

WELCOME TO THE ONLINE SHIPPING USER GUIDE



ON THE GO OR IN THE OFFICE, ONLINE SHIPPING GETS IT THERE.

Ideal for busy small-business owners, office managers, or anyone on the go. **DHL Online Shipping** makes shipping online easier. You can print labels, schedule pickups, store contact details, track your shipments and much more—all from your computer.

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
- 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

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DHL
EXPRESS

GETTING STARTED

There's no software to install, and use of this shipping tool is absolutely free. All you need is a computer with Internet access to one of the following web browsers: Internet Explorer® 6.0 or higher, Firefox® 4.0 or higher.

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

ACCESSING THE ONLINE SHIPPING SYSTEM

MyDHL Welcome Page

The screenshot shows the MyDHL welcome page. At the top, there's a logo, language selection (English), and a 'MyDHL' button. Below that, there's a 'Login to MyDHL' section with 'User ID' and 'Password' fields, and links for 'New User? Register Now!' and 'Forgot Password or User ID?'. To the right, there are three main sections: 'Welcome to MyDHL' (describing access to online shipping and tracking), 'Fast and Easy Online Shipping' (with an airplane and van icon), and 'Easy Tracking' (with a laptop and magnifying glass icon). Each section has a brief description and a 'View MyDHL Video' link.

Or, register with a DHL account number and enjoy the benefits of a line of credit opened for payment purposes, personalized customer service, the most reliable shipping network in the industry, and much more.

Step 1:

MyDHL gives you quick and easy access to the full online suite of DHL Express shipping and tracking services. Access **Online Shipping** through your MyDHL account at www.mydhl.com

If you're a new MyDHL user, click "New User? Register Now" under the log-in fields on the MyDHL welcome page.

Step 2:

Choose your shipping country of origin and enter all required information.

Step 3:

If you already have DHL shipping accounts, choose to:

- have tools recommended for you
- select tools for yourself
- link MyDHL with the tools you already use

Complete your registration.

Register for MyDHL

The screenshot shows the 'Register for MyDHL' page. At the top, there's a logo, language selection (English), and a 'MyDHL' button. Below that, there's a 'Register for MyDHL' section with a note about existing users. The 'Company Information' section contains fields for 'Company Name *', 'VAT', 'Company Phone *', 'Main Address' (Street name, Street number, Postcode/Zip, Town/City), and 'State *'. Each field has a small red asterisk indicating it's mandatory.

Choose Your Tools

Do you have a DHL shipping account number (used to bill your DHL Express shipments)?

- I do not have a DHL shipping account number and would like to request one [?](#)
 I have one or more DHL shipping account number(s) used to bill my shipments to my company [?](#)

Please enter your DHL shipping account number(s)

DHL shipping account number *

Add Another Account

To determine which DHL shipping and tracking tools you will use in MyDHL, please select an option:

- I am not currently using any DHL tools. Please recommend tools for me - quick default set up. [?](#)
 I am not currently using any DHL tools, but would like to select tools myself - this option will take longer to complete. [?](#)
 I already use DHL tools - have your User IDs and passwords ready to link them to your MyDHL profile. [?](#)

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Confirmation E-mail

Welcome to MyDHL

Dear Tanaka Akira,

Thank you for registering for MyDHL.

To activate your login, please click https://www.mydhl.dhl.com/mydhl/appmanager/smepl/customerDesktop?_nfp=true&_nfs=false&_pageLabel=smepl_portal_page_login&username=akiro123&code=a03g2h3p0/cou45lc1sa14.

IMPORTANT This activation is valid for 24 hours only. Please activate your login promptly!

Should you have any questions or problems activating your login, please contact DHL Support.

Welcome to MyDHL – we look forward to supporting your online shipping needs!

Thank You!
Your MyDHL Team

<Add DHL company registration details and legal notices if required>
+++ Please don't reply to this as it is a computer generated email. The sender's inbox is not monitored +---

Step 4:

Soon after registering with MyDHL, you'll receive a confirmation e-mail.

Click the URL link provided in the e-mail within 24 hours to activate your MyDHL account.

Activate Your MyDHL Account

Welcome to MyDHL

DHL is the leader in International Express Shipping. And as a DHL Express customer you have access to our easy-to-use, free online shipping and tracking services—all customized to your preferences on MyDHL. Ideal for occasional shippers, small and medium business with regular shipping needs or larger volume business to business shippers.

Benefits | **Getting Started**

User ID _____
Password _____
New User? Register Now.
Forgot Password or User ID?
Login

Fast and Easy Online Shipping
It's easy to register – then you are ready to ship online with just a few clicks.

Easy Tracking
Quickly track your Express shipments and setup easy and convenient status alerts.

Step 5:

Log in with the credentials you entered during registration.

Prepare My Shipments Link

Welcome to MyDHL

Now that you've registered, you are on your way to shipping, tracking, importing and more in MyDHL. Your status and any pending items are noted below.

MyDHL Status

- Prepare My Shipments
- Monitor My Shipments
- Manage My Imports
- Contact MyDHL Support
- International Trade - Learn More
- View Service Alerts and News

MyDHL Status Page Setting

Change your MyDHL Home Page Settings > Now

Step 6:

If, during registration, you selected to have MyDHL recommend tools for you, you'll see a Prepare My Shipments link on the Home page. To access **Online Shipping** for the first time through MyDHL, click "Prepare My Shipments."

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START SHIPPING

Start Shipping Tab

DHL Web Shipping. Welcome Thomas,Marcos. Logout.

Start shipping Rate quote Schedule pickup Address Book My profile Shipment History

Ship with DHL using your credit card. No account or site registration necessary.

From: DHL UY
Marcos Thomas
Av de las Americas 7777 bis
MONTEVIDEO
MONTEVIDEO
Uruguay
[Change Shipping Location](#)

To: Select Nickname ▾
[Open Address Book](#)

When do you need to ship? Select shipping date TODAY

[Ship To A New Receiver](#)

[Next](#)

RECENT SHIPMENTS

- 7509428183, 05-May-2011, 101-A, Agustin Farias, TEMPE
- 8141917103, 07-Apr-2011, testtest, VADUZ
- 813538482, 28-Mar-2011, Prueba, no procesar, Mick Jagger, LOS ANGELES
- 8086996396, 13-Mar-2011, test nondoc - no procesar, Matheven Gegan, BEIJING
- 8086996212, 13-Mar-2011, test doc - no procesar, Matheven Gegan, BEIJING
- 8086995976, 12-Mar-2011, test doc, Matheven Gegan, BEIJING

[View](#) [copy](#)

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Address Details

DHL Web Shipping. Welcome Thomas,Marcos. Logout.

