

# IMPORT EXPRESS ONLINE USER GUIDE



[importexpressonline.dhl.com](http://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.

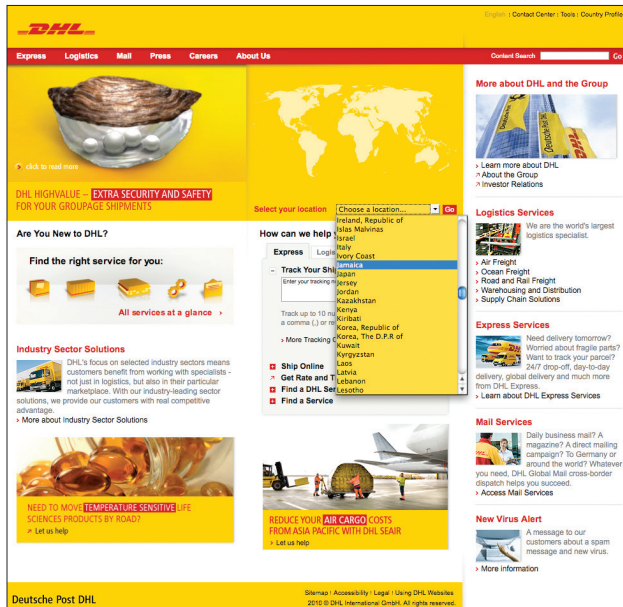
## Benefits:

- 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.

## 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)**



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](http://www.dhl.com).

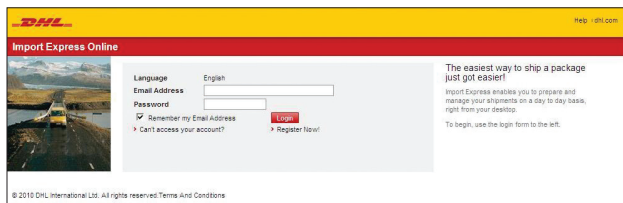
If you're already registered, enter your e-mail address and password.

### Tip

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

## GETTING STARTED

### Log In



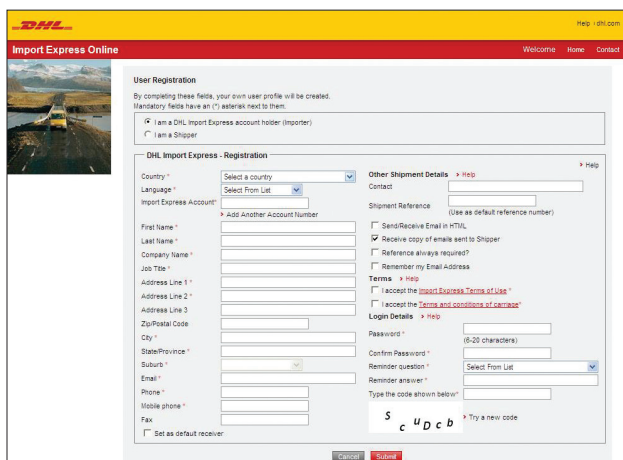
If you are an Importer and it's your first time using this tool, you will need to register for access.

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.

### Registration



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

**Prepare New Shipment Instruction**

Ship From: Vero (DHL UY)  
 > Open Address Book  
 > Create New Shipper

Ship to: Wienecow (DHL US) - Default  
 > Open Address Book  
 > Create New Receiver

When Do You Need To Ship? TODAY  
 Select Shipping Date

DHL UY  
 Vero Muguerza  
 Av de las Americas 7777  
 MONTEVIDEO  
 Uruguay MONTEVIDEO  
 5802641331  
 veronica.muguerza@uy.dhl.com

DHL US  
 Walter Niemcow  
 1144 W. Washington St  
 TEMPE  
 Arizona  
 United States Of America 85281  
 4809676780  
 walter.niemcow@dhl.com

**RECENT SHIPMENTS**

Shipper	Reference	ID	Receiver	Last Updated	Status
Vero Muguerza DHL UY MONTEVIDEO Uruguay Ship Date: 10/04/2010 Pieces: 1	test	44532	Walter Niemcow DHL US TEMPE United States Of America	10/04/2010	Pending Shipper Action
Vero Muguerza DHL UY MONTEVIDEO	test	44532	Walter Niemcow DHL US TEMPE	10/01/2010	Pending Shipper Action

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.

