

DHL ProView 1.0 User Guide



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1 What is DHL ProView?

DHL ProView is our newest online service. It gives you total visibility of your shipments faster and easier than ever before. ProView is web-based – it's easy to use and accessible from almost anywhere. It provides notification – via email or text message when shipments are picked up, delivered, and more. This means you're always in the know, whether you're in the office or on the go.

DHL ProView brings customer service back to shipping with shipment information that's more visible and automatically delivered. ProView lets you monitor shipments online by account number, waybill number, receiver billed, outbound and more. It can notify you– and anyone you specify – when packages are picked up and delivered. And, best of all, it provides the shipment information you need to keep your customers and colleagues up-to-date and in the loop.

1.1 What do you need to use DHL ProView?

1. PC with internet access
2. PIN code for each account number

The PIN code will be provided by DHL

1.2 What are the options in DHL ProView?

1.2.1 Fast access to shipment information

- View shipments by account number, waybill number, event category (picked up, delivered, etc.), outbound, receiver billed, and third party payer.
- Use with all Express billed account numbers and associated shipments
- View status of inbound Import Express shipments
- View shipments for up to 2,000 account numbers

1.2.2 Easy to use

- Registering is simple – just log on to ProView.dhl.com
- Import account numbers from comma-delimited (.csv) files
- Quickly add/remove accounts and change notification preferences

1.2.3 Notification the way you want it

- Receive real-time notification via email or SMS text messaging
- Choose when, how and which notifications are sent and who receives them
- Create notifications by waybill, account*, contact and event
- Store unlimited notification contacts
- Receive detailed per-shipment information or helpful summary digests

*The account numbers are not visible in the Status View and notifications lists.

2 Registration

The registration at DHL ProView is easy and fast. Once registered, you can login to DHL ProView by simply entering your User ID and Password and clicking "Login."

- Log on to ProView.dhl.com
- Select The Netherlands and click **[GO]**

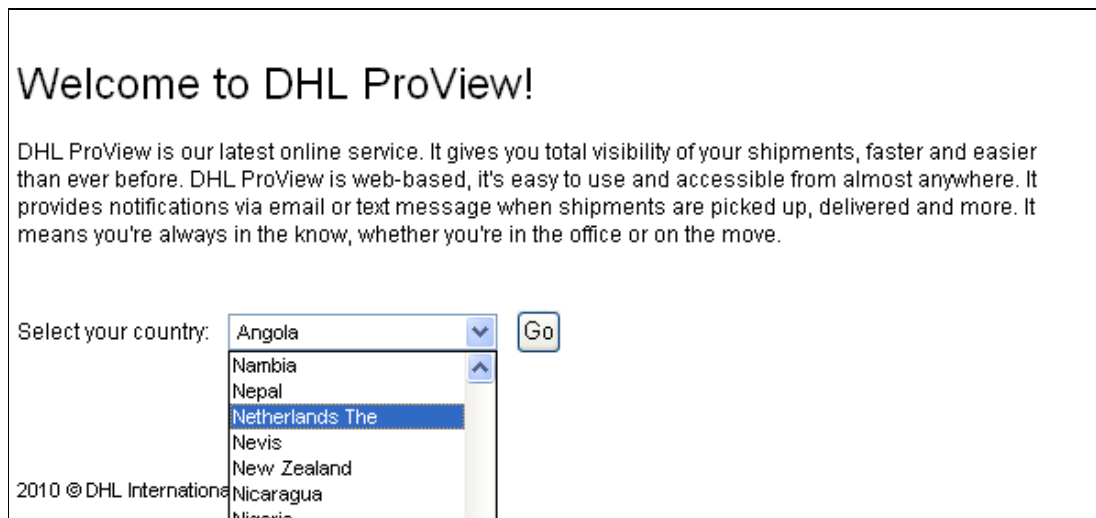


Figure 1

- Select "Start Registration"

