



DHL AUSTRALIA PROVIEW CUSTOMER PRESENTATION



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INTRODUCTION

Placement of ProView

ProView is placed within the DHL Web-Based Solutions, one of the two pillars of DHL Solutions:

DHL Web-Based Solutions

- Web Shipping
- Pro Track
- Import Express Online
- **ProView**

DHL Desktop-Based Solutions

- Email Ship
- Connect
- Easy Ship

INTRODUCTION

In this presentation, you will learn how to

- access the ProView section of the DHL web page
- register account numbers for ProView
- create a contact list for notification purposes
- specify notification events and methods
- override specific notification events
- navigate through shipment visibility screens
- update registered account information

And above all:

- how using ProView increases shipment visibility for you every day!

INTRODUCTION

Your ProView benefits - total visibility

ProView, DHL's web-based suite of shipment visibility and event notification tools, offers:

- Real-time visibility
- Detailed and summary views
- Notifications for specific shipment events
- Monitor multiple shipping accounts

DHL ProView users save time by not having to track individual Air waybills.

DHL ProView allows you to address service delays with your customers, and manage your cycle-time and service level agreements more efficiently.

INTRODUCTION

Who can use ProView?

Basically, all DHL Express International account holders!

- Up to 1,999 different accounts can be registered for one person
- Can also be used for Import Express account numbers
- Account holders must request a PIN for each shipping account in order to register the account in ProView. PINs must be requested from the DHL web site at www.dhl.com.au and fill in the **PIN Request Form**.

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ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Accessing ProView

<http://www.dhl.com.au>

PIN request by phone

Just call Customer Service at:

+65 188 5 7788430 or
+65 188 5 PROVIEW

Our Customer Service Agents will be happy to support you in the registration process.

PIN request by form

Just fill in the **contact form** with all necessary information, and one of our Customer Service Agents will get back in touch with you.

Are you ready?

You have successfully completed all steps to use ProView:

- Do I have a list of all accounts that I want to monitor in ProView?
- Do I have a PIN for each account?

If so, get started!

▶ Access DHL ProView

Login, register and start using ProView



If you have received your PIN, please click on the button to access DHL ProView. You will be taken to the registration process where you can add your account to monitor by using your PIN.

As a first-time user, you need to request PINs for your accounts to be able to register these. Information on this process can be found on the “Get PIN” page on your local DHL website. If you have received all PINs for each of your account numbers that you plan to add in ProView, you can access ProView via the menu button on the same page. You are then taken to the registration screen of ProView.

As a returning user, you may skip the access via the DHL website and also do not need to register again. Just bookmark the ProView log in page and you are ready to go!

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Your three steps to get total control – 1) Click Register now

Log in details... [▶ Help](#)

User Name *	<input type="text"/>
Password *	<input type="password"/>

Remember me on this computer

[▶ Forgotten your password?](#)

[▶ Register now](#)

Need a user name and password? Registration is quick and free.

[▶ Register now](#)

[Login](#)

When accessing ProView for the first time, you need to register as a new user.

As a returning user, you can log in using this screen directly.

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Your three steps to get total control – 2) Create User Name and password

DHL ProView: Registration

Fields marked with an asterisk (*) are required.

1 User name and password.. ▶ Help	
User ID *	<input type="text"/>
Password *	<input type="password"/>
Re-enter password *	<input type="password"/>
Forgotten password *	Question: Select one ▼ ▶ Help me with this
	Answer: <input type="text"/>

2 Who is this for? ▶ Help	
First name *	<input type="text"/>
Last name *	<input type="text"/>
Company	<input type="text"/>
Address line 1 *	<input type="text"/>
Address line 2	<input type="text"/>
City *	<input type="text"/>
State	<input type="text"/>
Postal Code *	<input type="text"/>
Country	Japan ▼
Language	English ▼
Telephone *	<input type="text"/>
Email *	<input type="text"/>

You must add your personal details. Start out by creating a login that is easy to remember that you can use to access ProView in future.

You will further be required to add some personal information. We require this data in order to provide you with a individual support for your ProView login.