Start shipping Rate quote Schedule pickup Address Book My profile Shipment History

Address details → **Shipment details** → **Service options** → **Confirm shipment**

From: Mandatory fields
Country: [Save to address book](#) [Open Address Book](#)

NickName: [Save to address book](#) [Open Address Book](#)

Contact: Marcos Thomas

Company: DHL UY

Address: Av de las Americas 7777 bis

Postal Code:

City: MONTEVIDEO

Suburb: MONTEVIDEO

State/Province:

If U.S. address, enter two letter state code > [State List](#).

Step 7:

On the “Start shipping” tab, verify the default shipping information is correct for this particular shipment.

To update the shipper information, click on the “Change Shipping Location” link to go to the “Address Details” screen. Fill in the form fields in the “From” column.

Step 8:

On the “Start shipping” tab, choose an already-entered recipient from the drop-down menu or click the “Open Address Book” link. If the recipient is new, click the “Ship To A New Receiver” link to go to the “Address Details” screen. Fill in the form fields in the “To” column.

Select a ship date.

Click [Next](#) to proceed to the next screen.

Tips

Click the [Address Book](#) button to enter recipient information to create timesaving data entry by using the “To” drop-down menu and/or the “Open Address Book” link on the “Start shipping” tab.

Depending on origin and destination country, you may be required to fill in postal code information.

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Shipment Details

The screenshot shows the DHL Web Shipping interface. The top navigation bar includes links for Start shipping, Rate quote, Schedule pickup, Address Book, My profile, and Shipment History. The main section is titled "Shipment Details" under "Packaging Type" (set to "Express Flyer"). It displays two pieces of cargo with dimensions and weights. A note states: "Maximum Weight allowed for this Packaging type is 9.999,0". The "Description of contents" field contains "blueprints". The "Shipper reference" field has "101-A". Under "Declared Value", "100,00" is entered in USD, and the "Dutiable?" checkbox is checked. A link "Help me if my shipment is dutiable or not" is present. At the bottom are "Previous", "Cancel", and "Next" buttons.

Other Packaging Types

This screenshot is similar to the previous one but with "Other packaging types" selected. The "Maximum Weight allowed for this Packaging type is 9.999,0" note remains. The dimensions for the two pieces are updated to L: 25, W: 15, H: 9. The "Description of contents" field still contains "blueprints". The "Shipper reference" field now has "101A". The "Declared Value" field shows "100,00" in USD, and the "Dutiable?" checkbox is checked. The "Help me if my shipment is dutiable or not" link is also present at the bottom.

This is a separate declaration page. It asks for "Declared Value" (100,00, USD) and "Dutiable?" (checked). A link "Help me if my shipment is dutiable or not" is provided. A checkbox "Yes, I would like to create my invoice using DHL Web Shipping for dutiable shipment" is checked. At the bottom are "Previous", "Cancel", and "Next" buttons.

Step 9:

Select a packaging option from the “Package Type” drop-down menu.

For each piece, enter mandatory weight and dimension information and click **Add**.

If you chose a DHL package type, the system will gray out the corresponding package dimension fields because the information has been entered for you.

If you select “Other packaging types,” as the package type from the drop-down menu, enter in the package dimensions for an estimate of shipping charges.

Enter the mandatory content description.

If set up as a mandatory field, enter a shipper reference, or choose to enter a shipper reference for your own use.

Tips

If you do not enter package information and click the **Add** button, the piece will not be added to the shipment and an error message will be generated.

If you would like to make it mandatory that shipper reference information is entered each time shipment details are entered, set this as a mandatory field during registration. Shipper reference information will be printed on the waybill generated by placing this shipment.

Step 10:

Mark if your shipment is dutiable. If it is, enter the declared value and choose the currency used from the available currencies for your country in the drop-down menu. If your shipment is dutiable, the option to create an invoice using **DHL Online Shipping** will be displayed.

Click **Next**.

Tip

To check if your shipment is dutiable or not, click the “Help me if my shipment is dutiable or not” link. This page will allow you to select up to five commodities at a time and give the dutiable status for each item.

Create an Invoice

General Invoice Information

Invoice Type *	Commercial Invoice	Help using the Customs Information Screen
Invoice Number		> What is this?
Terms of Trade	Proforma Invoice	
Export Id	DAP - Delivered At Place	
Export Code	DUNS Number	
Harmonized Commodity Code		
Payer Of GST/VAT		
Terms Of Payment		
Named Destination Port		
Reason for Export *	Permanent	
Other Remarks		
Other Charges	USD (included on printed invoice total)	

Commodity Information

Description	Qty	Unit Value	Subtotal	Net Weight(kgs)	Gross Weight(kgs)	Country of Origin	Commodity Code	Action
blue prints	1	100,00 USD	100,00	5,00	0	Uruguay		> Remove

To add a commodity, fill out the form at the bottom of table, then select Add

Description *: blue prints
 Country of Origin *: Uruguay
 Quantity *: 1
 Unit Value *: 100,00 USD
 Net Weight *: 5,00 Kgs
 Gross Weight: 0 Kgs
 Commodity Code:

Add | Previous | Cancel | Next

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Commodity Information

Commodity Information

To add a commodity, fill out the form at the bottom of table, then select Add

Description	Qty	Unit Value	Subtotal	Net Weight(kgs)	Gross Weight(kgs)	Country of Origin	Commodity Action Code	Action
blue prints	1	100,00 USD	100,00	5,00	0	Uruguay		> Remove

Description *: blue prints
 Country of Origin *: Uruguay
 Quantity *: 1
 Unit Value *: 100,00 USD
 Net Weight *: 5,00 Kgs
 Gross Weight: 0 Kgs
 Commodity Code:

Add | Previous | Cancel | Next

Step 11:

If you check the box to create an invoice for your dutiable shipment using DHL Online Shipping, you will be directed to the invoice creation section to enter required information.

Select an invoice type from the drop-down menu

Step 12:

Enter all commodity information. Click **Add**. Multiple listings of commodity information can be entered.

Click **Next** when finished.

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Paperless Trade

The screenshot shows the DHL Online Shipping interface. At the top, there's a banner with the DHL logo and the words "EXCELLENCE. SIMPLY DELIVERED." Below the banner, the "Paperless Trade" section is highlighted.

