

OS02

ONLINE SUPPLIES ORDERING

MANUAL

DHL Express – Excellence. Simply delivered.



Welcome to OSO2. OSO2 is DHL Express' web application for ordering your network supplies, following the status of your orders and viewing your order history. To make everything even more customer-friendly, you can save your data so that you can complete an order in just a few clicks.

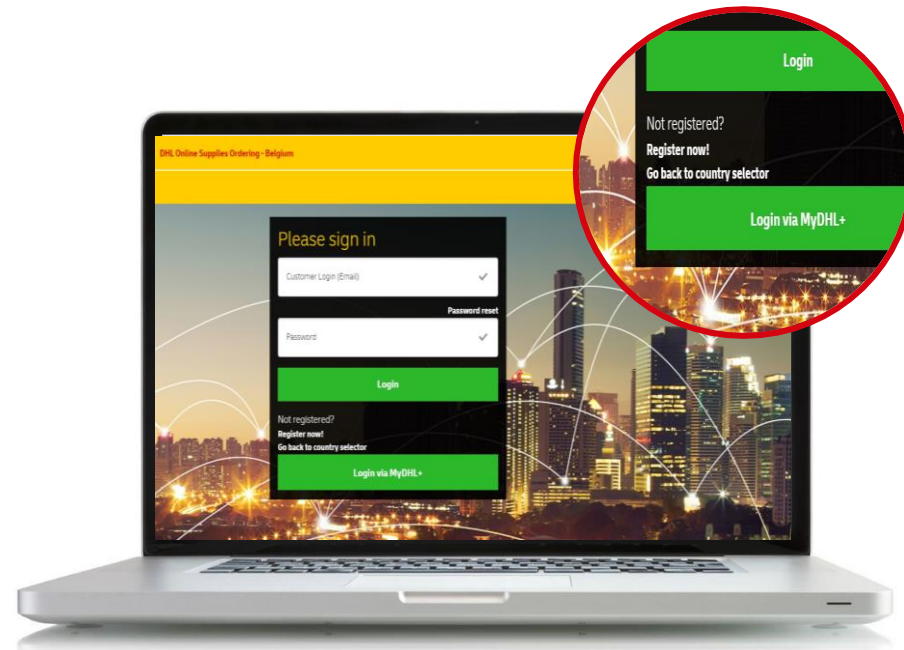
<https://oso.dhl.com/be/en>

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LOGIN & REGISTRATION

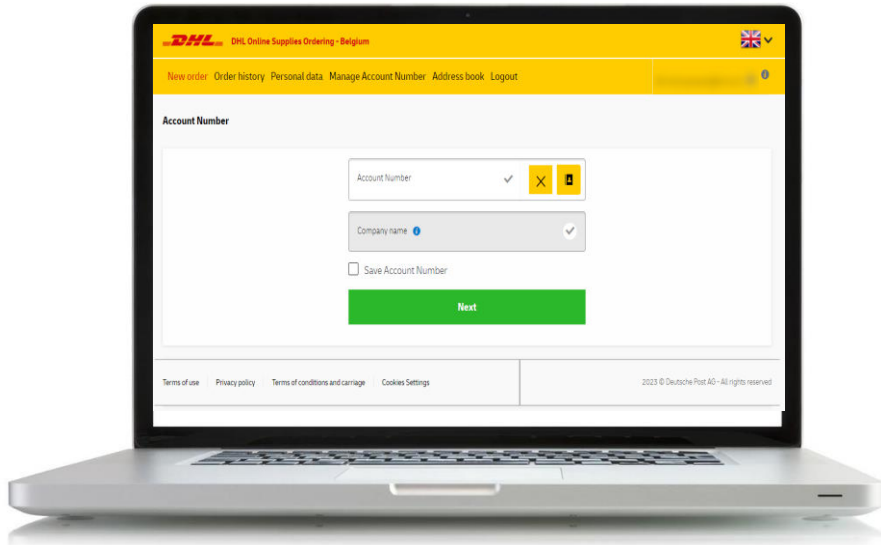
Already have a MyDHL+ account? Then simply click on “Login via MyDHL+” to continue with these details. New customers must first request a login. To do so, click on “Register now!”. After providing the necessary details (company name, contact person, e-mail address and password) you will be sent an e-mail with an activation link to confirm the registration. You can now log in with your e-mail address and the chosen password.



