

Full Visibility



Complete chain of consignment tracking and paperless proof of delivery

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Introduction

Dear “Active Tracing” user,

We wish to provide you with useful information about our Track & Trace solution “Active Tracing”, and registered area “myAcT” for easy visibility of all of your shipments.

In particular, we would like to inform you on how to

- log in to “Active Tracing”,
- look up consignments with myACT,
- set up your personal profile.

Using “Active Tracing” with your personal profile can make your consignment search even more efficient and easy. In addition to this manual more information can be found online in the myACT help pages or with a demo user account.

For optimal use of “Active Tracing” Java script should preferably be activated on your computer.

The pages display one or more of the icons at the top right section as shown below:



Online help



Create status email notifications – see Section 8 for more details



Download Excel file



Column configuration

The column configuration can generally be used for all consignment lists but will, in the individual case, only be effective for the current list under review.

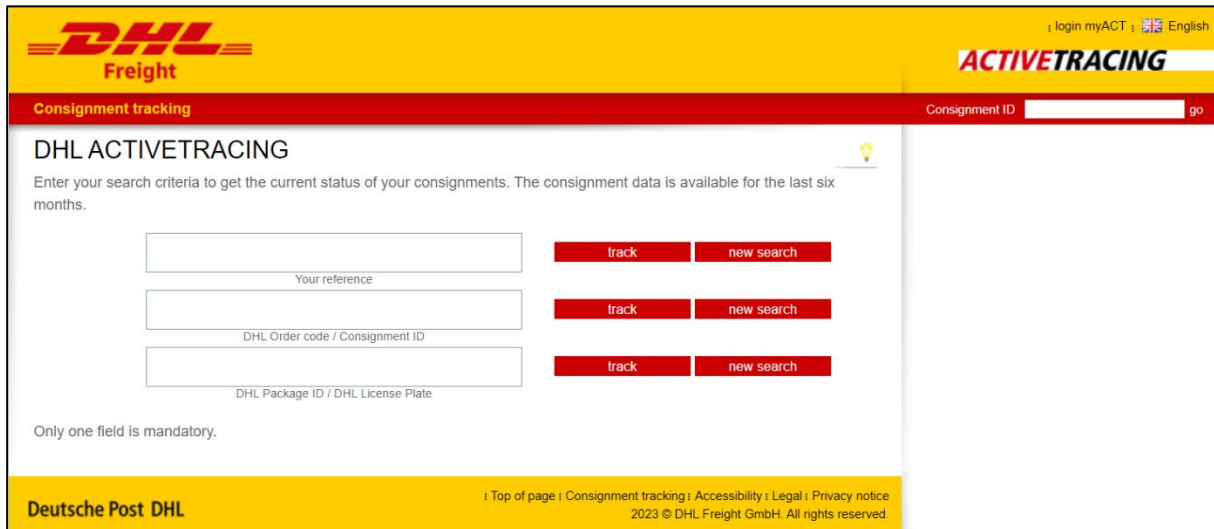
Yours sincerely,

The E-Business Team

1. Access

Our DHL Freight Track & Trace solution Active Tracing is available at:

<https://activetracing.dhl.com>



The screenshot shows the DHL Active Tracing web application. At the top, there is a yellow header with the DHL Freight logo on the left and a login area on the right that says "login myACT" with a language selector set to "English". Below the header is a red navigation bar with "Consignment tracking" on the left and a search bar on the right labeled "Consignment ID" with a "go" button. The main content area is white and titled "DHL ACTIVETRACING". It contains the instruction: "Enter your search criteria to get the current status of your consignments. The consignment data is available for the last six months." Below this are three input fields, each with a "track" button and a "new search" button to its right. The first field is labeled "Your reference", the second "DHL Order code / Consignment ID", and the third "DHL Package ID / DHL License Plate". A note below the fields states "Only one field is mandatory." At the bottom of the page, there is a yellow footer with the "Deutsche Post DHL" logo on the left and a navigation menu on the right: "Top of page", "Consignment tracking", "Accessibility", "Legal", and "Privacy notice". Below the menu, it says "2023 © DHL Freight GmbH. All rights reserved."

The 3 fields offered allow tracking on either Customer Reference, DHL Consignment ID, or on Package IDs.

Active Tracing is available in 7 languages: English, French, German, Italian, Polish, Spanish, & Swedish.

DHL Customers can choose to register a login for “myACT”, offering an easy view & monitoring options. To login to (or register for), click on “login myACT” at the top right of the screen.

2. Registration

With a myACT login for Active Tracing you have easy visibility of all of your shipments, and can have additional options not accessible via the public Active Tracing tool, such as POD (Proof Of Delivery) visibility & some further reporting options.

To register for myACT, first choose “login myACT” at the top right corner of the screen, and then click on the option “registratation myACT”.

The screenshot shows the registration page for DHL ACTIVETRACING. At the top right, there are links for 'login myACT' and 'English'. The main header features the DHL Freight logo and the 'ACTIVETRACING' title. Below this is a search bar for 'Consignment ID' with a 'go' button. The main content area is titled 'DHL ACTIVETRACING' and includes a lightbulb icon. A 'Please notice' box on the right states: 'Be aware that we can only release requests for the myACT registered area if you're a business customer of DHL Freight. Your Company must have a valid DHL Freight Account Number.' The registration form itself is divided into several sections: 'Your personal data' with fields for title (Mrs./Mr.), name, company, street/no., postal code/city, country (dropdown), phone, fax, and mobil; 'User ID' with fields for user name (e-mail address), password, and password confirmation; and 'Additional Information' with a large text area. A 'branch' dropdown is also present. At the bottom of the form are 'register' and 'delete' buttons. The footer contains 'Deutsche Post DHL' and a navigation menu: 'Top of page | Consignment tracking | Accessibility | Legal | Privacy notice | 2023 © DHL Freight GmbH. All rights reserved.'