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

**Prepare New Shipment Instruction**

Ship From: Vero (DHL UY)  
 > Open Address Book  
 > Create New Shipper

Ship to: Wienecow (DHL US) - Default  
 > Open Address Book  
 > Create New Receiver

When Do You Need To Ship? TODAY  
 Select Shipping Date

DHL UY  
 Vero Muguerza  
 Av de las Americas 7777  
 MONTEVIDEO  
 Uruguay MONTEVIDEO  
 5802641331  
 veronica.muguerza@uy.dhl.com

DHL US  
 Walter Niemcow  
 1144 W. Washington St  
 TEMPE  
 Arizona  
 United States Of America 85281  
 4809676780  
 walter.niemcow@dhl.com

## 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.

## Create User-friendly Documents

Shipper Language: English

☒ Authorize the Shipper to update its pickup address

☒ Save this address to Address Book

\*Available First Quarter 2011

## PREPARING SHIPMENT INSTRUCTIONS: SHIPMENT DETAILS

### Shipment Details

Import Express Online

Welcome **Nemcow, Walter** Home Contact Logout

Manage Shipments Manage Authorization History / Track My Profile Address Book Help

Shipment/Receiver Shipment details Service options Review Confirmation

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

**Shipment Details**

☐ Do you wish to complete the shipment details on behalf of the Shipper?

Shipment date: TODAY

Message To Shipper: Documents

Shipment Reference:

Upload File (Maximum upload size is 4MB): [Attach a File](#)

Transport Charges billed to account: 962580809

Destination duties/taxes billed to: ☒ Registered Account 962580809 [What is this?](#)

☐ Other:

☐ Receiver:

Information Services: ☐ E-mail me upon Shipping ☐ E-mail receiver upon Shipping ☒ E-mail me if the Shipper has not acted within 2.5 business days

Frequency of Alerts: ☐ 1 hour

[Back](#) [Cancel](#) [Clear](#) [Next](#)

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#### 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)

Shipment/Receiver Shipment details Service options Review Confirmation

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

**Shipment Details**

☒ Do you wish to complete the shipment details on behalf of the Shipper?

[Hide Shipment Details](#)

Packaging: Flyer Maximum weight is 70 kg

Total Pieces: 1 Maximum number of pieces allowed : 999

Total Weight: 0.5 (kgs) Maximum weight allowed : 250.0

Description of Contents: Documents

Declared Value: USD

Shipment Status: ☐ Non-Document [Help me decide](#) ☒ Document

☐ I would like to create a Customs invoice.

Shipment date: TODAY

Message To Shipper: Contract Farming Ltd.

Shipment Reference:

Upload File (Maximum upload size is 4MB): [Attach a File](#)

Transport Charges billed to account: 962580809

Destination duties/taxes billed to: ☒ Registered Account 962580809 [What is this?](#)

☐ Other:

☐ Receiver:

Information Services: ☐ E-mail me upon Shipping ☐ E-mail receiver upon Shipping ☒ E-mail me if the Shipper has not acted within 0.5 business days

Frequency of Alerts: ☐ 1 hour

[Back](#) [Cancel](#) [Clear](#) [Next](#)

**Prepare Shipment Instruction** Manage Authorization History / Track My Profile Address Book Help

Shipment/Receiver Shipment details Service options Review Confirmation

**Service Options**

**Delivery Options**

Product Name	Estimated Delivery By	Latest Booking	Latest Pickup	Estimated Price
<input type="radio"/> EXPRESS 10:30	11-Oct-2010, 10:30	14:30	15:00	N/A
<input type="radio"/> EXPRESS 12:00	11-Oct-2010, 12:00	14:30	15:00	N/A
<input checked="" type="radio"/> EXPRESS WORLDWIDE	11-Oct-2010, End of day	14:30	15:00	355.91 USD

NB: The latest pickup time is with respect to shipper.

