- Check the delivery status of shipments at any time during the import process.
- Cut down on paperwork thanks to the fully automated process.
- Prepare and manage shipments online 24/7.

EXCELLENCE. SIMPLY DELIVERED.



ACCESS AND REGISTRATION

With **Import Express Online**, there's no software to install and use of this shipping tool is absolutely free.

DHL Global Web Site (*choose your country*)

The screenshot shows the DHL Global Web Site homepage. At the top, there are links for Express, Logistics, Mail, Press, Careers, and About Us. A search bar is located at the top right. The main content area features a large image of a shell with pearls, followed by sections for "DHL HIGH VALUE EXTRA SECURITY AND SAFETY FOR YOUR GROUPAGE SHIPMENTS", "Are You New to DHL?", "Find the right service for you:", "Industry Sector Solutions" (with a focus on temperature-sensitive products), and "NEED TO MOVE TEMPERATURE SENSITIVE LIFE SCIENCES PRODUCTS BY ROAD?". On the right side, there are sections for "How can we help you?", "Select your location", "Logistics Services" (listing Air Freight, Land Freight, Road and Rail Freight, Warehousing and Distribution, and Supply Chain Solutions), "Express Services" (listing Air Freight, Land Freight, Road and Rail Freight, Warehousing and Distribution, and Supply Chain Solutions), "Mail Services" (listing Daily business mail, Magazine mail, Direct mailing, and Cross border delivery), and "New Virus Alert". At the bottom, there are links for Sitemap, Accessibility, Legal, Using DHL Websites, and a copyright notice for 2010 DHL International GmbH.

GETTING STARTED

Log In

The screenshot shows the Import Express Online login page. It features a background image of a truck on a road. On the left, there are fields for Language (set to English), Email Address, Password, and a "Remember my Email Address" checkbox. Below these are links for "Can't access your account?" and "Register Now!". On the right, there is a section titled "The easiest way to ship a package just got easier!" with a brief description of Import Express. At the bottom, there is a copyright notice for 2010 DHL International Ltd. and a link to Terms And Conditions.

Registration

The screenshot shows the Import Express Online registration page. It has a background image of a road. The form is titled "User Registration" and "Import Express - Registration". It includes fields for "Country", "Language", "Import Express Account" (with options to "Select From List" or "Add Another Account Number"), "First Name", "Last Name", "Company Name", "Job Title", "Address Line 1", "Address Line 2", "Address Line 3", "Zip/Postal Code", "City", "State/Province", "Suburb", "Email", "Phone", "Mobile phone", "Fax", and "Set as default receiver". To the right, there are sections for "Other Shipment Details", "Contact", "Shipment Reference", "Login Details", and "Password". There are also checkboxes for "Send/Receive Email in HTML", "Receive copy of emails sent to Shipper", "Reference always required?", "Remember my Email Address", "I accept the Import Express Terms of Use", and "I accept the Terms and conditions of carriage". At the bottom, there are "Cancel" and "Submit" buttons.

DHL's **Import Express Online** only requires that the Importer has an Import Express account; the Shipper does not need an account to register and use the application.

Access **DHL Import Express Online** either through the direct link at

importexpressonline.dhl.com

OR

through your country's DHL Web site at www.dhl.com.

If you're already registered, enter your e-mail address and password.

Tip

Check the box below the log-in fields to have the system remember your e-mail ID for you.

If you are an Importer and it's your first time using this tool, you will need to register for access.

Click on "Register Now" under the "Login" button. Make sure you have your Import Express account numbers available.

Tip

As an Importer, you will be able to include multiple Import Express account numbers during your registration, or you can add them later by editing your user profile.

If you are a Shipper, you will be able to register and keep a user profile in **Import Express Online**, but the system will not require that you enter a DHL account number.

IMPORTERS

PREPARING SHIPMENT INSTRUCTIONS: ADDRESS DETAILS

Address Details

The screenshot shows the 'Prepare New Shipment Instruction' page. The 'Ship From' field is set to 'Vero (DHL_UY)' and the 'Ship To' field is set to 'Whiemcow (DHL_US) - Default'. Below these fields are buttons for 'Open Address Book' and 'Create New Shipper'. To the right, there's a section for 'When Do You Need To Ship?' with 'TODAY' selected. A 'Next' button is at the bottom right.

