

INFORMATION & REQUIREMENTS FOR USING THE DHL POLLING SOFTWARE

The DHL Polling Software enables you to create your shipping labels fully or semi-automatically, depending on what you need for your shipping processes. It gives you the option of **printing shipment labels directly on local printers using the "Ship" function in the Post & DHL Business Customer Portal, without having to log in to the portal's user interface**. In addition, **shipments can be imported into "Ship" semi- or fully automatically** at time intervals that you define.

The software continuously checks the directories you have stored for new shipment data in the form of text files. **As soon as data is available for import, the polling software accepts the files (polling) and uses them to create shipments in the "Ship" function.**

At the end of your dispatch day, the **End of Day closing files can be exported automatically** and stored in a directory of your choice.

Hardware and software requirements for the DHL Polling Software

The DHL Polling Software is designed for use under Microsoft Windows operating systems with the following minimum requirements:

- Windows operating system from Windows XP (for security reasons we strongly recommend the use of a newer operating system that is still supported by Microsoft)
- At least 512 MB of RAM
- Internet access
- An up-to-date web browser (Firefox, Chrome, Edge) to print shipments from "Ship" on your polling client. In principle, the use of Internet Explorer from version 11 is possible, but it is possible here that display errors occur.

To use the DHL Polling Software, you must have internet access. Outgoing communication from the DHL Polling Software takes place via port 443 TCP (via HTTPS) of your proxy server. The incoming communication to the software runs via "localhost" port 8712 TCP, which is automatically set correctly during installation. The communication of the polling client with the "Ship" function is **encrypted using the TLS encryption protocol in version 1.2**. The polling software itself runs with Java Runtime.

Necessary permissions for installing the DHL Polling Software

The DHL Polling Software must always be installed specifically for a Windows user. This means that the Windows user who later wants to use the software must also install it and must have the appropriate admin rights for the computer on which the software is to be installed. No admin authorization is required for later use of the installed software.

Use of the DHL Polling Software for multiple clients

In a DHL Polling Software installation that is already in use, the Post & DHL Business Customer Portal user may only be changed if the new Post & DHL Business Customer Portal user belongs to the same "Ship" activation as the original portal user.

Different billing numbers with different customer numbers (EKP, comparable to clients) can be assigned to this activation. This means that all the billing numbers of the different clients are available via an installation of the DHL Polling Software.

For the required basic configuration of the "Ship" function in the Post & DHL Business Customer Portal, please get in touch with your sales contact if necessary.