DHL Rate Estimate as of Thu Oct 07 00:33:38 CEST 2010

☐ If the product is not available choose: Fastest [Help](#)

Total Estimate: 355.91

[Back](#) [Cancel](#) [Clear](#) [Next](#)

#### 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.



## PREPARING SHIPMENT INSTRUCTIONS: REVIEW AND FORWARD INSTRUCTIONS

### Review Shipment Details

**Import Express Online** | Welcome Niencow, Walter | Home | Contact | Logout

Prepare Shipment Instruction | Manage Authorization | History / Track | My Profile | Address Book | Help

Shipment/Receiver | Shipment Details | **Review** | Confirmation

**Confirm Shipment Information**

**[+] Hide Address Details**

Shipper Details	Additional Recipient	Importer details
DHL US DHL US Vero Mugerca Av de las Americas 7777 MONTEVIDEO Uruguay MONTEVIDEO 580544131 veronica.mugerca@dhl.com	DHL US Walter Niencow 1144 W. Washington St TEMPE Arizona United States Of America 85281 4805878760 walter.niencow@dhl.com	DHL US Walter Niencow 1144 W. Washington St TEMPE AZ US 85281 4805878760 veronica.mugerca@dhl.com

**[+] Hide Shipment Details**

Shipment Reference	07-10-2010	Weight	5.0 (kgs)
Shipment date		Number of Pieces	1
Message To Shipper	Corrected Farming Ltd.	Description of Contents	Documents
Packaging	Ptyr	Shipment Status	Document
Payment Option Details (Your account number will not be forwarded to the shipper)		Declared Value	NA
Transport Charges billed to account: 950125055		Destination duties/taxes billed to:	950125055

**[+] Hide Service Options**

Product Name	Estimated Delivery By	Latest Booking	Latest Pickup	Estimated Price
EXPRESS WORLDWIDE	11-Oct-2010 End of day	14:30	15:00	355.91

A standing authorization already exists for the shipper and receiver:  
☐ Authorize the shipper with a single shipment instruction?  
 Shipper can ship to this receiver one time using your Import Express account number.  
☐ Authorize the Shipper with a standing order?  
 Shipper can ship to this receiver at any time using your Import Express account number.

Some products are time and date definite. Due to this, the product you selected may not be available at the time Shipper completes the shipment.  
 If Shipper selects a different product, would you like to approve it first?  
☒ Yes  
☐ No  
☐ Allow the shipper to view the rate

Back | Cancel | Print Summary | Forward Instructions

### 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






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[Contact](#)
[Log out](#)

Welcome **Niamco, Walter**

[Manage Shipments](#)
[Manage Authorization](#)
[History / Track](#)

[My Profile](#)
[Address Book](#)
[Help](#)

### New Standing Authorization

From:

To:

Importer Account Number:

☐ Open Address Book

☐ Open Address Book

☐ Create New Receiver

☐ Create New Shipper

Johnson Ltd  
Edward Norton  
Centre 234  
HOTELVEDO  
Uruguay 1007VEDEO  
5982916222  
eranspin@gmail.com

DHL US  
Walter Niamco  
144 W. Washington St  
Tulsa  
Arizona  
United States Of America 85201  
4806876760  
veronica.muguerta@us.dhl.com

### Standing Authorizations

Filter by status:

Page 1 of 1 Go 1-5 of 5

ACC	Shipper	Shipment Email ID	Country	Receiver	Last Shipped	Status
<input type="radio"/>	96250503 Johnson Ltd	eranspin@gmail.com	Uruguay	Walter	04-Oct-2010	Approved
<input type="radio"/>	96258009 DHL UY	vms222@gmail.com	Uruguay	Walter	04-Oct-2010	Approved
<input type="radio"/>	96250503 DHL UY	veronica.muguerta@us.dhl.com	Uruguay	Walter	04-Oct-2010	Approved
<input type="radio"/>	96258009 DHL UY	veronica.muguerta@us.dhl.com	Uruguay	Walter	07-Oct-2010	Approved
<input type="radio"/>	96250503 DHL	walter.niamco@gmail.com	Australia	Walter	07-Oct-2010	Approved

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


[? Help](#)

Shipper Details	Receiver details
<b>Most Recent Shippers</b>	<b>Most Recent Shippers</b>
Nickname *	Nickname
Country *	Country *
Company Name *	Company Name *
Address Line 1 *	Address Line 1 *
Address Line 2	Address Line 2
Address Line 3	Address Line 3
Postal Code *	Postal Code *
City *	City *
State/Prov.	State/Prov.
Suburb *	Suburb *
Telephone *	Telephone *
Extension	Fax
Fax	CNPJ/CPE Tax id *
Email *	Email *
Shipper Language	

Account Details
Please select an Account Number for this Standing Order
Destination Duties and Taxes billed to
Registered Account
Other
Receiver

## SHIPMENT HISTORY AND TRACKING

### View History and Track Shipments



**Import Express Online**

Welcome Nettechco, Walter    Home    Contact    Logout

Manage Shipments    Manage Authorization    History / Track    My Profile    Address Book    Help

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.

### Manage Shipments

Find [ ] Contained in Column [ D ] Find      Display Shipments For Page 14 of 14    Next  
Page 1 - 1 of 2 > Go    1 - 10 of 13 > Next

#	Date	Shipper	Country	Email ID	Receiver	Country	Validat Status
#46202	100710210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	100710210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	100410210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	10010210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	100101020	Jamson Ltd.	Uruguay	ecgonzalez@gmail.com	DHL US	United States Of America	Pending
#46202	10010210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	10010210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	10010210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	10010210	DHL UV	Uruguay	veronica.muscat@raibn.dhl.com	DHL US	United States Of America	Pending
#46202	090302010	DHL	Australia	walter.nettechco@gmail.com	DHL US	United States Of America	Pending

[ Update Instructions ]    [ Cancel Instructions ]

Page 1 - 1 of 2 > Go    1 - 10 of 13 > Next

**Prepare New Instructions**

### 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.

### Step 4:

To view and track your shipments, click the “History/Track” tab.

Click a column header to sort by options such as ID number, last updated, shipper name, country, e-mail ID, waybill number, and status.

**OR**

Track a completed shipment by clicking the “Track” link in the “Status” column.

You can also update/authorize, cancel, or prepare new shipment instructions, as needed.

\*Available First Quarter 2011



## SHIPPERS

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

Shippers can access **Import Express Online**

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

### URL-link Landing Page

**Import Express Online**

Welcome Luana Soares Home Contact Logout

Shipment Instructions Schedule Pickup Request/View Authorizations My Profile Invoice Templates Help Address Book

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

**Confirm Shipment Information**

[ - ] Hide Address Details

Shipper details	Receiver details	Importer details
Seavies Ltda.	DHL CA	DHL CA
Luana Soares	Chris Krupay	Chris Krupay
A/1 Santa Maria 876	Test 123	Test 123
SAO PAULO	MISSISSAUGA	MISSISSAUGA ON
Sao Paulo	MISSISSAUGA	CA L5H 1A1
Bravo 00036	Canada L5H 1A1	S07765
551136189999	9876765	9876765
veronica.muguerza@dhl.com	veronica.muguerza@ca.dhl.com	veronica.muguerza@ca.dhl.com

[ - ] Hide Shipment Details

Shipment Reference Contract

Message to Shipper

Shipment Date 08-Oct-2010

Is there any Standing order for Shipper? No

Need to reject? If you are Rejecting this instruction then please type in a Message to the attention of the importer

Reject reason

#### 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](http://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.