Shipper	Reference	Receiver	Last Updated	Status
Vero Muguera DHL_UY MONTEVIDEO Uruguay	test > 44632	Walter Niemcow DHL US TEMPE United States Of America	10/04/2010	Pending Shipper Action
Vero Muguera DHL_UY MONTEVIDEO	test > 44662	Walter Niemcow DHL US TEMPE	10/01/2010	Pending Shipper Action

Enter and save Shipper and Receiver address information and provide important shipment details to create shipment instructions, review entered information, and track shipments.

Find Shipper or Receiver

The screenshot shows the 'Prepare New Shipment Instruction' page. The 'Ship From' field is set to 'Vero (DHL_UY)' and the 'Ship To' field is set to 'Whiemcow (DHL_US) - Default'. Below these fields are buttons for 'Open Address Book' and 'Create New Shipper'. To the right, there's a section for 'When Do You Need To Ship?' with 'TODAY' selected. A 'Next' button is at the bottom right.

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Create User-friendly Documents

The screenshot shows the 'Create User-friendly Documents' page. It has a dropdown menu for 'Shipper Language' set to 'English'. Below it are two checkboxes: one for 'Authorize the Shipper to update its pickup address' (unchecked) and another for 'Save this address to Address Book' (checked).

*Available First Quarter 2011

Importers can both prepare and forward shipment instructions to their Shippers

OR

complete shipments on behalf of their Shippers.

Importers can authorize Shippers with either a *single shipment instruction*, which allows Shippers to ship one time to the Receiver using the Importer's Import Express account; or Importers can create a *standing authorization** to allow Shippers to ship anytime to the Receiver using the Importer's Import Express account.

Step 1A:

To quickly prepare shipment instructions, apply recently used Shipper and Receiver information by choosing the appropriate Shipper and Receiver from the "Ship From/Ship To" pull-down menus and click "Next" to proceed.

OR

If your Shipper or Receiver has not been used recently or you need to enter new address information, either click the "Open Address Book" or "Create New Shipper" links below the "Ship From" field.

Step 1B:

To create user-friendly documents, select the Shipper's language from the corresponding pull-down menu and authorize the Shipper to update pickup address information. If this is a new address, click the box to have it saved to the Address Book.

Note

If the box authorizing the Shipper to modify pickup information is not checked, related fields will not be editable for Shippers.

PREPARING SHIPMENT INSTRUCTIONS: SHIPMENT DETAILS

Shipment Details

This screenshot shows the 'Shipment Details' step of the DHL Import Express Online process. It includes fields for Shipment date (set to TODAY), a message to the shipper (Documents), a shipment reference (962580809), and destination information (Receiver). There are also options for transport charges, e-mail notifications, and frequency of alerts.

Step 2A:

The "Shipment Details" screen allows Importers to:

- Enter a message to the Shipper, such as items to be ordered, order numbers, and handling instructions.
- Optionally, attach a file, which could be a purchase order or any related document.
- Choose to bill freight and customs charges to separate accounts, if needed. Use the pull-down menu to choose the appropriate Import Express account to be billed.
- Indicate whether you would like to be sent e-mail notifications upon shipping and how frequently or set up preferences for receiving a follow-up e-mail in case the Shipper has not acted on shipment instruction during a certain period of time.

Shipment Details (prepare shipment on Shipper's behalf)

This screenshot shows the 'Shipment Details' step for preparing a shipment on behalf of the shipper. It includes fields for packaging (Flyer), total pieces (1), total weight (0.5 kg), description of contents (Documents), declared value (USD), and shipment status (Document). It also includes fields for Shipment date (TODAY) and a message to the shipper (Contract Farming Ltd.).

Step 2B:

In addition to the 2A step information listed above, if the Importer is preparing a shipment on the Shipper's behalf, Importers can:

- Select a packaging type, enter pieces and weight as well as a description of the contents, dutiable status ("non-document" for dutiable and "document" for non-dutiable), and decide whether to create a commercial invoice online.
- Choose a product from the options displayed; the application will only show products that are available according to the shipment data entered by the Importer.
- If the product selected is not available at the time of shipping, indicate your preference for the fastest or cheapest option instead.

Note

The estimated delivery date is based on the shipment being processed immediately. The delivery date may change depending on when the shipment is processed.

