

Customer Services: 13 14 06 Technical Support: 1-800-672-446





DHL Connect

Click on DHL Connect to begin the shipping process.

Express shipping made easy

For a [guided tour click here](#)

Or click on one of the icons below to directly access a DHL Connect option

 <p>Shipment Prepare a shipment, book a pickup and complete Customs documents</p>	 <p>Shipment Logs Access a history of all shipment information</p>	 <p>Global Track Track shipments by date, reference or air waybill number</p>	 <p>Addresses Keep an on-line shipping address book</p>	 <p>Reports View and print reports to help manage the shipping process</p>	 <p>Manager E-mail DHL and Order Supplies on-line</p>
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Press F1 for help.

DHL Connect v3.1

User Manual

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1. INTRODUCTION

DHL Connect is an advanced and innovative shipment processing system that uses the Internet to give you access to real time, up-to-date information.

Quick, cost effective and efficient, DHL Connect automates the shipment preparation and customs documentation process, it allows you to:

Features	Descriptions
<i>Creates and prints Airwaybills</i>	Writing on airwaybills is eliminated. Prints Airwaybills on plain paper
<i>Creates Pro-forma invoice</i>	Standard format is used where fields required by Customs are included
<i>Stores Addresses</i>	Frequently used addresses can be stored and only needs to be entered first time.
<i>Books Pick-ups</i>	Enables customer to book pick-ups without making a phone call.
<i>Standard Reports</i>	Gives customer access to standard reports for account or own use.

The DHL Connect application screen is divided into three main sections:

- 1 **Main Menu Icons**- located on the top of the screen.
- 2 **Sub-Section Navigation Bar** – The navigation buttons located on the left side of the screen, lists all functions available with each section. Clicking on these buttons will either change the function page or launch a related function.
- 3 **Sub-Section Function Pages and Buttons** – Each section provides a series of function pages for entering information and/or reviewing shipment information.

2. PREPARING A SHIPMENT (First Icon along the top)

The Shipment section captures shipper and recipient address information, generates all documentation needed for your international shipments, records package contents, prints an Airway Bill, and even books a pickup.

SHIPMENT FROM

These address details will always default as *your* details entered when you registered. If you need to change the shipper, simply click on the **FROM** box on the side and change accordingly. You are able to have multiple shippers if required. The addresses will be saved into your Shipper address book (shown later in the document). By clicking on the box next to the Company Name, your Shippers address book will appear and you can select the required shipper for that shipment.

At the bottom of the screen you have a **Next >** key.

Click on this to get you to the next screen or click on the **TO** button located on the left hand side of screen (Dual options).

SHIPMENT TO

This is where you type in to whom and where the shipment is being sent. Again there is a button next to the Company Name to open your recipient address book.

The procedure on adding to the Address book is detailed further in this manual.

If you are entering in a new address that you would like saved to your address book, simply tick the box that is stated 'Add this Recipient to the Address Book'.

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Shipment

Shipment To

Company Name: DHL Express (Aust) Pty Ltd Add this Recipient to the Address Book.

Contact: Daniel Lucas

Country: Australia

Address: 9 Affleck Rd
Perth International Airport

City: Newburn

State/Province: WA

Zip/Postal Code: 6105

Phone: 08 9477 0809 Ext. Fax

E-mail:

Ship Now Ship Later Clear Preview Previous Next

From To Contents Options Services Pickup

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At the bottom of the screen you have a **Next >** key.

Click on this to get you to the next screen or click on the **Contents** button located on the left hand side of screen.

NB: As each section is complete, a tick will appear in the option box on the side. If there is not a tick it will not process.

SHIPMENT CONTENTS

This section requires you to enter the package type, number of pieces and description of what you are sending.

Clicking on the down arrow next to packaging will drop down a box as shown below. Select the appropriate packaging.

The number of pieces will always default as one. To add more simply click on **Add**.

There is also the option to **Delete** and **Edit** the number of pieces. The **Edit** option is there to enter or change the weight of the piece. The weight is not a mandatory field; it will default as 0.5kg and be re-weighed at DHL.

A brief description of the contents is required in the allocated box.

You will need to select the **Next >** key.

It will bring you to the next screen or simply click on the **Options** button located on the left hand side of screen.