OSO2 HOMEPAGE

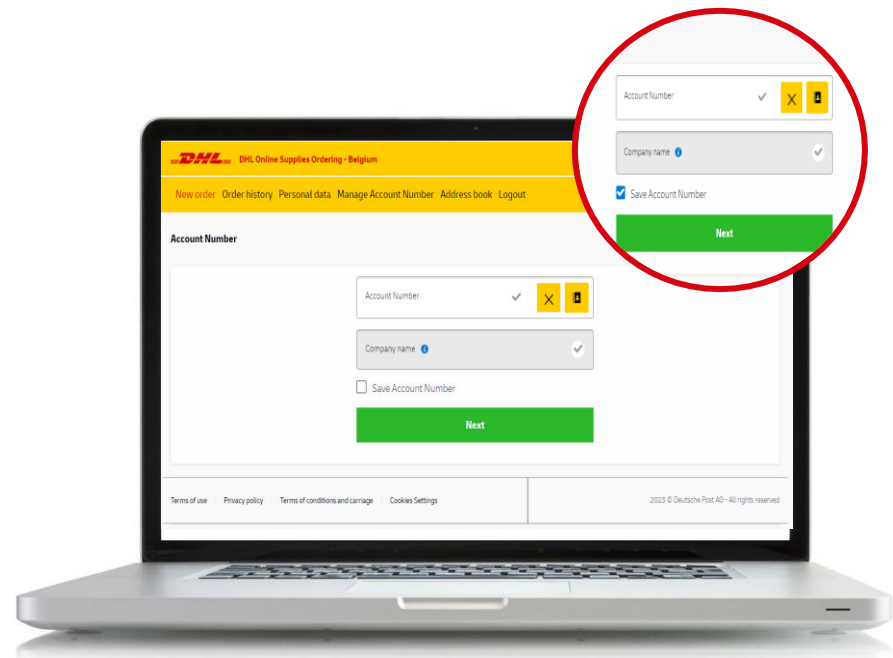
After a successful registration you will automatically land on the 'New order' page. The homepage has several functions: Language selection, New order, Order history, Personal data, Manage Account Number, Address book and Logout. These tabs remain visible on the other pages at any time.

You can select one of the following languages at the top right: Dutch, English or French.



