

## myDHLi: DHL Global Forwarding launches innovative one-stop customer portal for digital logistics

19-05-2020

DHL Global Forwarding, Deutsche Post DHL Group's air and ocean freight specialist, has launched myDHLi, the only fully integrated online platform for freight forwarding customers. myDHLi's highly intuitive user interface makes it easy to use and ensures that customers have all relevant information at hand. Reflecting already well established social media functions like follow and share, relevant information can be easily accessed across organizations and trading partners. Completely transparent management of freight rates, offers, transport modes, carbon emissions, and all other relevant shipment data is readily available with just a few clicks and can be displayed in detailed analyses and reports. One of the most unique aspects is the benefit of full visibility and control over all shipping and transport modes, 24 hours a day, 7 days a week.

"Despite accelerating digitalization and super-fast connectivity customers have a need for reduced complexity. And that is exactly what our tool does," says Tim Scharwath, CEO DHL Global Forwarding, Freight. "We have created a one-stop customer portal that is tailored to the needs of our customers. By combining services like online quotation and booking with shipment tracking, document accessibility, and data analyses we are creating not only 360-degrees visibility, but also have laid the foundation for customers to manage their logistics - anytime and anywhere. We strongly believe that digitalization bears the potential to ease and improve the daily business of shippers and freight forwarders simultaneously. This is even truer during unpredictable and challenging times such as those we are currently facing with COVID-19, and which might now act as an accelerator for digitizing the industry. That is what digitalization means to us and why we made it a cornerstone of our strategy 2025."

The platform merges existing online services like myDHLi Quote + Book and myDHLi

Analytics with new services and features, and incorporates them into one innovative platform. Services like a very efficient search capability enhance the user experience. On top, developed completely in-house, the new tracking service uses end-to-end information to make shipments across air and ocean visible nearly in real-time. This gives users complete control - from pick-up to final delivery. The service also offers raw data Excel extracts. Another new feature is myDHLi Documents, which offers quick and easy access to downloadable shipment documents. All documents - quotes, commercial invoice, packing list, house bill, invoice, proof of delivery, etc. - are stored in one place. The designers adapted a mobile-first approach for seamless use on all devices. Built-in popular social media features like follow and share functions simplify communication along the supply chain by enabling customers to exchange information with colleagues, customers and suppliers. Furthermore, data can be easily analyzed and exported or directly integrated to own systems, based on a suite of APIs.

myDHLi features a modular build-up. Users

can individualize their portal by selecting the specific services they want. Thanks to the single sign-on registration process, all services are available from the beginning. No additional registration or sign-in processes are needed. myDHLi is free of charge for all DHL Global Forwarding customers.

The launch begins with a pilot phase including selected customers from five continents (North America, Europe, Asia, Australia, Africa). myDHLi is being rolled out in waves to ensure a smooth region-by-region transition. Interested customers can register for

onboarding to myDHLi. Regular updates based on customer feedback will be shared. The previous customer portal, DHLi, will be available until the myDHLi roll-out is complete.

DHL Global Forwarding, Freight is continuously working on new services to offer its customers a state-of-the-art experience - all in line with Deutsche Post DHL Group's Strategy 2025 goal of "Delivering Excellence in a Digital World."

Source: [Deutsche Post DHL](#)