Delivery Options

Product Name	Delivery by	Latest booking time	Price
EXPRESS 9:00	11-Feb-2015, 09:00	15:30	114.45 NZD
EXPRESS 12:00	11-Feb-2015, 12:00	15:30	98.20 NZD
EXPRESS WORLDWIDE	11-Feb-2015, End Of Day	15:30	74.95 NZD
JUMBO BOX	11-Feb-2015, End Of Day	15:30	245.21 NZD

Extra Service Options

- Schedule a Pickup "Only one pickup request required per day!"
- Paperless Trade Selected**. Upload your invoice and additional shipment [Here](#) 0 Document(s) uploaded. [Help](#)
- Check box to insure this shipment

*The latest pickup time for the selected delivery option is: 16:30

Destination Country Shipping Information

DHL Rate Estimate as of February 10, 2015, 10:18 am
The prices quoted are ESTIMATED based on the information you have supplied.
Prices quoted may not include all surcharges, fees, optional services, duties, taxes and customs charges.

If Paperless Trade* is available between the origin and destination , the service will appear under the Service options.

Click on **Here** button to start uploading documents.

The screenshot shows the "Commercial / Proforma Invoice" section of the DHL Online Shipping interface. It includes fields for uploading a document and selecting the document type.

Upload my own Export Document

Select the document type to be uploaded: Commercial Invoice [Add](#)

File name: **File type:** png **File size:** 143.36 KB

OK

The file size must not exceed 1.0 MB
Only following name extensions are allowed: JPG,JPE,JPEG,GIF,PNG,TIFF,TIF,PDF

Here you can upload the documentation. Browse the file to upload from your PC -> Select the document type, click **Add**.

The screenshot shows the same "Commercial / Proforma Invoice" section. A progress bar indicates the file is 100% uploaded.

Upload my own Export Document

Select the document type to be uploaded: Commercial Invoice [Add](#)

File name: **File type:** png **File size:** 143.36 KB

OK

The file size must not exceed 1.0 MB
Only following name extensions are allowed: JPG,JPE,JPEG,GIF,PNG,TIFF,TIF,PDF

File has been uploaded to DHL Online Shipping.

The screenshot shows the same "Commercial / Proforma Invoice" section. The file is now listed as uploaded.

Upload my own Export Document

Select the document type to be uploaded: Commercial Invoice [Add](#)

File name: **File type:** png **File size:** 143.36 KB

OK

The file size must not exceed 1.0 MB
Only following name extensions are allowed: JPG,JPE,JPEG,GIF,PNG,TIFF,TIF,PDF

You may upload other types of documentation-Proforma invoice, Add'l paperwork.

Once you are done, click **OK**.

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

[Start shipping](#) [Rate quote](#) [Schedule pickup](#) [Address Book](#) [My profile](#) [Shipment History](#)

Address details > Shipment details > **Service options** > Confirm shipment

Delivery Options

Product Name	Delivery by	Latest booking time	Price
EXPRESS 9:00	11-Feb-2015, 09:00	15:30	114.45 NZD
EXPRESS 12:00	11-Feb-2015, 12:00	15:30	98.20 NZD
EXPRESS WORLDWIDE	11-Feb-2015, End Of Day	15:30	74.90 NZD
JUMBO BOX	11-Feb-2015, End Of Day	15:30	134.21 NZD

The latest pickup time for the selected delivery option is: 16:30

Extra Service Options

Schedule a Pickup **Only one pickup request required per day!**

Paperless Trade Selected. Upload your invoice and additional shipment paperwork. [Here](#) **1 Document(s) uploaded.** [Help](#)

Check box to insure this shipment

Delivery Option "Express Easy" can only be used with Packaging type Jumbo/Jumbo Jr or Express Pallet. If you are not using either of these Packaging types please ensure you select a different Delivery Option

Shipment with Declared Value at or above US\$50,000, please call DHL on 0800-800-020 for details.

Total estimate 99.90 NZD

Destination Country Shipping Information

The total no. of documents uploaded will be reflected .

Proceed to **Next** .

[Start shipping](#) [Rate quote](#) [Schedule pickup](#) [Address Book](#) [My profile](#) [Shipment History](#)

Shipment Summary

AWB Number :	1522162132	Help using the Print Shipment Papewrk Screen
Piece ID :	1. JD014600001551408888	

Paperless Trade

The following paperwork was transferred successfully. [Help](#)

Commercial Invoice	Archive (copy) label	View paperwork
--------------------	----------------------	--------------------------------

Print Shipment Papewrk

Shipment label(Thermal printer)

Select Printer XeroxLSM1 Select All Print Receipt # of Copies: 1

of Copies: 1 [Print Preview](#)

[Print](#) [Next](#) [Adobe Reader](#) [Don't have Adobe? Download](#)

You may view the soft copies by clicking on the [View paperwork](#). Proceed to print shipment label and Receipt.

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

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Service Options

The screenshot shows the DHL Web Shipping interface. At the top, there's a banner with the DHL logo and navigation links like "Start shipping", "Rate quote", "Schedule pickup", "Address Book", "My profile", and "Shipment History". Below this, a "Delivery Options" section lists three products: EXPRESS 10:30, EXPRESS 12:00, and EXPRESS WORLDWIDE. The EXPRESS WORLDWIDE option is selected. A note below says "The latest pickup time for the selected delivery option is: 15:00". Under "Extra Service Options", there are checkboxes for "Schedule a Pickup (if available)" and "Check box to declare content". A note states: "Shipment valued only if a declared value is entered; extra charges may apply. Insured value cannot exceed 100% of the declared value. Shipment with declared value at or above US\$ 10,000, please call DHL at (02) 8041331 for details". The total estimate is 76,23 USD. The "Payment Options" section shows "Bill To" set to "Shipper", "DHL Account Number" as 123456789, and "Recipient & Third F" dropdown. The "Notification" section has a checkbox for "E-mail upon Shipping" with the address carillo@company.com. Buttons at the bottom include "Previous", "Cancel Shipment", and a red "Next" button.

Payment Options (DHL Account)

Payment Options

Bill To	Shipper
* DHL Account Number	123456789
Bill Duties and Taxes to	Recipient & Third F
DHL Account Number	

Payment Options (Credit Card)*

Payment Options

Bill To	Shipper
Shipping Payment	Credit Card Type
Bill Duties and Taxes to	Receiver DTU

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

Step 13:

Click the circle beside the product that best fits your needs.

