



CUSTOMER
ADMINISTRATOR
USER GUIDE
eSECURE

DHL Express – Excellence. Simply delivered.



TABLE OF CONTENTS

INTRODUCTION	3
LOGIN TO eSECURE	4
GENERAL	5
HOW TO APPROVE USERS	6
HOW TO MANAGE YOUR ACCOUNT NUMBER	8
HOW TO ADD MORE CUSTOMER ADMINISTRATORS	9
HOW TO AUTHORIZE AN EMAIL DOMAIN	11

INTRODUCTION



DHL eSecure is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools, allowing self-registration and/or self-shipping capabilities.

Key Features:

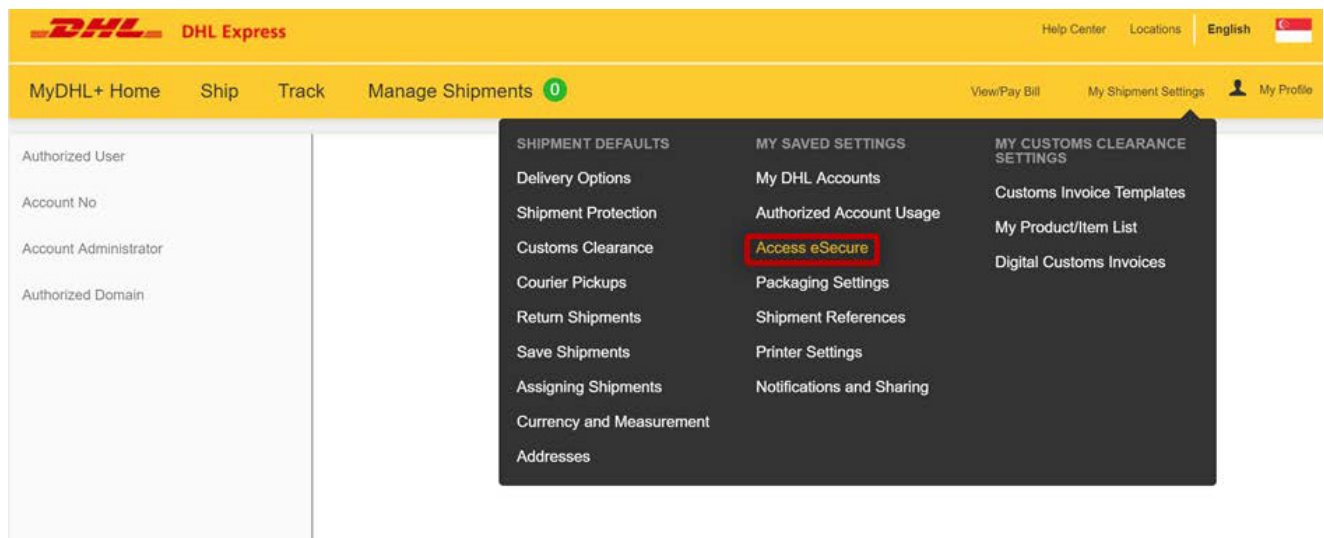
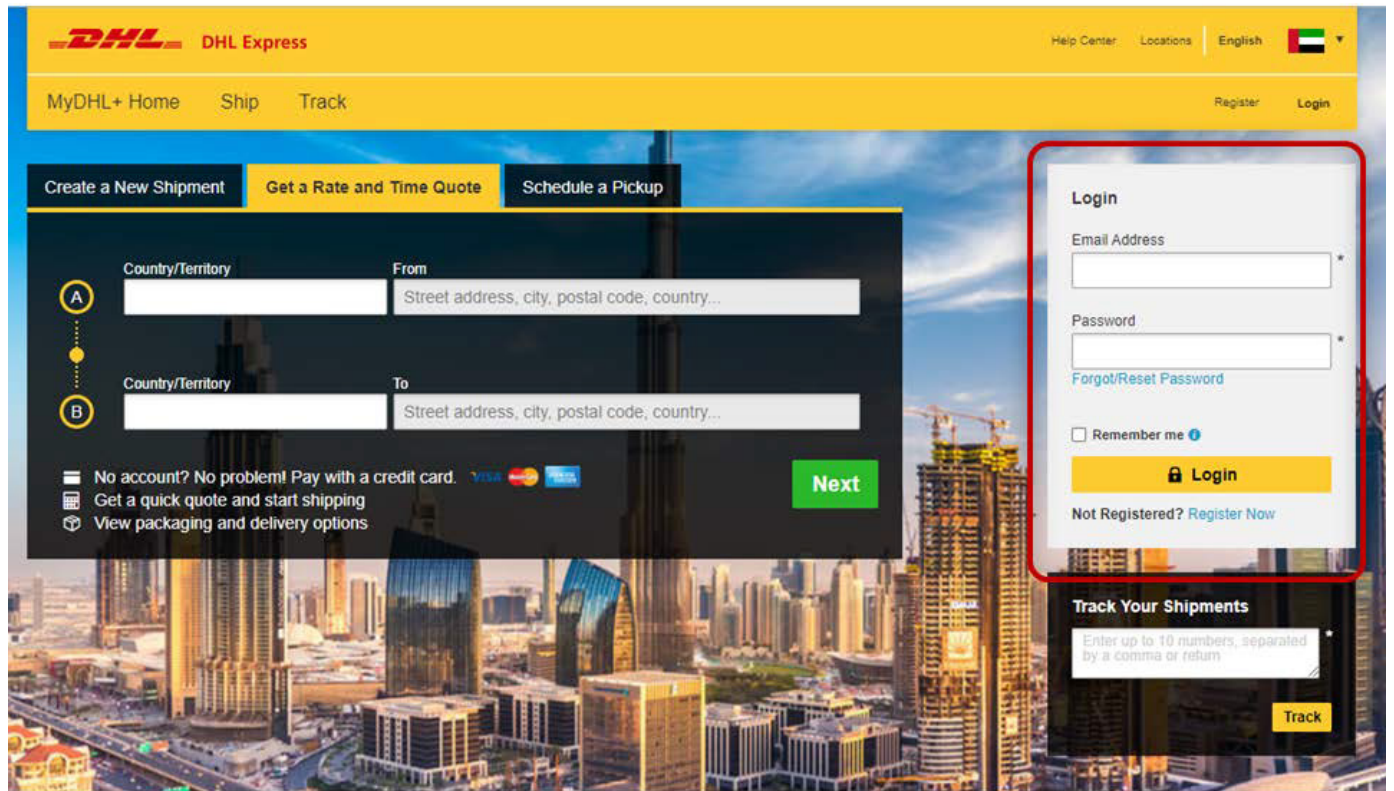
- Full control given to our customers to decide which users are able to use the account numbers for shipping
- Approval or rejection for use of account number request can be done via MyDHL+ or email easily
- 13 months of email addresses visibility on prior usage will be provided