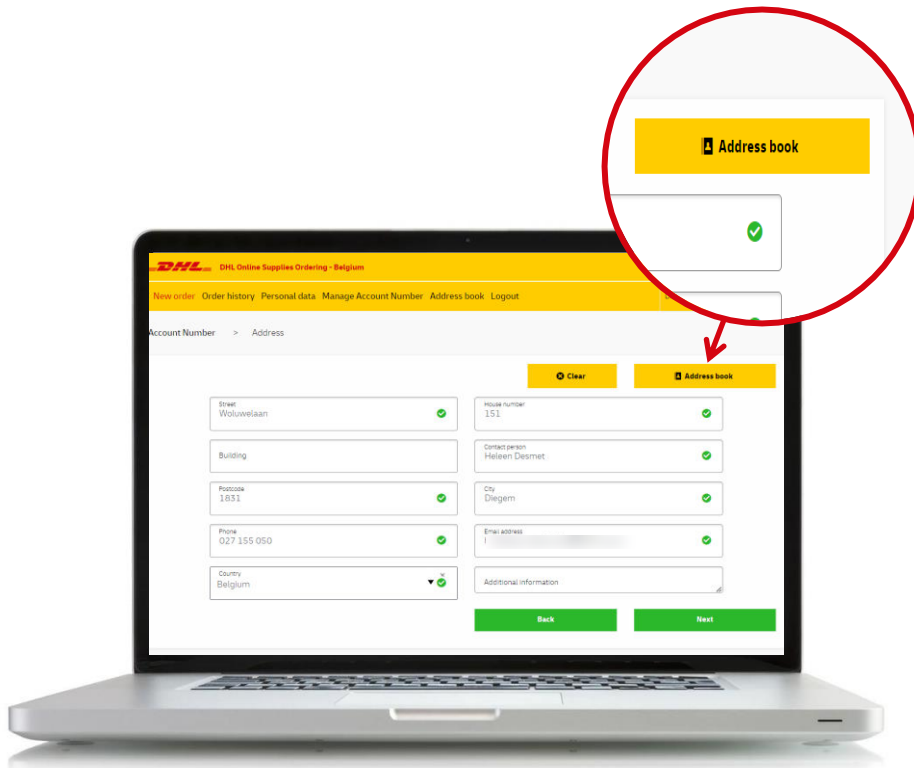
NEW ORDER

On the homepage, or the 'New order' tab, you can start by placing a new order for shipping material. The process follows a series of four steps. You start by entering your DHL Account Number. You can also save this for future use and select it from the list for your next visit.



NEW ORDER

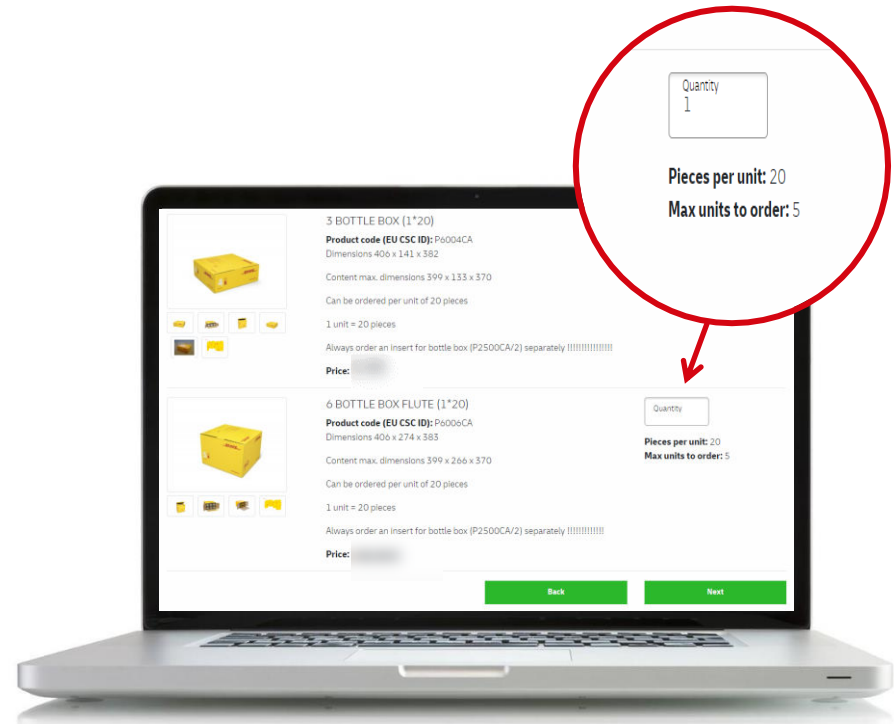
In the next step you enter the address where the shipping material can be delivered. You can also select this by opening the address book. You can find out how to save addresses in this manual under Address book. Please note, all fields marked with a tick are mandatory.



