



STEP BY STEP GUIDE **eSECURE**

DHL Express – Excellence. Simply delivered.



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ACCOUNT ADMINISTRATOR REGISTRATION

As an Account Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from dhlSender@dhl.com to complete the registration process of your new MyDHL+ User Profile.

dhlSender@dhl.com

12:11 PM (7 hours ago)

to 1007325+prod.esecure.sg.02

[To view this email as a web page, go here](#)



[Help Center](#)

Dear 1007325+prod.esecure.sg.02@gmail.com,

Welcome to MyDHL+ – your one stop for international shipping! You'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more!

You have been registered for MyDHL+. Please create a password so that you can login to get started!

[Create Password](#)

If you have any questions or need assistance with your registration, please contact us at 6880 6700

We look forward to supporting your shipping needs!

Regards,


MyDHL+ Team

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DHL DHL Express Help Center Locations English 

[MyDHL+ Home](#) [Ship](#) [Track](#) Register Login

Create Password

Create a New Password


Password ✓

Confirm Password ✓

I accept the DHL Express [Terms and Conditions](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

[Create Password](#)

DHL DHL Express Help Center Locations English 

[MyDHL+ Home](#) [Ship](#) [Track](#) Register Login

✕

Password created

[Continue](#)

Create Password

Create a New Password

Password ✓

Confirm Password ✓

I accept the DHL Express [Terms and Conditions](#)

I accept the DHL Express [Privacy and Cookies Policy](#)

[Create Password](#)

A 'Welcome' email from esecure@dhl.com will be sent when an existing MyDHL+ user is added as an Account Administrator for an eSecure enabled account. The same email will also be sent when you are successfully onboarded first time as an Account Administrator in eSecure.



[Help Center Link](#)

Dear Prod_ver Sg_esecure,

Thank you for participating in DHL eSecure, an advanced feature to administer your DHL Express Account's usage.

You have been registered for MyDHL+. Look out for an email sent from dhlsender@dhl.com and create a password so that you can login to get started!

Only approved users can ship using your DHL Express Account(s) in MyDHL+ or eMailship after your account is enabled for security.