OPTIONS

The **Delivery Options** will generally always be 'Standard', but for some countries you do have the option to select between start and mid day express. The ship date is also required; it will automatically default as today's date.

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Shipment

Options

Delivery Options

Mid Day Express

Standard Delivery Only

Shipment Date: 12/12/2007 - Wednesday

More Information about the service selected

From micro-chips to tractor parts, there are virtually no limits to what DHL can carry. In fact, you may be surprised to discover some of the things DHL can do

Dutiable Status

Dutiable Shipment

Determine if Dutiable

Minimum Required Export Documents:

Export Documents

Declared Value: 0.00

Currency: Australian Dollar

Duty Paid Services

Delivery Duty Paid

Destination Country Shipment Notes

VALUE: Shipments of any value are acceptable. To insure shipments valued over US \$50,000, call DHL prior to shipping.

NOTE: For shipments that require a formal

Ship Now Ship Later Clear Preview Previous Next

Customer Services
13 14 06

Dutiable Shipments – These are goods that require customs clearance, which DO require a customs declaration.

Non Dutiable Shipments – These shipments DO NOT require a customs declaration.

Determined if Dutiable - If you are not sure whether the shipment is dutiable or not, you can press this key to get further information.

If the shipment is Dutiable you need to tick the 'Dutiable Shipment box'.

If the shipment is a non-dutiable shipment the following information does NOT apply.
If the shipment is a dutiable shipment the following information DOES apply.

Any Dutiable shipment requires a custom declaration. Connect has a template to fill out if needed. If your company has its own Customs forms you will just need to enter into Connect the declared value as declared on your customs declaration. The next page will show you how the fill out these documents

Duty Paid Service – If you would like the duties and taxes paid by yourself you will need to tick this box. If left blank the duties and taxes will be charged to the receiver.

Customs Declaration

If you require these documents, click on 'Export Documents' and you will see as shown below. Commercial Invoice is what you need to fill out.

International Export Documents

Commercial Invoice

Invoice Date: 12/12/2007

Invoice Number:

Title:

Reason for Export (3 Lines):

Incoterm: Delivered Duty Unpaid

Add Line Edit Line Delete Line

# Pkge	Type	Desc	Qty	Unit Val...	Manufacture...	State Of Origin	SubTotal

All values are expressed in AUD

Total Declared Value 0.00
Other 0.00
Total Invoice Amount 0.00

Help = Required Document OK Cancel Print

The invoice number is simply a reference number of your own, and the reason for export, simply why you are sending it. You will need to state whether it has a commercial value. You then need to 'Add Line' and declare every product one by one.

You will need to select the **Next >** key. It will bring you to the next screen or click on the [Services](#) button located on the left hand side of the screen.

SERVICES

This section allows you to select the payer of the shipment. It will default as the shipper, if you need the receiver or a third party to pay, click on the drop down arrow and select and enter the account number.

There is also a section to select who will pay the duties and taxes. This option will only be highlighted if you tick Delivery Duty Paid on the previous page 'Options'. Again you click on the drop down arrow select as required and enter the DHL account number.

If you need to insure your package tick the 'Insure Shipment' box, enter the amount you want to insure it for and the currency code.

The 'Notify Recipient' option is an email service that automatically sends an email to the requested address advising them of the AWB number and the date it left. This option is helpful for the receiver to trace the shipment along the way. To use this service tick the 'Notify Recipient' box, then click on email address enter the name of the person next to recipient, the email address and click on Add. This will add it to the list, you can enter as many addresses as you require. Once all addresses have been entered click on OK to complete this section.