Use the “Extra Service Options” section to schedule a pickup and add insurance for up to 100% of the value of your shipment, if available.

Tip

If the specified destination country has shipping information available, it can be viewed on this screen.

Step 14:

Verify your “Payment Options.”

For registered users *with* a DHL account number, this information will default to the options set during registration.

From the drop-down menus, choose who the shipment will be billed to as well as who will pay the duties and taxes.

For registered users *without* a DHL account number, the payment information displayed will be the options you chose on the “Shipment details” screen under “Preferred payment.”

Step 15:

Optionally, use the Notifications section to send e-mail notifications to recipients or others.

Click **Next** to proceed.

Tip

You can enter up to five e-mail addresses along with additional message text.

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Confirm Shipment (DHL Account or Cash)*

The screenshot shows the DHL Web Shipping interface. At the top, there's a banner with the DHL logo and navigation links like 'Start shipping', 'Rate quote', 'Schedule pickup', 'Address Book', 'My profile', and 'Shipment History'. Below the banner, the 'Ship From' section shows a yellow DHL van icon and the address: 'Silva's Company Marcos Thomas S. Garcia 123 Av. de las Americas 7777 bis MONTEVIDEO MONTEVIDEO Uruguay T. 5555555555 E: t.silva@shippingcompany.com'. The 'Ship To' section shows: 'Carillo's Company Juan Carrillo 123 Main Street Suite 4 MIAMI FL 33139 United States Of America T. 5555555555 E: j.camillo@company.com'. Under 'Shipment Details', it lists: Shipment Date: 05-May-2011, Packaging Type: Flyer, Number of Pieces: 1, Total Weight: 0.5 kgs, Insured Amount: N/A, Shipper Reference: 101-A, and Description of Contents: blueprints. The 'Payment Options' section shows: Bill To: Shipper, Account Number: 717070611. The 'International Information' section shows: Declared Value: 100.00 USD, Duties and Taxes: Receiver DTU. The 'Estimated Shipping Charges' section shows: EXPRESS WORLDWIDE: 76.23 USD, Total Amount: 76.23 USD. At the bottom, there are checkboxes for accepting terms and conditions and sending an email confirmation, followed by 'Previous', 'Cancel Shipment', and 'Next' buttons.

Confirm Shipment (Credit Card)*

This screenshot shows the same DHL Web Shipping interface as above, but with a different set of payment information. In the 'Payment Options' section, the dropdown menu for 'Credit Card Type' is open, showing options like 'American Express Online', 'American Express Online', 'Visa Online', and 'Mastercard Online'. The rest of the page content is identical to the first screenshot, including the shipment details and the 'Next' button at the bottom.

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

Step 16:

Review the summary of the information you have entered on the previous screens.

Accept the Terms and Conditions.

If you registered without a DHL account number and chose to pay by credit card, there will be credit card payment fields at the bottom of this screen. Fill in the credit card information form fields.*

Click **Next**.

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Online Shipping Return Waybill Preparation

Start shipping Rate quote Schedule pickup Address Book **My profile** Shipment History

Prepare New Shipment
Ship with DHL using your credit card. No account or site registration necessary. For all credit card customers, kindly leave your parcel unsealed for inspection.

Ship From
Default (DHL WORLD WIDE EXPRESS) ▾
› Open Address Book
› Change Shipping Location

Ship To
Select Nickname ▾
› Open Address Book
› Ship To A New Receiver

When do you need to ship?
TODAY ▾
Select shipping date

Return Label

I will be creating return labels [Learn more](#)

Specify the default account to bill your return shipments to

Bill Transportation Charges to (International Shipment)

Bill Duties and Taxes to (International Shipment)

Bill Transportation Charges to (Domestic Shipment)

Add Instruction to Recipient [Click to add instruction to recipient](#)

Start shipping Rate quote Schedule pickup Address Book **My profile** Shipment History

Prepare New Shipment
DHL Account holder please login at the right hand side. Below is for creating shipment with DHL using your credit card. No account or site registration necessary.

Do you need to prepare a Return label? [Learn more](#)
 Create an Export shipment and a Return label
 Create a Return label only
 Send Return paperwork by email
 Return label to other recipient

Please Note: The return label is valid only for 90 days

Ship From
Default (DHL Worldwide Express) ▾
› Open Address Book
› Change Shipping Location

Ship To
Select Nickname ▾
› Open Address Book
› Ship To A New Receiver

When do you need to ship?
TODAY ▾
Select shipping date

eCom Section
DHL Worldwide Express
25F Enterprise Square Tower1
Phase 5, 38 Wang Chiu Road
Kowloon Bay
KOWLOON BAY
Hong Kong
24003707
walter.ip@dhl.com

Next

Welcome Logout

Start shipping Rate quote Schedule pickup Address Book **My profile** Shipment History

Prepare New Shipment
Ship with DHL using your credit card. No account or site registration necessary. For all credit card customers, kindly leave your parcel unsealed for inspection.

Do you need to prepare a Return label? [Learn more](#)
 Create an Export shipment and a Return label
 Create a Return label only
 Send Return paperwork by email

Please Note: The return label is valid only for 90 days

Ship From
Default (DHL WORLD WIDE EXPRESS) ▾
› Open Address Book
› Change Shipping Location

Ship To
Select Nickname ▾
› Open Address Book
› Ship To A New Receiver

When do you need to ship?
TODAY ▾
Select shipping date

DHL WORLD WIDE EXPRESS
P O BOX 6252
DUBAI
DUBAI UAE
DUBAI
United Arab Emirates
9714

Next

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

Step 1:

Enable Return Waybill option on Online Shipping

- Click on "**My Profile**"
- Check mark on

"I will be creating return labels"

You may enter your account number for

"Transportation charges" and

"Bill Duties & Taxes" and click on **Submit**.

An Import Express Account number (95/96 prefix) is needed for this functionality.

Step 2:

On the Home Page click on "**Do you need to prepare a Return Label?**" (2 options available).

If you tick on "Send Return paperwork by email," receiver will receive the email and print the waybill at their end.

