

DHL IMPORT EXPRESS ONLINE – A QUICK-START GUIDE FOR IMPORTERS



DHL's new, innovative online tool allows you to quickly and accurately prepare and manage your shipment – directly, via the Internet.

By registering for DHL Import Express Online, you benefit from completely secure account details and shipment visibility through the entire import process.

TAKE FULL CONTROL OF YOUR IMPORTS

The new DHL Import Express Online tool simplifies the import process for both importers and shippers. It enables you as an importer to:

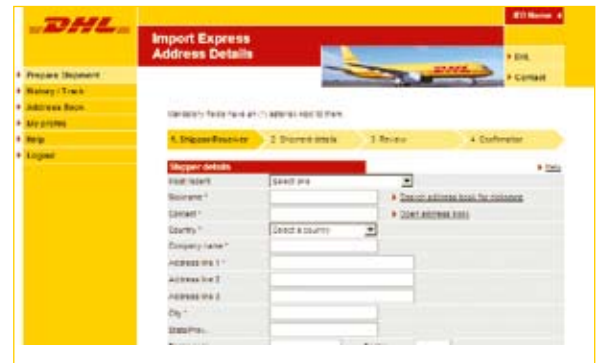
- Manage your trade partner details in one online database, including e-mail instructions to help the shipper produce air waybills, invoices and arrangement of pick-ups
- Cut down on paperwork thanks to the fully automated process
- Keep your Import Express account number completely confidential as shipment instructions are sent to your suppliers without revealing it
- Optimize communications and visibility as all air waybill numbers and related shipment data are easily accessible by all parties involved
- Check the delivery status of shipments at any time during the import process.

HERE'S HOW TO GET STARTED

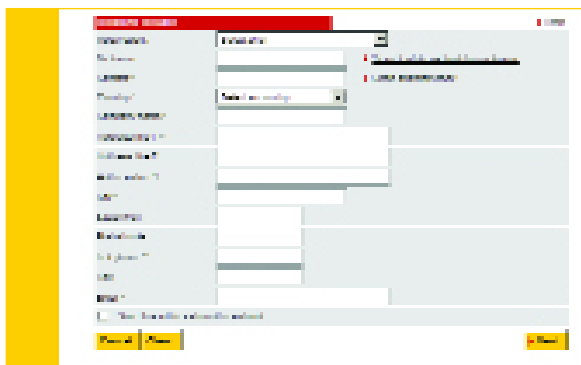
DHL Import Express Online's self explanatory navigation guides you quickly and easily through the entire process:



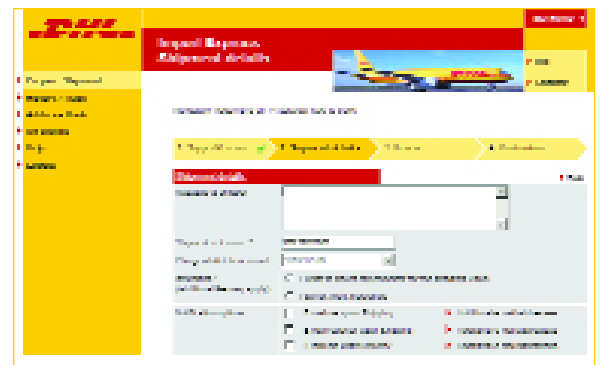
1. Log in (or register if you are a first time user)



2. Insert shipper details or select address from the Address Book



3. Enter receiver details or select address from the Address Book



4. Select shipping options, e.g. payment, insurance etc.
5. Confirm your shipment order

HOW TO TRACK SHIPMENTS

With DHL Import Express Online you have complete visibility of your shipments. Access shipment details in the Tracking/ Shipment History section.

1. Check the status of any shipment.
2. On the shipment details screen, you can find and reprint the air waybill.

HOW TO MANAGE ADDRESSES

Simply access the Manage Address Book section from the main page and follow the instructions.

1. Add new contacts or search existing ones.

2. Edit contact information on the contact details screen.

It is also possible to add a new contact during the shipping process

WHERE CAN I FIND MORE INFORMATION?

Information about DHL Import Express Online is available: www.importexpress.dhl.com

If you need further help, please call DHL Customer Service in Manila: (632) 811-7000 or 793-8000 in Cebu: (6332) 341-7400 or 493-7900 or Toll free: 1-800-1888-0345