



USER GUIDE

Online Supplies
Ordering
DHL Switzerland



Online Supplies Ordering (OSO) is available to DHL Express account holders for the order of DHL Supplies.

To make ordering supplies easier and for greater security, the new version of OSO requires you to register, giving you access to these time-saving features:

- View and copy previous orders
- Save frequently used delivery addresses in an address book
- Store your DHL account numbers

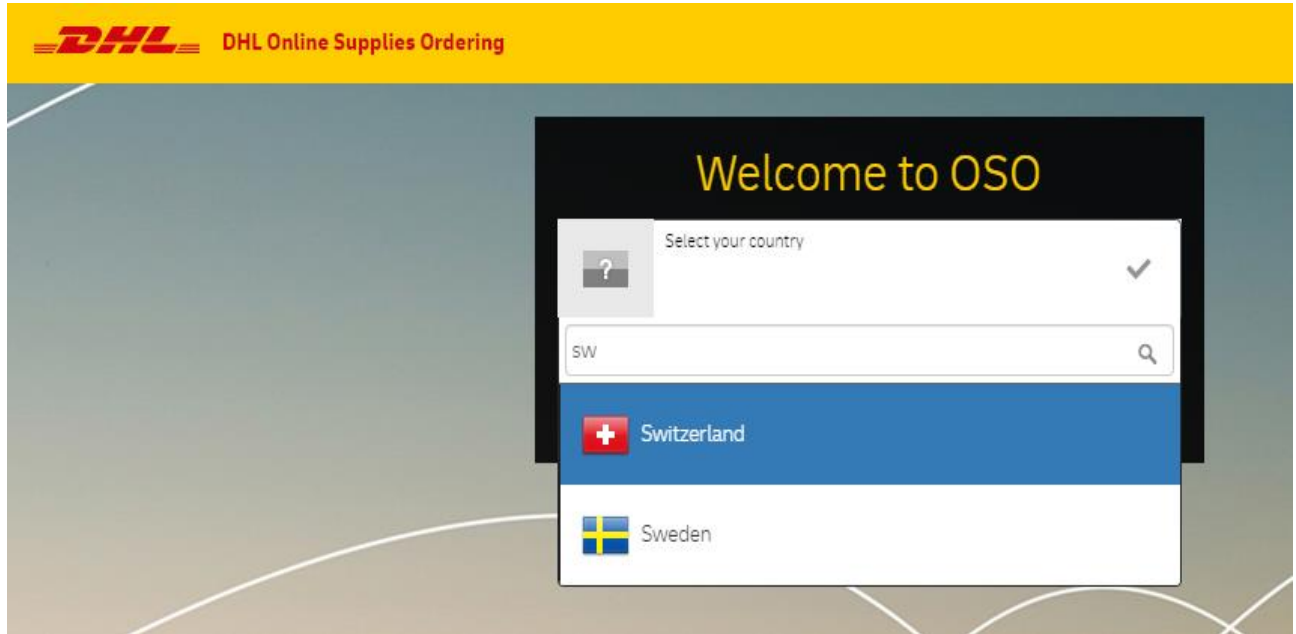


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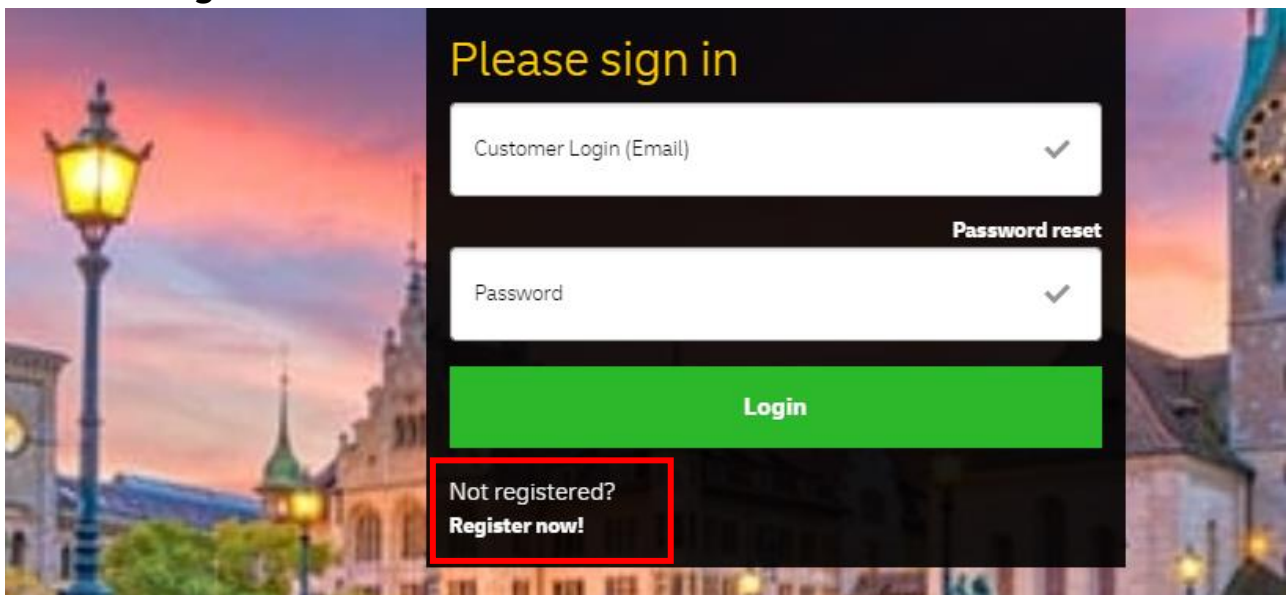
1. User registration
2. Create an order
3. Manage the account
 1. Order history
 2. Settings
 - Profile
 - Account Numbers
 - Address Book