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Start shipping Rate quote Schedule pickup Address Book My profile Shipment History

Address details ➔ Shipment details (Export) ➔ Shipment details (Return) ➔ Service options ➔ Confirm shipment

Shipper Details		Receiver Details	
Country *	United Arab Emirates	Country *	Bahrain
NickName	<input type="button" value="Open Address Book"/>	NickName	<input type="button" value="Open Address Book"/>
Contact *	TEST	Contact *	TEST
Company *	TEST	Company *	TEST
Address *	TEST	Address 1 *	TEST
Address 2 *	DUBAI	Address 2 *	TEST
Address 3	DUBAI UAE	Address 3	TEST
Postal Code		Postal Code	
City *	DUBAI	City *	MANAMA
Suburb		Suburb	
State/Province	DB	State/Province	
Phone *	9714	Phone *	123456
Mobile		Mobile	
Fax		Fax	
Email		Email *	<input type="text" value="test@test.com"/>
Shipper's Tax ID/VAT Number		Tax ID/VAT Number	
CNPJ/CPF Tax Id	<input checked="" type="radio"/> CNPJ <input type="radio"/> CPF		<input type="checkbox"/> Save to address book
IE Tax Id			
<input type="checkbox"/> Save to address book			
<input type="button" value="Cancel"/>		<input type="button" value="Next"/>	

Step 3:

Input the Shipper and the Receiver Address.

The **receiver email** is kept mandatory as the Return Waybill would be forwarded to their email address.

Address details ➔ Shipment details (Export) ➔ Shipment details (Return) ➔ Service options ➔ Confirm shipment ➔ Help

Packaging Type*	Express Non Doc	Maximum Shipment Weight allowed for this Packaging type is 3,000.0 kgs							
Piece Details									
Pieces	Weight kgs *	L cms *	W cms *	H cms *	Piece Contents	<input type="button" value="Copy"/> <input type="button" value="Delete"/>	Total no. of Pieces : 1		
1 / 1	0.5	1	1	1	Spare parts		Total Weight : 0.5 (kgs)		
Please click on Add button to add another piece			<input type="button" value="Add"/>	TotalDimWeight : 0.0 (kgs)					
Shipment Details									
Description of contents*		Guidelines when shipping dutiable shipments Please note that the shipment will not clear Customs unless paperwork is totally accurate and fully complete. Import restrictions may apply to certain commodities.							
Machine Spare Parts									
Shipment Status*		<input type="checkbox"/> Learn more about required paperwork and Customs guidelines							
<input type="checkbox"/> Help me if my shipment is dutiable or not		Shipper reference*		Shipping Date					
<input type="radio"/> Document		OPI1234		TODAY					
<input type="radio"/> Non-Dокумент									
Declared Value *		Insurance Value							
80.00		USD		USD					
<input type="checkbox"/> Yes, I would like to create my invoice using DHL Web Shipping for dutiable shipment.									
Payment Options									
Bill To		Shipper							
DHL Account Number *		<input type="text"/>							
Bill Duties and Taxes to		Recipient							
DHL Account Number		<input type="text"/>							
Return Label Options									
<input checked="" type="checkbox"/> Transfer shipment details to return label									
<input type="button" value="Previous"/>		<input type="button" value="Cancel"/>		<input type="button" value="Next"/>					

Step 4:

Enter the Packaging type, Weight, Pieces etc.

"Transfer shipment details to the return label" enables the return waybill to copy the same Content, Piece/Weight details as above.

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

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[Start shipping](#) | [Rate quote](#) | [Schedule pickup](#) | [Address Book](#) | [My profile](#) | [Shipment Hist](#)

> Address details > Shipment details (Export) > Shipment details (Return) > Service options > Confirm shipment

Delivery Options

Product Name	Delivery by	Latest booking time	Price
EXPRESS 9:00	08-02-2015, 09:00	17:00	N/A
EXPRESS 12:00	08-02-2015, 12:00	17:00	N/A
EXPRESS WORLDWIDE	08-02-2015, End Of Day	17:00	N/A
JUMBO BOX	08-02-2015, End Of Day	17:00	801.91 AED

The latest pickup time for the selected delivery option is: 18:00

Schedule a Pickup **Only one pickup request required per day!**
 Would you like Shipment Insurance?
 We could not apply the Shipment Insurance to your shipment. We apologize for the inconvenience. Please call DHL for further information.
 Shipment insurance only if a declared value is entered; extra charges may apply.
 Insurance amount cannot exceed 110% of the declared value. Shipment with declared value at or above US\$50,000, please call DHL at 8004004 for details.

Destination Country Shipping Information

Return Delivery Options

Product Name	Delivery by	Latest booking time	Price
EXPRESS WORLDWIDE	N/A	N/A	N/A

Extra Service Options for Return shipment
 Check box to insure this return shipment [More Info](#)

Destination Country Shipping Information for Return shipment

DHL Rate Estimate as of February 5, 2015, 3:11 pm.
 The prices quoted are ESTIMATES based on the information you have supplied.
 Prices quoted may not include all surcharges, fees, optional services, duties, taxes and customs charges.
 DHL's Shipment charges are calculated according to the higher of actual or volumetric weight and any Shipment may be re-weighed and re-measured by DHL to confirm this calculation.

Schedule Pickup for Export shipment

Notification

Step 5:

The product for **both** the Export and Import label by default is "**Express Worldwide**".

You may choose to "**Schedule a Pickup**" for your export shipment.

Once everything is verified, click on "I Accept DHL's Terms & Conditions"

[Start shipping](#) | [Rate quote](#) | [Schedule pickup](#) | [Address Book](#) | [My profile](#) | [Shipment Hist](#)

Shipment Summary

AWB Number :	2659601615	
Piece ID :	1. JD014600001546322039	
Return Waybill Number	2503730342	
Piece ID	1. JD014600001546322044	

Return Label

Return shipment paperwork has been successfully emailed!
 However if you would like to retrieve and print the Return shipment paperwork, you can do it from the shipment history

Select All
 Export Shipment Papwork
 Print Shipment Label # of Copies: 1
 Print Receipt # of Copies: 1

[Print Preview](#) [Print](#) [Next](#)

 Don't have Adobe? Download

Step 6:

Two waybill numbers are displayed. The export waybill number and the return shipment waybill number.

The Return Waybill is forwarded as an email to the "Receiver".

