PROCESS DESCRIPTION
DHL EXPRESS PORTAL

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Version 01 12/2022

Forecasting & Logistics Contracting

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1 SHIPMENT SIZES

Fronius International GmbH uses defined logistics service providers in the area of procurement logistics depending on the relation and weight range.

Procurement shipments for **parcels up to a maximum of 70 kg** are carried out by DHL Express.

All palletized shipments and shipments over 70 kg are NOT handled by DHL Express.

Palletized shipments are handled by a nominated groupage freight forwarder.

For further information, please contact your known Fronius contact person.

2 DHL EXPRESS PORTAL (EPP)

The following describes how to create a shipment via the DHL Express Portal (EPP).

1. **Registration on the portal**

   The login is carried out with the following user login and password on myepp.dhl.com.

   Link: https://myepp.dhl.com

   The login information is printed at the Fronius - purchase order.

2. **Address data**

   All fields marked with * are mandatory fields.

   The sender's address (collection address) must be provided by the supplier.

   The receiver address is selected from the predefined Fronius delivery addresses using the "magnifier".

Address data

Sender		Receiver	
Company*		**Company***	Fronius International GmbH
Street & House number*		**Street & House number***	Fronius Straße 5
Additional address 1		**Address information**	Wareneingang Süd - Systemlogistik
Adresszusatz 2		**Additional Address 2**	
Zip code* / City*		**Zip code* / City***	4642 / Sattledt
Country*	Austria	**Country***	Austria
Name*		**Name***	Direct Procurement
Phone*		**Phone***	+437242 2411470
E-Mail*		**E-Mail***	officeIBLSAT@fronius.com
VAT / Tax-ID		**VAT / Tax-ID**	ATU52614407
EORI / IOSS	EORI	**EORI**	ATEOS1000001180

The VAT number and EORI number is required for imports from non-EU countries.

3. **Pick up**

   The desired pick up date is selected by the supplier. (Pick-ups are only possible on working days)

   Pick-up location: Mandatory (e.g. outgoing goods, receipt, …)

   Optionally, a pick up address differing from the sender address can be entered.

Pick up

Pick up date
Mon 07.12.2020

Pick up location*

Abholanweisungen

☐ Different pick up address

4. **Contents / package**

   Content description (Electronic component, screws, ...)

   The number of pieces must be selected.

   NOTE: The dimensions and weight do not have to be specified exactly. This information is only a guide for DHL. All packages are automatically re-measured and weighed by DHL.

   When all data have been entered correctly, click on "Next".

5. **Create shipment**

   The product selection is already predefined by Fronius:

   Outside of Europe: Express Worldwide

   Within Europe: Economy Select

   Within AT: Express Domestic

   The Fronius order number must be defined as a reference.

   If desired, the predefined time window can be limited to at least 180 minutes.

When all the details have been entered correctly, click on "Book shipment".

Product selection

Product	Delivery until
○ EXPRESS DOMESTIC	Thu 10.12.2020

Bestellnummer

Customer reference* [   ]

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 14:30. Please allow at least a 180 minute window for your collection to take place. The latest pick up time for today is 16:30.

Pick up date: 09/12/2020 From [8] : [00] To [16] : [30] Hour

▶ Cancel   ▶ Change data   ▶ Book shipment

6. **Shipment Details**

The following message is displayed when the collection is successfully created:

"The shipment and pickup has been successfully booked".

If necessary, the shipment can be cancelled using the "Cancel" button.

The **shipping label** can now either be printed directly (field "Label download") or sent to any e-mail address. (Field "Send Label")

7. Registration according to ICS2 regulation – for goods that have to be declared by customs clearance

Step 1

You will now see the service Paperless Trade (PLT)* on the 2nd page when booking.

Services

Service	
☑	**PAPERLESS TRADE**

Step 2

There will also be a customs block on the 2nd page:

Step 3

The **gross weight** and the **total invoice value** are automatically taken over from the first page.