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Your three steps to get total control – 3) Add Accounts you want to monitor

DHL ProView registration: Enter accounts

Enter your account number with its postal code. Select the "Add" link to add the account to the list. A minimum of one account is required to register for proactive notification. When finished, select the "Next" button to add contact methods.

Accounts	Contacts	Notifications
-----------------	----------	---------------

Fields marked with an asterisk (*) are required.

Add accounts... ▶ Help

Account number *	Pin *	Action
<input type="text" value="123456789"/>	<input type="text" value="12345"/>	Add

Import account numbers... ▶ Help

To import a comma delimited file of account numbers, input the file name and select the 'Import file' link. For more details regarding the format of the file, select the 'Help' link.

File name *	<input type="text"/>	<input type="button" value="Browse..."/>	Import file
-------------	----------------------	--	-----------------------------

▶ Cancel Next ▶

Tip:

If you have multiple accounts to register or if you want to setup multiple user with the same accounts, using the CSV upload is a quick way to do this. For CSV upload you need to separate the account from pins using comma::

```
Account1,PIN1
Account2,PIN2
...
```

Most importantly, you need to add your accounts you want to monitor with ProView.

Simply type in your account number and the corresponding PIN and click "Add", redo this step for multiple accounts.

Alternatively, you can upload multiple accounts and PINs in one step by importing a CSV file.

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

How do I add contacts?

DHL ProView™: Add contacts

Create your contact list here. All telephone call times are from 8:00 am to 5:00 pm Monday through Friday. If you would like to be contacted at other times, add those times below. Select the "Next" button to continue.

Accounts
Contacts
Notifications

Fields marked with an asterisk (*) are required.

1 What do you want to see? ▶ Help

User type *

I want to be contacted through my contact list

I want to have visibility only

2 Contact list... ▶ Help

Add the methods of contacting you here. A minimum of one contact method is required. Select from the "Add" link to add the contact method to the list. Email and Text message/SMS are available 24/7. To select Email digest, go to **Notifications** tab and use email contact and delivery time from pull down.

Contact ID (Nickname) *	Method *	Address *	Action
<input type="text" value="Work e-mail"/>	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"> <input type="text" value=""/> <ul style="list-style-type: none"> <li style="background-color: #f0f0f0; padding: 2px;">Email <li style="padding: 2px;">Text message/ SMS </div>	<input type="text" value="myemail@dhl.com"/>	Add Help

◀ Back ▶ Next

Tip:

Choose speaking contact IDs like Joes Work email or Toms work cell to make it easier to differentiate them when you choose your notifications, e.g. for private and work mobiles or different employees that should get an email.

For Mobile Phones format your number as 61-number, eg for Australian mobile phone 0412123456 you would enter 61412123456.

This is only required if you want to sign up for notifications. Select "I want to have visibility only" to skip notifications set up and complete registration.

If you would like to set up notifications you can configure unlimited contact details, using email and cell phone number for SMS contact points. Choose a nickname and select your contact choice by clicking "Add" and redo this step for multiple contacts.

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

How do add notifications?

DHL ProView: Add notifications

Add your notification events here. Select the "Add" link to add the notification to the list. When completed, select the "Done" button when finished.

Accounts	Contacts	Notifications
Fields marked with an asterisk (*) are required.		
Notification list... Help		
<input type="checkbox"/> When my package is *	Contact me by *	Time*
Select one	Do not contact	
<ul style="list-style-type: none"> Select one Picked up In transit Clearance delay Customs clearance Exception Out for delivery Delivered 	Cancel	Add
Contact Sitemap Privacy Policy <small>.td. All Rights Reserved.</small>		Done

Tip:

If you do NOT select a digest notification by choosing a time, please be aware that you will get very many emails or SMS, depending on your selection and your shipment volumes! A shipment may get 20 "in transit" changes en route, if you have 1,000 shipments a day, you will thus get 20,000 email or SMS if you would select this event group with no timed digest!

This is only required if you want to receive notifications as emails or SMS.

You now choose the notifications you want to be contacted for. Simply select an event group, your contact method, and if you want a digest, your preferred time you need it. If you do not pick a time you will receive a notification when it occurs. Click "Add" to save your choice. Redo this step for multiple events.

Clicking on "Done" finishes your ProView and Notifications configuration.