Then, fill in your address and contact information. All fields marked with an asterisk (*) are mandatory fields. Enter your selected user name (which could be your e-mail address) and select a password. The password must have a minimum of six characters, containing letters and numbers. The password is case-sensitive, which means that small and capital letters need to be observed. You have to repeat the password to double-check that no typing errors are made. To set up Active Tracing correctly it is necessary to have your company details (name, address, e-mail, etc.).

The language can be pre-defined to be English, French, German, Italian, Polish, Spanish, & Swedish via the drop-down menu in the centre of the page or by clicking on the respective language field at the top right corner of the page. The current page will then be reloaded in the selected language version.

ACTIVE TRACING Usermanual

Please note that when you select the language via the drop-down menu in the centre of the page the change will be saved in your user profile and each time you log in the texts will appear in the language selected by you.

When you select a language from the drop-down menu at the top-right of the screen, this will only be valid for the current session and the next time you log in the pages will appear in the language version of your user profile.

After you have completed your entries and found them to be correct, click on "Register". If you want to change your entries before having clicked on "Register" you can click the "delete" button and the entries will be cancelled, so that you can enter your details again.

Once you have clicked the "Register" button, it is no longer possible to click the "delete" button for altering the entries, because your details have already been stored in the system. In such case you must alter your Active Tracing profile. See details in Section 9 "myACT profile".

After having clicked on the "Register" button, a new page will appear containing the details you have entered and informing you, in red script at the bottom of the page, that your registration has been saved in the system.

The registration is processed by the DHL Service Desk who will send you an e-mail informing you of the activation. After having received this e-mail you can log in with your user name and password.

For the usage of myACT you need a DHL account number, our Service Desk will configure your account number(s) regarding your contact details.

Only business customers will have such an account number, due to this myACT is not available for end customers.

3. Login

After having clicked on the field “login myACT” on the front page, the “Login” page will appear.

The “Login” page is the gateway to “Active Tracing”. You can log in with your user name and your password. If you still need to register (see below) the login function will be available to you immediately after your account is activated. Once you have pressed the button “Login” you will be carried forward to the “Consignment search” page.

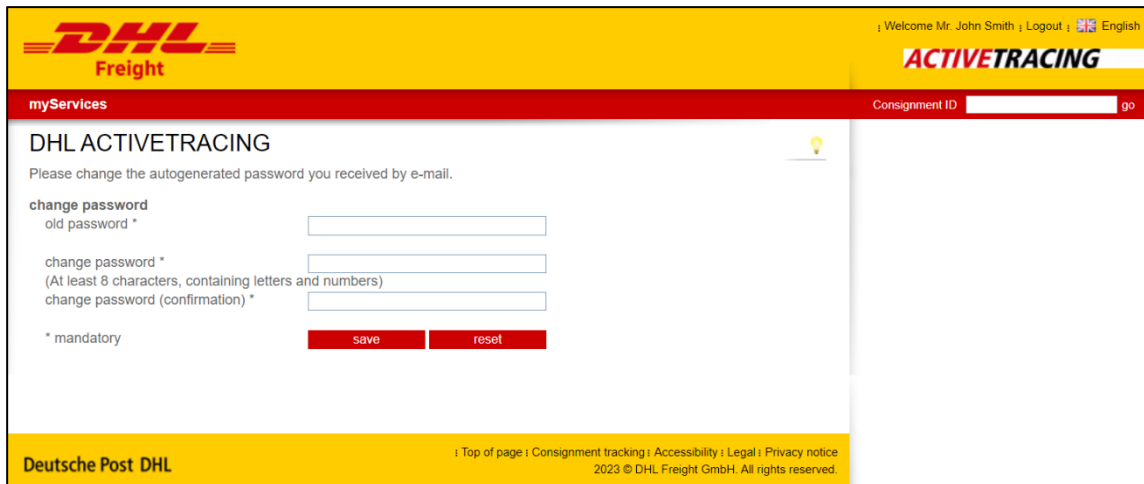
For registration click on the “registration myACT” field and the “Registration” will open.

Should you have forgotten your password, click on the “forgotten password” and the page shown below will appear.

Enter your user name and click on the button “send password” and the password will be sent by e-mail to the e-mail address registered in your profile. This is a temporary password.