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PREPARING SHIPMENT INSTRUCTIONS: REVIEW AND FORWARD INSTRUCTIONS

Review Shipment Details

The screenshot shows the 'Prepare Shipment Instruction' page of the DHL Import Express Online system. Key details include:

- Recipient:** Walter Nemcow, 1144 W. Washington St, Tempe, AZ 85281
- Shipper:** Verónica Múgica, Av de las Americas 7777, MONTEVIDEO, Uruguay
- Shipment Date:** 07-15-2010
- Weight:** 5.0 kg
- Message to Shipper:** Contract Farming Ltd.
- Packaging:** Flyer
- Status:** Document

Step 3A:

Import Express Online gives Importers the opportunity to review all of the entered information before it is sent to the Shipper.

- Choose to authorize a Shipper to either process one single instruction or create a standing authorization* for the Shipper to use your Import Express account number for regular shipments.
- Check the box to allow the Shipper to have visibility of the rates.

Tip

To make changes, click the "Back" or "Cancel" buttons at the bottom of the page. Click the "Forward Instructions" button to send the shipment instructions via e-mail to the designated Shipper.

*Available First Quarter 2011

MANAGE AUTHORIZATIONS

New Standing Authorization

From: EduUY (Johnson Ltd.) To: Water (DHL US)

ACC	Shipper	Shipper Email ID	Country	Receiver	Last Shipped	Status
96258009	Johnson Ltd.	ercampolo@gmail.com	Uruguay	Walter	04-Oct-2010	Approved
96258009	DHL UV	veronica.muguerza@us.dhl.com	Uruguay	Walter	04-Oct-2010	Approved
96258009	DHL UV	veronica.muguerza@us.dhl.com	Uruguay	Walter	04-Oct-2010	Approved
96258009	DHL UV	veronica.muguerza@us.dhl.com	Australia	Walter	01-Oct-2010	Approved
96258009	DHL UV	water.niemcow@gmail.com	Uruguay	Walter	01-Oct-2010	Approved

Grant Standing Authorization

Shipper Details

Most Recent Shippers: EduUY (Johnson Ltd.)

Nickname: EduUY

Contact: Edward Noton

Address Line 1: Cents 234

Address Line 2:

Address Line 3:

Postal Code:

City: MONTEVIDEO

StateProv:

Suburb:

Telephone: 5929162222

Extension:

Fax:

Email: ercampolo@gmail.com

Shipper Language: English

Receiver details

Most Recent Shippers: Water (DHL US)

Nickname: Walter

Contact: Walter Niemcow

Address Line 1: 1144 W. Washington St

Address Line 2:

Address Line 3:

Postal Code: 85281

City: TEMPE

StateProv: Arizona

Suburb:

Telephone: 4809976780

Fax:

CNPJ/CPF Tax Id:

Email: veronica.muguerza@us.dhl.com

Account Details

Please select an Account Number for the Standing Order: 96258009 (Primary)

Destination

Duties and Taxes billed to: Registered Account: 96258009 (Primary)

Other: Receiver

Grant Standing Authorization

Step 3B:

Create standing authorizations* for your Shippers and keep a record of them through the “Manage Authorizations” function.

- Enter Shipper (From) and Receiver (To) details by selecting from the respective pull-down menus for the latest contacts used or use the “Open Address Book” link to look for any other Shipper already saved into your Address Book or click the “Create new shipper/receiver” links to enter details of a new Shipper/Receiver.
- Click the account number to be billed.
- Check address details and review account details for options on which account to be billed for freight and duties & taxes.
- Click on the “Grant Standing Authorization” button at the bottom of the page.

A link is provided for the Shipper to directly access **Import Express Online**.

Tip

The Shipper will receive an e-mail stating that a standing authorization* has been granted by an Importer. The e-mail will provide the Importer's e-mail address, a direct link for the Shipper to access the application as well as the password to be used.

SHIPMENT HISTORY AND TRACKING

View History and Track Shipments

To view, update or cancel a shipment instruction, select a record and click on an appropriate button. To track a completed shipment, click on the Track hyperlink in the status column.

