

STREAMLINE YOUR SHIPMENT PROCESS WITH DHL ONLINE SHIPPING



YOUR ONLINE SHIPPING SOLUTION.

DHL Online Shipping is the online shipping solution that helps you prepare and manage express international shipments. You can print labels, schedule pickups, store contact details, track your shipments and much more—all directly from your computer.

DHL Online Shipping is ideal for busy small-business owners, office managers, or anyone on the go. Registration is not mandatory, and you don't even need a DHL account number to get started. Furthermore, online shipping has enhanced its capability to allow processing of return labels for future returns shipping needs.

With DHL Online Shipping's easy-to-use forms and enhanced functionality, scheduling shipments is made convenient and efficient. From start to finish, the system expertly guides you through the shipping process with everything you need right at your fingertips.

Benefits:

- No software to install
- Make one-time shipments without registering
- Ship with or without a DHL account number
- User-friendly online navigation and form fields
- Multiple payment options
- Convenient transit and rate quote details
- Tracking visibility at shipment and piece level
- Import address books from other shipping applications
- Drop-down city and suburb menus to better identify destination locations
- Obtain additional benefits by registering with a DHL account number

One-time Users

- No need to register with the system—start shipping immediately
- Multiple payment options for non-account holders (i.e. cash, credit card, debit card, etc.)—a DHL account number is not necessary*
- Create and print shipment waybills
- Create and print customs documentation
- Send e-mail notifications to yourself and recipients
- Track shipments or pieces individually in case of multi-piece shipments
- Schedule pickups
- Request a rate quote

BENEFITS FOR YOUR BUSINESS.

Change the way you ship for the better.

Registered Users (without a DHL account number)

- Register with the system to take advantage of the auto-complete functions, eliminating hand-written errors that can cause costly delays
- Create and print customs documentation
- Maintains your shipment history
- Download your shipment history and address book to an Excel spreadsheet
- Manage your address book (up to 2,000 contacts)
- Import address books from other applications or by directly uploading the respective files (comma-delimited file format [.csv])
- Send e-mail notifications to yourself and recipients
- Track shipments or pieces individually in case of multi-piece shipments
- Schedule pickups
- Request a rate quote
- Multiple payment options for non-account holders (i.e. cash, credit card, debit card, etc.)*

Registered Users (with a DHL account number)

All the above listed benefits, plus:

- A line of credit opened for payment purposes
- Personalized customer service from an account executive
- Several DHL offices located throughout the country
- Convenience right at your fingertips
- And much more!



*Please check with your local DHL Customer Service Department for availability in your country.

Deutsche Post DHL – The Mail & Logistics Group

EXCELLENCE. SIMPLY DELIVERED.



ELECTRONIC RETURN SERVICE.

Being the international specialist, it is no surprise that our customers vary from a simple logistics set-up to a complex process. This is why we've provided two easy options — customers can either print or email the return label and customs documentation. These options help make the return process easier for both the account owner and their customers/shippers with the following benefits:

- **Get Control**

You can link the return label to the outbound shipment for increased visibility.

- **Ease of Use**

Return shipper doesn't need to have an account number or to register to our online system to book a pick-up.

- **Security**

Account numbers are not printed in the electronic return labels to prevent unauthorized usage.

- **Free of charge**

Our return labels are free of charge. Account owners will just need to pay the shipping charges.

- **Send return parcel to a third party address**

If you need the return shipment to be sent to a third party destination, the account owners would be able to generate the third party label and send the paperwork to the shipper for the shipment to be sent to another country.
i.e. Singapore -> United Kingdom -> Canada

1. Print Return Labels

Print the label and customs documentation for your customer and include hard copies in the outbound shipment.

2. Email Return Label

Get added control by emailing the customer a link to the return label. Standard guideline and instruction are also included for ease of use.

WHAT DO I NEED TO GET STARTED?

There's no software to install and use of this shipping tool is free.

Registration with Online Shipping is not mandatory, and you don't even need a DHL account number to get started.

All you need is a computer with Internet access to the latest version of one of the following web browsers: Microsoft Internet Explorer®, Mozilla Firefox® or Google Chrome®.

Need more information?

Call your local DHL Customer Service or your DHL Sales Executive.

Access the DHL Online Shipping online tutorial at www.dhl.com/ecommerce

Try it!

Users can access DHL Online Shipping through their MyDHL account at www.mydhl.com