[Content](#) > [New order](#)

NEW ORDER

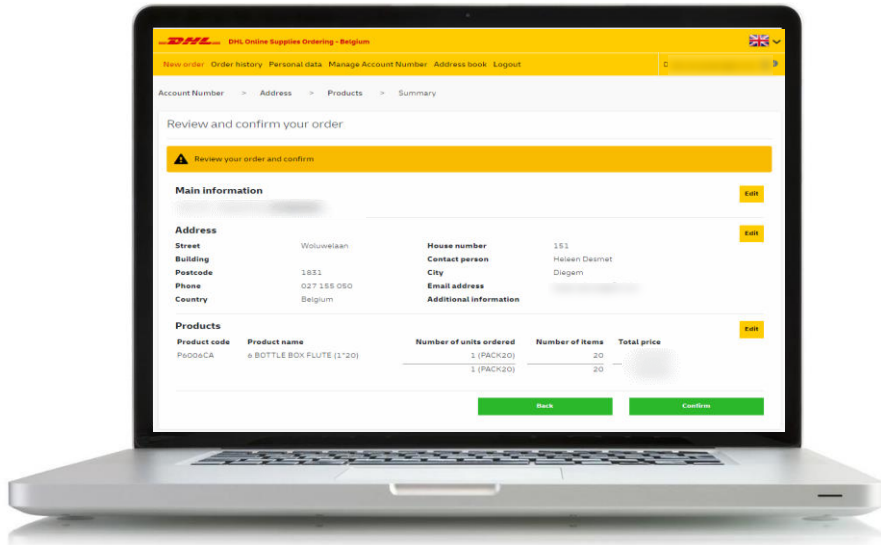
In step 3 you select all the desired shipping material. You can scroll through the overview of all available material, or you can use the filters and “Search” button for a more specific search. For each product, you will see further specifications and can enter the required quantity. When you reach the maximum order size, OSO2 will show you a relevant notification.



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NEW ORDER

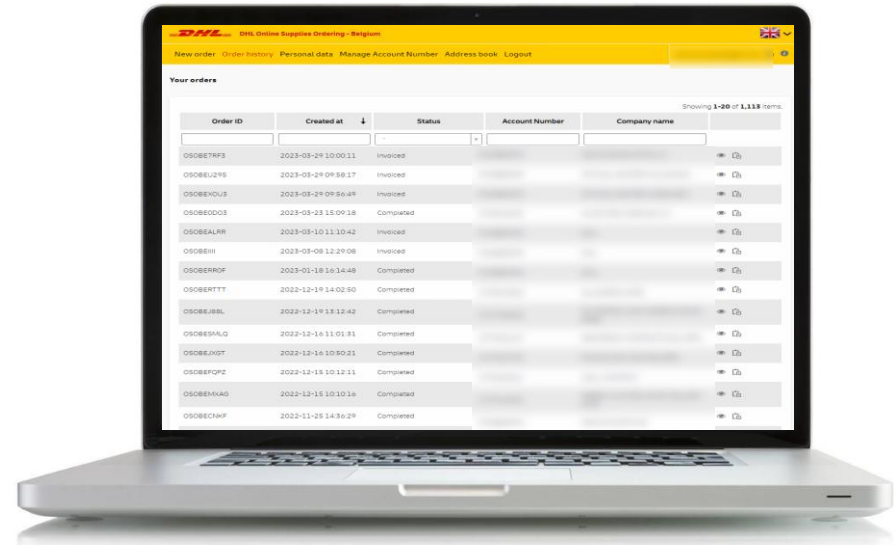
In the final step you will see an overview of your order. You will get the option to check all data and edit it if necessary. Once you are sure that everything is correct, you can confirm the order.



Content > New order

ORDER HISTORY

You will find all orders for all account numbers activated under your login in the 'Order history' tab. The following information is available on the main screen: the order number, the order date, the status of the order, the used account number and the company name.