ACTIVE TRACING Usermanual

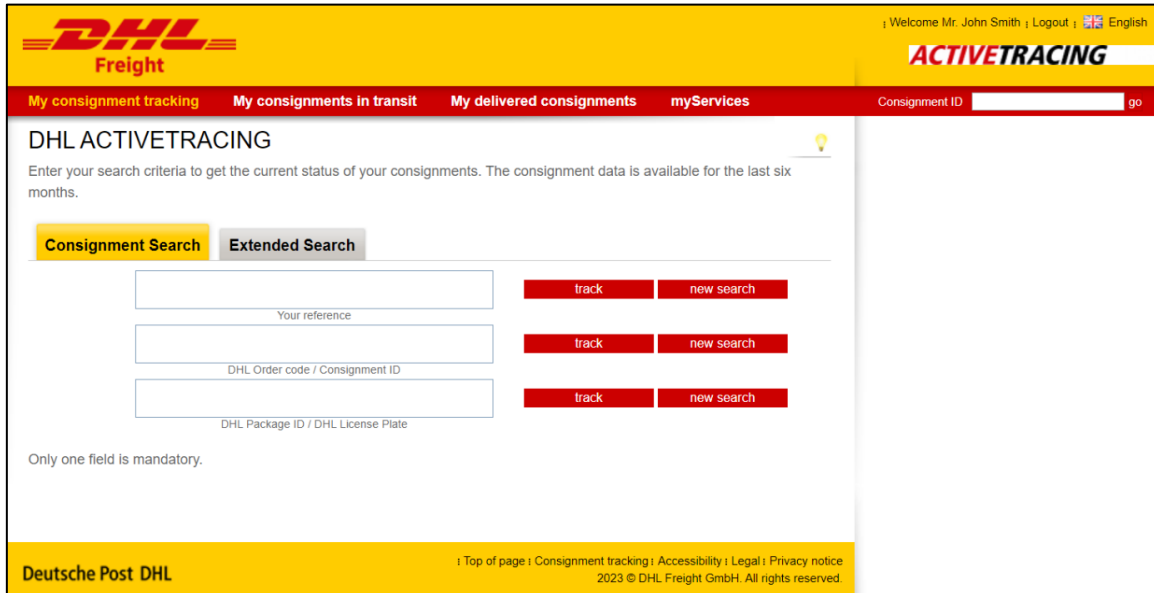
After logging in with the temporary password the following screen will appear requesting you to change this password. The new password must have at least six characters, containing letters and numbers. Please note that the password is case-sensitive, meaning that small and capital letters need to be observed. You have to repeat the new password to double-check that no typing errors are made.



The screenshot shows the DHL ACTIVETRACING user interface. At the top left is the DHL Freight logo. At the top right, it says "Welcome Mr. John Smith | Logout | English". Below the logo is a red navigation bar with "myServices" on the left and "Consignment ID" followed by a search box and a "go" button on the right. The main content area is titled "DHL ACTIVETRACING" and includes a lightbulb icon. The text reads: "Please change the autogenerated password you received by e-mail." Below this is a "change password" section with three input fields: "old password *", "change password * (At least 8 characters, containing letters and numbers)", and "change password (confirmation) *". There are "save" and "reset" buttons at the bottom of the form. A footer bar contains "Deutsche Post DHL" on the left and navigation links: "Top of page | Consignment tracking | Accessibility | Legal | Privacy notice" and "2023 © DHL Freight GmbH. All rights reserved." on the right.

4. Consignment Search

After you have successfully logged in the following screen will appear.



There are multiple ways of entering consignment specifics to find Shipments:

- In field “**Your reference**” you can enter the reference.

The Reference was assigned by you to the consignment and may not exceed 70 characters.

Note – in the Public-Version (when not logged in with myACT login) of activetracing.dhl.com, it is not possible to Track some Reference values that do not meet the below criteria:

- Minimum lengths of at least 3 characters
- Containing at least 3 or more numbers/special-characters (e.g. #,-)
- In field “**DHL Order code / Consignment ID**” you can enter the DHL Order code / Consignment ID.

The **DHL Order Code / Consignment ID** is always unique, allocated by the DHL Transport Management System.

- In field “**Package ID / DHL License Plate**” you can enter the Package ID / DHL License Plate. Click on the field “track”.

A consignment may consist of more packages than one. Each package is given a **Package ID / License Plate**.

ACTIVE TRACING Usermanual

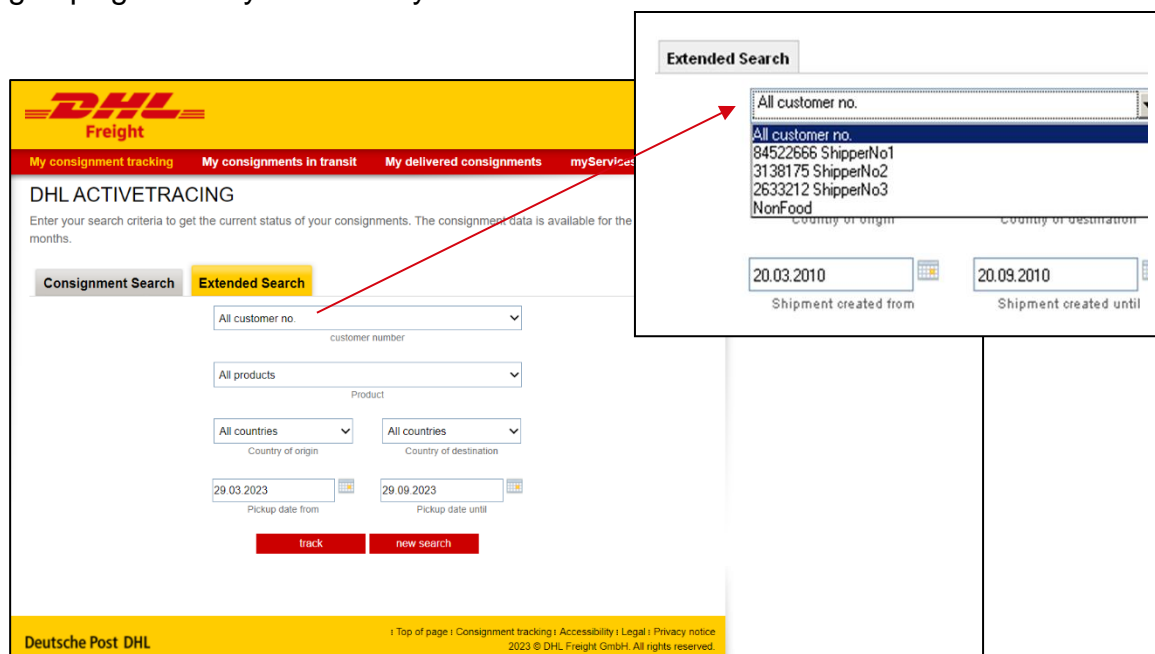
In the field “**Consignment ID**” on the right side of the red tool bar at the top of the page you can enter the Order Code / Consignment ID or Package ID / License Plate. Click on the field “go”. After a successful search you are immediately carried forward to the consignment details.