ID	Status	Country	Waybill Status
44704	Pending	Uruguay	Pending
44705	Pending	Uruguay	Pending
44706	Pending	Uruguay	Pending
44707	Pending	Uruguay	Pending
44708	Pending	Uruguay	Pending
44709	Pending	Uruguay	Pending
44710	Pending	Uruguay	Pending
44711	Pending	Uruguay	Pending
44712	Pending	Uruguay	Pending
44713	Pending	Uruguay	Pending
44714	Pending	Uruguay	Pending
44715	Pending	Uruguay	Pending
44716	Pending	Uruguay	Pending
44717	Pending	Uruguay	Pending
44718	Pending	Uruguay	Pending
44719	Pending	Uruguay	Pending
44720	Pending	Uruguay	Pending
44721	Pending	Uruguay	Pending
44722	Pending	Uruguay	Pending
44723	Pending	Uruguay	Pending
44724	Pending	Uruguay	Pending
44725	Pending	Uruguay	Pending
44726	Pending	Uruguay	Pending
44727	Pending	Uruguay	Pending
44728	Pending	Uruguay	Pending
44729	Pending	Uruguay	Pending
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44746	Pending	Uruguay	Pending
44747	Pending	Uruguay	Pending
44748	Pending	Uruguay	Pending
44749	Pending	Uruguay	Pending
44750	Pending	Uruguay	Pending
44751	Pending	Uruguay	Pending
44752	Pending	Uruguay	Pending
44753	Pending	Uruguay	Pending
44754	Pending	Uruguay	Pending
44755	Pending	Uruguay	Pending
44756	Pending	Uruguay	Pending
44757	Pending	Uruguay	Pending
44758	Pending	Uruguay	Pending
44759	Pending	Uruguay	Pending
44760	Pending	Uruguay	Pending
44761	Pending	Uruguay	Pending
44762	Pending	Uruguay	Pending
44763	Pending	Uruguay	Pending
44764	Pending	Uruguay	Pending
44765	Pending	Uruguay	Pending
44766	Pending	Uruguay	Pending
44767	Pending	Uruguay	Pending
44768	Pending	Uruguay	Pending
44769	Pending	Uruguay	Pending
44770	Pending	Uruguay	Pending
44771	Pending	Uruguay	Pending
44772	Pending	Uruguay	Pending
44773	Pending	Uruguay	Pending
44774	Pending	Uruguay	Pending
44775	Pending	Uruguay	Pending
44776	Pending	Uruguay	Pending
44777	Pending	Uruguay	Pending
44778	Pending	Uruguay	Pending
44779	Pending	Uruguay	Pending
44780	Pending	Uruguay	Pending
44781	Pending	Uruguay	Pending
44782	Pending	Uruguay	Pending
44783	Pending	Uruguay	Pending
44784	Pending	Uruguay	Pending
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44791	Pending	Uruguay	Pending
44792	Pending	Uruguay	Pending
44793	Pending	Uruguay	Pending
44794	Pending	Uruguay	Pending
44795	Pending	Uruguay	Pending
44796	Pending	Uruguay	Pending
44797	Pending	Uruguay	Pending
44798	Pending	Uruguay	Pending
44799	Pending	Uruguay	Pending
44800	Pending	Uruguay	Pending
44801	Pending	Uruguay	Pending
44802	Pending	Uruguay	Pending
44803	Pending	Uruguay	Pending
44804	Pending	Uruguay	Pending
44805	Pending	Uruguay	Pending
44806	Pending	Uruguay	Pending
44807	Pending	Uruguay	Pending
44808	Pending	Uruguay	Pending
44809	Pending	Uruguay	Pending
44810	Pending	Uruguay	Pending
44811	Pending	Uruguay	Pending
44812	Pending	Uruguay	Pending
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44814	Pending	Uruguay	Pending
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44841	Pending	Uruguay	Pending
44842	Pending	Uruguay	Pending
44843	Pending	Uruguay	Pending
44844	Pending	Uruguay	Pending
44845	Pending	Uruguay	Pending
44846	Pending	Uruguay	Pending
44847	Pending	Uruguay	Pending
44848	Pending	Uruguay	Pending
44849	Pending	Uruguay	Pending
44850	Pending	Uruguay	Pending
44851	Pending	Uruguay	Pending
44852	Pending	Uruguay	Pending
44853	Pending	Uruguay	Pending
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44860	Pending	Uruguay	Pending
44861	Pending	Uruguay	Pending
44862	Pending	Uruguay	Pending
44863	Pending	Uruguay	Pending
44864	Pending	Uruguay	Pending
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44870	Pending	Uruguay	Pending
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44873	Pending	Uruguay	Pending
44874	Pending	Uruguay	Pending
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44891	Pending	Uruguay	Pending
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44893	Pending	Uruguay	Pending
44894	Pending	Uruguay	Pending
44895	Pending	Uruguay	Pending
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44897	Pending	Uruguay	Pending
44898	Pending	Uruguay	Pending
44899	Pending	Uruguay	Pending
44900	Pending	Uruguay	Pending
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44902	Pending	Uruguay	Pending
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44972	Pending	Uruguay	Pending
44973	Pending	Uruguay	Pending
44974	Pending	Uruguay	Pending
44975	Pending	Uruguay	Pending
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44981	Pending	Uruguay	Pending
44982	Pending	Uruguay	Pending
44983	Pending	Uruguay	Pending
44984	Pending	Uruguay	Pending
44985	Pending	Uruguay	Pending
44986	Pending	Uruguay	Pending
44987	Pending	Uruguay	Pending
44988	Pending	Uruguay	Pending
44989	Pending		