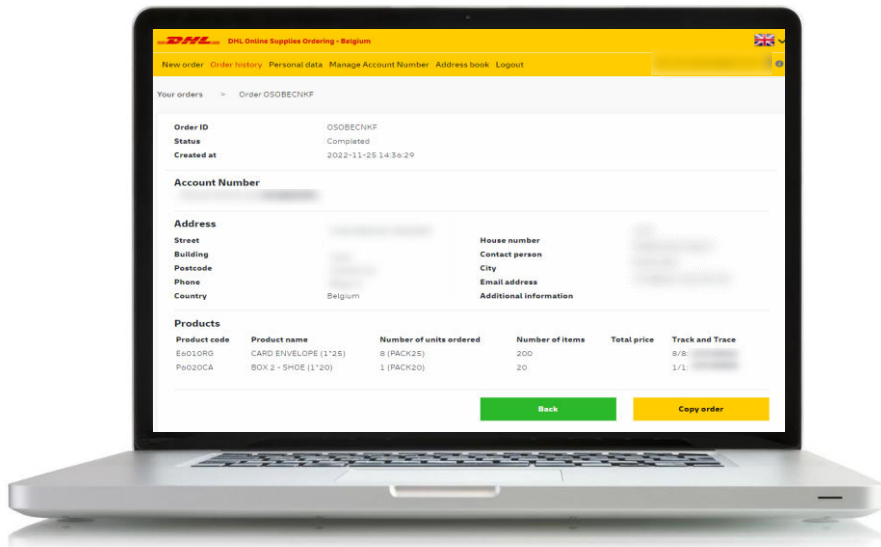


Content > Order history

ORDER HISTORY

Your order history is sorted by default from new to old, but you can change the order by selecting the different column headings. Every order can be opened to show its details.

The order data will be deleted after 30 days. The Track & Trace hyperlink to track the order will be deleted 10 days after the order has reached the 'completed' status.

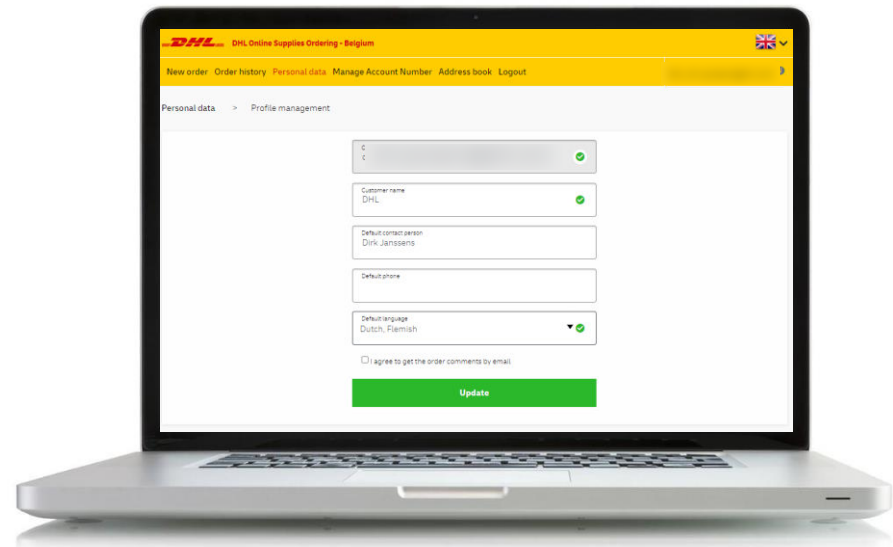


Content > Order history

PERSONAL DATA

In the 'Personal data' tab you are given the choice between three options: Manage profile, Manage password and I want to be forgotten.

In the first option 'Manage profile' you can adjust some static data that will be used for your orders and e-mails: Standard e-mail address, customer name, contact name, telephone number and preferred language.