With the extended search (see page shown below) you can search for multiple consignments over a period of time according to your own search criteria entered manually or by way the drop-down menus. Enter the dates manually (DD/MM/YYYY) or use the calendar function (click on the small fields to the right of the calendar boxes).

In the drop-down menu “All customer no.” you can use the pre-set selection for all customer numbers, where the search will be undertaken for all customer numbers.

To narrow down your search, you can use the drop-down function and select only one customer number for your search.

There is also the possibility of “grouping” customer numbers according to specific search criteria (as the ‘NonFood’ item in the example display below). Please note this grouping can only be done by DHL.



With Active Tracing you do not need to fill in your customer number because it has already been allocated by DHL when setting up the user profile. It can be selected via the drop-down menu.

You can also filter your search by your DHL Freight Products, countries of origin/destination, and also on pickup dates.

Please note that DHL store consignment data for a period of six months.

5. Consignment list

As an initial search result the consignment list will be shown.

Click on the icons at the top right corner of the list for the following:



Welcome Mr. John Smith | Logout | English

ACTIVETRACING
Consignment ID go

My consignment tracking
My consignments in transit
My delivered consignments
myServices

DHL ACTIVETRACING

Click to expand detail. Filter to reduce selection.

Details	Email	Order Code	Consignor Reference	Consignee Reference	Last status	Last status
		DEM2023091003	20139583123	DEMO_135798462 DEMO_20230910_03	Out for Delivery	15.09.2023
		DEM2023091002	20139583997	DEMO_20230910_02 DEMO_987654321	Delivered	11.09.2023
		DEM2023091001	20139583006	DEMO_123456789 DEMO_20230910_01	Delivered	15.09.2023
		DEM2023090303	20139583123	DEMO_135798462 DEMO_20230903_03	Out for Delivery	08.09.2023
		DEM2023090302	20139583997	DEMO_20230903_02 DEMO_987654321	Delivered	04.09.2023
		DEM2023090301	20139583006	DEMO_123456789 DEMO_20230903_01	Delivered	08.09.2023

For exceptional cases when there's no pickup date given, the consignment creation date is taken into account.

1

Amount of consignments: 6 (page 1 of 1)

Pickup date period

To narrow your search, please set up another pickup date period.

Pickup date from*

Pickup date until*

Filter

Consignment tracking

You have searched for the customer number DEM401300387.

Deutsche Post DHL

 Top of page | Consignment tracking | Accessibility | Legal | Privacy notice
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ACTIVE TRACING Usermanual

This page is always displayed when more than one consignment fit your search criteria. Here you have the following handling options:

- **Consignment details:** When you click on the Order Code or the “Consignment Details” icon on the first “Details” column of the respective consignment you will automatically be carried forward to the consignment details page. Here you can gather further information, such as the status history & POD if available.
- **Forward/backward:** With the buttons “next page” and “previous page” you can navigate through the consignments that fit your search criteria.
- **Sort:** By clicking on the headers of each column you can sort the content of the whole table by each field in ascending or descending order. Initially the table is sorted in descending order by the pick-up date.

This is the sort icon:



- **Filter:** To reduce the number of consignments you can set the filter below each header.

This is the filter icon:



You can drag one or more column headers into the respective field at the bottom right of the page.

The screenshot displays the DHL Freight ActiveTracing interface. At the top, there is a navigation bar with the DHL Freight logo and user information. Below this is a red navigation bar with tabs for "My consignment tracking", "My consignments in transit", "My delivered consignments", and "my Services". A search bar for "Consignment ID" is also present.

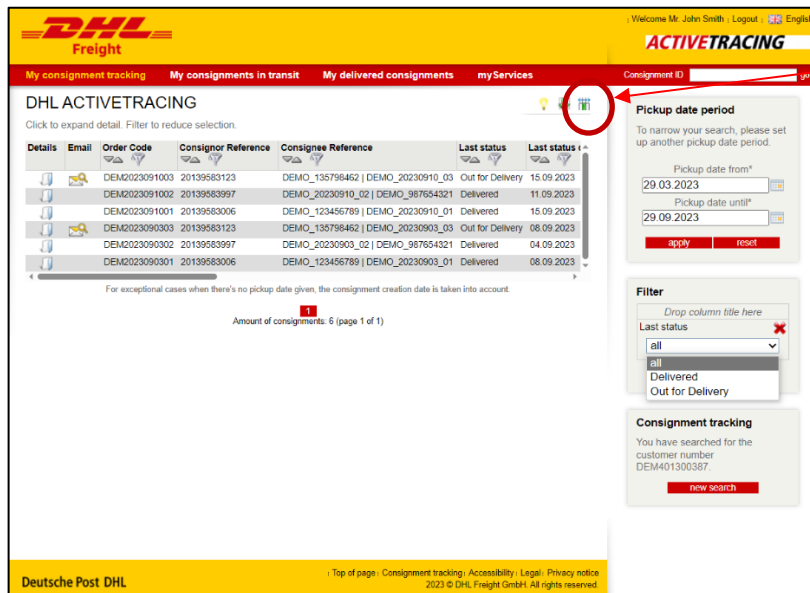
The main content area is titled "DHL ACTIVETRACING" and includes a table of consignments. The table has columns for "Details", "Email", "Order Code", "Consignor Reference", "Consignee Reference", "Last status", and "Last status". A red circle highlights the "Last status" column header, and a red arrow points from it to a filter dropdown menu on the right. The filter dropdown is currently set to "all" and shows options for "all", "Delivered", and "Out for Delivery".

