STEP BY STEP GUIDE **eSECURE**

DHL Express – Excellence. Simply delivered.

TABLE OF CONTENTS

CUSTOMER ADMINISTRATOR REGISTRATION ---------- 3

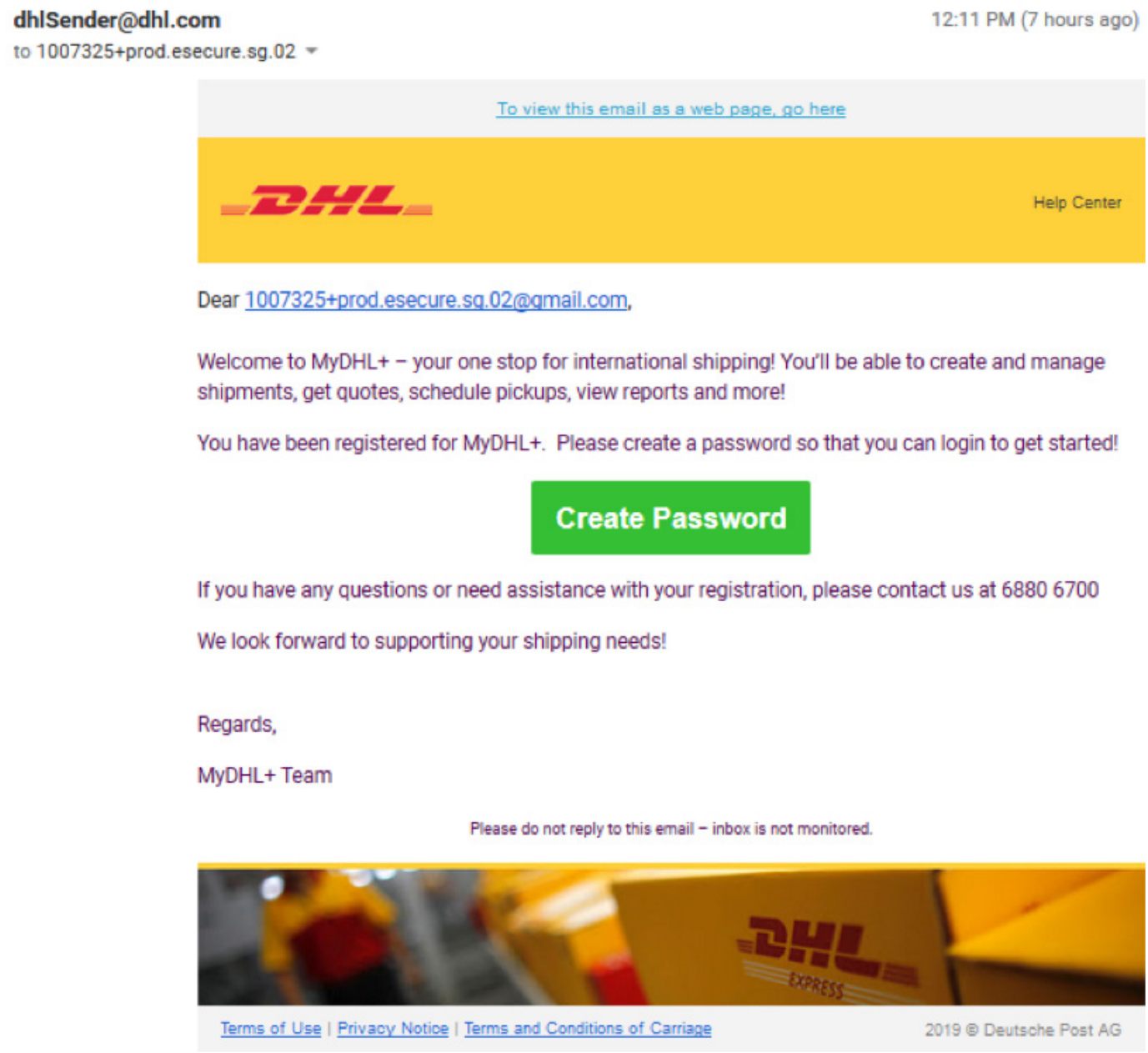
ENABLING STEPS ---------- 6

EASY MAINTENANCE ---------- 9

NOTIFICATIONS FOR REQUESTORS ---------- 10

CUSTOMER ADMINISTRATOR REGISTRATION

As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from dhlSender@dhl.com to complete the registration process of your new MyDHL+ User Profile.



dhlSender@dhl.com 12:11 PM (7 hours ago)
to 1007325+prod.esecure.sg.02

To view this email as a web page, go here

DHL Help Center

Dear 1007325+prod.esecure.sg.02@gmail.com,

Welcome to MyDHL+ – your one stop for international shipping! You'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more!

You have been registered for MyDHL+. Please create a password so that you can login to get started!

