

# DHL Connect v3.2

## 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:

<b>Features</b>	<b>Descriptions</b>
<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.

**DHL Connect v3.2**

**Shipment**

**Shipment From**

Account Number **963339933**

Company

Contact

Address

City

State/Province

Zip/Postal Code

Country

Phone  Ext.

Fax

From

To

Contents

Options

Services

Pickup

Customer Services  
**13 14 06**

Ship Now Ship Later Clear Preview Previous Next

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'.

The screenshot shows the 'DHL Connect v3.2' application window. The main area is titled 'Shipment To' and contains the following fields and controls:

- Company Name:** 'star' with a dropdown arrow.
- Contact:** 'Test Only'.
- Country:** 'New Zealand' (dropdown menu).
- Address:** '1 Test Street'.
- City:** 'Wellington'.
- State/Province:** (empty field).
- Zip/Postal Code:** '6011'.
- Phone:** '123456987'.
- E-mail:** (empty field).
- Checkboxes:** 'Add this Recipient to the Address Book' is checked.
- Buttons:** 'Ship Now', 'Ship Later', 'Clear', 'Preview', 'Previous', 'Next'.
- Left Sidebar:** 'From', 'To', 'Contents', 'Options', 'Services', 'Pickup' (all checked).
- Bottom Left:** 'Customer Services 13 14 06'.

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.

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.

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

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

By selecting the Next > key 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 'Express Worldwide'. For some countries you do have the option to select between Express 12:00 and Express 09:00, this is an additional request which will be an additional charge. The ship date is also required; it will automatically default as today's date.

**DHL Connect v3.2**

**Shipment**

**Options**

Delivery Options

Express 12:00

Express Worldwide

Shipment Date: 02/03/2010 - Tuesday

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

Customs Status

Non-Document Shipment

Determine if Non-Document

Export Documents

Declared Value: 0.00

Currency: Australian Dollar

Duty Paid Services

Duties & Taxes 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: Terms of trade should be specified

Ship Now Ship Later Clear Preview Previous Next

Customer Services  
13 14 06

**Non-Document Shipments** – These are goods that require customs clearance, which DO require a customs declaration – **MUST CLICK ON THE NON-DOCUMENT SHIPMENT** tick box.

**Document Shipments** – These shipments DO NOT require a customs declaration.

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

If the shipment is a Document Shipment the following information does NOT apply.  
If the shipment is a Non-Document Shipment the following information DOES apply.

International Non-Document Shipments require a custom declaration. Connect has a template to fill out if needed called 'Export Documents'. If your company has its own Customs forms (invoice) you will just need to enter into Connect the declared value as declared on your customs declaration (invoice).

## Customs Declaration (Export Documents)

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: 02/03/2010

Invoice Number:

Title:

Reason for Export (3 Lines):

Incoterm: Delivery 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, the title will be your Job Title and the reason for export, and 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.

**International Export Documents Detail**

**Commercial Invoice**

Description:

Package Type:

# Of Package: 0 Total Declared Value: 0.00

Quantity: 0 Total Invoice Amount: 0.00

Unit Value: 0.00 Sub Total: 0.00

Country of Manufacture: Australia

State of Origin:

Help OK Cancel

Click ok on the Details screen and also on the Export Documents screen, as this will print at the end of the process.

**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.

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.

The screenshot shows the DHL Connect v3.2 interface. The title bar reads 'DHL Connect v3.2'. The main window has a red header with 'Shipment' and a yellow navigation bar with icons for a box, list, truck, printer, document, and computer. Below this is a red bar for 'Payment & Service Options'. On the left, a vertical menu shows 'From', 'To', 'Contents', 'Options', 'Services', and 'Pickup' with checkmarks. The main content area includes:
 

- 'Shipment is Paid By' dropdown set to 'Shipper Pays'.
- 'Account Number' text box containing '963339933'.
- 'Destination Duties/Taxes' dropdown set to 'Recipient'.
- 'DHL Account Number' text box.
- 'Optional Services' section with checkboxes for 'Insure Shipment' (0.00), 'Delivery Notification', and 'Notify Recipient'.
- 'Currency' dropdown set to 'Australian Dollar'.
- 'Extra Charge' section with checkboxes for 'Address' and 'Mail Address'.
- 'Shipment Reference' text box.
- Buttons at the bottom: 'Ship Now', 'Ship Later', 'Clear', 'Preview', 'Previous', and 'Next'.