Below the table, there is a "Pickup date period" section with input fields for "Pickup date from*" (29.03.2023) and "Pickup date until*" (29.09.2023), along with "apply" and "reset" buttons. At the bottom of the page, there is a footer with the text "Deutsche Post DHL" and "Amount of consignments: 6 (page 1 of 1)".

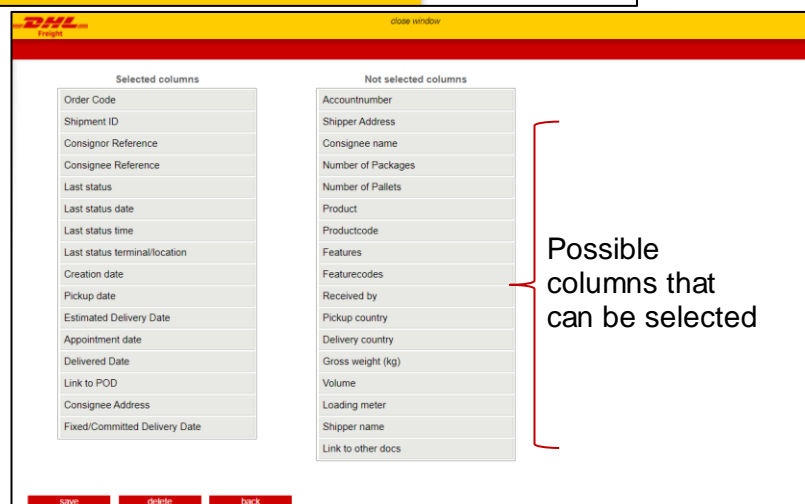
Details	Email	Order Code	Consignor Reference	Consignee Reference	Last status	Last status
		DEM2023091003	20139583123	DEMO_135798462 DEMO_20230910_03	Out for Delivery	15.09.2023
		DEM2023091002	20139583997	DEMO_20230910_02 DEMO_987654321	Delivered	14.09.2023
		DEM2023091001	20139583006	DEMO_123456789 DEMO_20230910_01	Delivered	15.09.2023
		DEM2023090303	20139583123	DEMO_135798462 DEMO_20230903_03	Out for Delivery	08.09.2023
		DEM2023090302	20139583997	DEMO_20230903_02 DEMO_987654321	Delivered	04.09.2023
		DEM2023090301	20139583006	DEMO_123456789 DEMO_20230903_01	Delivered	08.09.2023

ACTIVE TRACING Usermanual

- Column configuration:** You can add, remove, or re-order the Columns displayed (like 'Last Status', 'Last Status Date' etc), by clicking on the icon "column configuration". The following window will appear where you can 'drag & drop' the columns which you would like to have displayed in a revised consignment list, between 'Selected columns' & 'Not selected columns', and arrange their order within 'Selected columns' as you wish them to be displayed.



Column configuration icon

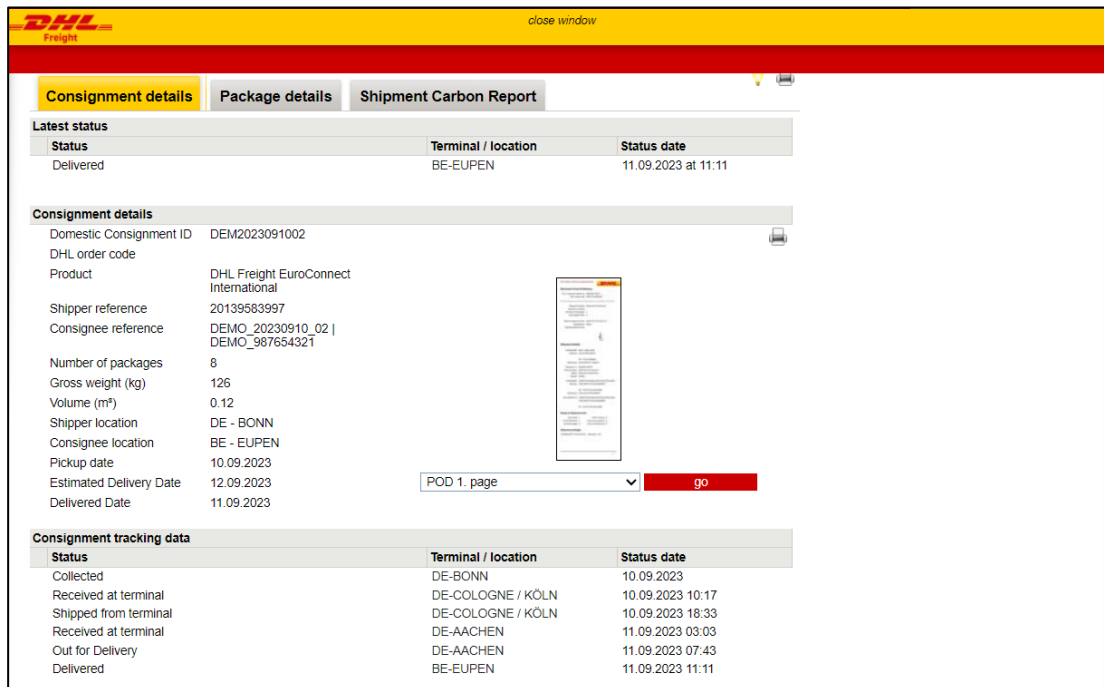


Possible columns that can be selected

- Download:** The icon "download" at the top right corner of the consignment list enables you to download the current consignment list in Excel format to work with on your own computer.
- Narrowing results:** If your search has retrieved too many results you can narrow down the results by narrowing down the period of the recording of the order.
- New Search:** If you want to start a new search, you can click the respective field in the bottom right corner of the consignment list and start a new search.