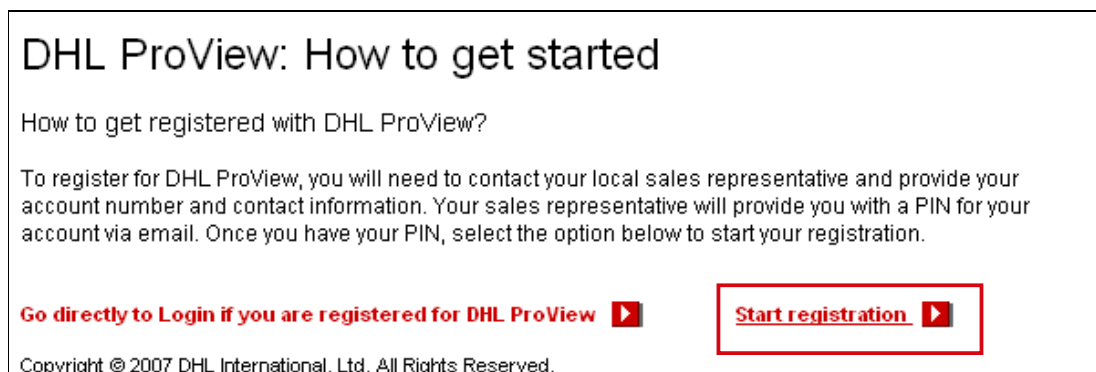


Figure 2

2.1 Registration form

- Fill in the registration form and click **[next]**. The Fields marked with an asterisk (*) are required.

DHL ProView: Registration

Fields marked with an asterisk (*) are required.

1 User name and password.. ▶ Help

User ID *	ProViewHandleiding
Password *	••••••
Re-enter password *	••••••
Forgotten password *	Question: What is my city of birth? ▶ Help me with this Answer: Amersfoort

2 Who is this for? ▶ Help

First name *	Test
Last name *	Test
Company	DHL
Address line 1 *	Terminalweg 36
Address line 2	
City *	Amersfoort
State	
Postal Code *	3821 AJ
Country	Netherlands The
Language	English
Telephone *	0332557800
Email *	test@dhl.com
Verify email address *	test@dhl.com
Time zone *	Central European Time
Set Piece Data Visibility *	No

Remember me on this computer

If you have any questions or concerns about how we use your personal information, please read our privacy policy.

Privacy Policy

DHL is committed to preserving the privacy of users of our web sites. Any information about you that we collect is used purely to improve the services we offer to you, and to make our web site's content and services easier to use and more appropriate to you. We may use this information, with your permission, to contact you with information about updates to our web site or other marketing information. DHL has never

Please read and accept the terms and conditions of use.


Terms and Conditions

When you make use of the services of DHL, you acknowledge, in your capacity of shipper, both on behalf of yourself and on behalf of all parties having an interest in the shipment, that these General Conditions will apply from the moment that DHL accepts the shipment, unless otherwise agreed in writing by an authorised employee of DHL. Your rights under the provision of a specific service (for which an

I have read and accept the terms and conditions of use.

Next

Figure 3



2.2 Add accounts

As part of the registration process, you will need to add your DHL shipping accounts. To do this, you'll need a DHL-generated PIN for each account. Please contact your DHL representative to provide the PIN.

- Enter in your accounts and corresponding PIN number, and click **[Add]**
- Or Import multiple account numbers in a comma-delimited file by browsing for the specified file to import and click **[Import file]**
- Click **[next]**

DHL ProView registration: Enter accounts

Enter your account number with its PIN. Select the "Add" link to add the account to the list. A minimum of one account is required to register for proactive notification. When finished, select the "Next" button to add contact methods.

Accounts
Contacts
Notifications

Fields marked with an asterisk (*) are required.

Add accounts... ▶ Help

Account number *	Pin *	Action
<input type="text" value="123456789"/>	<input type="text" value="0000"/>	Add

Import account numbers... ▶ Help

To import a comma delimited file of account numbers, input the file name and select the 'Import file' link. For more details regarding the format of the file, select the 'Help' link.

File name *

[Import file](#)

▶ Cancel
Next ▶

Figure 4

The maximum number of accounts you may import per file is 1999. While importing, if any invalid account numbers and PIN combinations are found, these individual entries will be rejected. The system will not allow for duplicate entries. When you add accounts, it can take up to 24 hours for the data to appear in DHL ProView. After that, all data will be real time. Shipment activity that occurred prior to adding the account will not appear in DHL ProView.

2.3 Add contacts

What do you want to see?

