CUSTOMER ACCOUNT ADMIN GUIDE
eSECURE

DHL Express – Excellence. Simply delivered.

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INTRODUCTION

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

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	Comma-separated values

LOGIN TO eSECURE

Access eSecure menu is accessible under My Shipment Settings after login to MyDHL+.

GENERAL

The following action buttons are in red, and are available in different services throughout the application:

Add	Active	Inactive	Save	Cancel	Edit	Search
Reset	Remove	Download	Enable	Disable	Upload	

Buttons	Functions
Reset	Clears all selected values/filters
Download	Allows download of the respective services list: • 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 AUTHORIZE USER

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

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

'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 100 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

This page enables you to add multiple users into eSecure using a CSV file.
The CSV file should have the **Account Number**, **Email Id** and **Status**.
To upload a file click on browse button, choose a CSV file and click on the **Upload** button.
The first row from the uploaded file will be considered as a header and will be ignored.
The file upload size should not exceed 102400 bytes and the records should not exceed 100 records.

	Browse

Upload **Cancel** **Sample CSV file**

- Uploaded files

0 records found

Email ID ▼	Account Number	Status	Assigned By	Modified Date	Upload Status	Failure Reason
No Record Found.						

To ease the scenario for customers having multiple accounts within the same company and users are allowed to use more than one account number, 'Copy' function allows the Customer Admin to easily select the email address approved within the access to be copied over to other account number.

Authorized User

Copy an User or Users to Accounts

Please choose the email id's from the selected email id's.
Select one or more values from the select account number list.

Select Email Ids *

| 1007325+prgtest@gmail.com |
| 1007325+prod.acc.02@gmail.com |
| 1007325+prod.esecure01@gmail.com |
| 1007325+prod.sg.01@gmail.com |
| 1007325+prod.sg.esecure@gmail.com |

Select Account Number *

Save **Cancel**

ADDING ACCOUNT NO.

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

Customer Admin can make use of EMAIL ID CONSENT feature to allow requestor of your DHL Account Numbers to contact you directly for expedited approval request and avoid shipping request delay.

ADDING ACCOUNT ADMINISTRATOR

This service allows you to view all Account Administrators of your DHL Expres Account number in eSecure.

To add another customer admin to an existing account, check the box on the left and click 'Add'.

HOW TO AUTHORIZE AN EMAIL DOMAIN

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

For example, if @mickey.com is an authorized domain for account 661222337, user looi@mickey.com attempts to use 661222337 in MyDHL+ will be automatically approved as authorized upon usage attempt.

eSecure