Create Password

If you have any questions or need assistance with your registration, please contact us at 6880 6700

We look forward to supporting your shipping needs!

Regards,

MyDHL+ Team

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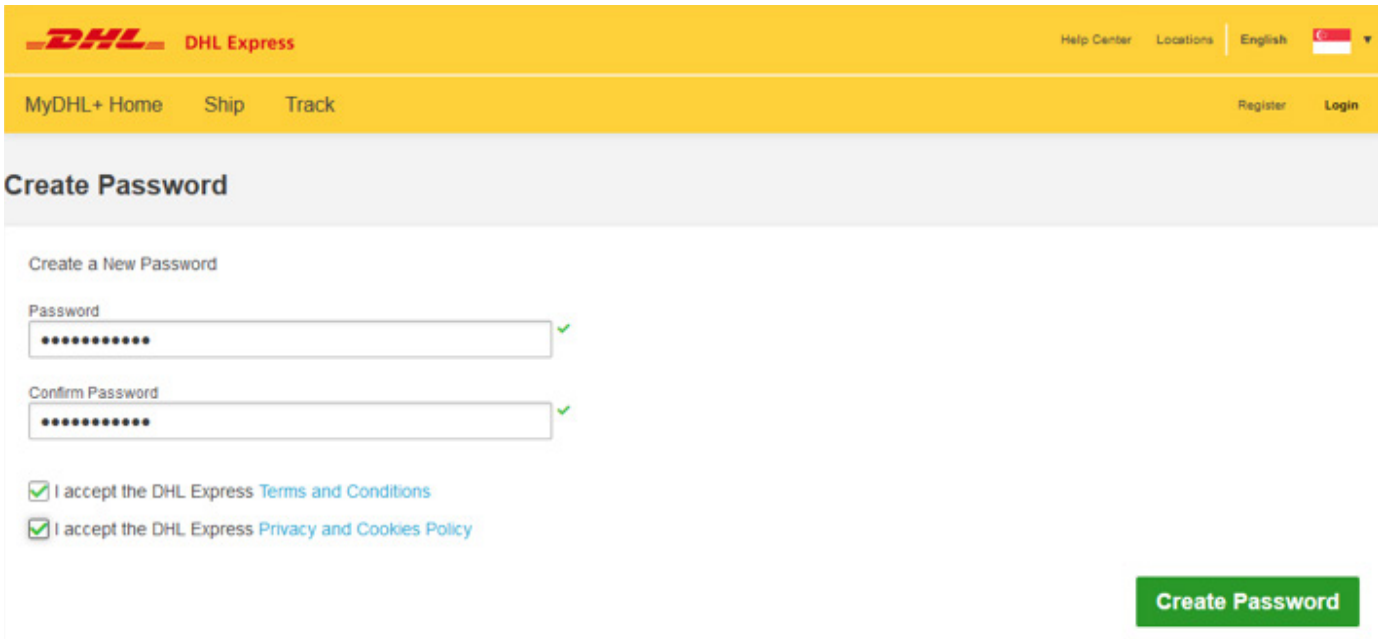
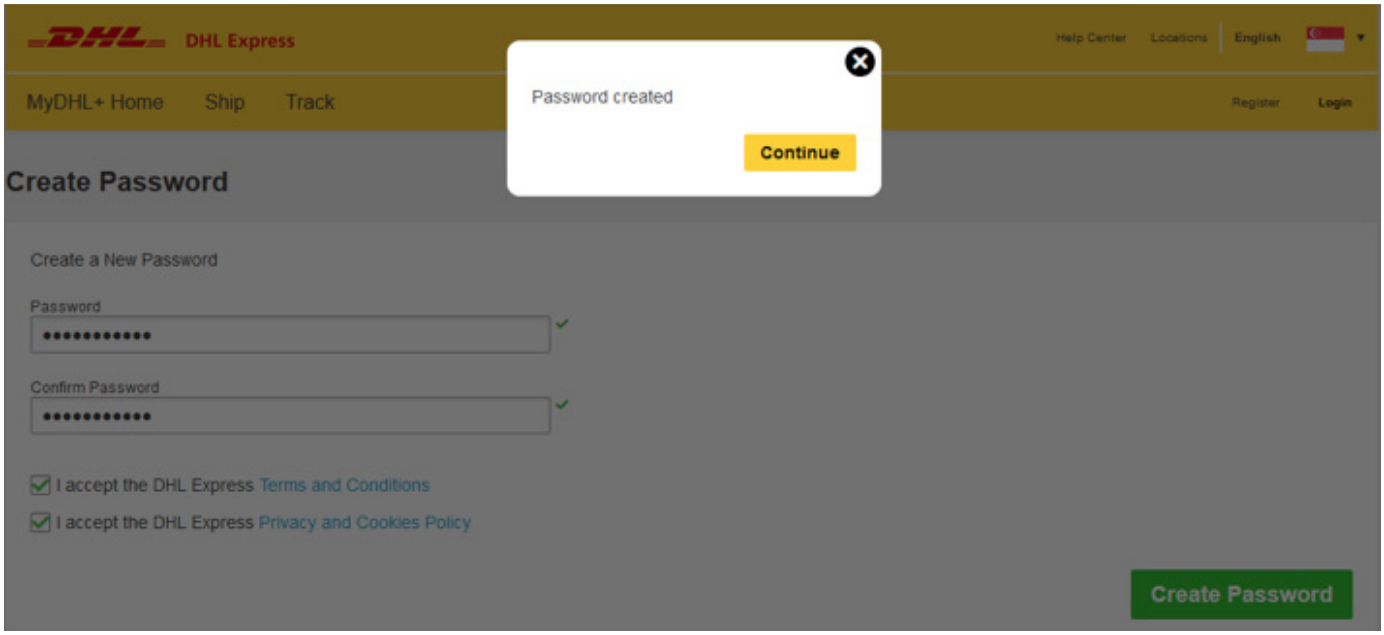