Option 1 Do not want to receive notifications

- Select by What do you want to see? **[I want to have visibility only]**
- Click **[Next]**

Option 2 Do want to receive notifications

- Select by What do you want to see? **[I want to be contacted through my contact list]**
- Add in **[Contact list]** your contact and method (email or SMS)
- Enter the e-mail address or mobile device phone number and click **[Add]**
- Click **[next]**

DHL ProView™: Add contacts

Create your contact list here. All telephone call times are from 8:00 am to 5:00 pm Monday through Friday. If you would like to be contacted at other times, add those times below. Select the "Next" button to continue.

Accounts
Contacts
Notifications

Fields marked with an asterisk (*) are required.

1 What do you want to see? ▶ Help

User type *

I want to be contacted through my contact list
 I want to have visibility only

2 Contact list... ▶ Help

Add the methods of contacting you here. A minimum of one contact method is required. Select from the "Add" link to add the contact method to the list. Email and Text message/SMS are available 24/7. To receive SMS notification please format your cell phone number as country code and number without any spaces, e.g. 0031 1601234567 or +31 1601234567 for Dutch Cell phone. To select Email digest, go to **Notifications** tab and use email contact and delivery time from pull down.

Contact ID (Nickname) *	Method *	Address *	Action
Annemiek mobiel	Text message/ SMS	00316111111111	Remove, Test
Annemiek	Email	Test@dhl.com	Remove, Test
<input type="text"/>	<input type="text"/>	<input type="text"/>	Add

◀ Back
▶ Cancel
Next ▶

Figure 5

Once a contact has been added, the e-mail addresses and mobile numbers entered can be tested. Click on "Test" in the Action column. A separate dialog window will open to send the test message. You will receive confirmation that the message has been sent via e-mail or SMS, respectively. If the test message is received at the designated e-mail address or mobile number then the test operation has been successful. You can return to the Contacts tab at any time to add or edit contacts. You can add an unlimited number of customers and colleagues to this list

2.4 Add notifications

DHL ProView enables notifications to be set up for specific shipment events. You can determine which event the notification is sent for and which e-mail/text-messaging address receives it. Notifications can be set up during the registration process or modified by selecting the “Notifications” tab.

DHL ProView™: Add notifications

Add your notification events here. Select the **"Add"** link to add the notification to the list. When completed, select the **"Done"** button when finished.

Accounts
Contacts
Notifications

Fields marked with an asterisk (*) are required.

Notification list... ▶ Help

When my package is*	Contact me by*	Time	Action
Picked up	Annemiek mobiel (00316111111111)		Remove
Delivered	Annemiek (Test@dhl.com)	WEEKDAY 8AM	Remove
Exception	Annemiek (Test@dhl.com)	WEEKDAY 5PM	Remove
Select one ▼	Do not contact ▼	Send notification immediately ▼	Add

◀ Back
▶ Cancel
Done ▶

Figure 6

- Select the event type for the notification by using the “Select one” pull-down menu.
- Now choose the specific contact ID from under “Contact me by.”
- For an e-mail digest (figure 7), designate the specific time for the digest notification to be sent.
- Click **[Add]**

Please be advised that in Step 3 if you do not chose a “Time for delivery”, this means that whenever one of your shipments receives a scan of this Event Category, the DHL ProView system will send you a notification. If you are a large volume shipper, we recommend you to choose the Notification Digest option by choosing a Time in your Notifications set up. Notifications per SMS is always at real time.

To receive the update as soon as it occurs, choose the “Send notification immediately” option under the Time column. If an e-mail digest is NOT preferred at this time, choose “Do not contact” from the “Contact me by menu”.

Event Type Descriptions:

Picked Up:	The shipment has been picked up from the shipper.
In Transit:	The shipment is moving between origin and destination in the DHL Network.
Clearance Delay:	The shipment has been delayed in customs.
Customs Clearance:	The shipment has been cleared through customs.
Exception:	Checkpoints indicate the shipment's progress has been impacted (eg, shipment refusal, bad address, etc.).
Out for Delivery:	The shipment is with the DHL courier for delivery.
Delivered:	The shipment has been delivered to the destination address.