The screenshot displays the DHL Connect v3.1 application window. The main interface is divided into several sections:

- Shipment:** A red header bar with the word "Shipment" and a series of icons representing shipping services.
- Payment & Service Options:** A yellow header bar with the text "Payment & Service Options". Below this, there are several input fields and checkboxes:
 - Shipment is Paid By:** A dropdown menu currently set to "Shipper Pays".
 - Account Number:** A text input field containing "965577146".
 - Destination Duties/Taxes:** A dropdown menu set to "Recipient".
 - DHL Account Number:** An empty text input field.
 - Special Services:** A section with three checkboxes:
 - Insure Shipment (with a value of 0.00 and a currency dropdown)
 - Delivery Notification
 - Notify Recipient
 - Shipment Reference:** An empty text input field.
 - Buttons:** "Ship Now", "Ship Later", and "Clear".
- Left Sidebar:** A vertical menu with buttons for "From", "To", "Contents", "Options", "Services", and "Pickup". The "From", "To", "Options", and "Services" buttons have checkmarks. At the bottom, it says "Customer Services 13 14 06".
- Notify Recipients Dialog Box:** A smaller window overlaid on the main interface. It contains:
 - Recipient:** A text input field with a dropdown arrow.
 - Email Address:** A text input field with an "Add" button.
 - List of Recipients:** A table with two columns: "Recipient Name" and "E-Mail Address".
 - Additional Text to send to all Recipients:** A text area with a "Delete" button.
 - Buttons:** "OK" and "Cancel".

You also have a section to enter your shipper reference on this 'Services' page, as shown above. This is an optional service.

You have now **COMPLETED** all required data entry.

Ship Now will process your shipment.

Ship Later will put your shipment in your shipment log as pending till you're ready to send.

Once you select **Ship Now** it will proceed to request your **Pick Up** should you require this as shown below.

If you have a regular pickup already booked with DHL you should select No to the Schedule Pickup option.

Click OK to submit your shipment and **Print** out your paper work.

Process Shipments

Shipments to Process:

- To: Test Shipment, DHL Express (NZ)

Shipment Pickup Options

Pending: 0 Pickup(s) Scheduled for Today

Do you need to schedule a DHL courier to pickup your shipments?

Yes No

Choose No if,

You have a regularly scheduled DHL pickup
You already have a pickup scheduled for today
You will drop your shipments off
You will call customer service to arrange for a pickup

I/we accept DHL Terms and Conditions of Carriage for this shipment.

[View Terms and Conditions](#)

3. CURRENT SHIPMENTS (Second Icon along the top)

Once your shipment has transmitted successfully and you have printed out your paper work you will see your Current Shipment Log.



Your current Shipment log is what you have processed that day. They are then moved into your **Historical Shipment Log**. By clicking on **History** from the options down the left hand side you can view this list. Your history list lasts for up to 3 months. If you need to keep the information longer you are able to export it to an excel spreadsheet.

4. TRACK SHIPMENTS (Third Icon across the top)

This section allows you to track any DHL Connect AWB.

The screenshot shows the DHL Connect v3.1 Tracking interface. The window title is "DHL Connect v3.1". The main area is titled "Tracking" and features a yellow background with a DHL logo and icons for tracking, printing, and other functions. Below the title bar, there's a section "Track Shipments by Airway Bill Number". It includes a "Carrier" dropdown menu set to "DHL Express", a "Carrier Specific Tracking Options" section with an "Airbill" input field and an "Add to Queue" button. On the left side, there are buttons for "By Airbill", "By Date", "By Reference", and "Tracking Log". At the bottom left, it says "Customer Services 13 14 06". The main area also contains a "Tracking Queue" table with columns for "Carrier", "Type", and "Parameters", and buttons for "Delete", "Clear", and "Track Queue".

You have the option to track the AWB, with the AWB number, the date the shipment was sent or by the reference as shown down the left hand side.

E.g.

- Put the AWB number in the box next to "Airbill".
- Click on "Add to Queue".
- And "Track Queue".

5. ADDRESS BOOK (Fourth Icon across the top)

This displays both your recipient and shipper address book.



You can add, delete and copy from here. By clicking on either Recipient or Shipper on the left hand side the relevant records can be viewed.

NB: You are able to have multiple shippers.

6. REPORTING SYSTEM (Fifth Icon across the top)

This section gives you the opportunity to print out reports as needed.



7. SETTINGS AND OPTIONS (Sixth Icon across the top)

Within this section you can Order supplies, send emails to DHL, export and Import your address book and change any settings that may be required by your IT.



8. CONTACTS

If you require any further assistance on DHL Connect please contact our eCom Helpdesk on:

TOLL FREE – 1800 226 349

Or email on

ecomau@dhl.com

If you require assistance on tracking a package or ordering supplies please contact DHL Customer Service:

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