Terminologies

Account	Refers to DHL Express Account
MyDHL+	An online shipping application that hosts eSecure administration menu for customers
Admin	Administrator
CSV	Cyberservices. A DHL global Customer Service (CS) application that enables CS Advisors to answer customer queries, book shipments and request pickups.
csv	Comma-separated values
GCDB	Global Consumer Database

LOGIN TO eSECURE

Access eSecure menu is accessible under My Shipment Settings after logging into MyDHL+.



GENERAL

Service menu is available on the left panel and at the top navigation.

Action buttons are colour-coded accordingly throughout the application.

Examples:

Add	Primary Action
Reset	Secondary Action
Download	Normal Action

Actions	Functions
Reset	Clears all selected values/filters
Download	Allows download of the respective services list: <ul style="list-style-type: none"> • Without any filter, full list will be downloaded • If there is any filter applied during a search, only searched result will be downloaded
Active & Inactive	This action can be used by checking the tick box next to the items within a service, multiple selections is allowed
'CTRL' + Your selection	This action can be used by checking the tick box next to the items within a service, multiple selections is allowed

- Pagination is available at the top and bottom of a table
- Multiple check can be done by ticking the boxes
- Wild card searches could be done using asterisk (*)

HOW TO APPROVE USERS

This service allows a Customer Admin to manage the user approval activity. Once an account is added into eSecure, email addresses that used the account number within the last 13 months from Online Shipping applications (eMailship and MyDHL+) will also be presented in this screen as Pending status, and serves as the base of approval preparation for the Customer Admin.