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

Regards
DHL eSecure Team

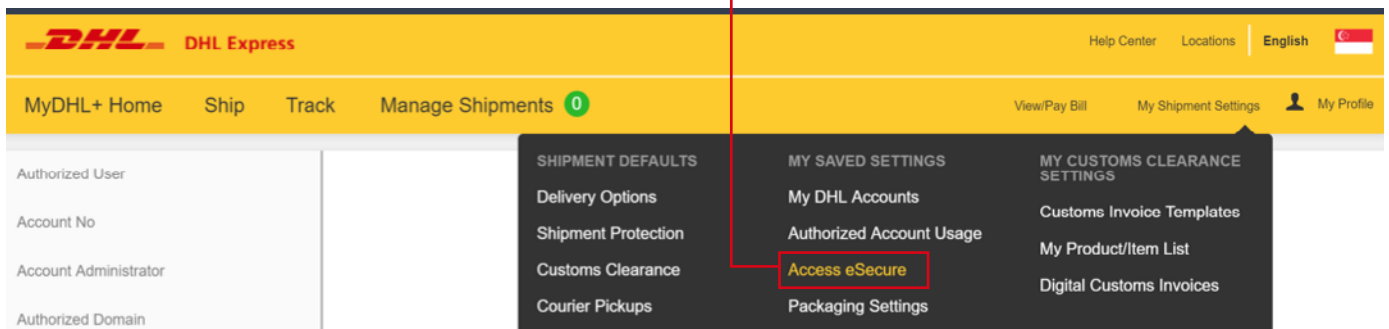
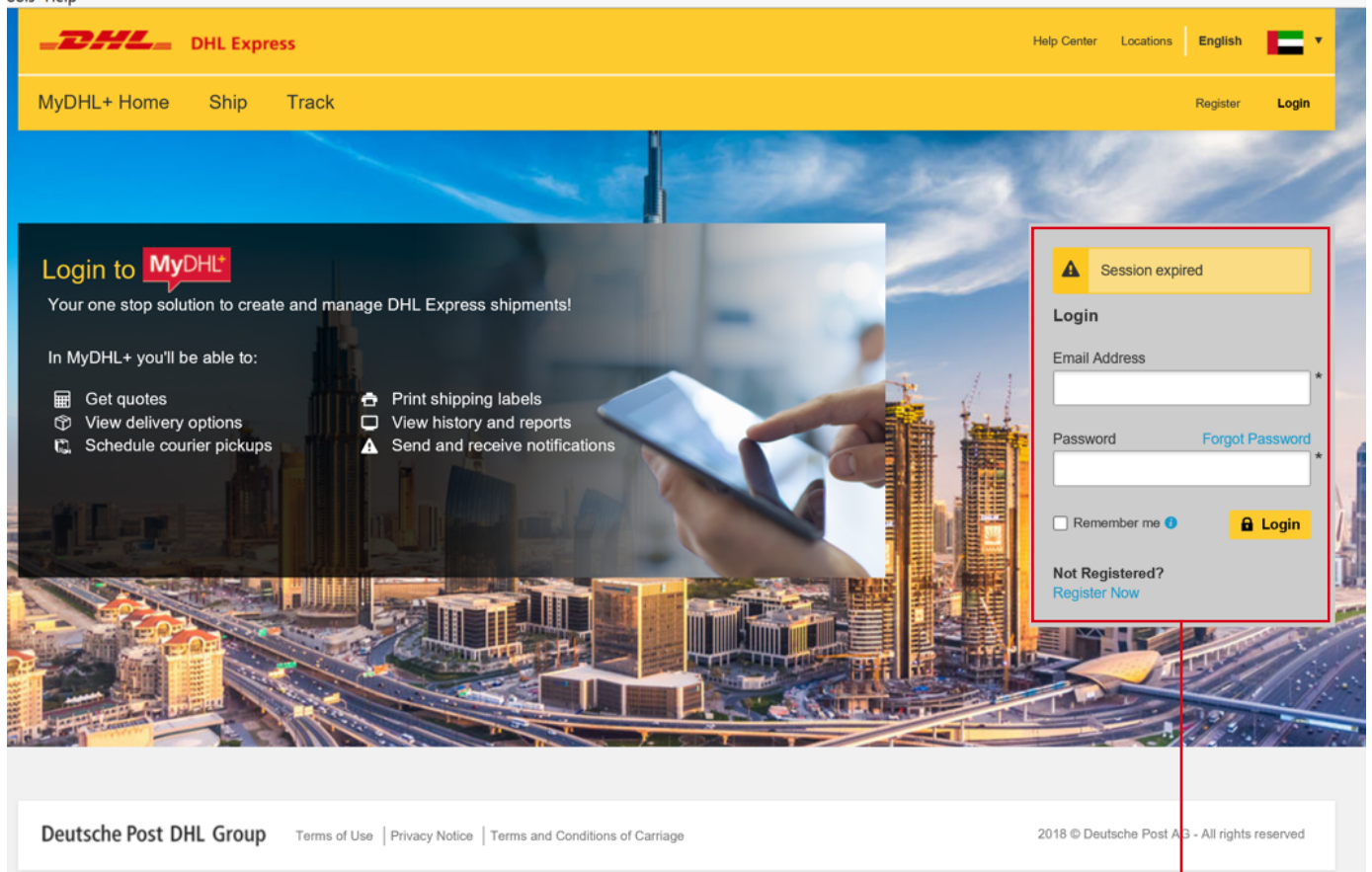
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ENABLING STEPS

Step 1: Login to MYDHL+

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



Step 2: Whitelist users

Account Admin has several options to whitelist shippers:

- Upon enablement, 13 months' of email addresses that had used the eSecure enabled accounts will be listed in Authorized User menu to allow individual approval or rejection
- Utilize the Authorized Domain feature if Account Admin would like to allow all users with the company domain's email address to use the DHL Express Account
- Upload feature allows maximum 100 users to be authorized concurrently

Authorized User

Account No

Account Administrator

Authorized Domain

Authorized User

- Search

Email ID Account Number

Status Approved Rejected Pending

Search **Reset**

- Authorized Users

33 records found

Click on the corresponding checkbox of the row to **approve**, **reject** or **copy**. You can select multiple checkboxes for performing your action. Click on the Download button to download the search results.

Approve **Reject** **Copy** **Add** **Upload** **Download**

<input type="checkbox"/>	Email ID	Account Number	Status	Assigned By	Modified Date
<input type="checkbox"/>	russel.roxas@dhl.com		Approved	sze.looi.lim@dhl.com	01-Jul-16
<input type="checkbox"/>	anil.sarasijakshan@dhl.com		Approved	sze.looi.lim@dhl.com	01-Jul-16
<input type="checkbox"/>	cindy.chee@dhl.com		Approved	sze.looi.lim@dhl.com	01-Jul-16
<input type="checkbox"/>	phillip.brooks@dhl.com		Approved	sze.looi.lim@dhl.com	01-Jul-16

Authorized Domain

- Search

Domain Name Account Number

Status Active Inactive Company Name

Search **Reset**

- Authorized Domains

3 records found

Click on the corresponding checkbox of the row to copy, or make the domains **active** or **inactive**. You can select multiple checkboxes for performing your action.

Active **Inactive** **Copy** **Add**

<input type="checkbox"/>	Domain Name	Account Number	Company	Status	Assigned By	Modified Date
<input type="checkbox"/>	@dhl.com		DHL EXPRESS APEM REGIONAL ECOM	Inactive	sze.looi.lim@dhl.com	22-Feb-17
<input type="checkbox"/>	@express.dhl		DHL EXPRESS APEM REGIONAL ECOM	Inactive	pity_sg@yopmail.com	15-Aug-19
<input type="checkbox"/>	@eygmail.com		DHL EXPRESS APEM REGIONAL ECOM	Inactive	lim.szeloii@gmail.com	05-Sep-19

Step 3: Add more account admin if needed

If more than one account admin is needed, the first account admin can easily add new account admin here.

Authorized User

Account No

Account Administrator

Authorized Domain

Account Administrator

- Search

Account Number

First Name

Company Name

Status Active Inactive

Email ID

Last Name

Origin Singapore

Search Reset

- Account Administrators

10 records found.

Click on the corresponding checkbox of the row to add it as account administrator. You can multi-select to add multiple account administrators. Click on the Download button to download the search results.

Active Inactive Add Download

<input type="checkbox"/>	Account Number	Email ID	First Name	Last Name	Company Name	Origin	Status
<input type="checkbox"/>	[REDACTED]	lim.szelooi@gmail.com	Global ESS	GHO	DHL EXPRESS APEM REGIONAL ECOM	Singapore	Active
<input type="checkbox"/>	[REDACTED]	sze.looi.lim@dhl.com	Sze Looi	Lim	DHL EXPRESS APEM REGIONAL	Singapore	Active

Step 4: Enable the security

Once you are ready, the final step is to enable the account number. eSecure validation will be immediately enabled thereafter.

Authorized User

Account No

Account Administrator

Authorized Domain

Account No

- Search

Account Number

Company Name

SAA Yes No

From Date

Origin Singapore

Status Enabled Disabled

Email ID Consent Yes No

To Date

Search Reset

- Account No's

1 records found

Click on the corresponding checkbox of the row to **enable, disable**. You can select multiple checkboxes for performing your action. Click on the Download button to download the search results.

