



MyDHL+ October 2023 instructions

This document should be used by centres to book a courier collection to return materials back to Cambridge.

Support

If you are experiencing issues with registering or making a booking, please contact DHL:

UK Centres: DHL Technical Helpdesk is available on 0844 248 0521 or by email:

essuk@dhl.com

International Centres: International contact details can be found by changing the country in the top right corner of the MyDHL+ homepage and then selecting 'Help Centre'.

Digital accessibility requirements

Cambridge University Press and Assessment is committed to making our documents accessible in accordance with the WCAG 2.1 Standard. We're always looking to improve the accessibility of our documents. If you find any problems or you think we're not meeting accessibility requirements, contact our team:

admissionstesting@cambridgeassessment.org.uk

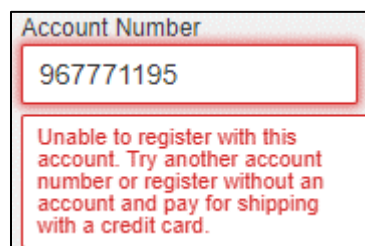
If you need this document in a different format please contact us providing your name, email address and requirements and we will respond within 15 working days.

Centres needing to return materials back to Cambridge for the October test session should use the Admissions Testing MyDHL+ account.

Registering for MyDHL+

1. Go to: <https://mydhl.express.dhl> and select location.
2. Click '**Register Now**' or '**Register**' – ensure the flag is showing the country you are shipping from.
3. Do you have a DHL Express account number? '**Yes**'
United Kingdom account - 421395897
International account - 967771195

Please note, if you are located outside the United Kingdom and receive the following error when trying to register, please follow the alternative registration instructions in Appendix 1.



The image shows a screenshot of a registration error message. At the top, it says "Account Number" in a grey box. Below that, the number "967771195" is entered in a white box with a red border. Below the input box, there is a red error message that reads: "Unable to register with this account. Try another account number or register without an account and pay for shipping with a credit card."

4. Complete the registration details.
5. Once completed, activate account via email received from MyDHL+.
6. Login and update your contact information under 'My Profile: Update My Info.'
Remember these details are for your centre.

Booking a collection for MyDHL+

1. Login in to MyDHL+ using your login details: <https://mydhl.express.dhl>
2. Go to **'Ship'** in the yellow bar at the top of the screen. Select **'Create a Shipment'**. **'From'** should be automatically populated – ensure **'residential address'** **IS NOT** ticked. Populate the **'To'** details as below – then click **'Next'**.

Name: Admissions Testing

Company: Cambridge University Press & Assessment

Country: United Kingdom **Address:** Hill Farm Road

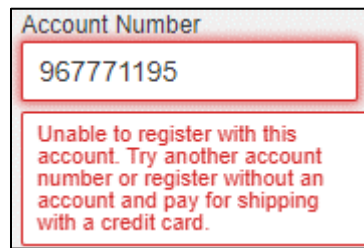
City: WHITTLESFORD **Postal Code:** CB22 4FZ

Phone: 01223 553366

3. Select **'Documents'** – describe as 'Examination papers' and add the reference as your centre number + 'Admissions Testing'. **Do not protect your shipment.** Click **'Next'**.
4. Complete the packaging description as requested. (i.e. DHL Flyer, own packaging. Qty: 1. Weight: 0.5kg Dimensions: 10 x 10 x 10). Click **'Next'**.
5. **How would you like to pay?** This should self-populate with the account number – do not change anything. Click **'Next'**.
6. Select the day you are sending the shipment. This will then offer you the nearest date for when **it will arrive** at Cambridge.
Always select **'End of Day'** at the bottom. Ignore all optional services. Click **'Next'**.
7. Do you need a courier pickup? Click **'Yes – Schedule Pickup'** and select a 2 hour slot convenient to you (please note, that this cannot be guaranteed). Input and check the pickup details are correct. Click **'Next'**.
8. Do you need a return label? **'No'**.
9. Print your waybill – affix to your package and store until collection!