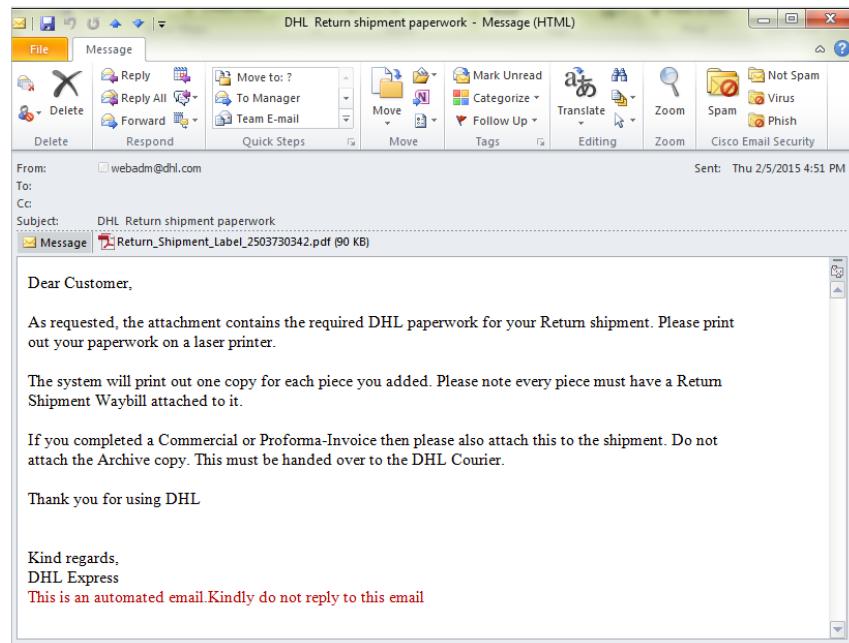
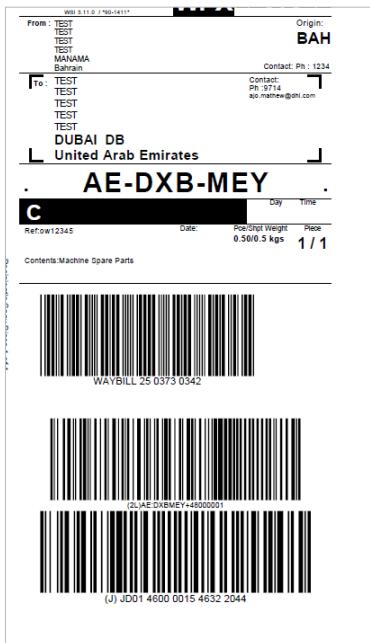
You can print the Export waybill by clicking on the "Print" button.

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

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Import Waybill (forwarded as an eMail to Receiver)



Export Waybill



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

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Online Shipping Return Instructions

Return Instructions to Recipient

Dear Customer,
A return label has been made by Cindy chee from dhl express allowing you to return a prepaid shipment from your address. Here is the message from

Cindy chee :

Follow these simple steps to return your shipment:

- 1) Affix the return shipping label(s) to your shipment.
- 2) To schedule a pickup, visit our DHL homepage <http://international.dhl.ca/>. Look for the Task Center on the right side of the page:
 - a) Click on Request Courier Pickup to schedule an online pickup and select for eReturn.
 - b) Alternatively, you may click on Find a DHL Service Point Location to see the nearest DHL centers to drop off your shipment.
- 3) Pass your shipment with the archive label and any other shipment paperwork (ie: invoice) to DHL courier when he arrives.

If you have a question, you may contact our local DHL Customer Service at 1-855-345-7447

Note: The return label can only be used within 90 days after the return label creation date. If the current date exceeds the expiration date, please contact Cindy chee from dhl express to receive a new return label.

eReturn shipment details:

Return label creation date : 21-Aug-2014

Return label expiry date : 19-Nov-2014

Return waybill : 0060615026

Shipper reference :

Shipment weight : 1.1 lbs

Number of pieces : 1

Product : EXPRESS WORLDWIDE

Content description : test

Collection address:

sdsd

sdsd

sdsd

H1A 1A1

MONTRÉAL

Canada

T : 1212

E : cindy.chee@dhl.com

Your recipient will also receive a copy of the return instruction (in his/her local language) on how to process the shipment and book a pickup.

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

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Online Shipping Online Pickup

DHL Web Shipping

Schedule Pickup

If you have received an electronic return label for shipping, please enter return waybill below to schedule a pickup.

Please select an option from below

I have a printed DHL label

[Cancel](#) [Schedule Pickup](#)

DHL Web Shipping

Schedule Pickup

This page will schedule a DHL Courier to collect your shipments. Please note every piece must have a Shipment Waybill attached to it. If you completed a Commercial or Proforma-invoice then please also attach this to the shipment. Do not attach the Archive copy. This must be handed over to the DHL Courier. For Pick Up requests after 5pm, please contact our Customer Service Hotline @ 1800 2658888

Contact *	sdss	Total pieces in shipment(s) *	1
Company *	sdfs	Total weight of shipment(s) *	0.5
Address *	sdss	Location Type *	Business
	sdss	Location of Shipment(s) *	Reception
Postal Code *	188778	Special Instructions (up to 70 characters)	
City *	SINGAPORE	Pickup Date	Friday 06-Feb-2015
Suburb		Your pickup must be ready by	01 00 PM
State/Province		Office closes at	05 30 PM
Country	Singapore		
Phone *	1212		

[Cancel](#) [Schedule Pickup](#)

DHL Web Shipping

Schedule Pickup Complete

Your courier Pickup has been scheduled as follows:

Date of Pickup :	09-Feb-2015
Ready by:	01:00PM
Closing Time :	05:30PM
Your Confirmation Number is :	175500

Note : If pickup details change, please notify DHL Customer Services at 6880 6700

[Schedule another pickup](#)

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

Your recipient will be able to schedule a pickup by going to our website. Enter the Return waybill# and click "Schedule Pickup".

Then verify pickup details and indicate when shipment will be ready for pickup. Click "Schedule Pickup" and receives a pickup confirmation #.

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Print Shipment Paperwork (Laser Printing Options)

The screenshot shows the 'Print Shipment Paperwork' screen for laser printing. It includes a section for selecting documents (Shipment Label, Commercial Invoice, Receipt) with checkboxes and quantity dropdowns (set to 1). There is also a note about Adobe Reader and a 'Print Preview' button.

Note

Depending on the printer options you chose during registration, the "Print Shipment Paperwork" screen you see will be set up for laser printing or thermal printing.

Print Shipment Paperwork (Thermal Printing Options)

The screenshot shows the 'Print Shipment Paperwork' screen for thermal printing. It includes a 'Select Printer' dropdown and a section for selecting documents (Shipment Label, Commercial Invoice, Receipt) with checkboxes and quantity dropdowns (set to 1). There is also a note about Adobe Reader and a 'Print Preview' button.

Step 17:

For laser printing of labels, check the box next to "Select All" to print all available documents or manually choose which paperwork to print as well as the quantity for each.