SAA Email ID Consent Enable Disable Download

<input type="checkbox"/>	Account Number	Company Name	Origin	Status	SAA	Email ID Consent	Assigned By	Modified Date
<input type="checkbox"/>	[REDACTED]	DHL EXPRESS APEM REGIONAL ECOM	Singapore	Enabled	No	No	lim.szelooi@gmail.com	05-Sep-19

EASY MAINTENANCE

After eSecure security is enabled, all future attempts to use your DHL Express account in MyDHL+ or eMailship from unauthorized users will trigger an approval request to the account admin.

Account admin could easily click on the Approve or Reject button or access MYDHL+ eSecure Menu on the decision. Upon approval/rejection, requestor will be notified of the decision via an email.



Dear ProdVer ESecure,

There is a request from 1007325+prod.sg.yes@gmail.com to use your DHL account number XXXXXXXXXX for shipping. To review the request, you could login to MyDHL+ at <https://mydhl.express.dhl>. Alternatively, you could click on the Approve or Reject button below.

APPROVE

REJECT

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

If you're having trouble with the button above, copy and paste the URL below into your web browser.

Link to approve:

<https://esecure-int.dhl.com/esecure/confirmation/approve/8QuHrkEmLkouv-cxe4ZaCogyXTrxLLJ3lm04XrPkyVveMB7C4jf1uyoUwBGOiEE5/FxcCas-Fs-SprsFi0oYlww>

Link to reject:

<https://esecure-int.dhl.com/esecure/confirmation/reject/8QuHrkEmLkouv-cxe4ZaCogyXTrxLLJ3lm04XrPkyVveMB7C4jf1uyoUwBGOiEE5/FxcCas-Fs-SprsFi0oYlww>

Regards

DHL eSecure Team

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NOTIFICATIONS FOR REQUESTORS

A new email address attempting to use an eSecure enabled DHL Express Account will be treated as a new requestor. The requestor will receive an email notification whilst you receive the approval request email.



[Help Center Link](#)

Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for **approval**.

If you have any questions or need assistance, please contact us at essm15@dhl.com.

Regards
DHL eSecure Team

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If you allow the option 'Email ID Consent', the requestor will see your contact information.



Dear Sir / Madam,

Your request to use the DHL Express Account has been sent to the below account administrators for approval.

NUMBER	FIRST NAME	LAST NAME	EMAIL ID	PHONE NUMBER
1	Louis	Looi	louislooi@company.com	88776655
2	Michael	Molly	m.molly@company.com	88996655

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

Regards
DHL eSecure Team

Please do not reply to this email – inbox is not monitored.



The requestor will be notified of your decision.

Request Approved



Dear Sir / Madam,

Your request to use DHL Express Account [REDACTED] has been approved.

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

Regards
DHL eSecure Team

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Request Declined



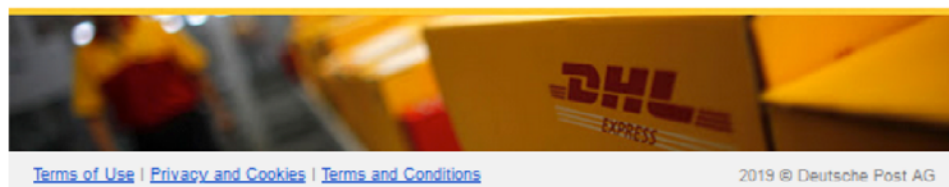
Dear Sir / Madam,

Your request to use the DHL Express Account [REDACTED] has been rejected. Please contact the account administrator to request for the approval.

If you have any questions or need assistance, please contact us at ecommerce.sg@dhl.com.

Regards
DHL eSecure Team

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Enterprise Square Five,
38 Wang Chiu Road,
Kowloon Bay,
Hong Kong

For contact details of the DHL Express Office nearest to you,
please visit our website at [dhl.com.hk/en/express](https://www.dhl.com.hk/en/express)
or call the Customer Service Hotline at (852) 2400 3388

valid: 04/2020