DHL EXPRESS
OERLIKON BARMAG
EPP TRAININGMATERIAL 2017

DE EXPRESS CIM
Access without login, click on the link below or copy the link into your browser

https://myepp.dhl.com/gw/premiumweb/public/LoginByHash.action?hash=5378bef72e1decf211fbc86087c1beb6c6e529bc23b731f6edd7c5cbedba7e

Please confirm the following agreements
DHL EPP: ACCESS AND LANDING PAGE

Overview menu:
- Create shipment
- Postcode search
- Logout
DHL EPP: SENDER ADDRESS

For every use, please fill in the shipper address. The shipper address cannot be saved in the address book. All fields with * are mandatory. For each shipment, the sender address needs to be filled in again. Receiver address is already fixed and cannot be edited.

Sender
- Company: Test Import
- Street & House number: Teststreet
- Additional address 1
- Additional Address 2
- Zip code / City: 10122 Turin
- Country: Italy
- Name: Mr. Musterman
- Phone: 124343234
- E-Mail: test@test.it

Receiver
- Company: Oerlikon Barmag
- Street & House number: Leverkusen Str. 65
- Address information: Zweigniederlassung Oerlikon Textile GmbH & Co
- Additional Address 2: Waren eingang C1
- Zip code / City: 42897 Remscheid
- Country: Germany
- Name: Herr Klaus-Dieter Müller
- Phone: 02191/671300
- E-Mail: klaus-dieter.mueller@oerlikon.com
DHL EPP: PICKUP & SHIPMENT DETAILS

Pickup request is already used as default. To complete the shipment details please define the content description, number of pieces and customs information if necessary.

Pickup can be requested for the same day or scheduled 5 days in advance.

*Please choose the pickup date from the dropdown menu*

Please specify the pickup location (Gate, floor etc.)

Please enter dimensions and weight for each piece.

*Please note:*

It is allowed to send maximum 70 kg total weight

Please click on „next“ after complete acquisition.
DHL EPP: BOOK SHIPMENT

Product selection – customer reference – pickup time window

Express products are displayed for import shipments including the delivery date.

The pickup time window can be adjusted to 90 min for EXPRESS.

The latest pickup time depends on the pickup address.

Customer reference for each shipment is mandatory. Please fill in the customer reference.

Please note that the earliest pick up time often starts first at 10:00.

Finally you can book the shipment including a pickup booking.
DHL EPP: SHIPMENT DETAILS

After the successful booking the shipment details are visible. If you raised a pickup booking together with the shipment the pickup booking reference will be displayed as well (e.g. 10108).

If you would like to check the pickup status or need to cancel the pickup, please contact the DHL customer service at the pickup country and provide this booking reference to identify the right pickup order.

Further the created AWB number will be printed on the shipment label.

If you would like to cancel a shipment, you can do this only once now using the „cancel“ button.
DHL EPP: LABELPRINTING

Print of shipping label

Send shipping label via mail

Shipment notification email to sender or receiver, you can insert several mail-addresses, separated by semicolon
DHL EPP: SHIPPING LABEL AND DETAILS

Sample for shipping label

Shipment details

The button „Last Shipment“ is visible as soon as you have created a shipment. The button is only visible for the current session.

If you logout or close the window, the shipments details and the label are no longer available.

Tracking with shipment Airwaybill-number (AWB) via

Or your local DHL Express internet page as for example:

Please print out one label for each piece of your shipment, the following archive document can be used to ask DHL Courier to sign the pickup.
DHL EPP: POSTCODE SEARCH

You can check transit times and validate your address data via „Postcode search“

Validation of zip code and city name can be done about this. The entered city name must meet the indicated spelling to avoid errors in the pick-up booking.
DHL EPP: SUPPORT

Technical support for DHL Express Premium Portal (EPP) via email to eSolution.Support@dhl.com

(Mo.-Fr., 09:00 – 18:00)

Please contact your local DHL Express Customer Service for questions about rescheduling of pickup bookings or cancellations of booked shipments.

Please find some more information on the next page!
For the following occasions the local DHL Customer Service Team can provide assistance to you:

- Rescheduling of a pick-up
- Cancellation of a pick-up
- The pick-up was not performed by DHL

The phone number of DHL Customer Services can be found on the local DHL country website for example:

When calling Customer Service please explain the reason, why you need assistance and that you are using an eCOM-Booking-Tool.

Please have your AWB -shipment-number and your EPP booking reference number at hand, which stated on the EPP booking confirmation page. The number has 3 to 6 digits:

Example: 150318_9372