DHL Express
Help Center
Locations
English
MyDHL+ Home
Ship
Track
Register
Login
Create Password
Create a New Password
Password
Confirm Password
I accept the DHL Express Terms and Conditions
I accept the DHL Express Privacy and Cookies Policy
Create Password


DHL Express
Help Center
Locations
English
MyDHL+ Home
Ship
Track
Register
Login
Password created
Continue
Create Password
Create a New Password
Password
Confirm Password
I accept the DHL Express Terms and Conditions
I accept the DHL Express Privacy and Cookies Policy
Create Password

A ‘Welcome’ email from esecure@dhl.com will be sent when an existing MyDHL+ user is added as a Customer Administrator for an eSecure enabled account. The same email will also be sent when you are successfully onboarded first time as a Customer Administrator in eSecure.

Help Center Link

Dear Prod_ver 03oct,

Thank you for participating in DHL eSecure, an advance feature to administer your DHL Express Account's usage.

Look out for an email sent from dhlSender@dhl.com to create a password for your newly created user profile or login using your existing MyDHL+ credentials at https://mydhl.express.dhl to start enjoying this new benefit immediately!

Only approved users can ship using your DHL Express Account(s) in MyDHL+ or eMailship after your account is enabled for security.

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com

Regards
DHL eSecure Team

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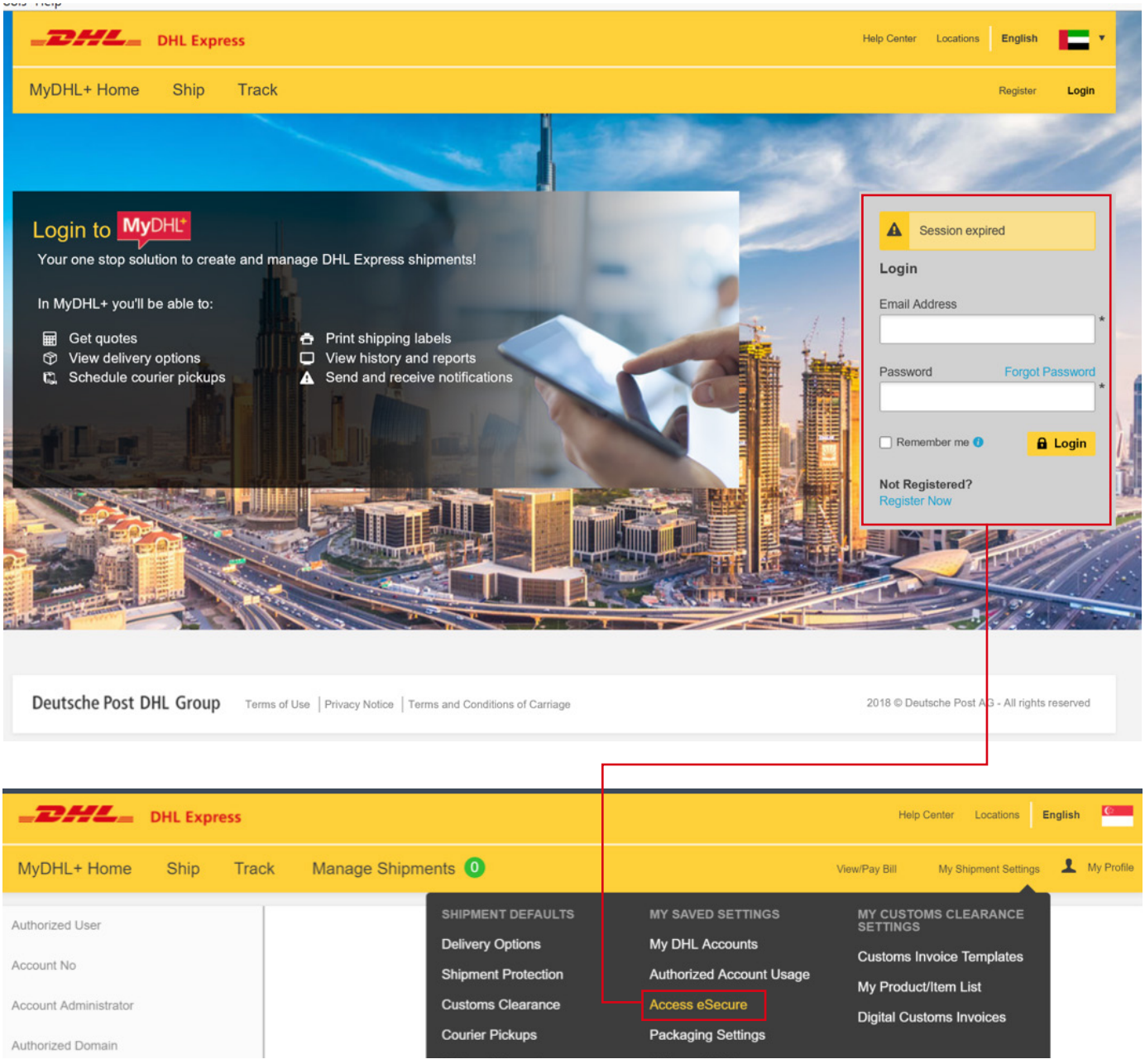
ENABLING STEPS