 A DHL logo and 'Customer Services 13 14 06' are visible in the bottom left corner.

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 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 v3.2 application window. The main interface is divided into sections: 'Shipment' (top left), 'Payment & Service Options' (middle), and a sidebar with service options (left). The 'Payment & Service Options' section includes fields for 'Shipment is Paid By' (set to 'Shipper Pays'), 'Account Number' (963339933), 'Destination Duties/Taxes' (DH), and 'Optional Services'. The 'Notify Recipient' checkbox is checked. A 'Notify Recipients' dialog box is open, showing a table with columns for 'Recipient Name' and 'E-Mail Address'. The dialog also has an 'Add' button and a text area for 'Additional Text to send to all Recipients: (Max 255 Characters)'. The sidebar shows 'Pickup' as the selected service, and 'Customer Services 13 14 06' is displayed at the bottom.

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.

**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 for this shipment.

[View Terms and Conditions](#) [OK](#) [Cancel](#)

If you need to arrange a pickup, click yes and then OK.

Ensure that you check your pickup location and pickup dates and times.

Click 'Request Pickup'

**Schedule Courier Pickup**

Company: DHL Express

Contact: Lynda Ferguson

Phone: 1800226349 Ext.:

Address: 10 Boronia Road

City: Eagle Farm

State/Prov.: QLD

Zip/Postal Code: 4009

Country: Australia

Date of Pickup: 02/03/2010

Closing Time: 17 : 00

Ready By: 13 : 00

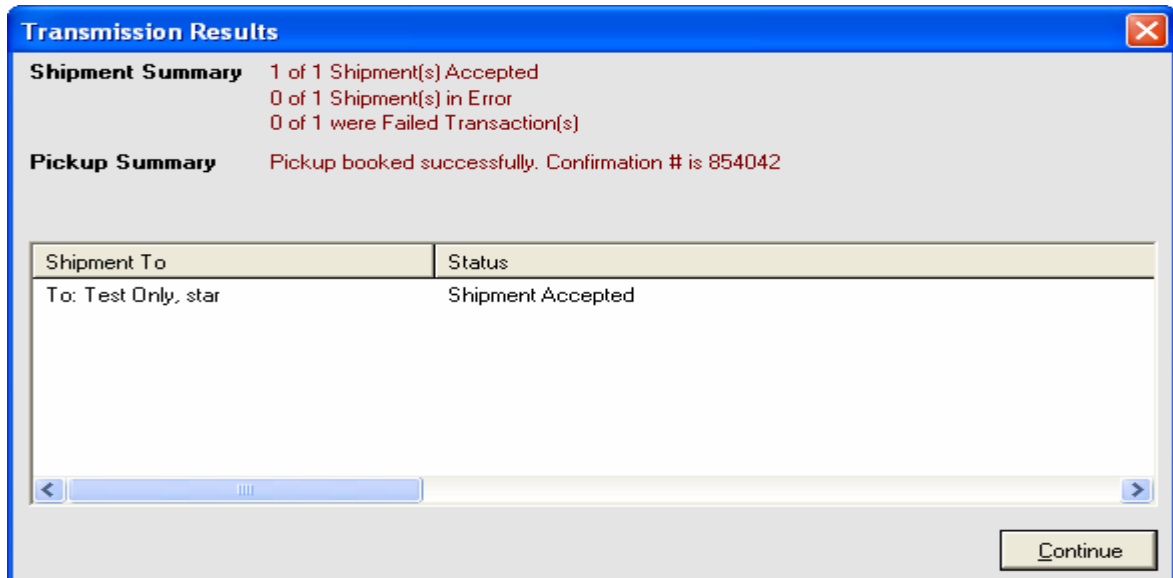
Location Type: Business

Special Instructions:

Location of Package(s): Front Desk

[Request Pickup](#) [Cancel](#)

On the following screen 'Transmission Results' please ensure that you check you pickup has been successful and that your Shipment has been accepted.