Authorized User

Account No
Customer Administrator
Authorized Domain

Email ID:
Account Number:
Status:
Origin:

✓ 18 records found

<input type="checkbox"/>	Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input type="checkbox"/>	joe@sample.com	950000001	SINGAPORE	Approved	sz1234@sample.com	26-Feb-20
<input type="checkbox"/>	liim@sample.com	950000002	SINGAPORE	Approved	sz1234@sample.com	27-Feb-20
<input type="checkbox"/>	john@test.com	950000003	SINGAPORE	Approved	sz1234@sample.com	17-Mar-20
<input type="checkbox"/>	dunphy@test.com	950000004	SINGAPORE	Approved	sz1234@sample.com	17-Mar-20

Click on 'Add' to perform a single user or multiple users' approval. Email addresses use comma (,) or semi-colon (;), click 'Save' after.

Authorized User

Authorized User

Use comma (,) for multiple entries in Account number and Email ID fields

Account Number: *

Email ID: *

'Upload' feature is available for Customer Admin to perform multiple users upload. A sample csv file is available in the application for the file preparation. The file has to comply with the following:

- In .csv format
- Contains maximum 1000 email addresses
- Cannot be larger than 102 kb

Email ID	Account Number	Status (Approved or Rejected)
testuserA@testmail.com	111111111	Approved
testuserB@testmail.com	111111111	Rejected

Upload Users

i To add multiple users, download the Sample CSV File and fill up the necessary information per defined columns. Click on Browse to select the file and click Upload after. First row of the file is considered as header and will be ignored. Please make sure file is in CSV format, does not exceed 102400 bytes (maximum 100 records).

✓
2 records processed, 2 successful, 0 failed.
X

✓
2 records found

i
Click on the Download icon to download the status of the uploaded records.

Email ID	Account Number	Status	Assigned By	Modified Date	Upload Status	Failure Reason
joe@sample.com	950000001	Approved	lim.szeloai@gmail.com	25-Aug-20	Successful	
lim@sample.com	950000002	Rejected	lim.szeloai@gmail.com	25-Aug-20	Successful	

For customers having multiple accounts within the same company and is authorized to use more than one account number, the Customer Admin can make use of the 'Copy' function to easily select approved email addresses and copy them over to other account numbers.

Authorized User

i For multiple select, use 'CTRL' key and click on Email IDs. Use comma (,) for multiple entries in Account number field.

Select Email Ids

- joe@sample.com
- joe01@sample.com
- blanca@sample.com
- cory@sample.com
- cory01@sample.com
- cory02@sample.com
- megan@sample.com
- joshua@sample.com
- joshua01@sample.com

Account Number

950000002

HOW TO MANAGE YOUR ACCOUNT NUMBER

This service allows the Customer Admin to have an overview of account numbers which are under his/her administration.

The Email ID CONSENT feature allows the requestor to contact the Customer Admin directly for expedited approval request.

The screenshot displays the DHL Express web interface for managing account numbers. The page is titled "Account No" and features a search form with the following fields:

- Account Number
- Company Name
- From Date
- To Date
- Origin (Dropdown menu showing SINGAPORE)
- Status (Dropdown menu showing Enabled and Disabled)
- Email ID Consent (Dropdown menu showing Yes and No)

Buttons for "Search" and "Reset" are located at the bottom right of the search form.

Below the search form, a summary bar indicates "1 records found" and provides action buttons: "Enable", "Disable", "Email ID Consent", and "Download".

The table below shows the search results:

Account Number	Company Name	Origin	Status	Email ID Consent	Assigned By	Modified Date
<input type="checkbox"/> 95000001	SAMPLE COMPANY	SINGAPORE	Enabled	No	lim.szeloioi@gmail.co	22-May-20

The footer of the page includes the Deutsche Post DHL Group logo, links for Terms of Use, Privacy Notice, and Terms and Conditions of Carriage, and the copyright notice: 2020 © Deutsche Post AG - All rights reserved.

HOW TO ADD MORE CUSTOMER ADMINISTRATORS

This service allows adding, viewing, and editing of Customer Admins on a DHL Express Account in eSecure.

