

DHL BUSINESS CUSTOMER PORTAL – YOUR PERSONAL ONLINE SERVICE FROM DHL



The DHL Business Customer Portal allows you to simply and conveniently use your personal services for shipping with DHL Parcel and DHL Express. You can carry out your complete shipments, view your data and invoices, obtain information on new features and deadlines and much more via a central online access.

THE BENEFITS FOR YOU

- Central access to your DHL services for convenient shipment preparation, pickup and shipment tracking
- Access to your data and invoices
- Exclusive Monthly quality and performance report
- Ordering of shipping materials such as labels
- Direct access to DHL product information and templates
- Possibility to set up several individual user profiles
- Availability online and 24/7
- Information on new features as regards shipping with DHL and provision of practical services such as online form for investigations on domestic and international shipments

THE DHL BUSINESS CUSTOMER PORTAL OFFERS YOU MANY OPTIONS

Ship

The “Ship” function enables you to quickly and easily carry out your shipments. Alongside the creation of shipping labels, you can conveniently import your address and eBay information and archive shipment data. You are able to view all requested shipments in a transparent overview.

Pickup

The pickup function allows you to request and manage individual collection orders and collections on request. Convenient functions such as the collection calendar make collections easy and practical to organize. Requests can be arranged according to your specific requirements – via the online portal, as a multiple order or directly via an interface with your own in-house system.

Returns

With the “Returns” function, the DHL Business Customer Portal offers you a central solution for managing your returns. You can access the management area of your DHL returns portal and the commissioning pages for new returns directly.

Track & Trace

DHL’s Track & Trace function for business customers (neXtt Online Business) allows you to follow the shipment status of your parcels and express items free of charge, at any time.

Order

You can place orders for your parcel shipment online at any time using the DHL Business Customer Portal. In the “Order” function, you will find the shipping materials that you need - from address labels to Paketmarke parcel stamps!

Billings

The DHL Business Customer Portal offers you the possibility of viewing your invoices online. By assigning individual rights to your accounting staff you can make this function available to them and optimize control of expenses.

Reports

An exclusive quality and performance report (DHL Delivery Monitor) is made available to you every month by courtesy of DHL Paket. Keep track of all parcel shipment matters at all times – with all your key information in a clearly presented format.

Investigation on domestic and international shipments

You can address an investigation on domestic and international shipments directly to the customer service via an integrated form in the DHL Business Customer Portal.

FURTHER INFORMATION

Would you like to use the DHL Business Customer Portal with all of its benefits? Your DHL contact will be pleased to set up your personal access.

After logging in for the first time, you can reach the portal at www.dhl-geschaeftskundenportal.de.

If you have any questions on the DHL Business Customer Portal and on dispatching with DHL Parcel, our technical DHL Business Customer Service staff will be happy to assist you. Simply call **+49 (0)228 76 36 76 59 (choice 3)* in English or +49 (0)228 76 36 76 79 (choice 3)* in German.**

* Service: Monday to Friday 8am – 6pm