

DHL EXPRESS OERLIKON BARMAG

EPP TRAININGMATERIAL 2017

DHL EPP: ACCESS AND LANDING PAGE

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=5378bef72e1decf211fbc86087c1bebbc6e529bc23b731fedddb7ccdebada7e>

Please confirm the following agreements

The screenshot shows the DHL Express Premium Portal interface. The main content area is titled "Shipment information" and contains a form with fields for "Address data", "Sender", "Company*", "Street & House No.", "Additional address", "Additional address", "Zip code* / City", "Country*", and "Name*". A modal dialog box is overlaid on the form, titled "Please accept the following terms and conditions". The dialog contains a "Please note:" section with the text: "The maximum weight for packages is 70 kilogram. For heavier packages please contact Oerlikon Barmag:". Below this, there are two contact details: "Mr. Frank Toussaint" (Phone: +49 2191 67 1823, E-Mail: Frank.Toussaint@oerlikon.com) and "Mr. Sascha Vogel" (Phone: +49 2191 67 2709, E-Mail: Sascha.Vogel@oerlikon.com). At the bottom of the dialog, there is a checkbox labeled "I accept the agreements" and a "Confirm" button. A red arrow points to the "Confirm" button.

DHL EPP: ACCESS AND LANDING PAGE



Overview menu:

- Create shipment
- Postcode search
- logout

DHL Express Premium Portal

Shipment information

Address data

| | |
|-----------------------------------|-----------------------------------------------|
| Sender | Receiver |
| Company* | Company* |
| <input type="text"/> | Oerlikon Barmag |
| Street & House number* | Street & House number* |
| <input type="text"/> | Leverkuser Str. 65 |
| Additional address 1 | Address information |
| <input type="text"/> | Zweigniederlassung Oerlikon Textile GmbH & Co |
| Additional Address 2 | Additional Address 2 |
| <input type="text"/> | Wareneingang C1 |
| Zip code* / City* | Zip code* / City* |
| <input type="text"/> | 42897 Remscheid |
| Country* | Country* |
| Germany | Germany |
| Name* | Name* |
| <input type="text"/> | Herr Klaus-Dieter Müller |
| Phone* | Phone* |
| <input type="text"/> | 02191/671300 |
| E-Mail* | E-Mail* |
| <input type="text"/> | klaus-dieter.mueller@oerlikon.com |

DHL EPP: SENDER ADDRESS

For every use, please fill in the shipper address. The shipper address can not 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 can not be edited.

| Address data | |
|-------------------------------------------------|-----------------------------------------------------------------------------|
| Sender | Receiver |
| Company* Test Import | Company* Oerlikon Barmag |
| Street & House number* Teststreet | Street & House number* Leverkuser Str. 65 |
| Additional address 1 | Address information Zweigniederlassung Oerlikon Textile GmbH & Co |
| Additional Address 2 | Additional Address 2 Wareneingang C1 |
| Zip code* / City* 10122 Turin | Zip code* / City* 42897 Remscheid |
| Country* Italy | Country* Germany |
| Name* Mr. Musterman | Name* Herr Klaus-Dieter Müller |
| Phone* 124343234 | Phone* 02191/671300 |
| E-Mail* test@test.it | 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

| | | | |
|----------------------------------------------------|------------|------------|---------------------------------------|
| Pick up | | | |
| Pick up date | | | |
| Thu 16.02.2017 ▼ | | | |
| Pick up location* | | | |
| Floor 3 | | | |
| <input type="checkbox"/> Different pick up address | | | |
| Content description | | | |
| Content description* | | | |
| technical parts | | | |
| Pieces | | | |
| Number of pieces 1 ▼ | | | |
| Length (cm) | Width (cm) | Hight (cm) | Weight (kg) |
| 10 | 10 | 10 | 15 |
| <input type="button" value="▶ Discard input"/> | | | <input type="button" value="▶ Next"/> |

Pickup can be requested for the sameday 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

| Entered shipments | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sender Test Imort Teststreet 2 IT 10122 Turin Mr. Mustermann Phone: 012345678 E-Mail test@test.it | Receiver Oerlikon Barmag Leverkuser Str. 65 Zweigniederlassung Oerlikon Textile GmbH & Co Wareneingang C1 DE 42897 Remscheid Herr Klaus-Dieter Müller Phone 02191/671300 E-Mail klaus-dieter.mueller@oerlikon.com |
| Pick up Pick up date: Thu 16.02.2017 Pick up location: Floor 3 | |
| Number of pieces 1 No. of pieces | |
| Product selection | |
| Product | Delivery until |
| <input checked="" type="radio"/> EXPRESS WORLDWIDE | Fri 17.02.2017 |
| <input type="radio"/> ECONOMY SELECT | Mon 20.02.2017 |
| Customer reference | |
| Customer reference* <input type="text" value="LS123456"/> | |
| Please check/modify the pick up time window! | |
| The earliest pick up time may vary from the displayed time below. Please enter 10:00 o'clock as earliest pick up time to ensure a successful pick up. The latest time a pick up request can be made for a collection today is 16:30. Please allow at least a 60 minute window for your collection to take place. The latest pick up time for today is 17:30. | |
| Pick up date: Thu 16.02.2017 From <input type="text" value="11"/> : <input type="text" value="00"/> To <input type="text" value="17"/> : <input type="text" value="30"/> Hour | |
| <input type="button" value="Cancel"/> <input type="button" value="Change data"/> <input type="button" value="Book shipment"/> | |