Step 1: Login to MYDHL+

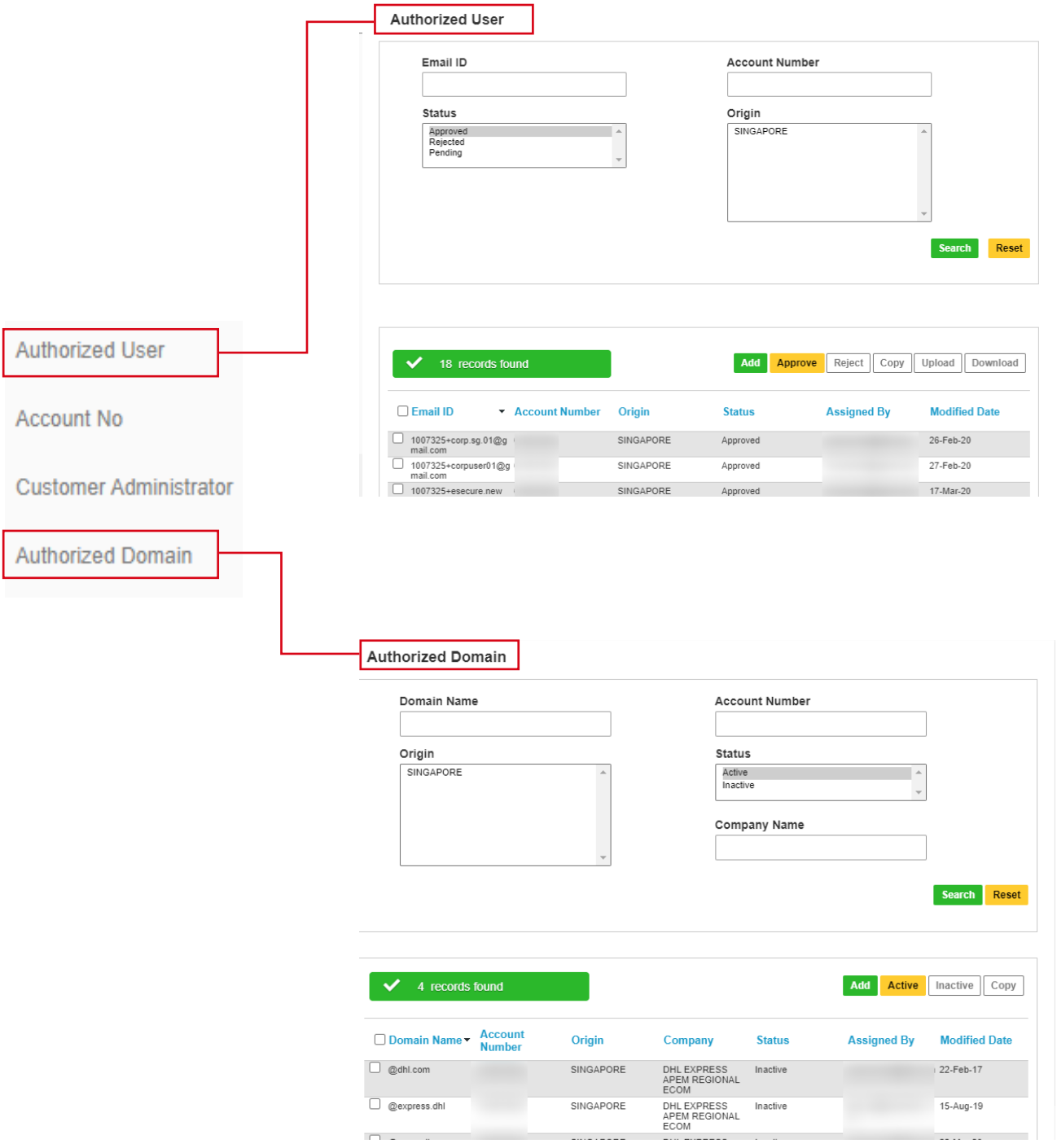
Access eSecure menu is found under My Shipment Settings after login to MyDHL+.