1. User Registration

1.1 Go to <https://oso.dhl.com/> and select your country



1.2 Click **Register now!**



1.3 Complete the registration form, note the minimum password requirements, and click register.

Please complete your details below:

Company name *

Email address *

Password *

Repeat password *

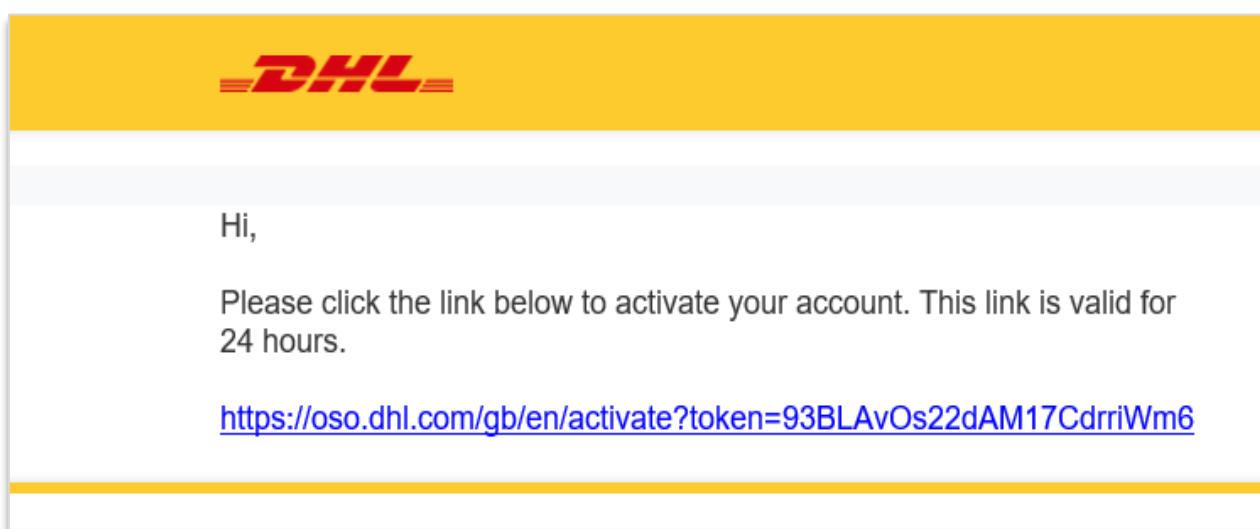
Register

The password must be a minimum of 8 characters and must contain at least:

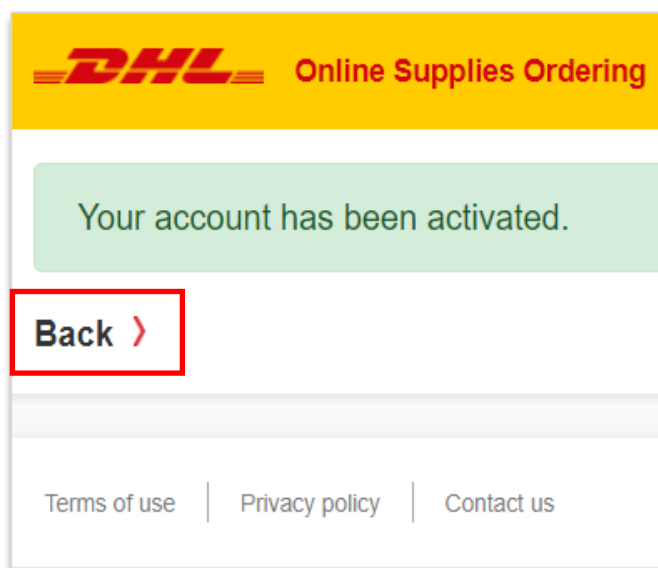
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character:
@ # \$. - ! * & ?