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

Shipment details

 The shipment and the pickup has been successfully booked (Pick up booking reference 10108).

| | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Created on | Wed 02.15.2017 09:24 / Link.Oerlikon |
| Delivery Date | Fri 17.02.2017 |
| Shipment ID | 6685795491 |
| Product name | EXPRESS WORLDWIDE EU |
| Total | 15.00 kg |
| Number of pieces | 1 |
| Content description | technical parts |
| Sender | Test Imort Teststreet 2 IT 10122 Turin Name: Mr. Mustermann E-Mail: test@test.it Telephon: 012345678 |
| Receiver | Oerlikon Barmag Leverkuser Str. 65 Zweig Niederlassung Oerlikon Textile GmbH & Co Wareneingang C1 DE 42897 Remscheid Name: Herr Klaus-Dieter Müller E-Mail: klaus-dieter.mueller@oerlikon.com Telephon: 02191/671300 |
| Reference | LS123456 |

Services

| | |
|----------|--|
| Services | |
|----------|--|

Pick up details

| | |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Pick up date | 16.02.2017 |
| Pick up window | 11:00 To 17:30 Hour |
| Pick up location | Test Imort Teststreet 2 IT 10122 Turin Name: Mr. Mustermann E-Mail: test@test.it Telephon: 012345678 |
| Pick up location | Floor 3 |
| Pick up confirmation number | 10108 |

Pieces

| # | Width (cm) | Length(cm) | Height(cm) | Weight (kg) |
|---|------------|------------|------------|-------------|
| 1 | 10 | 10 | 10 | 15.00 |

[▶ Back](#) [▶ Cancel](#) [▶ Label download](#)

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

Pieces

| # | Width (cm) | Length(cm) | Height(cm) | Weight (kg) |
|---|------------|------------|------------|-------------|
| 1 | 10 | 10 | 10 | 15.00 |

[▶ Back](#) [▶ Cancel](#) [▶ Label download](#)

Print of shipping label



Label transfer

eMail address:

Message to the shipper:

[▶ Send Label](#)

Send shipping label via mail



Shipment notification eMail

eMail address:

Message to the shipper:

[▶ Send shipment notification eMail](#)

Shipment notification email to sender or receiver, you can insert several mail-addresses, separated by semicolon



Multiple email addresses can be separated by e.g. colon or space.

DHL EPP: SHIPPING LABEL AND DETAILS

Sample for shipping label

| | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------|------------|
| EXPRESS WORLDWIDE | | ECX | DHL |
| EPP 2.1 | | | |
| From: Test Import Teststreet 10122 Turin Italy | | Origin: TRN | |
| To: Oerlikon Barmag Leverkuser Str. 65 Zweigniederlassung Oerlikon Textile GmbH & Co 42897 Remscheid Germany | | Contact: Herr Klaus-Dieter Müller 02191/671300 | |
| DE-DUS-DU2 | | | |
| [Redacted] | | Day | Time |
| Ref Code LS123456 | Date: 2017-02-07 | Pcs/Shpt Weight | Piece |
| technical parts | | 12.0 kg | 1 / 1 |
|  WAYBILL 66 8557 7625 | | | |

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.

Shipment details

- Create Shipment
- Last Shipment
- Postcode search / Transit Times
- logout

Shipment details

Shipment details

The shipment and the pickup has been successfully booked (Pick up booking reference 10108).

Created on Wed 02.15.2017 09:24 / Link.Oerlikon

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

<http://www.dhl.com/en/express/tracking.html>

Or your local DHL Express internet page as for example:

<http://www.dhl.at/de.html>

<http://www.dhl.be/en.html>



DHL EPP: POSTCODE SEARCH

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

DHL DHL Capability Tool

English (UK)

From **To**

| | | | |
|----------------|------------|----------------------|--------------|
| Origin Country | ITALY (IT) | Destination Country | GERMANY (DE) |
| Origin Zip | 10121 | Destination Zip Code | 80200 |
| Origin city | TURIN | Destination City | MUNICH |
| Origin Suburb | | Destination Suburb | |

Shipment Details

Shipping date: 21/03/2015 (dd/mm/yy) Dutiable Material
Declared value (?): EUR

Piece Details Number of pieces: 1 Units: kg cm lb/in

| No. | Weight (kg) | Length (cm) | Width (cm) | Height (cm) |
|-----|-------------|-------------|------------|-------------|
| 1. | 0.1 kg | cm | cm | cm |

Postcode validation for shipper and receiver address

Transit Time calculation based on product

Display of latest booking and pickup time based on shipping address

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!

DHL EPP: LOCAL SUPPORT

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

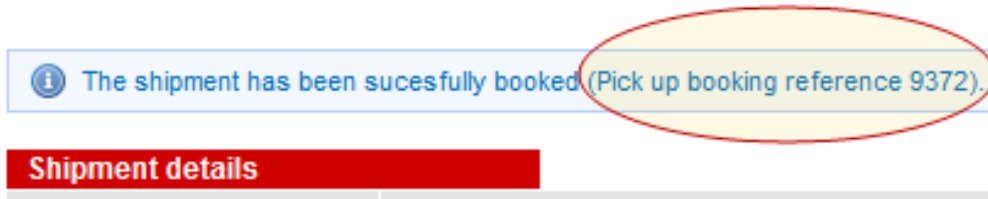
The phone number of DHL Customer Services can be found on the local DHL country website for example:

<http://www.dhl.at/de.html>

<http://www.dhl.be/en.html>

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:



Please add the date of the booking (year/month/day) > Example: 150318_9372