6. Consignment details

From the consignment list, by clicking the “Consignment Details” icon , or on the DHL Order Code, a screen will be displayed showing more consignment and tracking details:



This screen provides the following:

- **Latest status** provides visibility of the current status of your consignment, showing terminal name, and date/time of event. When your consignment has been delivered, the name of the recipient will also be visible here.
- **Consignment details** such as the number of packages and pallets, weight, location of shipper and consignee are listed. The consignment number and order code are also indicated here - these are often necessary to communicate with our terminals.

Consignment tracking data shows the status history with dates, times, and terminal / location of each tracking event. This information lets you know which terminal was responsible for which status information. By clicking on terminal name an extra window will open with the terminal address details.

- **Proof-Of-Delivery**, if available, will be displayed as a small preview image. If you click on this POD/signature image the full size POD will be shown in a new window. Alternatively, if you click on the printer icon “ePOD printable version” next to the small POD image (only visible if an ePOD is available) you will have the option to open or save the POD as a PDF file.

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If you click on the printer icon “printable version” at the top of the page you have the option to open/save/print a PDF with all information displayed on screen, including the POD/digital signature, if available.

In addition to this you have the option to get a package list of a consignment, and the package-level tracking history. If you click on the tab “Package details” the following screen will be displayed, where you can select each package ID to see extended package tracking data:

The screenshot shows the 'Package details' tab selected in the DHL Freight interface. It displays two tables of tracking data.

Consignment tracking data

Status	Terminal / location	Status date
Collected	DE-BONN	10.09.2023
Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:17
Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
Received at terminal	DE-AACHEN	11.09.2023 03:03
Out for Delivery	DE-AACHEN	11.09.2023 07:43
Delivered	BE-EUPEN	11.09.2023 11:11

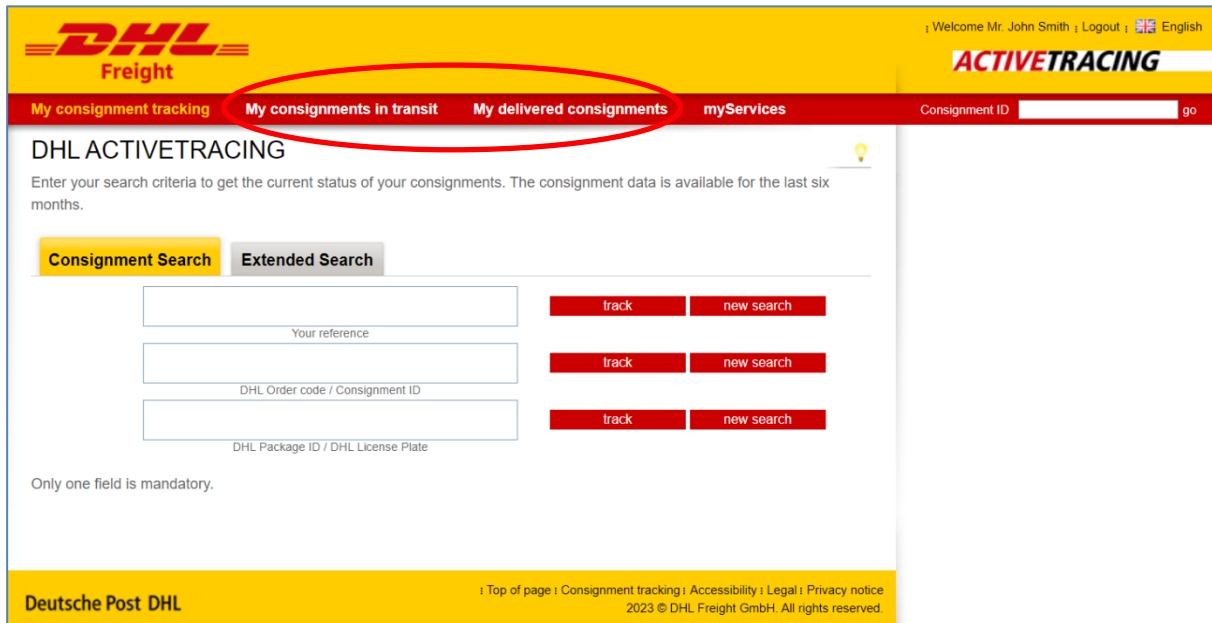
Below the first table, there is a search bar with the text 'Display package tracking data' and a dropdown menu set to 'Display tracking history for all packages'. A red 'go' button is next to it.