Step 2: Approve users

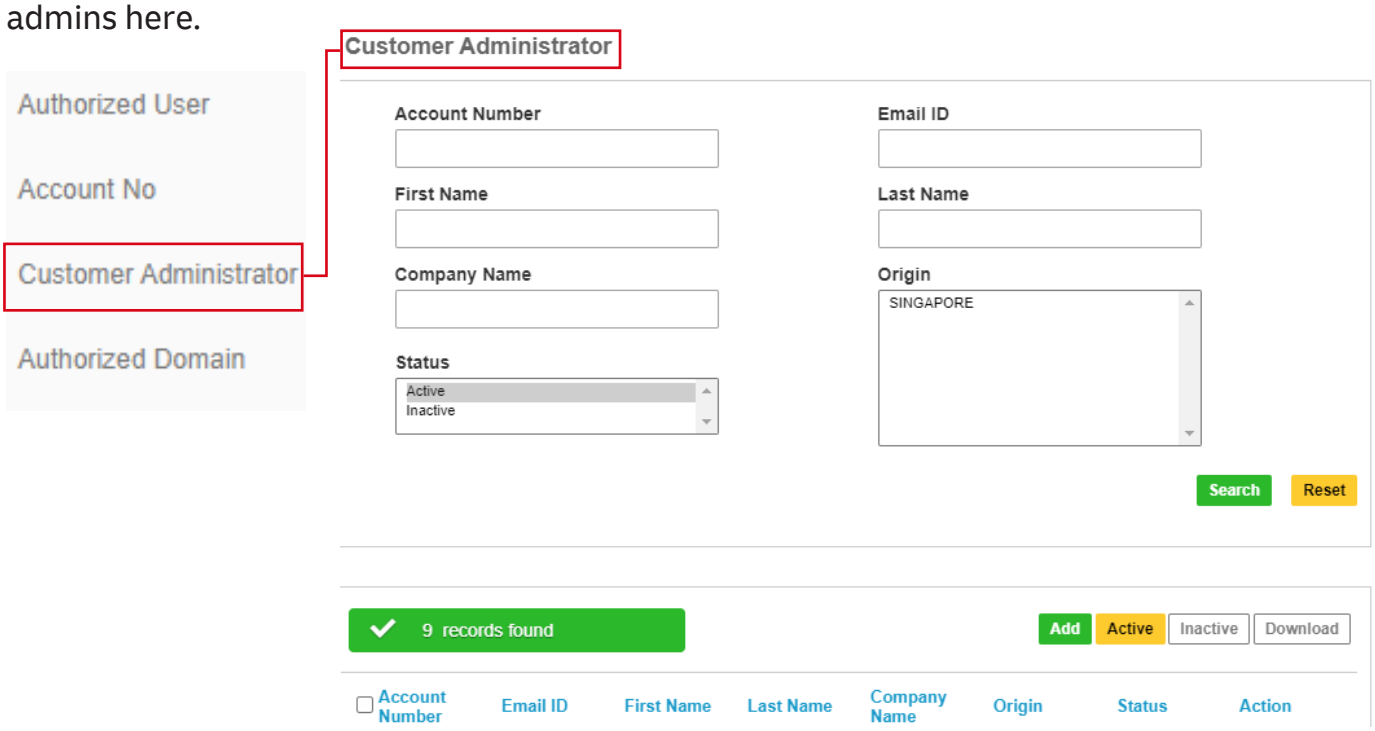
A Customer Admin has several options to approve shippers:

- Upon enablement, email addresses that have used the eSecure enabled accounts within the last 13 months will be listed in Authorized User menu to allow individual approval or rejection
- Utilize the Authorized Domain feature if you would like to allow all users with the company domain's email address to use the DHL Express Account
- Upload feature allows maximum 1000 users to be approved concurrently