AWB Number: 3174554972	
Pickup Date: 2009-03-03 20:20:00	
Service: P	
Pieces: 1	
Cust. Ref:	
Description: GENERAL COMMODITY WPXGARMENT0.60	
Ship From:	Ship To:
LEISURE APPARELS	VF EUROPE BVBA
PLOT 184 SECTOR 23 KORANGI IND	2880,FOUNTAIN BUSINESS PARK C VAN
KARACHI	KERCKHOVENS TRAAAT 110 BLDG 2/4
KARACHI, 00000	BRUSSELS, 2880
PK	BE
03 Mar 09 8:20 PM - Shipment picked up - Karachi,Pakistan	
AWB Number: 6467100216	
Pickup Date: 2009-03-03 19:48:00	
Service: U	
Pieces: 1	
Cust. Ref:	
Description: NA	
Ship From:	Ship To:
IDEXX EUROPE BV	NNA
Koolhovenlaan 20	NA
1119 NE SCHIPHOL-RIJK	34100 NA
, 1119 NE	, 34100
03 Mar 09 7:48 PM - Shipment picked up - Amsterdam,Netherlands, The	

Figure 7

3 View status

The Shipment status view is your ProView homepage. This tab displays the total number of each shipment event and is divided into three columns that indicate the billing category of the shipment (Receiver billed, Outbound, and 3rd party payer)

- The Receiver billed category shows shipments that designate the receiver's account to be billed for the shipment.
- The Outbound category contains shipments for which the shipper is the assigned account for payment.
- The 3rd party payer category displays shipments where the assigned account is designated as a third party.

Click on red hyperlinked number in one of the three columns to access the shipment list for that category; the Air Waybill, Pieces in shipment, Shipper Reference, Shipped date, Service selection, Receiver, Status date, and current Status.

DHL ProView™

Select **Shipment Status** tab for an overview of your shipments moving through DHL. To change any **Contacts** or **Notifications**, select the appropriate tab. The **Log** tab contains details on notifications sent in the past 10 days.

Shipment status

Notifications

Contacts

Log

Listed below are all shipments associated with your accounts. To view all receiver billed, outbound or third party shipments select the appropriate totals link at the bottom of the table. ▶ Help

Tracking events	Receiver billed	Outbound	3rd party payer
Shipment data received	0	1424	0
Picked up	0	1	0
In transit	0	2280	0
Clearance delay	0	7	0
Customs clearance	0	0	0
Exception	0	431	0
Out for Delivery	1	656	0
Delivered	6	87169	0
Totals	7	91968	0

Status last updated 27/09/2010 15:33 CEST

▶ View receiver billed
▶ View outbound
▶ View 3rd party

Figure 8

The shipment list will show 25 records per page and specific shipment details for up to 90 days of recent activity. You can sort and filter your view of the shipment list.

Search specific information

- Select a subject by "Find Shipment By" using the pull-down menu
- Specify the subject in "with keyword"
- Click **[Find]**

Search Track&Trace information

- Click any of the red hyperlinked Air Waybill numbers
- Track & trace at the DHL website will open automatically (figure 10).

Outbound shipments...								▶ Help
Find Shipment By		Waybill	with Keyword					Find
All	Sort List by:	Page 1	Of 1	Go	1 - 7 Of 7 Next ▶			
<input type="checkbox"/>	Waybill	Pc (⊕)	Shipper Reference	Shipped	Service	Receiver	Status date	Status
<input type="checkbox"/>	3917775536	2 (⊕)	2931341	22/09/2010 17:07	ECONOMY SELECT (esi)	DISTRELEC BEREICH DER DAETWYLER SCH GRABENSTRAS E 6 8606 NAENIKON CH NAENIKON 8606 CH More..	23/09/20 10 17:33	Clearance delay
<input type="checkbox"/>	3917775514	3 (⊕)	2931339	22/09/2010 17:07	ECONOMY SELECT (esi)	KARL MUELLER SCHAUENBURG RSTRASSE 2 SCHAUENBURG RSTRASSE 25 4402	23/09/20 10 17:31	Clearance delay

Figure 9

Because the three billing categories contain information in real time, use this view to know a glance which shipments require your attention. When you are not in the Shipment status view, use the links in the yellow navigation bar to take you to the view you need.