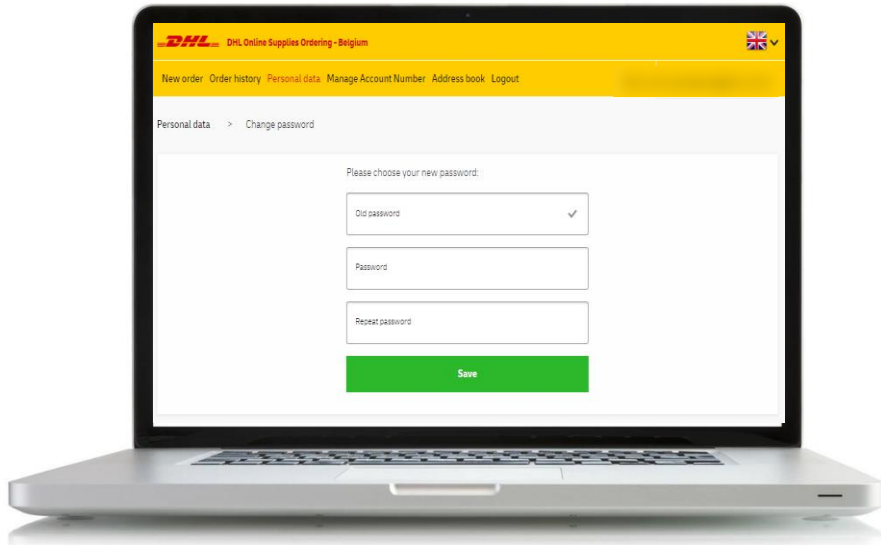


Content > Personal data

PERSONAL DATA

In the second option 'Manage your password' you can change the password that belongs to your login. You will be automatically asked to reset this every 60 days. You will be notified by e-mail if the password expires.

If you have forgotten your password, you also have the option to change it via the login page.

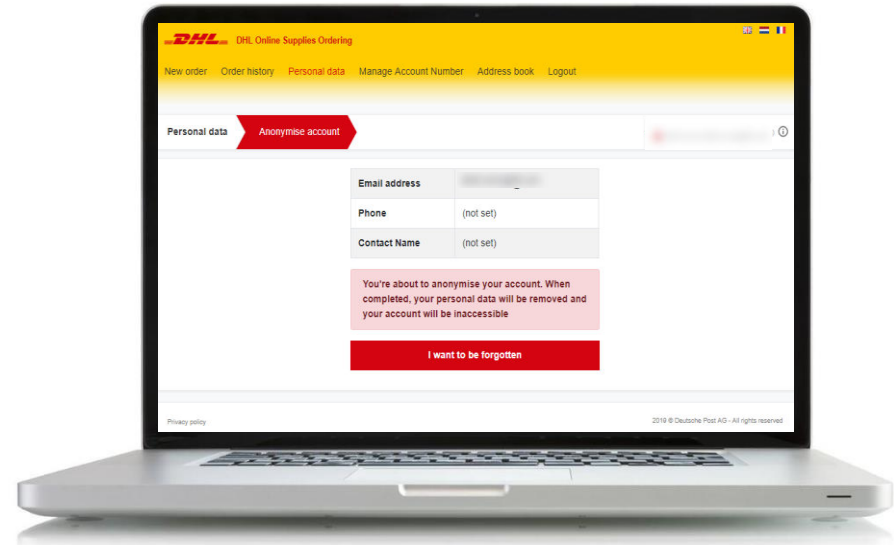


Content > Personal data

PERSONAL DATA

The third option 'I want to be forgotten' gives you the option to make your personal information unrecognizable. Your login is withdrawn and all personal information in historical orders becomes invisible.

