

# FUNCTION „SHIP“ IN THE POST & DHL BUSINESS CUSTOMER PORTAL

CUSTOMER INFORMATION

Abt. 351 Online Touchpoints Business Customers  
Bonn, December 2023



# Use the shipping function of DHL Paket in the Post & DHL Business Customer Portal



With “Ship” in the main navigation you can handle your shipping with DHL Paket

Deutsche Post Business Customer Portal Max Mustermann 10+

Parcel & goods Mail Track & trace Invoices & reports

Ship Pick up Returns Order

- 1** Create shipment All the functions for preparing and processing your shipment with DHL Paket are available here.
- 2** Address book The address book makes it easier for you to use and manage your recipient and sender addresses.
- 3** Templates Save time - with the help of templates for shipment entry, data import and export.
- 4** Settings You can use settings to make the system easier to use.
- 5** Administration The customer administrator has the option of defining more specific settings e.g., bank account data, etc.

# At „Create shipment“ the preparation and processing of your shipment takes place 1/2



## 1 „Shipment Registration domestic shipment“

**Shipment Registration**

**Select Shipment Template**

Standard Parcel  
Start Shipment without Template

**Basic Data**

SHIPMENT REFERENCE: 1234567890  
SCHEDULED: 20.12.2023

**Sender**

SELECT SENDER FROM ADDRESS BOOK  
PROVIDE ADDRESS

NAME 1\*: CONTACT PERSON  
NAME 2: TELEPHONE  
NAME 3: E-MAIL ADDRESS

STREET\*: No. 123  
CITY\*: 12345  
POSTAL CODE\*: 12345  
CITY\*: 12345

**Recipient**

RECIPIENT REFERENCE: 1234567890  
COUNTRY / REGION: Germany  
Type of Address: Street (selected), Packstation, Flatlet, PO Box

NAME 1\*: CONTACT PERSON  
NAME 2 / FOOT NUMBER: E-MAIL ADDRESS

NAME 3: E-MAIL ADDRESS

STREET\*: No. 123  
CITY\*: 12345  
POSTAL CODE\*: 12345  
CITY\*: 12345

Important information on data privacy  
Please note that, in accordance with Art. 4 No. 11 GDPR, you must obtain the recipient's consent to forward their e-mail address to Deutsche Post DHL Group. For shipments within Germany, the e-mail address is used to send a DHL Parcel notification to the recipient. This e-mail address is not mandatory for shipments within Germany.

**Weight & Dimension**

WEIGHT (KG): 1.000  
LENGTH (CM): 10.00  
WIDTH (CM): 10.00  
HEIGHT (CM): 10.00

**Products and services**

DHL Paket  DHL Paket Pro  Warenpost - merchandise shipment

**Basic features**

Preferred location  
 Preferred neighbour

**Personal delivery specification**

Sign for by Recipient  
 Ident-Check  
 Trained person only  
 Visual check of age

**Delivery specification regarding time and place**

Preferred day  
 No neighbour delivery

**Additional services**

Cash on delivery  
 Bulky goods  
 Additional insurance  
 Parcel Outlet Routing  
 GoGreen

**Return**

DHL Return

**Billing data**

BILL NUMBER: 70002189450111 - DHL PAKET GKR  
COST CENTER: 1234567890

**Split Shipment into Several Parcels (Optional)**

If you need to split your shipment into several parcels, you will be redirected to the "Price by Reference" page. The above information will be used for the new shipments. You can assign an individual weight to each shipment.

\*Required fields



# At „Create shipment“ the preparation and processing of your shipment takes place 2/2

## 1 „ Shipment Registration international shipment, example United Kingdom“

**Shipment Registration**

Select Shipment Template

Start shipment without Template

**Basic Data**

SHIPMENT REFERENCE: 3012-2023

**Sender**

INDIVIDUAL BUSINESS

NAME 1: CONTACT PERSON

NAME 2: GILL/PIERRE

NAME 3: E-MAIL ADDRESS

STREET: INC.

POSTAL CODE: ZIP\*

**Recipient**

RECIPIENT REFERENCE:

INDIVIDUAL BUSINESS

NAME 1: CONTACT PERSON

NAME 2: PHONE

NAME 3: E-MAIL ADDRESS

NO. STREET\*

ADDITIONAL ADDRESS INFORMATION 1

ADDITIONAL ADDRESS INFORMATION 2

POSTAL CODE\*: ZIP\*

Important information on data privacy  
Please note that according to Art. 13, 15 GDPR, you must obtain the recipient's consent to share their telephone number and/or e-mail address with Deutsche Post DHL Group. In some countries the provision of a telephone number and/or e-mail address is mandatory for a delivery by a recipient. If your recipient has objected to the disclosure of their telephone number and/or e-mail address, the recipient can only be delivered to these countries using the services provided. If you are unsure whether a phone number and/or e-mail address is required for a delivery in the recipient country, please have the field blank. Before the shipment is sent in print, a check will take place and you will be notified if a telephone number and/or e-mail address are required.