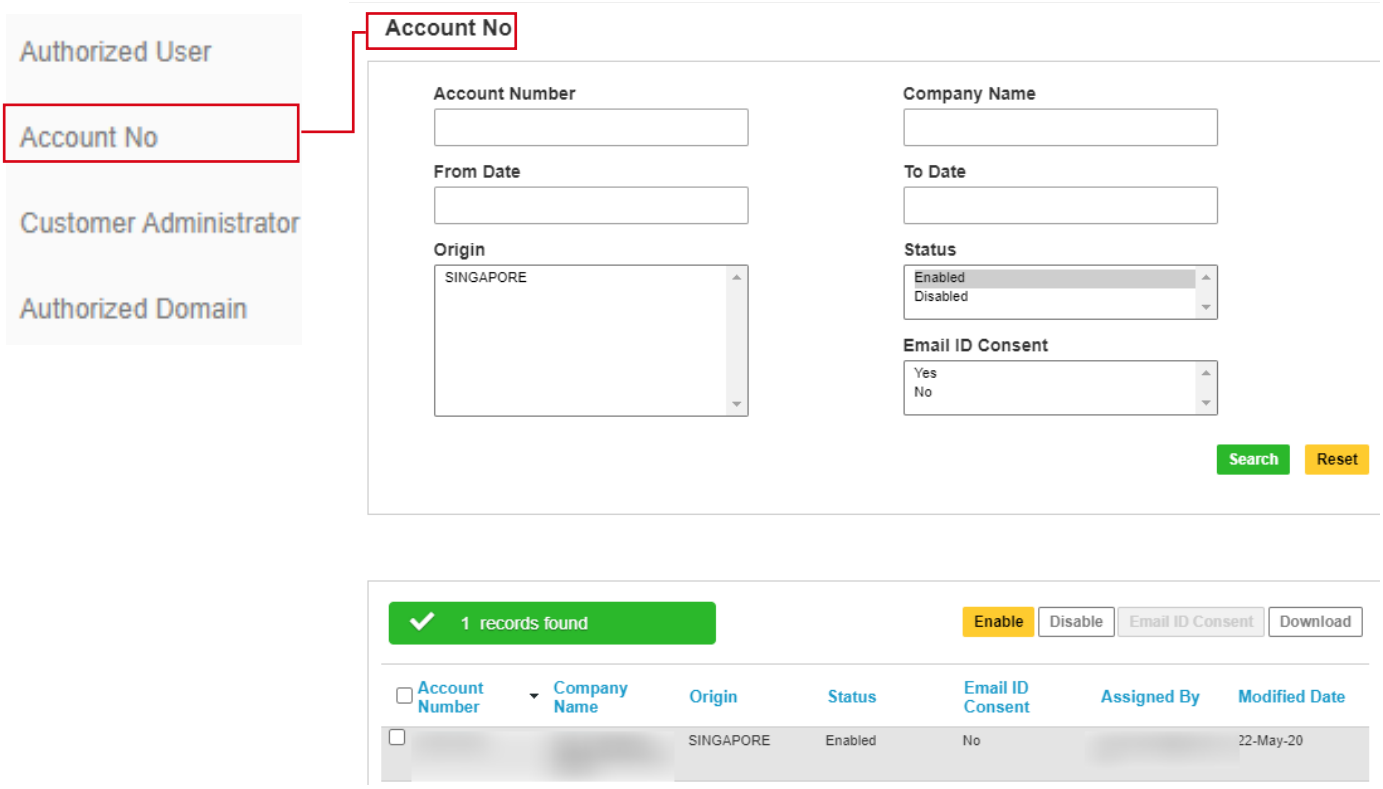
Step 3: Add more customer admins (Optional)

If more than one customer admin is needed, the first customer admin can easily add new admins here.