DHL Website

<input checked="" type="checkbox"/> Vrachtbrief: 3917775536		dinsdag, September 28, 2010 om 10:22		2 Colli
Getekend door: HERR GUENTENSPERGER		Service Area plaats van herkomst: > BRUSSELS - BELGIUM		
		Service Area bestemming: > ZURICH - SWITZERLAND		
dinsdag, September 28, 2010		Locatie	Tijd	Colli
16	Zending afgeleverd -Getekend door: HERR GUENTENSPERGER	ZURICH - SWITZERLAND	10:22	2 Colli
15	Zending bij koerier voor aflevering	ZURICH - SWITZERLAND	08:27	1 Colli
14	Zending gearriveerd in DHL-sorteercentrum ZURICH - SWITZERLAND	ZURICH - SWITZERLAND	06:36	2 Colli
maandag, September 27, 2010		Locatie	Tijd	Colli
13	Verwerkt in ZURICH - SWITZERLAND	ZURICH - SWITZERLAND	18:48	2 Colli
12	Douane inkleding compleet om ZURICH - SWITZERLAND	ZURICH - SWITZERLAND	17:20	2 Colli
donderdag, September 23, 2010		Locatie	Tijd	Colli
11	Vertraging bij douane inkleding	ZURICH - SWITZERLAND	17:33	2 Colli
10	Afgehandeld voor inkleding om ZURICH - SWITZERLAND	ZURICH - SWITZERLAND	17:32	2 Colli
9	Zending gearriveerd op DHL-vestiging ZURICH - SWITZERLAND	ZURICH - SWITZERLAND	12:03	2 Colli
8	Zending gearriveerd in DHL-sorteercentrum ZURICH - SWITZERLAND	ZURICH - SWITZERLAND	12:03	2 Colli
7	Vertrokken van DHL vestiging in EINDHOVEN - NETHERLANDS, THE	EINDHOVEN - NETHERLANDS, THE	02:35	2 Colli
6	Zending gearriveerd in DHL-sorteercentrum EINDHOVEN - NETHERLANDS, THE	EINDHOVEN - NETHERLANDS, THE	00:25	2 Colli
woensdag, September 22, 2010		Locatie	Tijd	Colli
5	Vertrokken van DHL vestiging in BRUSSELS - BELGIUM	BRUSSELS - BELGIUM	22:27	2 Colli
4	Verwerkt in BRUSSELS - BELGIUM	BRUSSELS - BELGIUM	17:23	2 Colli
3	Douane inkleding compleet om BRUSSELS - BELGIUM	BRUSSELS - BELGIUM	17:03	2 Colli
2	Afgehandeld voor inkleding om BRUSSELS - BELGIUM	BRUSSELS - BELGIUM	16:14	2 Colli
1	Zending opgehaald	BRUSSELS - BELGIUM	17:07	
> Verberg details				

Figure 10

3.1 Download list notifications

In DHL ProView it is possible to download the shipment details to an excel file.

- At the bottom of the notification list click **[Download list]**
- All the details are downloading to an excel file (figure 12)
- Click **[back arrow]** after downloading the list to return back to DHL ProView

Outbound shipments... ▶ Help

Find Shipment with Keyword ▶ Find

By

All Sort List by: Page Of 1 ▶ Go 1 - 1 Of 1 Next ▶

	Waybill	Pc (⊕)	Shipper Reference	Shipped	Service	Receiver	Status date	Status
<input type="checkbox"/>	3904362346	1 (⊕)	2896919	01/09/2010 00:00	EUROPAC K	RALF SCHOENFELD KLOSTERTEICH PLATZ 6 01219 DRESDEN DE DRESDEN 01219 DE More..	03/09/20 10 05:34	Shipment picked up

Page Of 1 ▶ Go 1 - 1 Of 1 Next ▶

▶ Downloadlist Override selected items ▶

Click the back arrow after downloading the list to return back to DHL ProView.

Figure 11

Number of Pieces	Tracking Number	Last Event Date	Status	Shipper Reference	Shipper	Has Piece Identifier	S
1	3904362346	9-3-2010 5:34	Shipment picked up	2896919	STANLEY WORKS (EU)	TRUE	

Figure 12

4 Notifications per shipment

From any of the three shipment list views, Receiver billed, Outbound, and 3rd party payer, use the override function to create updates that apply to some shipments but not others, so you can customize your updates for individuals shipments.