- A Customer Admin is deemed as the identified individual from the customer's organisation, whom has the authority to manage the security status of the account. This includes approval (or rejection) of the activities of the users and domains.
- Customer admin can access eSecure via MyDHL+. Upon the registration of Customer Admin, a 'User Profile' will be registered automatically in MyDHL+ if it does not exist yet. If an email address is already an existing MyDHL+ User Profile, the 'Access eSecure' menu in MyDHL+ will be added and become visible on their next login.
- To add a new Customer Admins, select any of the existing account's checkbox on the left, and click "Add"

Customer Administrator

Account Number:

Email ID:

First Name:

Last Name:

Company Name:

Origin:

Status:

✓ 10 records found

<input type="checkbox"/>	Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status	Action
<input type="checkbox"/>	950000001	joe@sample.com	Joe	Lim	SAMPLE COMPANY	SINGAPORE	Active	<input type="button" value="Edit"/>
<input type="checkbox"/>	950000002	sam@sample.com	Sam	LIM	SAMPLE COMPANY	SINGAPORE	Active	<input type="button" value="Edit"/>
<input type="checkbox"/>	950000003	express@sample.com	Express	GHO	SAMPLE COMPANY	SINGAPORE	Active	<input type="button" value="Edit"/>
<input type="checkbox"/>	950000004	event@sample.com	Event	5Nov	SAMPLE COMPANY	SINGAPORE	Active	<input type="button" value="Edit"/>
<input type="checkbox"/>	950000005	mydhl@sample.com	MyDHL	eSecure	SAMPLE COMPANY	SINGAPORE	Active	<input type="button" value="Edit"/>

Fill up the information of the new Customer Admin and click “Save” to proceed if it is only 1 to add, or click “Add” to continue with more new Customer Admin creation.

The screenshot shows the DHL Express web interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'Help Center', 'Locations', 'English', and a Singapore flag. Below this is a secondary navigation bar with 'MyDHL+ Home', 'Ship', 'Track', 'Manage Shipments' (with a green '2' badge), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. On the left, a sidebar menu lists 'Authorized User', 'Account No', 'Customer Administrator', and 'Authorized Domain'. The main content area is titled 'Customer Administrator' and contains a form with the following fields: 'Account Number' (pre-filled with '95000001'), 'First Name', 'Last Name', 'Email ID', 'Phone', 'Company' (pre-filled with 'SAMPLE COMPANY'), 'Origin' (pre-filled with 'SINGAPORE'), and 'Language' (a dropdown menu with 'Select Language'). A red asterisk indicates that the first name, last name, email ID, phone, and language fields are required. At the bottom right of the form are three buttons: 'Add' (green), 'Save' (green), and 'Cancel' (yellow).

HOW TO AUTHORIZE AN EMAIL DOMAIN

This service allows the Customer Admin to authorize usage of an account at the email domain level. Domains added here must start with alias (@) sign. It is not possible to add a domain which is already part of the global banned domain list.

For example, if @sample.com is an authorized domain for account 661222337, a user with the email looi@sample.com will be automatically approved and authorized upon attempting to use 661222337 in MyDHL+ .

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Domain

Domain Name

Account Number

Origin

SINGAPORE

Status

Active

Inactive

Company Name

Search Reset

✓ 4 records found

Add Active Inactive Copy

<input type="checkbox"/>	Domain Name	Account Number	Origin	Company	Status	Assigned By	Modified Date
<input type="checkbox"/>	@sample.com	950000001	SINGAPORE	SAMPLE COMPANY	Active	lim.szeloai@gmail.com	25-Aug-20
<input type="checkbox"/>	@testmail.com	950000002	SINGAPORE	SAMPLE COMPANY	Inactive	sze.looi.lim@dhl.com	22-Feb-17
<input type="checkbox"/>	@company.com	950000003	SINGAPORE	SAMPLE COMPANY	Inactive	lim.szeloai@gmail.com	15-Aug-19
<input type="checkbox"/>	@express.com	950000004	SINGAPORE	SAMPLE COMPANY	Inactive	sze.looi.lim@dhl.com	22-Mar-20



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

Updated: 09/ 2020