Step 4: Enable the security

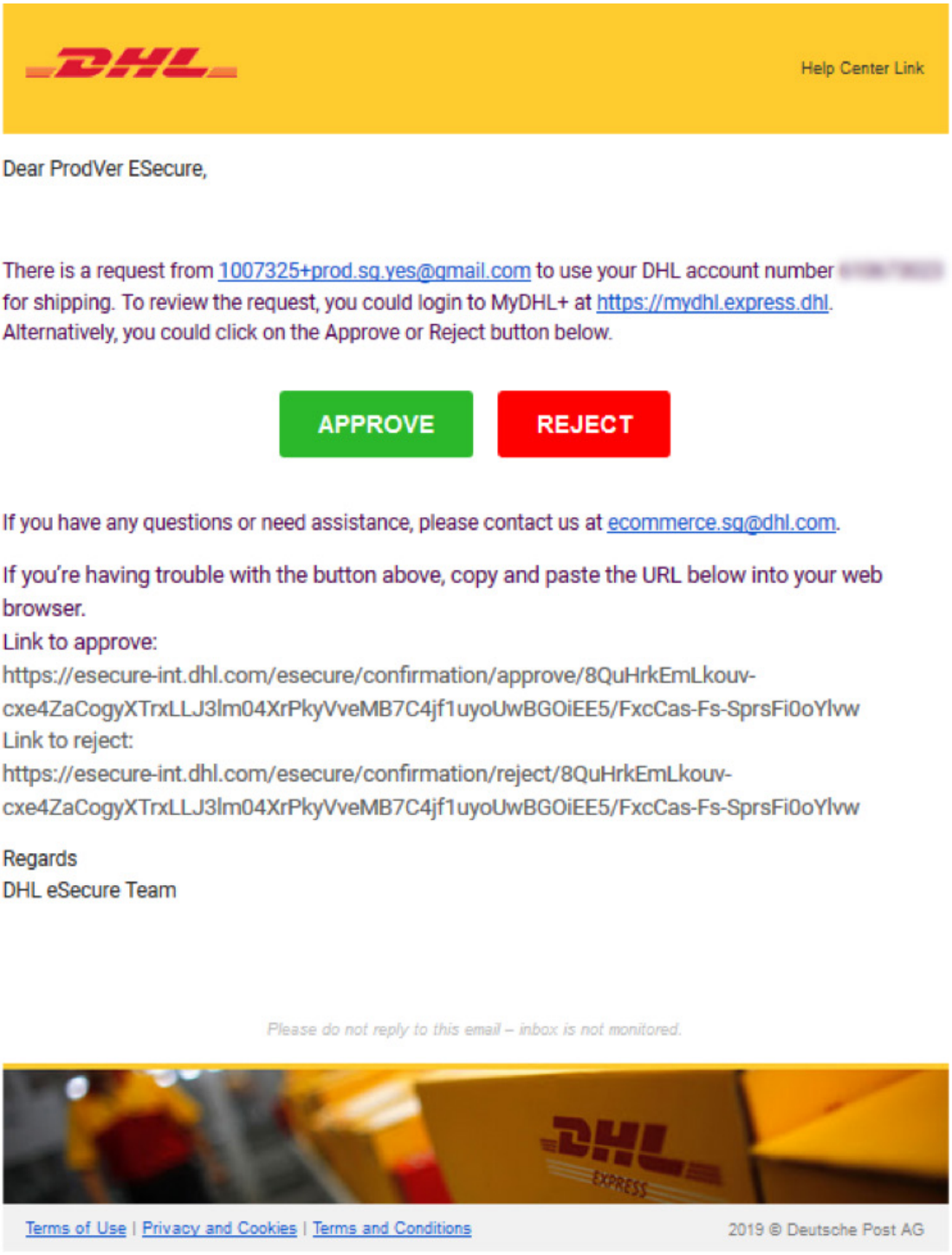
Once you are ready, the final step is to enable the account number. eSecure validation will be immediately enabled thereafter.



EASY MAINTENANCE

After eSecure security is enabled, all future attempts to use your DHL Express account in MyDHL+ or eMailship from unauthorized users will trigger an approval request to the customer admin.

A customer admin can easily click on the Approve or Reject button or access MYDHL+ eSecure Menu to make a decision. Upon approval/rejection, the requestor will be notified of the result via an email.



Help Center Link

Dear ProdVer ESecure,

There is a request from 1007325+prod.sq.yes@gmail.com to use your DHL account number [redacted] for shipping. To review the request, you could login to MyDHL+ at https://mydhl.express.dhl. Alternatively, you could click on the Approve or Reject button below.

APPROVE REJECT

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

If you're having trouble with the button above, copy and paste the URL below into your web browser.
Link to approve:
https://esecure-int.dhl.com/esecure/confirmation/approve/8QuHrkEmLkouv-cxe4ZaCogyXTrxLLJ3lm04XrPkyVveMB7C4jf1uyoUwBGOiEE5/FxcCas-Fs-SprsFi0oYlvw
Link to reject:
https://esecure-int.dhl.com/esecure/confirmation/reject/8QuHrkEmLkouv-cxe4ZaCogyXTrxLLJ3lm04XrPkyVveMB7C4jf1uyoUwBGOiEE5/FxcCas-Fs-SprsFi0oYlvw

Regards
DHL eSecure Team

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NOTIFICATIONS FOR REQUESTORS

A new email address attempting to use an eSecure enabled DHL Express Account will be treated as a new requestor. The requestor will receive an email notification whilst you receive the approval request email.

Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you have any questions or need assistance, please contact us at essm15@dhl.com.

Regards
DHL eSecure Team

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If you allow the option ‘Email Consent ID’, the requestor will see your contact information.

Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account has been sent to the below account administrators for approval.