**Transmission Results**

**Shipment Summary** 1 of 1 Shipment(s) Accepted  
0 of 1 Shipment(s) in Error  
0 of 1 were Failed Transaction(s)

**Pickup Summary** Pickup booked successfully. Confirmation # is 854042

Shipment To	Status
To: Test Only, star	Shipment Accepted

< [Progress Bar] >

Continue

### 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.



The screenshot shows the DHL Connect v3.2 application window. The interface is primarily yellow and blue. At the top, there is a navigation bar with several icons: a box, a calendar, a truck, a printer, a document, and a computer. The DHL logo is prominently displayed on the right side of this bar. Below the navigation bar, the main content area is titled 'Current Shipments'. It features a table with the following data:

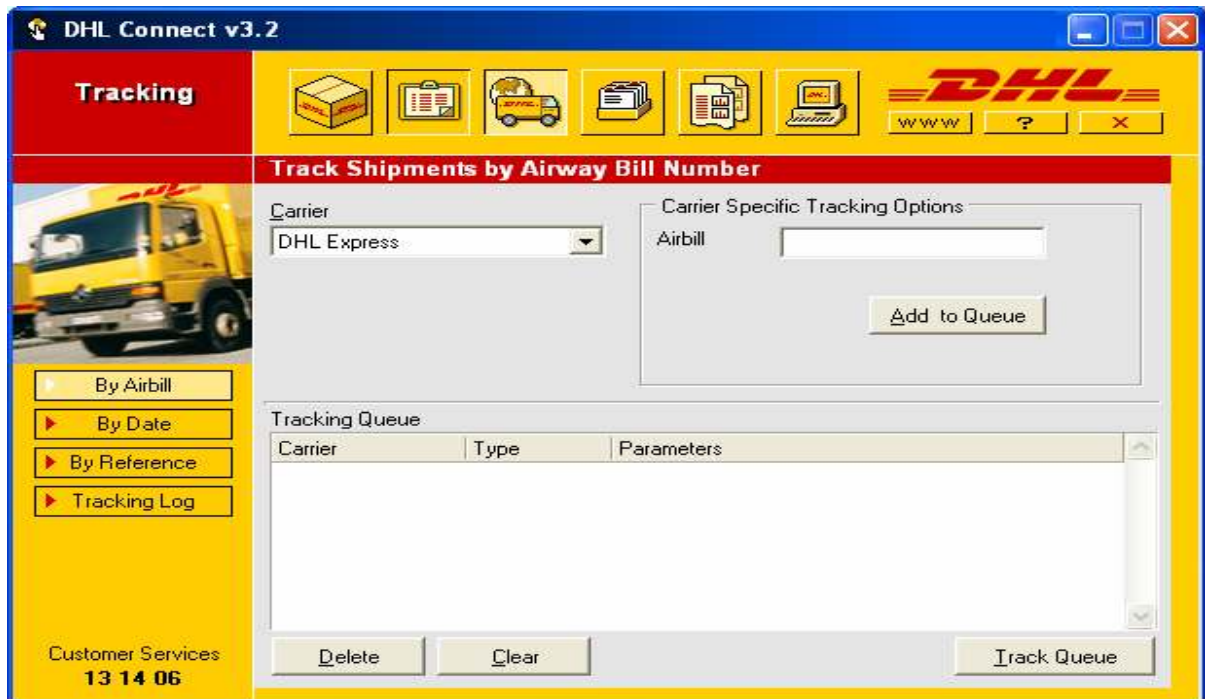
Status	Status	Air WayBill	Recipient Company
	Not Printed	7365421372	star

On the left side of the interface, there is a sidebar with a 'Shipment Logs' header and a 'Current Shipments' section. Below this section, there are two buttons: 'Current' and 'History'. At the bottom of the sidebar, there is a 'Customer Services' section with the phone number '13 14 06'. At the bottom of the main content area, there is a toolbar with buttons for 'Ship', 'Track', 'View', 'Duplicate', 'Print', and 'Delete'.

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.