### Direct-link Landing Page

**Import Express Online**

Welcome Luana Soares Home Contact Logout

Shipment Instructions Schedule Pickup Request/View Authorizations My Profile Invoice Templates Help Address Book

In the section below you can prepare a shipment request to a DHL account holder. Shipment charges will be charged to the DHL account holder. Shipment can be completed when DHL account holder has authorized the request.

**Prepare New Shipment Request**

Ship From: Select One

Ship To: Select One

When Do You Need To Ship?: TODAY

In the section below you can respond to shipment instructions from Importers. You can also complete shipments with an Authorized status at any time.

**Manage Shipments**

Find:  contained in column: Waybill  Display shipments for past: 5 days

Sort list by: Status Page 1 of 1

Reference	Shipment ID	Receiver	Last Updated	Status
Contract: 44757		Chris Krupay	08-Oct-2010	Pending Your Action

Page 1 of 1

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

#### 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

#### 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** > Help

Invoice type \* Commercial Invoice > What is this?

Invoice Number \*  > Why is this required?

Terms of trade DDU - Delivered Duty Unpaid

Export Id Select From List

Export Code

Harmonized Commodity Code

Payer Of GST/VAT

Terms Of Payment

Named Destination Port

Type Of Export \* Permanent

Other Remarks (up to 70 characters)

Other Charges  USD

**Commodity Information** > Help

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	50.00 USD	100.00 USD	0	0	Brazil	Remove

Description\*

Country Of Origin\* Select From List

Quantity\*  Unit Of Measure (Quantity) Pieces

Unit Value\*  USD

Net Weight\*  Kgs

Gross Weight\*  Kgs

☒ Add/Update this as a Invoice Template with Name/File as

### 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

**DHL** Help | DHL.com

**Import Express Online** Welcome | Logout | Search | Home | Contact | Logout

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

Summary > [Shipment Details](#) > [Service Options](#) > [Confirm Shipment](#) > [Print Waybill](#)

**Service Options**

**Delivery Options** > Help

Product Name	Estimated Delivery By	Latest Booking	Latest Pickup
EXPRESS WORK/DIVICE	12-Oct-2010, End of day	18:00	20:00

The latest pickup time for the selected delivery option is 20:00

Adj: The latest pickup time is with respect to shipper

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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.

## 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 Ltda. Luana Soares Av Santa Marina 878 SAO PAULO Sao Paulo Brazil 05036 551136189599 veronica.muguerza@br.dhl.com	DHL CA Chris Kruey Test 123 MISSISSAUGA MISSISSAUGA Canada L5H 1A1 9876765 veronica.muguerza@ca.dhl.com	DHL CA Chris Kruey Test 123 MISSISSAUGA, ON Canada L5H 1A1 9876765 veronica.muguerza@ca.dhl.com

**[-] Hide Shipment Details**

<b>Shipment Reference</b> Contract: <input type="text" value="No send the signed contract"/>	<b>Weight</b> 0.5 (kg)
<b>Message to Shipper</b> <input type="text"/>	<b>Description Of Contents</b> <input type="text"/>
<b>Date of Shipment</b> 07-Oct-2010	<b>Number Of Pieces</b> 1
<b>Packaging</b> Other DHL Packaging	<b>Shipment Status</b> Datable
	<b>Declared Value</b> 100.00 USD
	<b>Pickup Booking Reference</b> 3506

**[-] Hide Service Options**

Product Selected By Importer	Estimated Delivery By	Latest Booking	Latest Pickup
<b>Product Name</b> 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

EXPRESS WORLDWIDE **IMP** **DHL** EXPRESS

From: Soares Ltda.  
Luana Soares  
Av Santa Marina 878  
SAO PAULO 05036  
Brazil