NUMBER	FIRST NAME	LAST NAME	EMAIL ID	PHONE NUMBER
1	Louis	Looi	louislooi@company.com	88776655
2	Michael	Molly	m.molly@company.com	88996655

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

Regards
DHL eSecure Team

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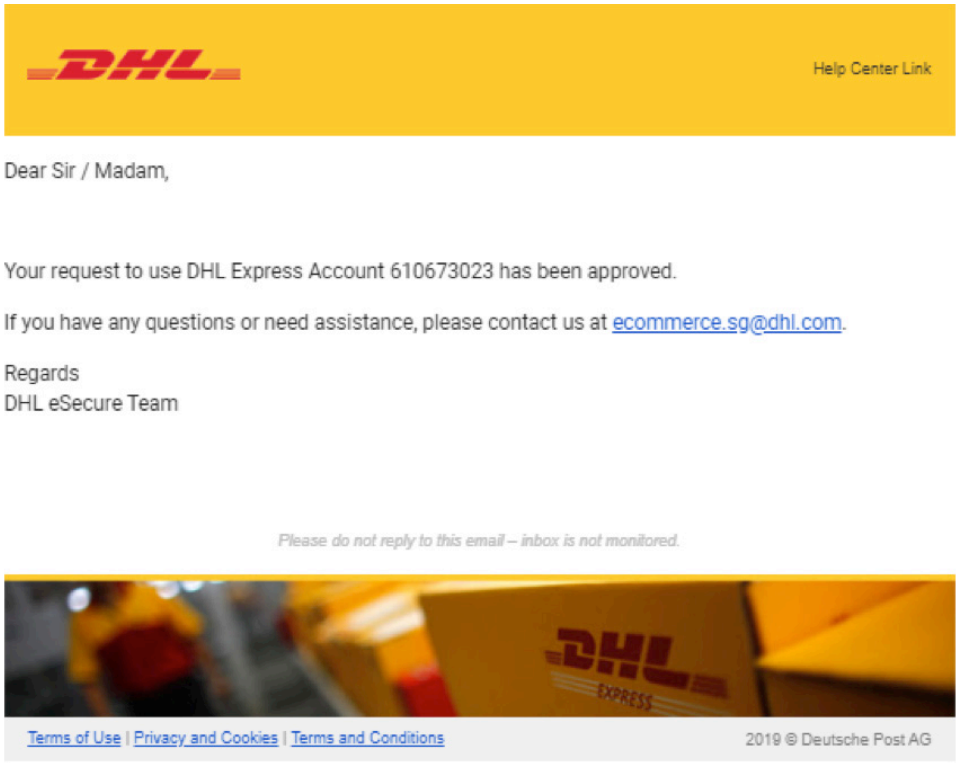
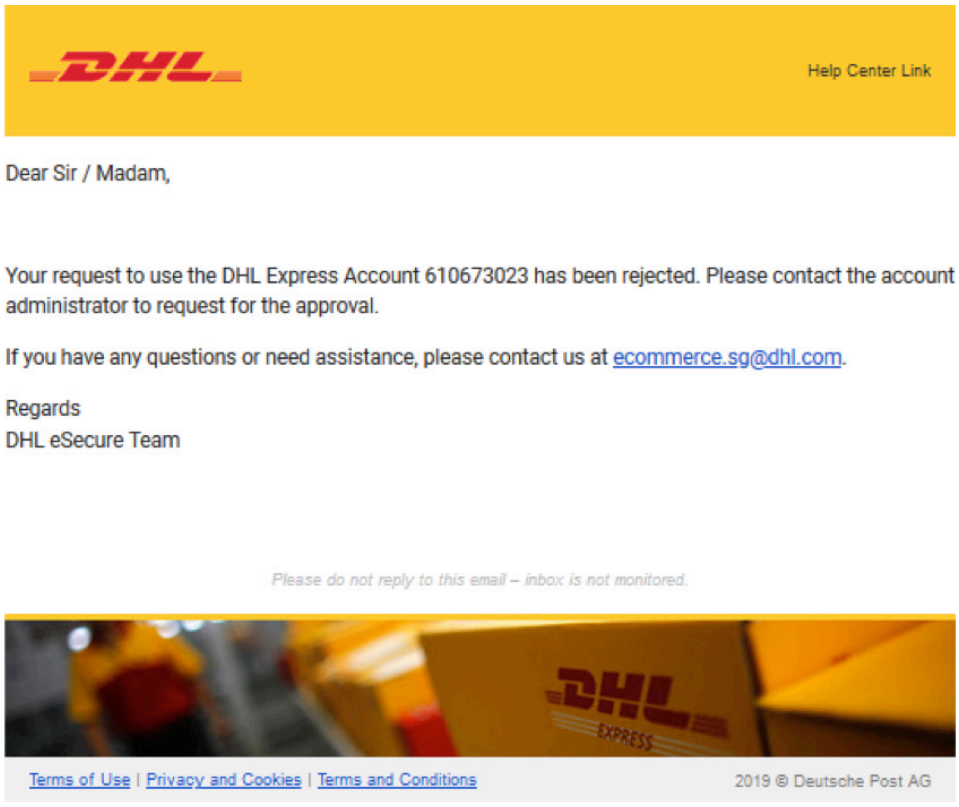
The requestor will be notified of your decision.

Request Approved



Request Declined



eSecure

Deutsche Post AG
Headquarters
Charles-de-Gaulle-Str. 20
53113 Bonn
Germany
www.mydhl.express.dhl

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Mat. Mo. 123-456-789