Appendix 1: Alternative instructions for registering for MyDHL+

These alternative instructions should be used by centres outside the United Kingdom who have received the following error when trying to register for MyDHL+

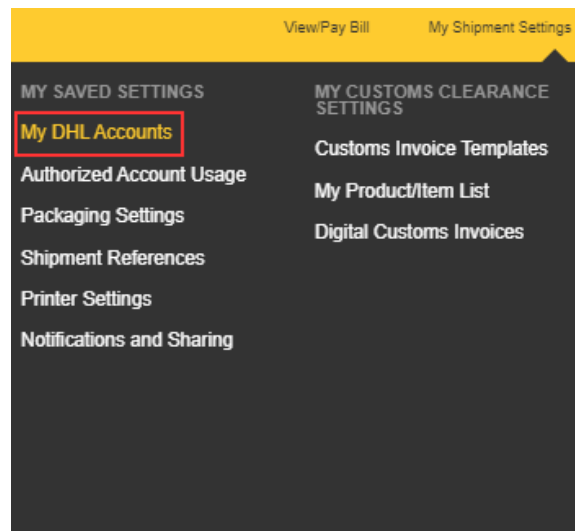


Account Number

967771195

Unable to register with this account. Try another account number or register without an account and pay for shipping with a credit card.

1. Go to: <https://mydhl.express.dhl> and select location.
2. Click '**Register Now**' or '**Register**' – ensure the flag is showing the country you are shipping from.
3. Do you have a DHL Express account number? '**No**'.
4. Complete your registration details.
5. Once registered, login and go to My Shipment Settings > My DHL Accounts.



6. Click 'Add Existing DHL Account'.



Saved Accounts

Delete Selected

Request Account

Add Existing DHL Account

7. Enter a 'Nickname', Account Number (967771195) and click 'Add'.

Add Existing DHL Account

Nickname
TEST ✓

Account Number
967771195 ✓

Shipper Account

- Account associated with shipping activity
- Can be used to pay for shipping charges

Payer Account

- Account used to pay for shipping charges

Add

8. The below pop up will now be presented explaining a validation email has been sent to the registered user to activate account number usage, click 'Continue'.

We need to validate that you are the account holder before you can use this account for shipments. Upon receiving an email from us, click on Activate to proceed.

Continue

9. Head over to your email inbox and you should see the below email - Click the 'Activate DHL Account in MyDHL+' button.

This DHL account number has been added to your MyDHL+ profile:

967771195

To confirm you are account owner, please click to activate your account so that you can start using it for your shipping needs in MyDHL+.

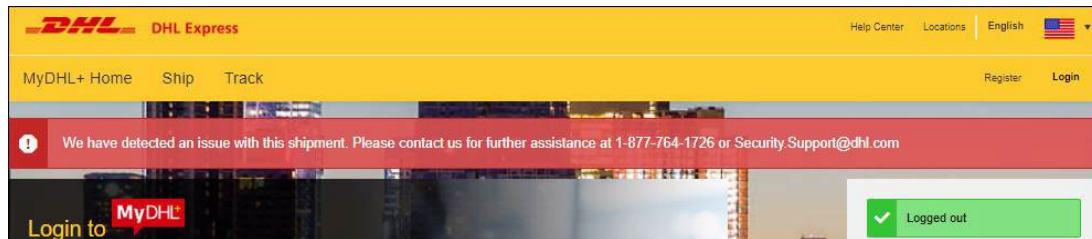
Activate DHL Account in MyDHL+

10. You will now be redirected to the MyDHL+ welcome page – Log back in and you should now be able to create shipments using the account number in question.

Some users may receive the below technical error

When the user clicks 'Accept and Continue' on their first shipment - The user may be logged out and presented with the following message "We have detected an issue with this shipment. Please contact us for further assistance at 1-877-764-1726 or Security.Support@dhl.com".

As shown below:



Only some profiles will encounter the above message, If the user receives this then they will need to contact the DHL US Security team to verify usage, this is an additional security measure put in place by the US.



Admissions Testing
The Triangle Building
Shaftesbury Road
Cambridge, CB2 8EA
United Kingdom

Admissions Testing support:
admissionstesting.org/help