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Why is selecting a time so important for notifications?

DHL ProView: Add notifications

Add your notification events here. Select the "Add" link to add the notification to the list. When completed, select the "Done" button when finished.

Fields marked with an asterisk (*) are required.

Notification list...

When my package is *	Contact me by *	Action
Delivered	Work Email	Add

Send notification immediately

- WEEKDAY 10AM
- WEEKDAY 11AM
- WEEKDAY 12PM
- WEEKDAY 1PM
- WEEKDAY 2PM
- WEEKDAY 3PM
- WEEKDAY 4PM
- WEEKDAY 5PM
- WEEKDAY 6PM
- WEEKDAY 7PM
- WEEKDAY 8AM
- WEEKDAY 8PM
- WEEKDAY 9AM

Do not contact

Work Email

Work CellPhone

Back Done

Tip:

Choose your time settings carefully and balance your choice between the degree of up-to-date notification you desire and the amount of notification you will receive for a specific event group.

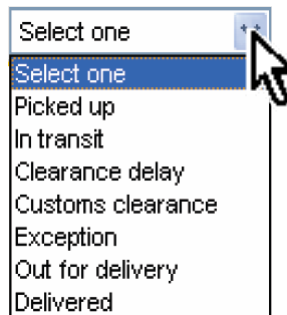
For example, "In transit" will be the most common notification for a shipment en route. You may not want to receive individual email here for every shipment.

If you do not select a time or choose send notifications immediate, you will get an individual notifications for the status change of each shipment (e.g. 100 shipments become "Delivered" during the day, you get 100 notifications.)

Selecting a time results in a digest notification: you get one notification at this point summarizing all status changes (e.g. 100 shipments became "Delivered" until 1PM, you get one notification for these 100 shipments).

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Notification Event Groups – What do they mean?



You can select notifications for a row of tracking event groups.

- **Picked up:** Shipment picked up from the shipper
- **In transit:** Moving through the DHL network as a regular process, this will be the majority of events, each shipment with around 10-20.
- **Clearance delay:** Shipment is delayed in customs
- **Customs clearance:** Shipment has cleared through customs
- **Exception:** The shipments progress has been impacted for some reason (i.e. address information needed, recipient moved, recipient not home)
- **Out for delivery:** Shipment is with the courier on its way to the destination address
- **Delivered:** The shipment has reached its goal at the destination address

Tip:

In the Shipment Status overview, you also have the criterion “Shipment data received”. This tells you a shipment has been created, but not yet physically entered the DHL network. The next status change would be “Picked up”, when a courier collected your shipment.

ACCESSING PROVIEW / REGISTRATION / CONFIGURATION

Can I change my settings in ProView later on?

DHL ProView™

Select **Shipment Status** tab for an overview of your shipments moving through DHL. To change any **Contacts** or **Notifications**, Select the **Log** tab contains details on notifications sent in the past 10 days.

Shipment status | Notifications | **Contacts** | Log

Select the "Add" link to add the notification to the list. * marked with an asterisk is required.

Notification list... [Help](#)

When my package is *	Contact me by *	Time	Action
Select one	Do not contact	Send notification immediately	Add

- Select one
- Picked up
- In transit
- Clearance delay
- Customs clearance
- Exception
- Out for Delivery
- Delivered

[Press](#) | [Contact](#) | [Sitemap](#) | [Privacy Policy](#)
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Of course, you can change your personal setting any time afterwards, add, remove or change event notifications, contacts, or accounts.

Simply choose the “Contacts” or “Notifications” tab or the manage accounts or manage profile links in the left navigation to get there and keep your ProView set up as you like it.

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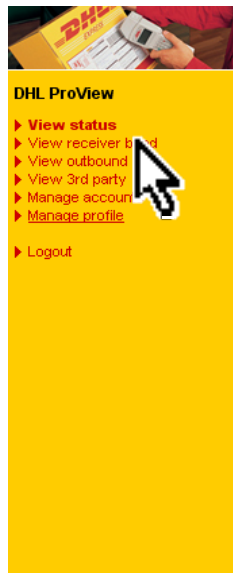
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DETAILED SHIPMENT INFORMATION

Your entry point of total visibility



DHL ProView™

Select **Shipment Status** tab for an overview of your shipments moving through DHL. To change any **Contacts** or **Notifications**, select the appropriate tab. The **Log** tab contains details on notifications sent in the past 10 days.