Note: For your security, you will be asked to change your password every 90 days

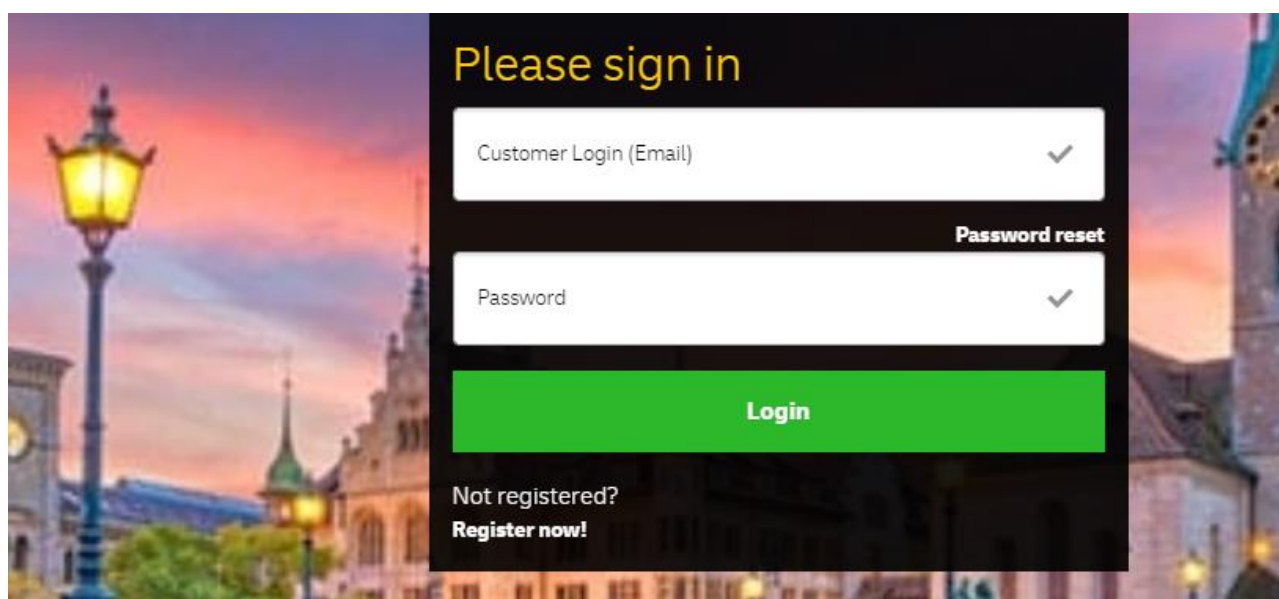
1.4 You will receive an email to activate your OSO account. The activation link is valid for 24 hours only. If you don't have the mail in your Inbox check your Spam folder.



1.5 Once you have activated your account, click **Back** to sign in.
(You will also receive an email to confirm that your account has been activated)



1.6 Enter your email address and password and click **Sign in**.



2. Create a new order

2.1 Enter your DHL account number and if the system will find the name of your company, it means that it matches. A green ticker will be shown.

Account Number

✓

✕

👤

Company name ⓘ

DHL EXPRESS (SCHWEIZ) AG

✓

☐ Save Account Number

Next

If this is not the company the supplies are being delivered to, click into the field to edit it and then tick Save Account Number.

Account Number

✓

✕

👤

Company name ⓘ

DHL EXPRESS (SCHWEIZ)

✓

☐ Save Account Number

Next

2.2 Click **Next** to enter the **Delivery address**. Required fields are indicated by a confirmation symbol.

The screenshot shows a delivery address form with the following layout:

- Top right:** Two yellow buttons: "Clear" (with a trash icon) and "Address book" (with a book icon).
- Form fields:**
 - Row 1: "Contact person" (with a checkmark), "Building", "Postcode" (with a checkmark).
 - Row 2: "Email address" (with a checkmark), "Street" (with a checkmark), "City" (with a checkmark).
 - Row 3: "Phone" (with a checkmark), "House number" (with a checkmark), "Country" (with a dropdown arrow and a checkmark).
 - Row 4: "Additional information" (with a text area icon).
- Bottom:** Two green buttons: "Back" and "Next".

The **Additional information** field should only be used for instructions that will assist the courier to deliver your order when they arrive at the premises e.g. loading bay, 1st-floor reception. Our couriers cannot assist with any other requests.