Click the **Print Preview** button to review your waybill and click **Print** to print all selected paperwork.

For thermal printing of labels, in the top section select your printer and the number of copies. Click **Print**.

To print all available invoice labels and receipts, check the box in the bottom section next to "Select All" or manually choose which paperwork to print and the quantity.

Click the **Print Preview** button to review the documents and click **Print** to print all selected paperwork.

Notes

If you chose to pay by credit card, you will see a transaction approval message at the top of the "Print Shipment Paperwork" page.*

Affix the shipping labels to your packages as directed using a DHL plastic pouch.

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

Schedule a Pickup

Schedule Pickup	
Pickup Contact *	
Tomas Silva	Location Type*
Company *	Business <input type="button" value="▼"/>
Silva's Company	Location of Shipment(s)*
Address 1 *	Reception
S. Garcia 123	Special Instructions
Address 2 *	Open immediately
Zona Norte	
Address 3	
City *	Pickup Date
DEL VISO	<input type="button" value="TOMORROW"/>
State/Province	My Shipment will be ready by
Buenos Aires	<input type="button" value="01"/> <input type="button" value="00"/> <input type="button" value="PM"/>
Zip/Postal Code *	Your pickup must be ready by 13:00
1669	Office closes at
Country	<input type="button" value="05"/> <input type="button" value="30"/> <input type="button" value="PM"/>
Argentina	
Phone *	
55555-555555	
Total pieces in shipment(s) *	
1	
Total weight of shipment(s) *	
0.5	<input type="button" value="Schedule Pickup"/>

Step 18:

Review the pickup information. Make any changes directly to the form fields. Request a pickup date and time, and click **Schedule Pickup** to send your information.

Note

The "Schedule Pickup" form fields will only be seen here if, during registration, you selected the option to be prompted to arrange a pickup each time you prepare a shipment and if you checked the "Schedule a Pickup" box in the "Extra Service Options" section of the Service Options screen.

Preview Waybill

The waybill is aligned with DHL global standards and includes piece ID information, which allows users to track by shipment or piece.

TOOLS

SCHEDULE A PICKUP

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.

Schedule a Pickup Tab

The screenshot shows the DHL Web Shipping interface with the "Schedule pickup" tab selected. The page header includes "Web Shipping", "Welcome Thomas,Marcos", and "Logout". The main content area has sections for "Schedule Pickup" (with address details), "TRACKING" (waybill number input and tracking button), and "Rate quote" (which is currently inactive). The "Schedule pickup" section contains fields for "Total pieces in shipment(s)" (1), "Pickup Date" (set to "TODAY"), "Total weight of shipment(s)" (0.5), "Special Instructions" (up to 70 characters), "Location Type" (Business), and "Location of Shipment(s)" (Recepción). Buttons for "Cancel" and "Schedule Pickup" are at the bottom.

Tip

As a registered user, the information already provided in the fields will be the default shipper details.

GET A RATE QUOTE

Click the “Rate quote” tab and enter the required “From” and “To” information as well as the “Package details.”

Rate Quote Tab

The screenshot shows the DHL Web Shipping interface with the "Rate quote" tab selected. The page header includes "Web Shipping", "Welcome Thomas,Marcos", and "Logout". The main content area has sections for "Rate quote" (which is currently inactive), "TRACKING" (waybill number input and tracking button), and "Schedule pickup" (which is currently active). The "Rate quote" section contains fields for "From" (Country: Uruguay, City: MONTEVIDEO) and "To" (Country: Select one, City: Enter City). The "Package details" section includes "Shipment Date" (TODAY), "Package Type" (Express Letter), "Total no of Pieces" (1), "Declared Value" (UYU), "Total Weight" (0.5 kgs), and checkboxes for "Non Document" and "Get rate quote".

Tip

For registered users, the country, city, and postal code, if used for the country, will be entered for you using the default information entered during registration.

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TRACKING/SHIPMENT HISTORY

Track shipments quickly by entering a waybill number or piece code in the field and clicking **Track**.

As a registered user, access and track your past and present shipments, view pickup details, and even download a spreadsheet of your shipments using the **Shipment History** button.

Tracking Field

Web Shipping

Start shipping Rate quote Schedule pickup Help : DHL.com

From: Country: Uruguay Language: English

To: Country: United States Of Ameri

Enter your waybill number

When do you need to ship? Select shipping date TODAY

Next >

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TRACKING

Enter your waybill number

1234567890

> more options Track

On the Shipment History page, type text or numbers into the “Find” field to search for a particular shipment, or view and track your shipments using a variety of sorting options available in the “Contained in Column” drop-down list.

You can also sort by clicking on any of the headings in the red bar—click once to arrange information in ascending order and twice for descending order.

Tip

On the Shipment History page, select a record and click the **copy** button to copy the record's information for a new shipment being sent to the same recipient.

Shipment History button

Track/ Shipment History

- Check the box next to the shipment(s) you wish to track or view details.
- To create a shipment report, select your shipments and click Download. Your records will be downloaded as an Excel spreadsheet if you do not select any records, all shipments records will be downloaded. We store shipment data for 60 days.
- To view the pickup status, please click 'View Pick-up Details' button. All pick-ups booked through Web Shipping will be shown.
- = StartDay Express (Pre 09:00 Delivery Guaranteed)
- # = MidDay Express (Pre 12:00 Delivery Guaranteed)

Display shipment for past 3 + days

Airwaybill Number	Shipment Date	Reference	Recipient Company	Recipient Contact	City
7509428183	05-May-2011	101-A	DHL US	Agustin Fariss	TEMPE

Pieces: 1 (+ Show)

Track Shipment View Shipment Details Download View Pickup Details

Fast Track > Go Track any DHL Shipment Cancel

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ADDRESS BOOK

The Address Book stores both sender and recipient information, allowing you to prepare shipments without repeatedly entering the same contact information.

Import address books from other applications or by directly uploading the respective files (comma-delimited file format [.csv]).