Shipment status			
Shipment status	Notifications	Contacts	Log
Listed below are all shipments associated with your accounts. To view all receiver billed, outbound or third party shipments select the appropriate totals link at the bottom of the table. ▶ Help			
Tracking events	Receiver billed	Outbound	3rd party payer
Shipment data received	0	9991	2
Picked up	0	96	3
In transit	0	5212	8
Clearance delay	0	29	1
Customs clearance	0	37	4
Exception	0	618	2
Out for Delivery	0	3196	1
Delivered	0	5926	49
Totals	0	25105	70

Status last updated 18/06/2008 19:39 WST

[▶ View receiver billed](#) [▶ View outbound](#) [▶ View 3rd party](#)

The “Shipment status” provides you with an overview of all shipment data from at least the last 90 days.

All figures in the table are clickable links. Clicking one of them will directly show you the selected result as a combination of the tracking event group and the billing category. Use the “Totals” figure to see the entire status for a billing type.

Shipment status changes can be seen by refreshing the page.

Tip:

All roads lead to ProView’s total visibility: Instead of clicking the figures in the table you can also use the left-handed menu or the links beneath the table to access the totals for a billing category.

Narrowing your results by search and filter criteria can also be done on the billing category screen.

DETAILED SHIPMENT INFORMATION

Detailed billing category / tracking event view

DHL ProView™: Outbound

The outbound notification list is a summary of shipments for the past 90 days. You may view details of an individual shipment as well as override the notifications by selecting multiple checkboxes and pressing the 'Override selected items' button.

Outbound shipments...

Find Shipment By: with Keyword:

Sort List by: 1 Of 1

<input type="checkbox"/>	Waybill	Pc	Shipper Reference	Shipped	Service	Receiver	Status date	Status
<input type="checkbox"/>	5571555533	1	na	15/07/2008 16:31	Express 12:00 (doc)	DHL KRUISWEG 601 2132 NA HOOFDDORP 2132 NA N.S..	16/07/2008 09:13	Shipped

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Click the back button after downloading the list to return back to DHL ProView.

Tip:

In the "Receiver" or "Sender" column, you have a "more" button. Click on this link to get a detailed address in a pop up window related to this receiver.

This information lets you quickly investigate why a shipment may require additional address information to deliver successfully.

This screen shows how you will see details in the billing category and tracking event screens.

You have the possibility to filter the displayed results by a tracking event group, by date, or by freely definable search strings contained in any of the data fields.

You can also sort the displayed results by clicking on one of table headers.

Additionally, you can download the screen data as an Excel-Sheet.

DETAILED SHIPMENT INFORMATION

Detailed shipment AWB view

Outbound shipments...

Find entry by

All Sort list by: Page

<input type="checkbox"/>	Waybill	Shipper reference	Shipped
<input type="checkbox"/>			09/24/2007

These are the results of your query

Times given are local to the service area in which the shipment checkpoint is recorded.

Air Waybill Number	Origin Service Area	Destination Service Area	Status
5571555533	Cologne - Germany	Amsterdam - Netherlands, The	Signed for by: P DE BOER Shipment delivered July 16, 2008 09:13 ✓

5571555533 - Detailed Report

Date	Time	Location Service Area	Checkpoint Details
July 15, 2008	16:31	Cologne - Germany	Shipment picked up
July 15, 2008	21:06	Cologne - Germany	Departing origin
July 15, 2008	22:03	Cologne - Germany	Arrived at DHL facility in Cologne - Germany
July 15, 2008	23:29	Cologne - Germany	Departed from DHL facility in Cologne - Germany
July 16, 2008	02:19	Brussels - Belgium	Arrived at DHL facility in Brussels - Belgium
July 16, 2008	03:39	Brussels - Belgium	Departed from DHL facility in Brussels - Belgium
July 16, 2008	08:09	Amsterdam - Netherlands, The	Arrived at DHL Facility
July 16, 2008	08:34	Amsterdam - Netherlands, The	With delivery courier
July 16, 2008	09:13	Amsterdam - Netherlands, The	Shipment delivered

Try a new search.