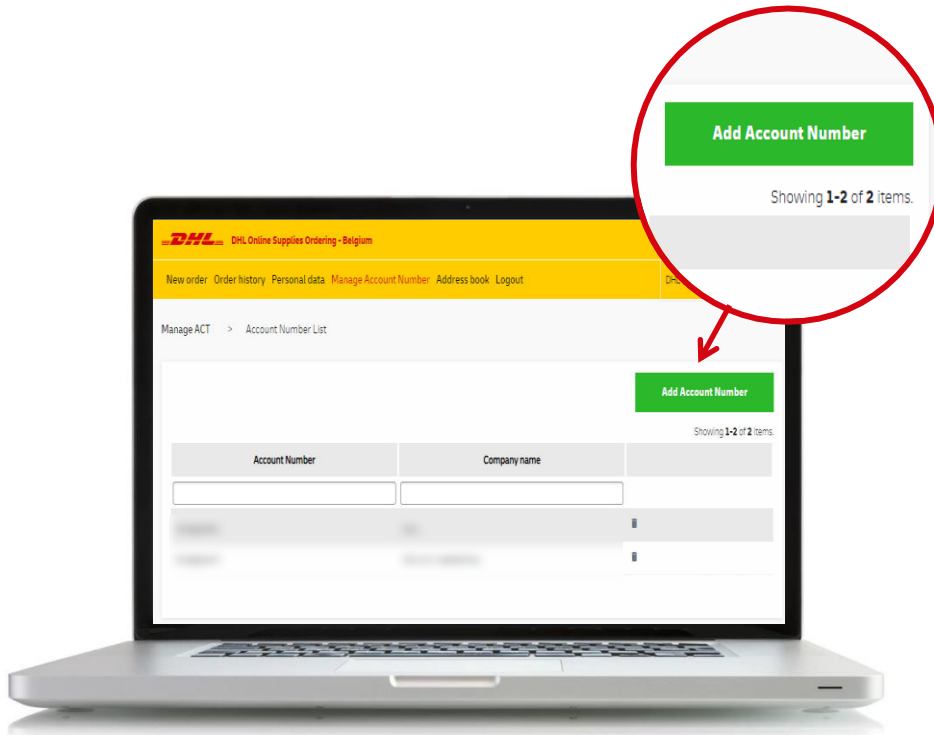
DHL does keep the anonymized order information for statistical purposes and the management of your customer numbers.



Content > Personal data

MANAGE ACCOUNT NUMBER

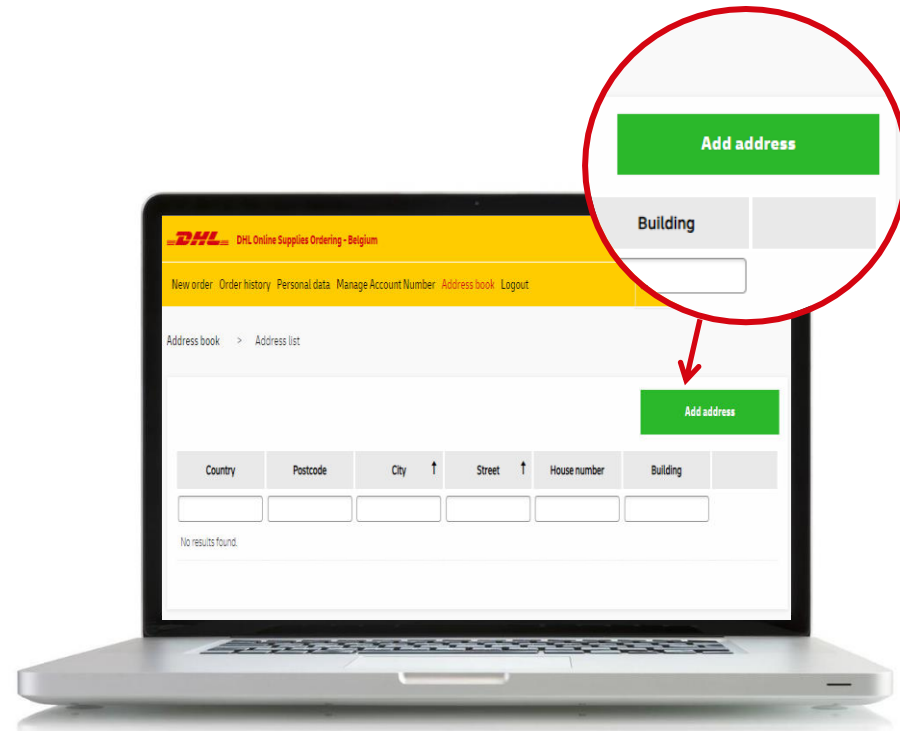
In the 'Manage Account Number' tab you can add or remove account numbers that are used for new orders. Keep in mind that deleting an account number has no effect on the order history, that information remains visible in OSO2.



Content > Manage Account Number

ADDRESS BOOK

In the 'Address book' tab you can add, change or delete addresses. This simplifies and speeds up the ordering process as you can select it when the delivery address is requested. Keep in mind that removing an address has no effect on the order history, that information remains visible in OSO2.



Content > Address book