**Weight & Dimension**

PRODUCTS AND SERVICES

International - Registered international - Registered international (Special)

**Addressee location**

CUSTOMER ADDRESS

POST OFFICE

**Accessed shipping information**

Destination	Number	Category	Volume	Weight	Volume Weight	Volume	Weight

**Split Shipment into Several Parcels (Optional)**

Parcel 1: 20.00 kg 20.00 cm x 20.00 cm x 20.00 cm

# In addition to manual entry, it is also possible to import existing shipment data



## „Register and import shipments“

### Shipment registration

- Possibility to select a shipment template
- Sender registration
- Recipient registration
- Recording of weight and dimensions
- Product and service selection based on inputs
- Selection of the billing number (preselected)
- Shipment documents (international shipping)
- Support when entering addresses through validation and automatic comparison with address book

### Import eBay transactions

- Download eBay Auctions
- Recording the auctions as a shipment using templates
- Sorting by procedure

Auction No.	Sales Ref. Id	Title	Recipient's Name	Street	City	Country	Status	Date of Sale	Ebay Account
No entries found									

### Import shipment data (CSV)

- CSV import of shipment data using predefined templates
- Preview function

# To speed up the printing of the shipment, you can use the shipment reference search to select and print the shipments immediately



## „Print shipments“

### Print by reference

- Direct printing of shipments that have already been created and not yet printed
- Search for shipments using the shipment reference via manual entry or scanner
- Printing or further processing of shipments (e.g., addition of weight)
- This function can be ideally combined with semi-automatic polling via the DHL polling software\*

Print by Reference

CURRENT USER GROUP  
STANDARD\_GRUPPEN

PLEASE ENTER SHIPMENT REFERENCE BY SCANNER OR KEYBOARD

NUMBER OF SHIPPING LABELS  
1

Print

\*Provided for download in the Post & DHL Business Customer Portal under Help & Information/Ship

# Depending on their status, shipments are displayed in different overviews



## „Overview pages“

### Shipment overview

- Incomplete shipments
- Complete shipments
- Printed shipments
- Pre-dated shipments
- Printed pre-dated shipments
- Display of the entry source: web service, CSV import, manual shipment entry (GUI), eBay import, archive

### Shipment archive

- Closed shipments
- Canceled shipments
- Link to track & trace
- Shipment data export
- Emptying every 6 months

### End of Day closing lists

- End of Day closing lists are sorted by billing number
- Automatic execution of the End of Day closing at 5:45 p.m.

# The address book allows you to manage recipient and sender addresses



## ② „Address book“

The screenshot shows the DHL Business Customer Portal interface. At the top, there is a yellow header with the Deutsche Post logo, the DHL logo, and the text 'Business Customer Portal'. Below the header, there is a navigation bar with four tabs: 'Parcel & goods' (highlighted), 'Mail', 'Track & trace', and 'Invoices & reports'. The main content area is titled 'Ship' and contains a list of options. The 'Address book' option is highlighted with a grey background and a red arrow pointing up. Other options include 'Shipment overview', 'Shipment archive', 'Create shipment', 'Templates', 'Import eBay transactions', 'Recipient', 'Import CSV', 'Sender', 'Print by reference', and 'Import addresses'.

Ship	
Shipment overview	Shipment archive
Create shipment	Templates
Import eBay transactions	Address book
Import CSV	Recipient
Print by reference	Sender
End of day closing lists	Import addresses



# Sender and recipient addresses are displayed in overviews in the address book



## „Address book“ – Address overviews

### Sender

- Sender overview
- Validity check and marking of address errors (red) and routing coding errors (yellow)
- Address data export

Sender Reference	Name 1	Name 2	Street	Postal Code	City

### Recipient

- Recipient overview
- Validity check and marking of address errors (red) and routing coding errors (yellow)
- Address data export

Recipient Reference	Name 1 / Post Number	Street / Postcode / Block	Postal Code	City	Country / Region
0	0	0	0	0	0
0	0	0	0	0	0

# In addition to sender and recipient addresses, addresses for returns can also be recorded



## „Address book“ – Address capture

### Sender registration

- Collection of sender addresses
- Entry of returns addresses
- Deposit of a company logo

### Recipient registration

- Collection of recipient addresses
- Up to 20 addresses can be entered for one recipient

### Recipient import

- CSV import of recipient data using predefined templates
- The import offers a preview