If you click on an Air waybill number in your detailed shipment list, a new window pops up, showing you the tracking results for this shipment.

A detailed tracking history is also included.

In a few cases you may see the tracking status is newer than the ProView status. Not to worry. This can happen when a status update reaches the tracking database and has not yet been processed in ProView.

In a few minutes ProView will show this status as well.

DETAILED SHIPMENT INFORMATION

Detailed billing category / tracking event view

DHL ProView™: Outbound

The outbound notification list is a summary of shipments for the past 90 days. You may view details of an individual shipment as well as override the notifications by selecting multiple checkboxes and pressing the 'Override selected items' button.

Outbound shipments...

Find Shipment By: with Keyword:

All Sort List by: Page 1 Of 1 Go 1 - 1 Of 1 Next

<input type="checkbox"/>	Waybill	Pc	Shipper Reference	Shipped	Service	Receiver	Status date	Status
<input type="checkbox"/>	5571555533	1	na	15/07/2008 16:31	Express 12:00 (doc)	DHL KRUISWEG 601 2132 NA HOOFDDORP 2132 NA More..	16/07/2008 09:13	Shipment delivered

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Click the back arrow after downloading the list to return back to DHL ProView.

Tip:

In the table header, there is an additional checkbox "All". If you want to override the notification setting for a specific set of shipments (e.g. those within the "Clearance Delay" event group), you can conduct a bulk-assignment to all entries displayed on the screen.

If you mark the checkbox to the left of an individual Air waybill and click on "Override selected items", you can choose an individual event notification for just this shipment. This is extremely useful for a exceptionally time-critical shipment or for a very important document.

Additionally, you can download the screen data as an Excel-Sheet.

DETAILED SHIPMENT INFORMATION

Billing categories – Why do my shipments show up in this column?

- ▶ [View receiver billed](#)
- ▶ [View outbound](#)
- ▶ [View 3rd party](#)

Your shipments are automatically categorized by how the account was Registered for this shipment in the shipment tracking data.

What do they stand for?

- **Receiver billed:** Shipments that designate the receiver account to be billed for the shipment.
- **Outbound:** Shipments where the shipper is the assigned account for payment.
- **3rd party:** Shipments where the assigned account is designated as a 3rd party payer.

Tip:

It normally takes approx. 24 hrs after registering the account for shipments to appear. If your shipment summary screen is showing no shipments, please ensure that you have added accounts to the “Add accounts” screen. Furthermore, these accounts must be active to show up in the shipment status overview or the shipment details screens.

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Accounts
Contacts
Notifications

Fields marked with an asterisk (*) are required.

1 What do you want to see? ▶ Help

User type *

I want to be contacted through my contact list

I want to have visibility only

2 Contact list... ▶ Help

Add the methods of contacting you here. A minimum of one contact method is required. Select from the "Add" link to add the contact method to the list. Email and Text message/SMS are available 24/7. To select Email digest, go to **Notifications** tab and use email contact and delivery time from pull down.

Contact ID (Nickname) *	Method *	Address *	Action
<input type="text" value="Work e-mail"/>	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"> <div style="background-color: #4a7ebb; color: white; padding: 2px;">Email</div> <div style="background-color: #f0f0f0; padding: 2px;">Text message/ SMS</div> </div>	<input type="text" value="myemail@dhl.com"/>	Add

◀ Back
▶ Help

Tip:

Choose speaking contact IDs like Joes Work email or Toms work cell to make it easier to differentiate them when you choose your notifications, e.g. for private and work mobiles or different employees that should get an email.

For Mobile Phones format your number as 61-number, eg for Australian mobile phone 0412123456 you would enter 61412123456.

This is only required if you want to sign up for notifications. Select "I want to have visibility only" to skip notifications set up and complete registration.

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NOTIFICATIONS

How do add notifications?

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Add your notification events here. Select the "Add" link to add the notification to the list. When completed, select the "Done" button when finished.

Accounts	Contacts	Notifications
----------	----------	---------------

Fields marked with an asterisk (*) are required.