The remaining mandatory fields (marked with *) have to be filled in. Please note the possibility to use a drop down in several places.

Note

* If you book a dutiable shipment to / from a country that dos not (yet) offer Paperless Trade, the service will not be displayed on the second page. Further, the code „PLT" will not be shown on the label. In this case, please attach the customs invoice to the shipment.

The option to select a drop-down can be found under the following points:

✓ **Invoice type** – proforma or commercial

✓ **Number of items** – please choose how many different items you want to specify in your customs invoice

✓ **Export Type** – Permanent or Temporary

✓ **Export Reason** – Personal or Business

✓ **Export trade condition** – here you can select all possible Incoterms (e.g. DAP, DDP etc.)

✓ **Currency** – the currency of the country of the sender is always pre-filled here. However, you can select a different currency

✓ **Country of origin** – please choose the country of origin of the goods from a list of all countries

The „**Value per piece**" can be filled in with up to 5 digits after the comma.*

Step 4

A fully filled customs block can look like this:

| Tip | * Please make sure that the „Quantity" (of the pieces) times the „Value per piece" equals the „Total Invoice Value". |

Step 5

After filling in the customs block, you can decide whether you want to use a DHL template or your own for the customs invoice. It is also possible to upload an export accompanying document or other customs-relevant documents.

Paperless Trade (PLT)

◉ **Use DHL template for customs invoice**

○ **Upload own customs invoice**

| **Export accompanying document (PDF)** | Browse... | No file selected. |
| **Additional document (PDF)** | Browse... | No file selected. |

Step 6

Book the shipment by clicking on "Book shipment"

| Speaker | 108 | 0.25 | 1 | 1.2 | United Kingdom ⌄ | 851821 |

Paperless Trade (PLT)

◉ Use DHL template for customs invoice

○ Upload own customs invoice

| Export accompanying document (PDF) | Browse... No file selected. |
| Additional document (PDF) | Browse... No file selected. |

▶ Cancel   ▶ Change d.   ▶ **Book shipment**

Step 7

After booking the shipment, you will receive a confirmation that the customs' documents have been submitted.

Shipment details

ⓘ The shipment was successfully created. Please be aware of the fact that no pick up was booked.
All relevant documents for Paperless Trade have been submitted successfully

8. **Print shipping label**

The Shipping label and the Archive Doc are opened in pdf format and can be printed using a conventional A4 printer or a label printer.

The shipping label must always be attached to the package.

The Archive Doc is only required for customs shipments and must be handed over to the driver.

ATTENTION: The labels must be printed in original size. Otherwise the labels cannot be scanned.

Shipping label: *Archive Doc:*

3 FAQ - FREQUENTLY ASKED QUESTIONS

/ **The DHL Portal is not displayed in my preferred language?**

The language of the DHL Portal is automatically adapted to the language setting of the used internet browser. The following languages are available: English, German, Italian, French, Spanish, Czech and Polish If the selected browser language is not supported by the DHL Portal, the DHL Portal will be displayed in English.

/ **The dimensions and the exact weight are not known.**

Approximate information about the dimensions and weight of the shipment is sufficient.

All shipments are measured and weighed again by DHL.

/ **Clicking on "Next" results in the following error message:**

⚠ No matching products found.

Error sources:

- Incorrect address data

- The address data should be entered without umlauts. (Umlauts can cause system-related problems).

- If the pick-up address is located on an island, a separate user login may be required. In this case please contact: transport@fronius.com

/ **When printing the label, the edges are cut off.**

As long as the barcode is not cut off, it will not be a problem.

Please adjust the individual print settings.

/ **Do you want to change the pickup date or pickup time window after the booking has been completed?**

Please contact the national DHL Express Customer Service. Available at www.dhl.com

/ **The collection by DHL Express did not take place at the agreed collection time?**

Please contact the national DHL Express Customer Service. Available at www.dhl.com

/ **Contact for technical questions about the DHL Portal at Fronius International**

Phone: +43 7242 241 8757

transport@fronius.com