Package tracking data

Package ID	Status	Terminal / location	Status date
DEM202309105000955162	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:16
DEM202309105000955163	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:16
DEM202309105000955164	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:16
DEM202309105000955165	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:17
DEM202309105000955166	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:17
DEM202309105000955167	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:17
DEM202309105000955168	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:17
DEM202309105000955169	Received at terminal	DE-COLOGNE / KÖLN	10.09.2023 10:17
DEM202309105000955162	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955163	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955164	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955165	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955166	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955167	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955168	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955169	Shipped from terminal	DE-COLOGNE / KÖLN	10.09.2023 18:33
DEM202309105000955162	Received at terminal	DE-AACHEN	11.09.2023 03:03

7. Pre-configured reports

It is possible to run two pre-configured reports called “**My consignments in transit**” and “**My delivered consignments**”, by clicking on the respective fields in the red toolbar at top of page:





The report “**My consignments in transit**” will display a consignment list of all your shipments not yet with a status Delivered. Similarly, the report “**My delivered consignments**” will display a consignment list of all your delivered shipments should be available.

As described in **Section 5 “Consignment List”** the results of these reports can then be filtered, or downloaded to Excel.

8. Shipment Status Notification Emails

Active Tracing allows Shipment Status Notification Emails to be configured - for specific shipments, it is possible to setup these Status Notification Emails to email multiple entered email-addresses. Once configured for a shipment, Active Tracing will send emails, with information of the current Status & Location of the shipment, every time the Status/Location of a shipment in Active Tracing is updated (or only when Delivered, if preferred).

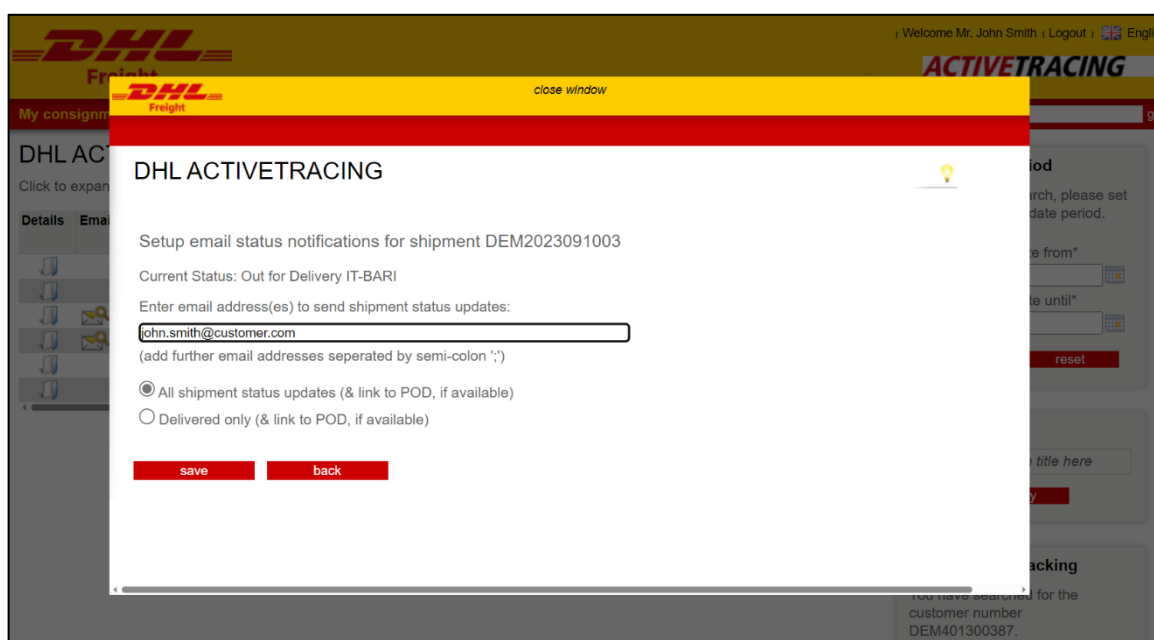
The icon  'Create status notification emails', to allow the setup of these emails is available both within myAcT shipment overview screen (displayed on far-left of each shipment listed) & also within the Consignment details screen (displayed at top-right).

This icon will instead be displayed as  'Change status notification emails' following a shipment being configured for notification emails, allowing changes to be made to previously entered settings, if required.

Please note that this functionality is also available to all users, also within the Public environment (non-myAcT registered) of Active Tracing, therefore also allows any receivers of Consignments to configure the emails for themselves.

The example screen below shows the email configuration screen, where:

- multiple email addresses (separated by a semi-colon can be entered)
 - by default, your own myACT login email address will be populated here.
- the option of 'All shipment status updates' or 'Delivered only' is offer
 - by default, the option 'All shipment status updates' is selected.



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See below an example of the 'Shipment update' emails sent, providing basic information on the current Status & Location of the shipment, and a link to the shipment in Active Tracing:

From: do-not-reply@dhl.com [mailto:do-not-reply@dhl.com]
Sent: 16 February 2015 14:22
To: email@receiver.com
Subject: DHL Active Tracing - Shipment LON-EC-1234567 update

Shipment Status: Out for Delivery
Status date/time: 16.02.2015 13:49
Status terminal/location: DE-AACHEN

DHL Order code: LON-EC-1234567
Shipper reference: ABC| DEF

To check shipment details/tracking go to:
<https://activetracing.dhl.com/DatPublic/search.do?search=consignmentid&l=EN&a=LON-EC-1234567>

