

welcome to dhl emailship user guide

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Welcome to the DHL EmailShip User Guide

In today's fast moving logistics landscape, the ability to ship packages directly from your inbox can save time, reduce errors, and streamline operations. DHL EmailShip is a powerful tool that turns email into a shipping platform, allowing you to create, track, and manage shipments without leaving your favorite email client. This guide walks you through every step—from setting up your account to mastering advanced features—so you can harness the full potential of DHL EmailShip.

What Is DHL EmailShip?

DHL EmailShip is a cloud based shipping solution that integrates seamlessly with your email provider. By simply sending an email with the correct format and attachments, you can generate a DHL shipment label, print it, and even schedule pickup. It is ideal for small businesses, e commerce sellers, and anyone who needs to ship parcels quickly and reliably.

Key Benefits

- **Speed:** Create shipments in seconds.
- **Accuracy:** Reduce manual data entry errors.
- **Convenience:** Ship directly from your inbox.
- **Integration:** Works with major email platforms like Outlook, Gmail, and Apple Mail.
- **Automation:** Set up rules to auto ship certain orders.

Getting Started

Before you can ship, you need to set up your DHL EmailShip account and configure your email client. Follow these steps to get started.

Step 1: Sign Up for DHL EmailShip

1. Visit the DHL EmailShip website.
2. Click "Create Account" and fill in your business details.
3. Verify your email address and complete the onboarding questionnaire.
4. Choose a subscription plan that fits your shipping volume.

Step 2: Verify Your Business Credentials

DHL requires proof of business legitimacy. Upload the following documents:

- Tax ID or VAT number
- Business registration certificate
- Bank statement or credit card for billing

Once verified, you'll receive a confirmation email and your account will be activated.

Step 3: Connect Your Email Client

DHL EmailShip supports Outlook, Gmail, and Apple Mail. Choose your preferred client and follow the instructions

below.

1. Open Outlook and go to File > Account Settings > Account Settings.
2. Select your email account and click Change.
3. Check the box for Enable mail to be sent using DHL EmailShip.
4. Enter your DHL EmailShip credentials when prompted.

1. Log in to Gmail and click the gear icon, then See all settings.
2. Navigate to the Accounts and Import tab.
3. Under Send mail as, click Add another email address.
4. Enter your DHL EmailShip email address and follow the verification steps.

1. Open Apple Mail and go to Mail > Preferences > Accounts.
2. Select your email account and click Server Settings.
3. Enable Send mail using DHL EmailShip and enter your credentials.

Creating Your First Shipment

Once your account is linked, you can start shipping right from your inbox. The process is straightforward: compose an email with the correct format, attach any necessary documents, and send it to your DHL EmailShip address.

Shipment Email Format

Your email must follow this structure:

To: yourname@dhlemailship.com

Subject: DHL EmailShip – Shipment

Body:

Origin: **New York, NY**

Destination: **Los Angeles, CA**

2.5 kg Weight:

30x20x15cm

Express Worldwide Service:

Order #12345 Reference:

Adding Attachments

If your shipment requires additional documents (e.g., customs forms, invoices), attach them directly to the email. DHL EmailShip will automatically process and attach them to the shipment package.

Sending the Email

1. Double check the information for accuracy.
2. Click Send.
3. DHL EmailShip will confirm receipt and generate a shipping label.

Receiving the Shipping Label

After processing, you'll receive a reply email containing a PDF shipping label and a tracking number. Print the label, affix it to your package, and schedule a pickup if desired.

Managing Shipments

Beyond creating shipments, DHL EmailShip offers robust management tools to track, edit, and cancel orders. These features help you keep a tight grip on your logistics pipeline.

Tracking Shipments

1. Open the email containing the tracking number.
2. Click the tracking link to view real time status updates.
3. Alternatively, log in to your DHL EmailShip dashboard for a consolidated view.

Editing Shipments

If you need to change the destination or weight after the email has been sent, you can edit the shipment within 15 minutes of creation. Open the email, click “Edit,” make the necessary changes, and resend.

Canceling Shipments

To cancel a shipment, locate the cancellation link in the confirmation email or use the dashboard. Cancellations are subject to DHL's cancellation policy and may incur fees.

Advanced Features

Once you're comfortable with basic shipping, explore these advanced features to enhance efficiency.

Bulk Shipping via CSV

For high volume sellers, DHL EmailShip supports bulk uploads. Prepare a CSV file with shipment details and email it to your DHL EmailShip address. The system will process each row as an individual shipment.

Auto Ship Rules

Set up rules in your email client to automatically forward orders that meet certain criteria to your DHL EmailShip address. For example, any email from *orders@yourstore.com* with the subject line “Order Confirmation” can be auto forwarded.

Custom Shipping Profiles

Create profiles for recurring shipments. Save common destinations, packaging types, and service levels to reduce manual input.

Security and Compliance

Security is paramount when handling sensitive shipping data. DHL EmailShip follows industry best practices to protect your information.

Data Encryption

All data transmitted between your email client and DHL's servers is encrypted using TLS 1.2+.

Compliance Standards

DHL EmailShip complies with GDPR, CCPA, and other international data protection regulations. Your data is stored securely and is only used for shipping purposes.

Audit Trails

Every shipment action—creation, edit, cancellation—is logged. You can review these logs in the dashboard for

accountability.

Using DHL EmailShip on Mobile

Whether you're on the go or at a warehouse, DHL EmailShip's mobile compatibility ensures you never miss a shipment.

Mobile Email Apps

Most mobile email clients (Apple Mail, Gmail, Outlook) support the same email format. Simply compose an email from your phone, attach any necessary documents, and send.

Mobile Dashboard

The DHL EmailShip dashboard is responsive and can be accessed via any mobile browser. Track shipments, view logs, and manage profiles on the go.

Integrations

Integrate DHL EmailShip with your existing e-commerce platforms for a seamless workflow.

E-commerce Platforms

- Shopify
- Magento
- WooCommerce
- BigCommerce

Most platforms offer plugins that automatically forward order details to your DHL EmailShip address.

Accounting Software

Sync shipping costs with QuickBooks, Xero, or Zoho Books to maintain accurate financial records.

FAQs

- Q: Can I ship internationally with DHL EmailShip?
A: Yes, DHL EmailShip supports global shipping to over 220 countries.
- Q: What happens if the email format is incorrect?
A: DHL will send a bounce back email with error details. Correct the format and resend.
- Q: Are there any hidden fees?
A: Shipping rates are transparent. Additional fees may apply for oversized packages or expedited services.
- Q: Can I track multiple shipments at once?
A: Yes, the dashboard provides a consolidated view of all active shipments.

Troubleshooting Tips

If you encounter issues, try the following steps:

1. Check your internet connection.
2. Verify that your email client is properly connected to DHL EmailShip.
3. Ensure the email format follows the required structure.
4. Confirm that all required fields (origin, destination, weight) are populated.
5. Check the spam folder for any bounce back emails.
6. Contact DHL EmailShip support if the problem persists.

Tips & Tricks for Efficiency

- Use email templates to standardize shipment emails.
- Set up conditional forwarding rules to auto ship orders.
- Leverage bulk CSV uploads for large volumes.
- Schedule pickups in advance to avoid delays.
- Keep an inventory of packaging materials for quick labeling.
- Regularly review shipment logs for anomalies.

Support & Resources

DHL EmailShip offers a range of support options to keep you shipping smoothly.

Help Center

Access the online help center at

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