



## **DHL EXPRESS**

### **Member Benefits & Perks:**

- Offering affiliates **preferential discounts** for exporting & importing.
- DHL ships to 220 countries and territories
- DHL offers an exclusive air express service and has extensive network in countries that other couriers have limited access to – ie, embargo countries
- On Demand Delivery – accessible via phone
- In-house Customs Clearance
- Each account will have a dedicated account manager to assist with any questions or additional assistance needed.

### **Account Setup Process:**

- What to include to set up account: Name of Business, business registration copy, contact info, address, type of shipments
- Accounts take 24-48 hours to be set up by the account manager.
- Once the accounts are setup, an email will be sent including:
  - DHL Express Account numbers
  - MyDHL+ Link - online shipping platform and instructions on how to book a shipment.
  - Supply Order Link – for free supplies (envelopes, boxes etc)
  - MyBill link and login instructions - to manage and pay invoices

### **Contact Information & Inquiry Process:**

#### **Account Manager**

Yara Abuhudra

Number: 905-696-3124

Email: [yara.abuhudra@dhl.com](mailto:yara.abuhudra@dhl.com)

#### **Customer support agent (track and trace – network support )**

Justine Mwadi

Email: [Justine.mwadi@dhl.com](mailto:Justine.mwadi@dhl.com)