# The system offers you templates for shipment data entry as well as data import and data export



## 3 „Templates“

Deutsche Post Business Customer Portal Max Mustermann

**Parcel & goods** | Mail | Track & trace | Invoices & reports

Ship	Pick up	Returns	Order
Shipment overview	Order a pickup	Order a return	Labels, packaging & Co
Create shipment	Bulk order	Returns overview	Order overview
Import eBay transactions	Pickup management	Settings	My favorites
Import CSV	Settings		Shopping cart
Print by reference			
End of day closing lists			

**Templates**

Create shipment

Shipment data export

Shipment data import

Address data export

Address data import

Import templates

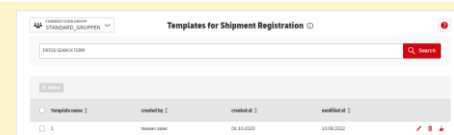
# The templates are used to support and speed up shipment processing



## „Templates“ – Shipment registration and Data import

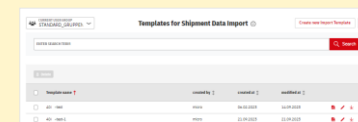
### Templates for Shipment Registration

- Overview of all templates
- The template entry is analogous to the shipment entry only without recipient information



### Templates for Shipment Data Import

- Overview of all templates
- Template for shipment entry can be selected in template for shipment data import



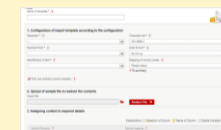
### Templates for Address Data Import

- Overview of all templates

Name of import template	Author	Creation Date	last edited
AAANEU	emass	09/12/2020	07/21/2021

### Creation of an import template (using the example of the recipient address)

- Capture the details of the CSV format
- Analysis of the imported file
- Flexible assignment of the file content (columns or column headings) to the required elements





## Templates can also be created and used for data export

### „Templates“ – Data export

#### Shipment export template

- Overview of all templates
- The template can be used in the shipment archive

Name of export template	Author	Creation Date	Last edited
15.0.4_import 15.0.0	wachsmuth3	05/28/2020	05/29/2020
15.0.4_view	wachsmuth	05/28/2020	05/29/2020

#### Address export template

- Overview of all templates
- The template can be used in the address book

Name of export template	Author	Creation Date	Last edited
Adressenexport	elkeynk	11/09/2019	11/09/2019
AdressenexportDHL	petra.alfers@tr	06/06/2021	06/02/2021

#### Creation of an export template (using the example of the recipient address)

- Capture the details of the CSV format
- Flexible assignment of system content to customer-specific column names and arrangement

#### Konfiguration

Name \* 
 Zeichensatz \*

Trennzeichen \* 
 Spaltentrennzeichen \*

Dekazichen \* 
 Defaultformat \*

Erste Zeile enthält Spaltenüberschriften

Zuordnung von Ländercodes \*

Legende:  Spaltenauswahl  Spaltenname  Tests Konstante

Spaltenname 
 Manuelle Zuordnung



## You can make presets to make the system easier to use

### 4 „Settings“ - Scope of topics (without user admin rights)

The screenshot shows the DHL Business Customer Portal interface. The top navigation bar includes the Deutsche Post and DHL logos, the text 'Business Customer Portal', and the user name 'Max Mustermann'. Below the navigation bar, there are tabs for 'Parcel & goods', 'Mail', 'Track & trace', and 'Invoices & reports'. The main content area is divided into five columns: 'Ship', 'Pick up', 'Returns', and 'Order'. The 'Ship' column contains several options, with 'Settings' highlighted and its dropdown menu expanded. The expanded menu lists the following options: General settings, Country codes, Product and service names, Customs item mapping, Cash on delivery, eBay profiles, User groups, End of day times, and Cost centres.

Ship	Pick up	Returns	Order
Shipment overview	Order a pickup	Order a return	Labels, packaging & Co
Create shipment	Bulk order	Returns overview	Order overview
Import eBay transactions	Pickup management	Settings	My favorites
Import CSV	Settings		Shopping cart
Print by reference			
End of day closing lists			

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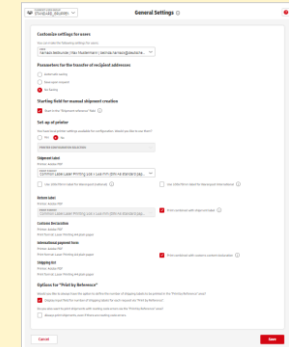
# Optimize the shipping function of DHL Paket in the Post & DHL Business Customer Portal according to your needs



## „Settings“ – General

### General Settings

- Parameters for the transfer of recipient addresses (type of storage)
- Starting field for manual shipment creation
- Shipping label printing options
- Options for "Print by Reference"



### Mapping of Products and Services

- Specification of the systemically assigned product / service identifiers
- Templates can be edited individually

template name	created by	created at	modified at
DHL Produkt- und Service Zuordnung	dhl-admin	09.04.2020	11.02.2021