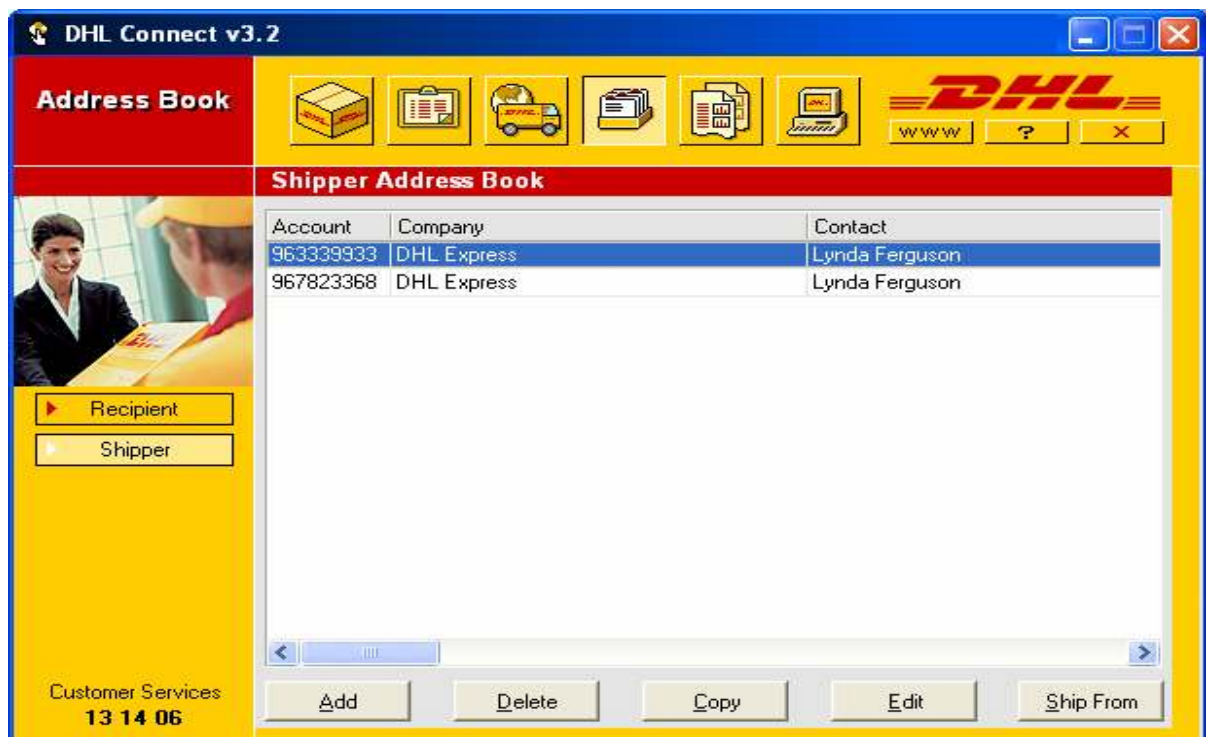
You have the option to track the AWB, with the AWB number, the date the shipment was sent or by the reference as shown down the left hand side.

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.