Delivery address tips

- The delivery address and contact details used on your last order will be displayed for the next order. Use the Clear button to enter a new address or overwrite the existing one.
- If you have multiple delivery addresses, we recommend that you add them to your Address book first and then select from it when you order.

2.3 Click **Next** to select the **Products** you wish to order. Enter the number of items you need.

Order quantities and limits

Some products can be ordered in singular items and others in units.

*In this example, I can order 1 unit of DHL Tape containing 3 rolls. A maximum of 3 units can be ordered, a total of 9 rolls.
Express envelopes here can be ordered in singular items.*



PLASTIC FLYER A4 FORMAT

Product code (EU CSC ID): E2011SB

FLYER A4 FORMAT - incl. window with reclosable seal

Quantity
20

Items per unit: 1
Max order size: 250



DHL Tape

Product code (Global supplies ID): T1011MA

box with 3 rolls of 132 m Used for taping shrink-wrap to ULDs or for unbagged shipment pieces tendered to Commercial Airlines.

It is NOT a substitute for the current repack tape used purely for repack purposes and must not be used for closing shipment pieces after security inspections. At these times REPACK tape is to be used.

Quantity
4

Max order size is
3

Items per unit: 1
Max order size: 3



Express Envelope GO GREEN

Product code (EU CSC ID): E4031RG

Dimensions (internal): 32 x 24 cm

Dimensions (external): 32 x 24 cm

Quantity
5

Items per unit: 1
Max order size:

2.4 Click **Next** to view a **summary** of your order and check that the details are correct. If not, use the **Edit** buttons to go back and amend.

Review and confirm your order

 This is local warning message

Main information

DHL EXPRESS (SCHWEIZ) test (CASHCHBSL)

Edit

Address

Contact person	Contact	Building	Office
Postcode	4132	Email address	contact@dhl.com
Street	Hofackerstrasse	City	Muttenz
Phone	061 000 00 00	House number	48
Additional information	Depose near the loading ramp	Country	Switzerland

Edit

Products

Product code	Product name	Number of units ordered	Number of items
E2011SB	PLASTIC FLYER A4 FORMAT	20 (1)	20
T1011MA	DHL Tape	1 (3)	1
E4031RG	Express Envelope GO GREEN	5 (1)	5
		26	26

Edit

Back

Confirm

2.5 Click **Confirm** to submit your order. You will receive an email confirming your order details.



Hi,

Thanks for your order. Please allow 2-3 working days for delivery.

Order ID OSOGBPXR3

Account number 130000279

Company name ABC Limited

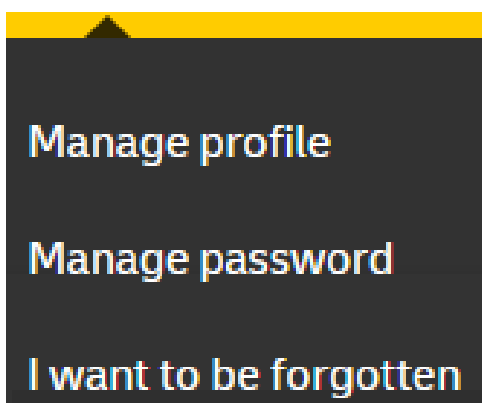
3. Manage OSO Account

The options available from the top menu help you to manage your OSO account and make ordering your supplies quicker and easier.

New order	Order history	Personal data	Manage Account Number	Address book	Logout
Showing 1-8 of 8 items.					
Order ID	Created at	Status	Account Number	Company name	
		-			
OSOCHPDTL	2022-06-13 10:32:45	Not invoiced		DHL EXPRESS (SCHWEIZ) AG	 
OSOCHAW57	2022-06-13 10:29:58	Not invoiced		DHL EXPRESS (SCHWEIZ) AG	 
OSOCH19EJ	2022-06-10 16:57:48	Not invoiced		DHL EXPRESS (SCHWEIZ) AG	 
OSOCHOAYX	2022-06-02 14:23:36	Completed		DHL EXPRESS (SCHWEIZ) AG	 

- View all the orders placed under your login
- Copy previous orders and edit them as required

New order	Order history	Personal data	Manage Account Number	Address book	Logout
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- Manage your contact details and password
- Delete your profile – if you no longer need your OSO account, you can permanently delete it.

(You can register again if required, but none of your previous data cannot be restored)

New order Order history Personal data **Manage Account Number** Address book Logout

List account numbers

Add account number

- Store your frequently used delivery addresses
- When you create a new order, you can quickly select one from the address book

New order Order history Personal data Manage Account Number **Address book** Logout

Manage Addresses

Add new address

- Store your frequently used delivery addresses
- When you create a new order, you can quickly select one from the address book