# Presettings can be made, especially for international shipping

## „Settings“ – International shipping

### Country codes

- Country codes serve as the basis for the shipment data import
- Comparison of the country code used by the customer with the system
- Templates provided can be edited individually

template name	created by	created at	modified at
ISO-0-alpha		28.04.2020	28.04.2020
ISO-9-alpha		28.04.2020	28.04.2020

### Goods items

- Goods items serve as the basis for the data import for international shipments (information accompanying the shipment e.g., for customs)

template name	created by	created at	modified at
ISO-0-alpha		08.04.2020	08.04.2020
ISO-9-alpha		08.04.2020	08.04.2020

### Creation of a preset (using the country code as an example)

- Collection of individual assignment points, which are used in the customer-specific import and export templates

STANDARD\_GELBEFELD

Create country code mapping

Create template

template name

Country mapping

System names	Internal assignment
Algerian	
Aland Islands	
Albania	
Algeria	
American Samoa	
American Virgin Islands	
Andorra	
Angola	



# The customer administrator has the option of defining specific information



## 5 „Settings“ - Scope of topics in settings (for users with admin rights)

The screenshot shows the DHL Business Customer Portal interface. The top navigation bar includes the DHL logo and the text 'Business Customer Portal'. Below the navigation bar, there are tabs for 'Parcel & goods', 'Mail', 'Track & trace', and 'Invoices & reports'. The main content area is divided into five columns: 'Ship', 'Pick up', 'Returns', and 'Order'. The 'Settings' option is highlighted in the 'Ship' column, and its sub-menu is expanded, showing the following options: 'General settings', 'Country codes', 'Product and service names', 'Customs item mapping', 'Cash on delivery', 'eBay profiles', 'User groups', 'End of day times', and 'Cost centres'. The 'Cash on delivery' option is highlighted with a red box.

Ship	Pick up	Returns	Order
Shipment overview	Order a pickup	Order a return	Labels, packaging & Co
Create shipment	Bulk order	Returns overview	Order overview
Import eBay transactions	Pickup management	Settings	My favorites
Import CSV	Settings		Shopping cart
Print by reference			
End of day closing lists			

- Settings
- General settings
- Country codes
- Product and service names
- Customs item mapping
- Cash on delivery
- eBay profiles
- User groups
- End of day times
- Cost centres



## Sensitive company data for all users can be stored in "Settings"

### „Settings“ – Sensitive data

#### Bank details

- Required when using the cash on delivery service in the shipment registration
- Entry is made by the customer admin
- No change of bank details in the shipment registration
- A separate specification is possible for CSV import and web service

#### eBay profile

- Ability to enter multiple eBay profiles
- Saving a profile is a prerequisite for "Import eBay transactions"
- eBay tokens must be renewed annually
- Token validity is shown

Name of eBay Profile	Last update	Period of validity
Profile 1	2023-10-26 10:00	2023-10-26 10:00
Profile 2	2023-10-26 10:00	2023-10-26 10:00
Profile 3	2023-10-26 10:00	2023-10-26 10:00
Profile 4	2023-10-26 10:00	2023-10-26 10:00
Profile 5	2023-10-26 10:00	2023-10-26 10:00
Profile 6	2023-10-26 10:00	2023-10-26 10:00
Profile 7	2023-10-26 10:00	2023-10-26 10:00
Profile 8	2023-10-26 10:00	2023-10-26 10:00
Profile 9	2023-10-26 10:00	2023-10-26 10:00
Profile 10	2023-10-26 10:00	2023-10-26 10:00

# User groups can be managed, and individual notification texts can be set up



## „Settings“ – User Management & Notifications

### User groups

- Allocation of users to available billing numbers
- Definition of preferred default language for customs documents

### End of Day times

(these settings affect all shipments of your EKP)

- Required to set the desired time for the automatic End of Day.
- In addition, you can specify up to three additional daily closings for international shipments to ensure that the electronic customs data reaches the responsible customs authorities in good time.

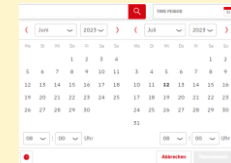
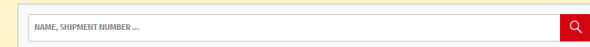
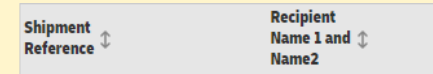


## General functionalities are displayed in the same way on all pages

### „Comprehensive functionalities“

#### Overviews

- Sorting of the column elements using the arrows
- Search using the displayed table contents
- The search in the overviews can be restricted using date filters in the "Shipment summary" area



#### On all pages

- Link to online help



#### Customer service



You can reach our customer service on the free hotline **0228 76 36 76 79** (choice 1)  
(Service time: Mo - Fr from 8 am - 6 pm)