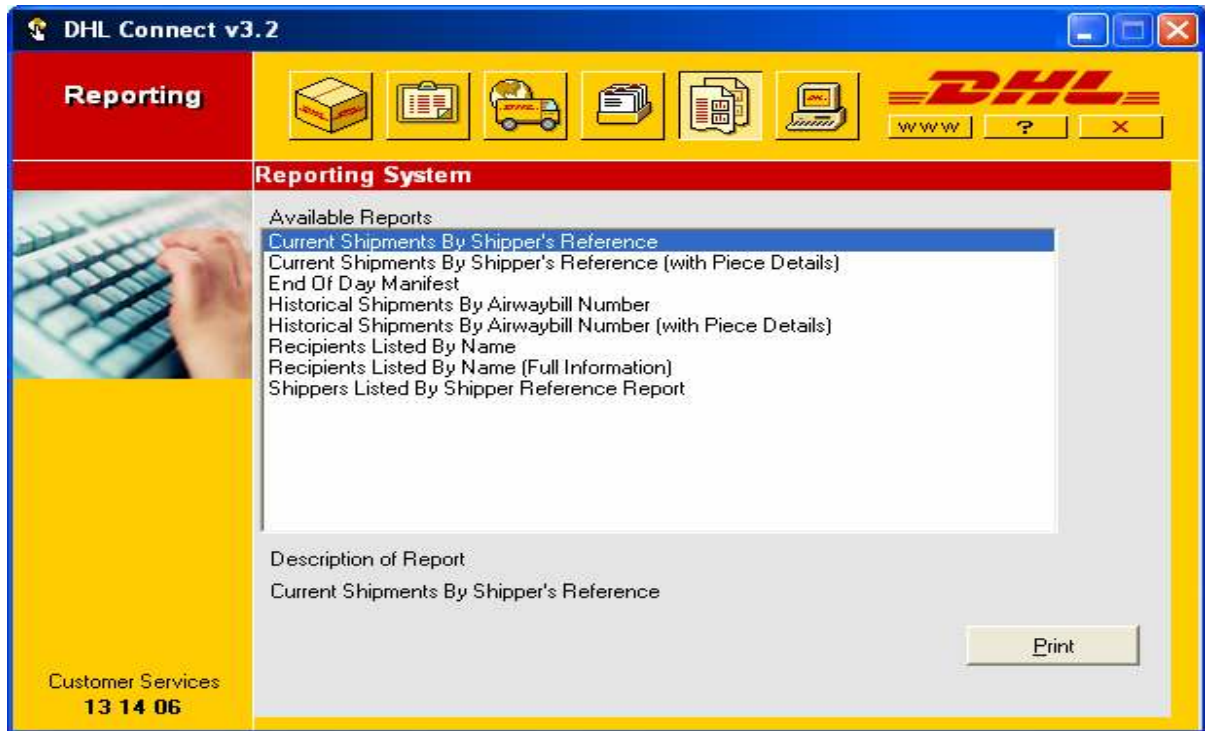


You can add, delete and copy from here. By clicking on either Recipient or Shipper on the left hand side the relevant records can be viewed.

NB: You are able to have multiple shippers.

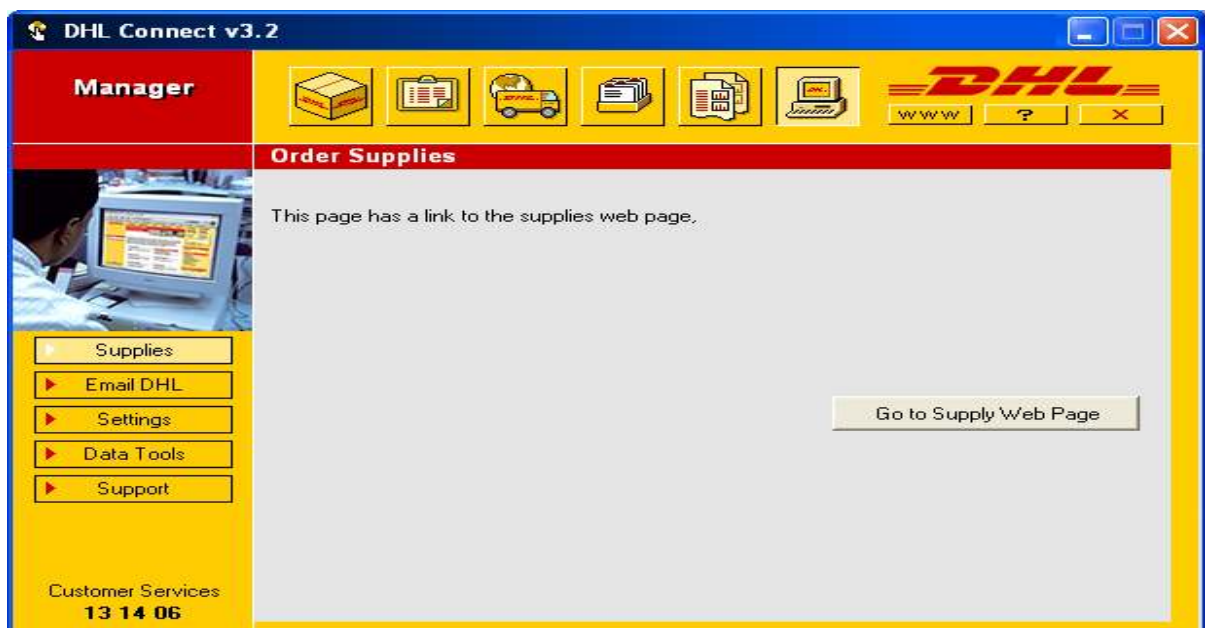
## 6. REPORTING SYSTEM (Fifth Icon across the top)

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](mailto:ecomau@dhl.com)

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

**TOLL FREE – 13 14 06**