OTHER IMPORTER LINKS AND SCREENS

My Profile

The "My Profile" screen contains the information you entered during registration. It is available to review or update at any time.

The "My Profile" screen contains the information you entered during registration. It is available to review or update at any time.

Questions about how to use a particular screen can be answered by clicking the "Help" link in the navigation bar or one of the "Help" links found near the form fields.

The "Address Book" screen is a great way to save all Shipper and Receiver contact information.

To create new Shipper and Receiver entries, click the corresponding button and fill in the mandatory information.

Address Book

To Import/Export address books, use the respective buttons at the bottom of the screen.

To Import/Export address books, use the respective buttons at the bottom of the screen.

- Select whose address book you want to import/export (Shipper's or Receiver's).
- Indicate whether the file to be imported/exported has headers, attach file, and click "Start Importing/Exporting."
- Match the **Import Express Online** field names with those of the CSV file to be imported/exported.
- Click the "Import/Export" button.
- You will receive a confirmation e-mail.

SHIPPERS

Enter and save Shipper and Receiver address information and provide important shipment details to create shipment instructions, review entered information, and track shipments.

URL-link Landing Page

Direct-link Landing Page

Shippers can access **Import Express Online**

- Through proactive e-mail notifications sent by Importers, or
- By using the direct link importexpressonline.dhl.com and their respective log-in credentials after having registered with the application.

Step 1:

Shippers will access **Import Express Online** in one of the following ways:

- Click on the provided URL link from a proactive e-mail notification sent by Importers.

OR

- Access the application through the direct link at

importexpressonline.dhl.com

Note

When logging into **Import Express Online** for the first time using the URL link and temporary password provided in the proactive e-mail notification, the Shipper will need to select a new password, which will be valid for all future shipments.

Already-registered Shippers will be shown a landing page divided into two sections:

- **Prepare New Shipments (reverse shipments):** for Shippers to prepare a shipment request to a DHL account holder; shipment charges will be billed to the DHL account holder after the account holder has authorized the request.
- **Manage Shipments:** shows shipment instructions from Importers.

SHIPMENT REQUESTS: SHIPMENT SUMMARY

Shipment Summary

The screenshot shows the 'Shipment Details' section of the DHL Import Express Online interface. It displays the following information:

- Shipment Instructions:** Summary, Shipment Details, Service Options, Confirm Shipment, Print Waybill.
- Shipment Address Details:**
 - Shipper details:** Luana Soares, Av Santa Menna 876, SAO PAULO, Brazil, 05036-0000, veronica.muguerza@br.dhl.com
 - Receiver details:** DHL CA, Chris Kruey, Test 123, 12345 USA, 98765 CANADA, L0H 1A1, 98765, veronica.muguerza@ca.dhl.com
 - Importer details:** DHL CA, Chris Kruey, Test 123, 12345 USA, ON, L0H 1A1, 98765, veronica.muguerza@ca.dhl.com
- Shipment Reference:** Contract, Po send the signed contract.
- Shipment Date:** 08-Oct-2010.
- Need to reject?** No.
- Reject reason:** [Text area] [Reject button].

Step 2:

When the e-mailed URL link is used to access the program, the Shipper will see a summary of the Importer's shipment instructions.

Click the "Accept" button to accept the Importer's shipment request as it is written.

OR

If you would like to accept the shipment request but the pickup address information has changed and needs to be updated, click the "Modify pickup address and accept" button.

OR

Reject the shipment for any reason by typing a message into the "Reject reason" field. Click "Reject."

Note

The "Modify pickup address" button will only be available to the Shipper if the Importer has indicated that the Shipper has authorization to update information.