<input checked="" type="checkbox"/>	3917845982	1 (田)	50522372	22/09/2010 22:14	ECONOMY SELECT (eu)	ESPORTS ESTEL RAMBLA DEL CARME, 7 BAIXOS 08500 VIC ES VIC 08500 ES More..	27/09/20 10 14:08	With delivery courier
Page 1		Of 27		Go		1 - 25 Of 653 Next ▶		
▶ Downloadlist						Override selected items ▶		

Figure 13

- Select the shipment to override by checking the box beside the Waybill number.
- Click **[Override selected items]** at the bottom right-hand corner and a new window will open.

Tracking Notification: Override preferences

For the selected shipments, you can override the default notifications. Select from the drop down lists to select a different notification method or to cancel the notification. When finished, select the 'Save override' button.

1 Notifications to override...

Override notifications for the following shipments:

3917845982

When my package is*	Contact me by*	Time*	Action
Delivered ▼	Annemiek (email) ▼	Send notification immediately ▼	Add

▶ Cancel **Save override** ▶

Figure 14

- Edit or deleted notifications using the pull-down menu and click **[Add]**
- Click **[Save override]**

5 Managing accounts

In Managing accounts it is possible to add, activate or remove account numbers after you are registered. The accounts which are activated are visible in the view status.

DHL ProView™: Edit accounts

Edit your account profile information below. Note: Removing an account will affect any contact groups associated with the account. A minimum of one account is required. To activate or deactivate an account select the appropriate link.

Fields marked with an asterisk (*) are required.

Add accounts... [▶ Help](#)

Activated	Account number *	Pin *	Action
<input checked="" type="checkbox"/>	*****9036	*****	Deactivate, Remove
<input checked="" type="checkbox"/>	*****1296	*****	Deactivate, Remove
<input checked="" type="checkbox"/>	*****1337	*****	Deactivate, Remove
<input checked="" type="checkbox"/>	*****1436	*****	Deactivate, Remove
<input type="checkbox"/>	*****2314	*****	Activate, Remove
<input checked="" type="checkbox"/>	*****6245	*****	Deactivate, Remove
<input checked="" type="checkbox"/>	*****6274	*****	Deactivate, Remove
<input type="checkbox"/>	*****2565	*****	Activate, Remove
<input type="checkbox"/>	*****5040	*****	Activate, Remove
<input type="checkbox"/>	*****3775	*****	Activate, Remove
	<input type="text"/>	<input type="text"/>	Add

Import account numbers... [▶ Help](#)

To import a comma delimited file of account numbers, input the file name and select the 'Import file' link. For more details regarding the format of the file, select the 'Help' link.

File name *

Import file

[▶ Return to shipment status](#)

Figure 15

6 Accessing the log

The “log” tab will display details regarding notifications that have been sent in the past 10 days. Details included are date and time, air waybill, shipment event code, contact method, and the contact information where the notification message was sent.

DHL ProView™

Select **Shipment Status** tab for an overview of your shipments moving through DHL. To change any **Contacts** or **Notifications**, Select the **Log** tab contains details on notifications sent in the past 10 days.

Shipment status **Notifications** **Contacts** **Log**

Find Shipment By: Waybill with Keyword **Find** [Help](#)

Sort List by: [Download log](#)

Page 1 Of 322 **Go** 1 - 25 Of 8041 **Next**

Date and time	Event code	Contact method	Message
29/09/2010 08:00	3917955554	Delivered	EMAIL sent to annemiek
29/09/2010 08:00	3919721271	Delivered	EMAIL sent to annemiek
29/09/2010 08:00	3919721411	Delivered	EMAIL sent to annemiek
29/09/2010 08:00	3917854953	Delivered	EMAIL sent to annemiek
29/09/2010 08:00	3919725364	Delivered	EMAIL sent to annemiek

Figure 16

Access the log by clicking on the “log” tab from the Shipment status view.

Search specific information

- Select a subject by “Find Shipment By” using the pull-down menu
- Specify the subject in “with keyword”
- Click **[Find]**

7 Questions or comments?

If you need more information about DHL ProView, please contact our eCommerce ServiceDesk at phone number 0800-552 (option 1.1.4).

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