DHL Freight Active Tracing: <https://activetracing.dhl.com/>

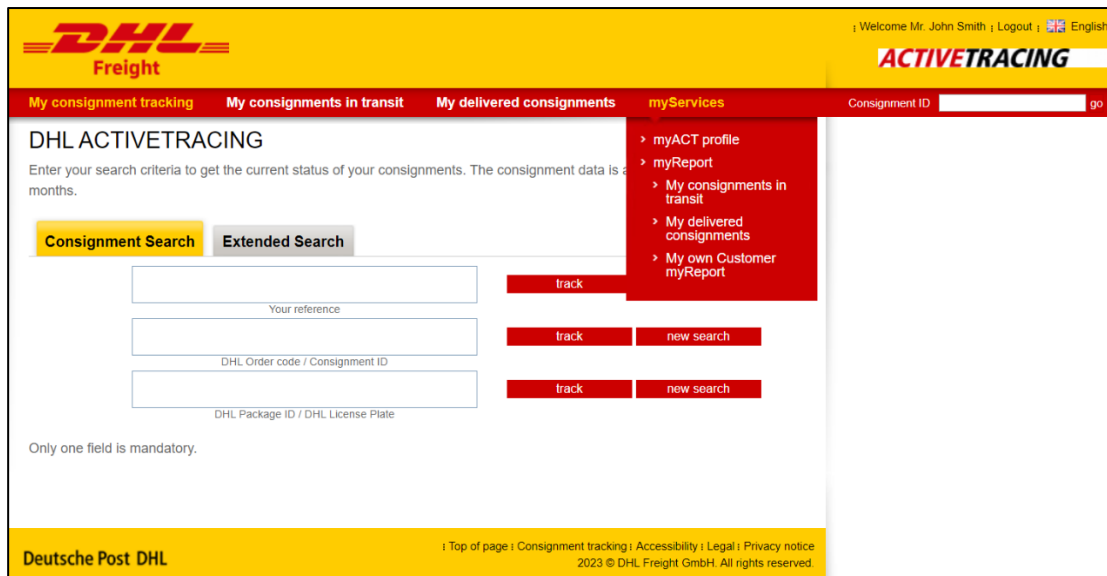
Kind regards,
e-Business Helpdesk
ebusiness-helpdesk@dhl.com

This message may contain confidential and / or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by reply e-mail and delete this message. Thank you for your cooperation.

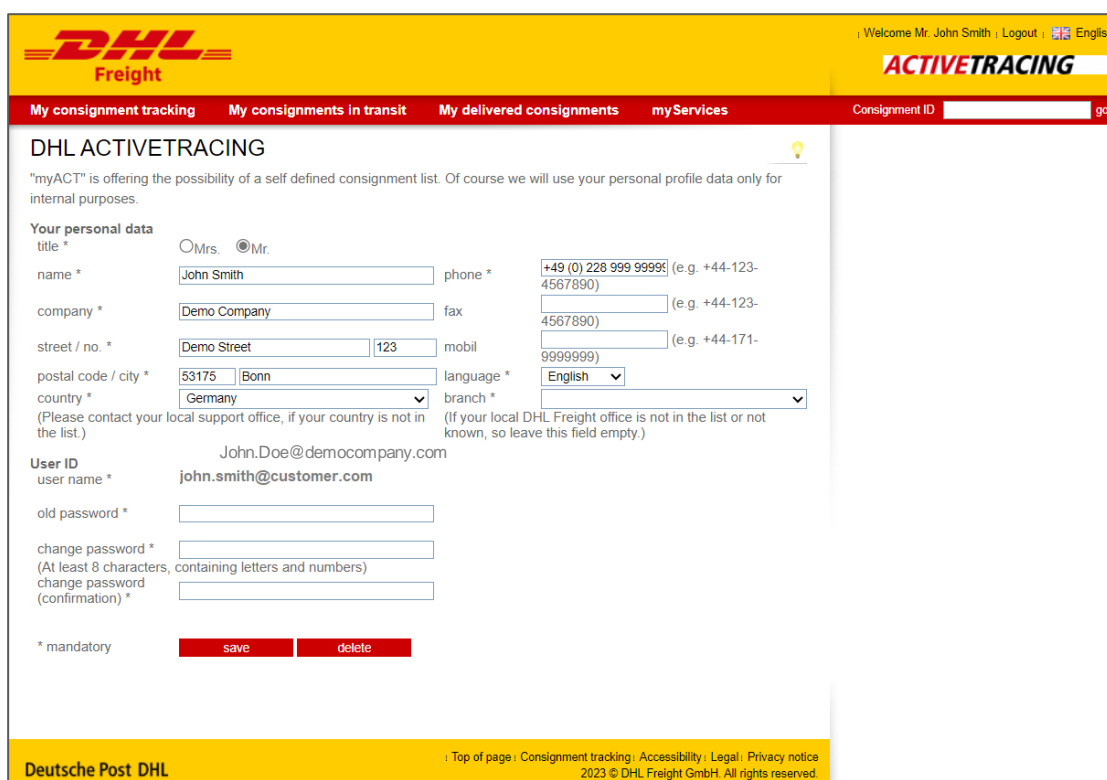
9. myACT profile

You can retrieve your personal profile after logging in.

After clicking on the item “**my Services**” in the red toolbar a drop-down list will appear from which you need to select “**MyACT profile**”.



After having clicked on “myACT profile” the following page will open:



ACTIVE TRACING Usermanual

Here you can change both your personal data and your password whenever needed. All fields marked with an asterisk (*) are mandatory fields. You have to repeat the new password to double-check that no typing errors are made. Changes will be active after you have pressed the “save” button.

Please note that clicking on the “delete” field only cancels all entries in the form on your computer screen, but not in the DHL system. Only after pressing the “save” button will the entries be effective in the system.

Contact

We do hope you are successful and enjoy working with our Active Tracing system. If you have any questions, feel free to contact our local customer service.