To: DHL CA  
Chris Kruey  
Test 123

MISSISSAUGA L5H 1A1 Canada

CA-YYZ

Ref: Contract Date: 2010-10-07 Piece: 1/1

Contents Contract

WAYBILL 60 0011 0922

1121122

(J)JD01 2233 5698 9999 6713

Recipient's Copy Piece 1 of 1

## 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

**Import Express Online**

Welcome Vero Muguerza EO Home Contact Logout

**Shipment Instructions** | Schedule pickup | Request/View Authorizations | My Profile | Invoice Templates | Help | Address Book

In the section below you can prepare a shipment request to a DHL account holder. Shipment charges will be charged to the DHL account holder. Shipment can be completed when DHL account holder has authorized the request.

**Prepare New Shipments**

Ship From: VeroCL (DHL CL) | Ship To: Argentina | When Do You Need To Ship?: TODAY

DHL CL  
Vero Muguerza  
Miraflores 876  
SANTIAGO  
Chile LAS CONDES  
9876787  
veronica.muguerza@dhl.cl

DHL AR  
Agustin Farias  
Av. Larrazabal 2255  
CAPITAL FEDERAL  
Buenos Aires  
Argentina 1440  
541146301100  
veronica.muguerza@ar.dhl.com

**Manage Shipments**

Importer	Reference	Shipment ID	Receiver	Last updated	Status
Vero Muguerza DHL AR CAPITAL FEDERAL Argentina Ship Date: 2010-09-29 17:20:21.0	44280		Vero Muguerza CAPITAL FEDERAL Argentina	029-Sep-2010	Pending

#### 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.

### Shipper/Receiver Details

**Shipper/Receiver** | Shipment Details | Service Options | Review | Confirmation

**Confirm Shipment Information**

**Shipper details**  
DHL CL  
Vero Muguerza  
Miraflores 876  
SANTIAGO  
Chile LAS CONDES  
9876787  
veronica.muguerza@dhl.cl

**Receiver details**  
DHL AR  
Agustin Farias  
Av. Larrazabal 2255  
CAPITAL FEDERAL  
Buenos Aires  
Argentina 1440  
541146301100  
veronica.muguerza@ar.dhl.com

**Importer details**  
DHL AR  
Vero Muguerza  
Av. Larrazabal 2255  
CAPITAL FEDERAL Buenos Aires  
AR 1440  
541146301100  
veronica.muguerza@ar.dhl.com

**Shipment Reference**  
Message to Shipper: null

**Shipment Date**  
05-Oct-2010

**Packaging**  
Su Proprio Empaque

**Weight**  
1.0

**Number Of Pieces**  
1

**Description Of Contents**  
test

**Shipment Status**  
Non Document

**Declared Value**  
100.0 USD

Pieces	Weight (KG)	L (CMS)	W (CMS)	H (CMS)	Piece Contents
1/1	1.0	20	20	30	test

**Product Selected By Importer**

Product Name	Estimated Delivery By	Latest Booking	Latest Pickup
EXPRESS WORLDWIDE	08-Oct-2010 End of day	14:00	14:30

**Optional Services Selected By Importer**

Service: INSURANCE

Back | Cancel | Print summary | Request Approval

#### 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

**Import Express Online**

Welcome Vero Muguerza | Home | Contact | Logout

Shipment Instructions | **Schedule Pickup** | Request/View Authorizations | My Profile | Invoice Templates | Help | Address Book

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

**Schedule Pickup**

Contact \*  [Help](#)

Company \*

Address Line 1 \*

Address Line 2

Address Line 3

Postal Code

City \*

State

Country

Telephone \*

Location Of Package(s) \*

Location Type

Special Instructions (up to 70 characters)

Pickup Date

Pickup can be scheduled up to 3 days in advance

Package Ready By

Office Closes At

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.