SHIPMENT REQUESTS: SHIPMENT OPTIONS

Shipment Details

The screenshot shows the 'Request Pickup' section of the DHL Import Express Online interface. It displays the following information:

- Shipment Details:** TODAY, Documents, Maximum weight is 70 kg.
- Pieces:** Total Pieces: 1, Total Weight: 0.5 kgs.
- Description of contents:** Contract.
- Shipment Status:** Non-Documents, Document.
- Declared Value:** USD.
- Request Pickup:**
 - Pickup:** I need to schedule a pickup for this shipment.
 - Contact:** Luana Soares, Soares Ltda., Av Santa Menna 876.
 - Address Line 1:** Soares Ltda.
 - Address Line 2:**
 - Address Line 3:**
 - Postal Code:** 05036.
 - City:** SAO PAULO.
 - State:** Sao Paulo.
 - Suburb:** Brazil.
 - Country:** Brazil.
 - Phone:** (55) 11-3618-9399.
 - Location Of Package(s):** Reception.
 - Location Type:** Business.
 - Special instructions (up to 70 characters):** TODAY.
 - Pickup Date:** Pickup can be scheduled up to 7 days in advance.
 - Package Ready By:** 14:00.
 - Office Closes At:** 18:00.

Step 3A:

Once a request has been accepted, enter additional information such as the package type, number of pieces, total weight, contents description, and if dutiable, the declared value.

If the Importer prepared the shipment details on the Shipper's behalf, the Shipper will just need to verify and update, if necessary.

Step 3B:

Use the pull-down menu for "Pickup" to indicate the action requested.

Additional instructions can be typed into the "Special instructions" field.

Pickup times can be set up in advance, depending on the country.

Tips

Import Express Online even assists the Shipper in deciding whether the shipment is considered non-document or document. Click on the "Help me decide" link located to the right of the "Shipment status" field.

US Shippers with dutiable shipments will also be required to enter a valid ITN or an FTR exemption from the pull-down menu.

Customs Information

Dutiable shipments require a Commercial or Proforma Invoice for customs clearance. Enter the information requested below to create an invoice for your shipment. Mandatory fields have an (*) asterisk next to them.

General invoice information							
Invoice type*	Commercial Invoice <input data-bbox="421 318 470 340" type="button" value="What is this?"/>						
Invoice Number*	<input type="text"/> <input data-bbox="421 340 502 361" type="button" value="Why is this required?"/>						
Terms of trade	DDU - Delivered Duty Unpaid <input data-bbox="670 312 703 333" type="button" value="Help"/>						
Export Id	Select From List <input data-bbox="421 361 470 382" type="button" value="Help"/>						
Export Code	<input type="text"/>						
Harmonized Commodity Code	<input type="text"/>						
Payer Of GST/VAT	<input type="text"/>						
Terms Of Payment	<input type="text"/>						
Named Destination Port	<input type="text"/>						
Type Of Export*	Permanent <input data-bbox="421 481 470 502" type="button" value="Help"/>						
Other Remarks (up to 70 characters)	<input type="text"/>						
Other Charges	<input type="text"/> USD <input data-bbox="421 523 470 544" type="button" value="Help"/>						
Commodity Information							
You can re-use any of the invoices from the saved invoice templates. All the fields will get populated from this saved invoice. Please enter at least one row of commodity information before clicking save and exit or Next.							
Description*	Qty	Unit Value	Subtotal	Net Weight (Kgs)	Gross Weight (Kgs)	Country Of Origin	Action
Textiles	2	\$0.00 USD	100.00 USD	0	0	Brazil	<input data-bbox="670 629 703 650" type="button" value="Remove"/>
Description*		Quantity*	Unit Of Measure (Quantity)		Pieces		
Country Of Origin*		Select From List <input data-bbox="421 692 470 713" type="button" value="Help"/>					
Unit Value*		<input type="text"/> USD					
Net Weight*		<input type="text"/> Kgs					
Gross Weight*		<input type="text"/> Kgs					
<input data-bbox="404 777 437 798" type="button" value="Add"/>							
<input checked="" type="checkbox"/> Add/Update this as a Invoice Template with Name/File as <input type="text" value="InvoiceBR"/>							

Step 4:

Select either “Commercial Invoice” or “Proforma Invoice” from the “Invoice type” pull-down screen, depending on what type of goods are being shipped.

Indicate the export type from the pull-down menu.