Address Book

Nick Name	Contact	Company	City	Country	Type
<input checked="" type="radio"/> Agustin	Agustin Farias	DHL US	TEMPE	United States	Recipient
<input type="radio"/> Angola	John Smith	Test Ltd.	LUANDA	Angola	Recipient
<input type="radio"/> ARG	Mick Jagger	Rolling Stones	CAPITAL FEDE	Argentina	Recipient
<input type="radio"/> Brazil	Joao Lopez	DHL BR	SAO PAULO	Brazil	Recipient
<input type="radio"/> Colombia	Juan Perez	TEST S.A.	BOGOTA	Colombia	Recipient
<input type="radio"/> DharmeshCA	Dharmesh Patel	DHL CA	MISSISSAUGA	Canada	Recipient
<input type="radio"/> Innocent	Kevin Smith	Innocent Drinks	LONDON	United Kingdom	Recipient
<input type="radio"/> JeanLuc	Jean Luc Maitre	La Fontaine	ST ETIENNE	France	Recipient
<input type="radio"/> Juan	Juan Carrillo	Carrillo's Comp	MIAMI	United States	Recipient
<input type="radio"/> JuanCL	Juan Perez	Perez Ltda.	ARICA	Chile	Recipient

Import an Address Book

Step 1
If the CSV Has header labels, please select "Yes". Otherwise please select "No"
 Yes No

Step 2
Browse and select the CSV file to be imported

Step 3
Click on the following button to import the Shipper Address.

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

You can also sort by clicking on any of the headings in the red bar—click once to arrange information in ascending order and twice for descending order.

Tips

Add, edit, copy, and delete your contacts by clicking the circles next to their names, then select the appropriate action button at the bottom of the page.

Click on the **Ship** button to prepare shipment paperwork for the contact you picked.

To download the entire Address Book to a spreadsheet program, simply click the **Download address book** button.

To import address books, click **Import** at the bottom of the table.

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

MY PROFILE

Registered users can click the **My profile** button to modify their profile or change default packaging and courier pickup settings as well as default invoice and billing options.

My Profile


Web Shipping
Welcome Thomas,Marcos
Logout

Start shipping
Rate quote
Schedule pickup
Address Book
My profile

Site Id: W294763

My Details
 Fill in your details in the form below. Mandatory fields have an (*) asterisk next to them.

Default Shipment Settings > Help

Country Uruguay Do you have a DHL account? <input checked="" type="checkbox"/> DHL Account Number * <input type="text" value="123456789"/>	Contact * <input type="text" value="Marcos Thomas"/> Packaging <input type="button" value="Express Letter"/>
First Name * <input type="text" value="Marcos"/> Last Name * <input type="text" value="Thomas"/> Company * <input type="text" value="ABC Company"/> Job Title <input type="text" value="Sales Representative"/> Address line 1 * <input type="text" value="Av. de las Americas 7777"/> Address line 2 <input type="text"/> Address line 3 <input type="text"/> Zip/Postal Code <input type="text"/> City * <input type="text" value="MONTEVIDEO"/> Suburb <input type="text" value="MONTEVIDEO"/> State/Province <input type="text"/> Password (6-20 characters) * <input type="password"/> Verify Password * <input type="password"/> Reminder Word * <small>(e.g. Mother's maiden name)</small> <input type="text" value="ventas"/> Phone * <small>(###-###-####)</small> <input type="text" value="0290-123-45"/> Mobile Phone <small>(###-###-####)</small> <input type="text"/> Email * <input type="text" value="m.thomas@company.com"/> Confirm email * <input type="text" value="m.thomas@company.com"/> Fax <input type="text"/> Language <input type="button" value="English"/>	Shippers Reference <input type="text"/> Reference always required? <input type="checkbox"/> Default Courier Pickup Settings > Help <small>Please check one of the following:</small> <input type="radio"/> I want to be prompted to arrange a pickup each time I prepare a shipment. <input checked="" type="radio"/> I do NOT want to be prompted to arrange a pick-up each time I prepare a shipment. This address above is a <input type="button" value="Business"/> Shipment Location E.g. reception * <input type="text" value="Recepción"/> Special Instructions (up to 70 characters) <small>Instructions</small> <input type="text" value="Especiales PRUEBA"/> My shipment will usually be ready by <div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">10</div> : <div style="border: 1px solid #ccc; padding: 2px 5px;">00</div> </div> <div style="margin-top: 5px;"> Office closes at <div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">18</div> : <div style="border: 1px solid #ccc; padding: 2px 5px;">00</div> </div> </div> Default Invoice Options > Help <small>Please tell us how you will prepare your invoices for dutiable shipments.</small> <input checked="" type="radio"/> I will create proforma/commercial invoices online, with Web Shipping <input type="radio"/> I will create my own proforma/commercial invoices offline Default Billing Options > Help <small>Please check one of the following:</small> <input type="radio"/> I will always use the same account. Do NOT prompt me to check the account each time I prepare a shipment. <input checked="" type="radio"/> I often use different account numbers. Please prompt me to check the account number each time I prepare a shipment. Please Select Email Type For Sending Shipment Receipt After Settlement <input type="radio"/> Text <input checked="" type="radio"/> Html Remember my E-mail Address <input checked="" type="checkbox"/> Default Printer Options > Help <small>Please select the printer to print DHL Transport label</small> <input type="button" value="Thermal Printer(ZPL)"/>

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HELPFUL LINKS

Online Shipping Online Tutorial



Click the “Help” link at the top of the **Online Shipping** screen to watch a demonstration on how to use the **Online Shipping** system.

DHL Country Page

The screenshot shows the DHL Uruguay website. At the top, there are links for Express, Logistics, Mail, Press, Careers, and About Us. Below this is a banner for "DHL XML SERVICES – THE BENEFITS OF CONNECTIVITY SIMPLY DELIVERED". A sidebar on the left says "Are you new to DHL?" and lists "Find the right service for you:" with icons for Express, Global Forwarding, Supply Chain, and Global Mail. Another sidebar says "Industry Sector Solutions" and lists "DHL Express", "DHL Global Forwarding", "DHL Global Mail", and "DHL Supply Chain". The main content area has sections for "How can we help you?", "More about DHL and the Group", "Logistics Services", "Express Services", and "Mail Services". Each section contains links to specific services or information pages.

Click the “DHL.com” link to go directly to your country’s DHL site.

Contact and Service Links

The screenshot shows the DHL Uruguay website with a "Contact Center" link at the top. Below it, there's a "Contact Center" section with a photo of people working at a desk. It says "For anything from business inquiries about our services to general questions about DHL, please choose from the contact options below." There are three columns: "Are You New to DHL?", "Tracking and Delivery Assistance", and "Contact Investor Relations". Each column lists various service links such as "DHL Express", "DHL Global Forwarding", "DHL Global Mail", etc.

Click the “Contact Center” link at the top of your country’s DHL page to find various service links listed for your convenience.

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DHL Express

www.dhl.com