Notification list... Help				
<input type="checkbox"/>	When my package is *	Contact me by *	Time*	Action
<input type="checkbox"/>	Select one	Do not contact		Add
<input checked="" type="checkbox"/>	Select one			Done
	Picked up			
	In transit			
	Clearance delay			
	Customs clearance			
	Exception			
	Out for delivery			
	Delivered			

[Cancel](#) [Done](#)

DHL Copyr... Contact | Sitemap | Privacy Policy | .td. All Rights Reserved.

Tip:

If you do NOT select a digest notification by choosing a time, please be aware that you will get very many emails or SMS, depending on your selection and your shipment volumes! A shipment may get 20 "in transit" changes en route, if you have 1,000 shipments a day, you will thus get 20,000 email or SMS if you would select this event group with no timed digest!

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Clicking on "Done" finishes your ProView and Notifications configuration.

NOTIFICATIONS

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Fields marked with an asterisk (*) are required.

Notification list...

When my package is *	Contact me by *	Action
Delivered	Work Email	Add

Send notification immediately

- WEEKDAY 10AM
- WEEKDAY 11AM
- WEEKDAY 12PM
- WEEKDAY 1PM
- WEEKDAY 2PM
- WEEKDAY 3PM
- WEEKDAY 4PM
- WEEKDAY 5PM
- WEEKDAY 6PM
- WEEKDAY 7PM
- WEEKDAY 8AM
- WEEKDAY 8PM
- WEEKDAY 9AM

Do not contact
Work Email
Work CellPhone

Back Done

If you do not select a time or choose send notifications immediate, you will get an individual notifications for the status change of each shipment (e.g. 100 shipments become "Delivered" during the day, you get 100 notifications.)

Selecting a time results in a digest notification: you get one notification at this point summarizing all status changes (e.g. 100 shipments became "Delivered" until 1PM, you get one notification for these 100 shipments).

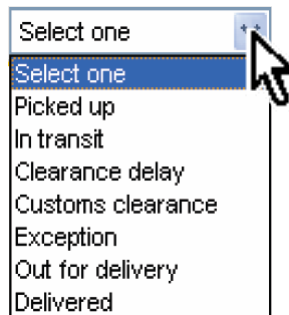
Tip:

Choose your time settings carefully and balance your choice between the degree of up-to-date notification you desire and the amount of notification you will receive for a specific event group.

For example, "In transit" will be the most common notification for a shipment en route. You may not want to receive individual email here for every shipment.

NOTIFICATIONS

Notification Event Groups – What do they mean?



You can select notifications for a row of tracking event groups.

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- **Customs clearance:** Shipment has cleared through customs
- **Exception:** The shipments progress has been impacted for some reason (i.e. address information needed, recipient moved, recipient not home)
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- **Delivered:** The shipment has reached its goal at the destination address

Tip:

In the Shipment Status overview, you also have the criterion "Shipment data received". This tells you a shipment has been created, but not yet physically entered the DHL network. The next status change would be "Picked up", when a courier collected your shipment.

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QUICK REFERENCE / REVIEW

All the facts – all in focus

- Complete your ProView registration with three simple steps: Most importantly make sure to add account you want to monitor with the PIN(s) you have receive from DHL. Remember, you will need to fill in the PIN Request form on the DHL web site at www.dhl.com.au/proview first.
- Configure how you will be informed about what: A sophisticated system of contact methods and event notifications always keeps you up to date about your shipments. Should others receive notifications from your ProView login? Simply add their contacts!
- Get a summary overview of all your shipments and their tracking event status on the “Shipment Status” screen. Drill in by choosing a certain event group, filter and sort your results to find exactly the shipment you are looking for.
- Click an Air waybill number in your detailed shipment list, and a new window shows you the detailed tracking history, from origin to destination.
- Do you have a shipment underway that is more important than the others? Set up a override notification rule for exactly this shipment, and let others remain in their standard rules.
- Unsure if a notification for a specific shipment has reached you? Check the log to see if it has been sent.

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CONTACT

In case of questions...

For ProView Queries:

DHL eCom Helpdesk

ecomau@dhl.com

Ph: 1800 226 349

For Tracking or Customer Service Queries:

Ph: 13 14 06