Enter commodity information by filling in the form fields, and click “Add.” Repeat this process until all commodity information is entered.

Tips

Optional information not required on the invoice screen includes entering an invoice number, the terms of trade, “Other Remarks,” and “Other Charges.”

Multiple listings of commodity information can be entered. Simply type in the shipment description, indicate the country of origin, quantity, unit of measure, and unit price. Click “Add” to include each listing.

Once you’ve completed the invoice information, you can add this invoice to your invoice templates by clicking the box at the bottom and typing in a filename for the new invoice template.

Service Options

Import Express Online

http://dh.com/

<input type="button" value="Shipment Instructions"/>	<input type="button" value="Schedule Pickup"/>	<input type="button" value="Request/View Authorizations"/>	<input type="button" value="My Profile"/>	<input type="button" value="Invoice Templates"/>	<input type="button" value="Help"/>	<input type="button" value="Address Book"/>
Summary <input type="button" value="Shipment Details"/> <input type="button" value="Service Options"/> <input type="button" value="Confirm Shipment"/> <input type="button" value="Print Waybill"/>						
Service Options						
Delivery Options						
Product Name	Estimated Delivery By	Latest Booking	Latest Pickup	<input data-bbox="670 1262 703 1284" type="button" value="Help"/>		
<input checked="" type="radio"/> EXPRESS WORLDWIDE	12-Oct-2010, End of day	16:00	20:00			
The latest pickup time for the selected delivery option is 20:00 NB: The latest pickup time is with respect to shipper						
<input type="button" value="Back"/> <input type="button" value="Cancel"/> <input type="button" value="Next"/>						

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Step 5:

The “Service Options” screen will display all available products and services according to origin, destination, and shipment details entered. It will also show the latest possible pickup time for the Shipper’s country.

If an Importer chose to authorize a Shipper to see rates, these will be shown next to each product.

Select the DHL product that best meets your shipping needs.

If the Importer has already selected the product, check its availability and proceed to the “Confirm Shipment” screen.

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SHIPMENT REQUESTS: SHIPMENT CONFIRMATION

Confirm Shipment

[Shipment Instructions](#) [Schedule Pickup](#) [Request/View Authorizations](#) [My Profile](#) [Invoice Templates](#) [Help](#) [Address Book](#)

Summary Shipment Details Service Options **Confirm Shipment** Print Waybill

Mandatory fields have an (*) asterisk next to them.

Shipment Receipt and Confirmation

Hide Address Details:

Shipper Details	Receiver details	Importer details
Soares Lts.	DHL CA	DHL CA
Luana Soares	Chris Kruey	Chris Kruey
Av Santa Marina 876	Test 123	Test 123
SAO PAULO	MISSISSAUGA	MISSISSAUGA, ON
Sao Paulo	MISSISSAUGA	Canada L5H 1A1
Brazil 05036	MISSISSAUGA	9876765
551136189999	Canada L5H 1A1	veronica.muguerza@ca.dhl.com
veronica.muguerza@br.dhl.com	9876765	veronica.muguerza@ca.dhl.com

Hide Shipment Details

Shipment Reference	Contact	Weight	0.5 (kgs)
Message to Shipper	<input type="text" value="Please send the signed contract"/>	Description Of Contents	<input type="text" value="Contract"/>
Date of Shipment	07-Oct-2010	Number Of Pieces	1
Packaging	Other DHL Packaging	Shipment Status	Durable
		Declared Value	100.00 USD
		Pickup Booking Reference	3506

Hide Service Options

Product Selected By Importer			
Product Name	Estimated Delivery By	Latest Booking	Latest Pickup
EXPRESS WORLDWIDE	12-Oct-2010 End of day	18:00	20:00

I have read and accept the [Terms And Conditions](#).

[Back](#) [Cancel](#) **Confirm Shipment**

Step 6:

From the “Confirm Shipment” screen, modify already-entered data by clicking the “Back” button.

Once the details have been verified, accept the “Terms and Conditions.”

Click the “Confirm shipment” button to continue.

Tip

The shipment instruction can be cancelled by clicking the “Cancel” button at any time.

SHIPMENT REQUESTS: PRINT PAPERWORK

Print Paperwork



Step 7:

Select the printing option and the number of copies to be printed.

Click the “Print Preview” button to review the documents to be printed (shipment summary, waybill, invoice) and then click “Print”.