## Request/Review Authorizations

**Import Express Online**

Welcome Vero Muguerza | Home | Contact | Logout

Shipment Instructions | Schedule Pickup | **Request/View Authorizations** | My Profile | Invoice Templates | Help | Address Book

**New Standing Authorization**

Ship From  Importer Email ID:  Ship To

[Open Address Book](#) [Create New Receiver](#)

**Standing Authorizations**

Filter by status:  Page 1 of 1 Go 1 - 4 of 4

Shipper	Importer	Importer Email ID	Importer Country	Receiver	Receiver Country	Last Shipped	Status
<input type="checkbox"/> VeroCL	Rodrigo	rodrigo.c.lemos@dhl.com	Argentina	Argentina2	Argentina	-	Pending
<input type="checkbox"/> VeroCL	Rodrigo	rodrigo.c.lemos@dhl.com	Argentina	Argentina1	Argentina	-	Pending
<input type="checkbox"/> VeroCL	Rodrigo	rodrigo.c.lemos@dhl.com	Argentina	Argentina	Argentina	-	Pending
<input type="checkbox"/> VeroCL	Vero	veronica.muguerza@dhl.com	Argentina	Viluguerza	Argentina	01-Oct-2010	Approved

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

## Standing Authorization\*

**Import Express Online**

Welcome Vero Muguerza | Home | Contact | Logout

Shipment Instructions | Schedule Pickup | **Request/View Authorizations** | My Profile | Invoice Templates | Help | Address Book

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

**Shipper Details** [Help](#)

Most Recent

Nickname \*

Contact \*

Country \*

Company Name \*

Address Line 1 \*

Address Line 2

Address Line 3

City \*

State/Prov.

Postal Code \*

Telephone \*

Extension

Fax

Email \*

Shipper Language

**Receiver details** [Help](#)

Most Recent

Nickname

[Search address book for nickname](#)

Contact \*

[Open Address Book](#)

Country \*

Company Name \*

Address Line 1 \*

Address Line 2

Address Line 3

City \*

State/Prov.

Postal Code \*

Telephone \*

Fax

Email \*

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

\*Available First Quarter 2011

## OTHER SHIPPER LINKS AND SCREENS

### My Profile

**My Profile**

This will be used as default information each 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: LuanaRR

Country: Brazil

Language: English

Email Address: veronica.muguerza@br.dhl.com

Company Name: Soares Ude

Address Line 1: Av Santa Maria 876

Address Line 2:

Address Line 3:

Zip/Postal Code: 05038

City: SAO PAULO

State/Province: Sao Paulo

Suburb:

Phone: 551136109999

Mobile phone:

Change Password

Reminder question: What is my pet's name?

Reminder answer: shipper

Default Pickup Option: I need to schedule a pickup for the shipment

☐ I would like to create my invoice using Import Express.

**Pickup Details**

Location (Of Packages): Reception

Location Type: Business

Special instructions (up to 70 characters):

Ready By Time: 14:00

Closing Time: 18:00

Buttons: 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

**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.

Find: [ ] contained in column: Invoice name

Sort list by: Page 1 of 1

Invoice name	Invoice Number	Invoice type	Type Of Export
Invoice001		COI	Permanent

Buttons: Delete invoice template, Create new template

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

**Address Book**

Select column heading to sort entries. To create a new entry, click on “Create new receiver” button. To add an address click on the fictitious hyperlink.

Find: [ ] contained in column: Address

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

Address	Company	Contact	City	Country
Argentina	DHL AR	Agustin Panes	CAPITAL FEDERAL	Argentina
Argentina	DHL AR	Agustin Panes	CAPITAL FEDERAL	Argentina
Argentina	DHL AR	Agustin Panes	CAPITAL FEDERAL	Argentina
Venezuela	DHL AR	Vera Muguerza	CAPITAL FEDERAL	Argentina

Buttons: Create New Receiver, Import

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.



DHL Express

[www.dhl.com](http://www.dhl.com)