REVERSE SHIPMENTS

Shippers are able to prepare and send a shipment request to an Importer. The Importer will need to authorize the request in order for the Shipper to process it. Shipment charges will be charged to the Importer's account.

Shipment Instructions

Shipper/Receiver Details

Step 1A - Shipper:

The Shipper logs into **Import Express Online**.

- Select a Receiver from the Address Book.
- Enter shipment details and select an Importer from the pull-down list (if a prior Importer-Shipper relationship has not been established, the Shipper will need to enter the Importer's e-mail address).
- Select a product.
- Request approval.
- An e-mail is sent to notify the Importer.

Step 1B - Importer:

The Importer receives an e-mail notification and logs into **Import Express Online**.

- View the shipment request. Update the message to the Shipper and the billing information, if necessary.
- Approve or reject the shipment request.
- An e-mail is sent to notify the Shipper.

Step 1C - Shipper:

The Shipper receives an e-mail notification and logs into **Import Express Online**.

- View the shipment request for the Importer's update message.
- Print shipment paperwork and arrange a pickup.

Schedule Pickup

Request/Review Authorizations

Standing Authorization*

* Available First Quarter 2011

If you do not have a regularly scheduled pickup on a given day, you can easily request one using the "Schedule pickup" tab. Multiple shipments can be picked up at one time.

Keep a record of all standing authorizations* granted to you by Importers.

Request a Standing Authorization* from an Importer to be allowed to send shipments on a regular basis

- Enter Importer's e-mail ID
- Select a Receiver
- And follow the same process as for one-time reverse shipments

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OTHER SHIPPER LINKS AND SCREENS

My Profile

This will be used as default information every time you use Import Express. It means you will not need to re-key this information again. Mandatory fields have an (*) asterisk next to them.

My Details

Select Profile: LuanaBR
Country: Brazil
Language: English
Email Address: veronica.muguerza@br.dhl.com
Company Name: Sobeis Ltda
Address Line 1: Av Santa Marina 876
Address Line 2:
Address Line 3:
Zip/Postal Code: 05036
City: SAO PAULO
State/Province: Sao Paulo
Suburb:
Phone: 551136199999
Mobile phone:
Password: [Change Password](#)
Reminder question: What is my pet's name?
Reminder answer: Shipper
Default Pickup Option: I need to schedule a pickup for this shipment
I would like to create my invoice using Import Express

Pickup Details

Location Of Package(s): Reception
Location Type: Business
Special instructions (up to 70 characters):
Ready By Time: 14:00
Closing Time: 18:00

[Cancel](#) [Clear](#) [Print Screen](#) [Submit](#)

The “My Profile” screen contains information the Importer entered. It is available for the Shipper to review or update at any time. To do this, simply enter the new or changed information and click the “Submit” button.

Questions about how to use a particular screen can be answered by clicking the “Help” link in the navigation bar.

Tip

Additional help can be found on the shipping forms by clicking the various help links located to the right side of some of the form fields.

Commercial/Pro Forma Invoice Templates

To create a new invoice template click on the “Create new template” button.
To view or update any invoice click on the invoice name link given for each invoice.
To delete any invoice select the record and click on Delete invoice template button.

Invoice Templates

File	Contained in column: Invoice name	Page
Invoice1	fed	1 of 1

Sort list by: Page 1 of 1 of 1

[Delete invoice template](#) [Create new template](#)

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Once you've completed the invoice information, you can add this invoice to your invoice templates by clicking the box at the bottom and typing in a filename for the new invoice template.

Address Book

Select column heading to sort entries. To create a new listing, click on “Create new receiver” button. To edit an address click on the Nickname hyperlink.

Find: Find in column: Nickname + Find

Click on the letters given below for quick search on nickname.

Nickname	Company	Contact	City	Country
Argentina1	DHL AR	Agustin Farias	CAPITAL FEDERAL	Argentina
Argentina1	DHL AR	Agustin Farias	CAPITAL FEDERAL	Argentina
Argentina2	DHL AR	Agustin Farias	CAPITAL FEDERAL	Argentina
Muguerza	DHL AR	Vero Muguerza	CAPITAL FEDERAL	Argentina

[Create New Receiver](#) [Delete](#)

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The Address Book stores all your receivers' information, allowing you to prepare shipments without repeatedly entering the same contact information.

Use the “Find” field to search by name or view your contacts using a variety of sorting options available in the “Contained in Column” pull-down list.



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