

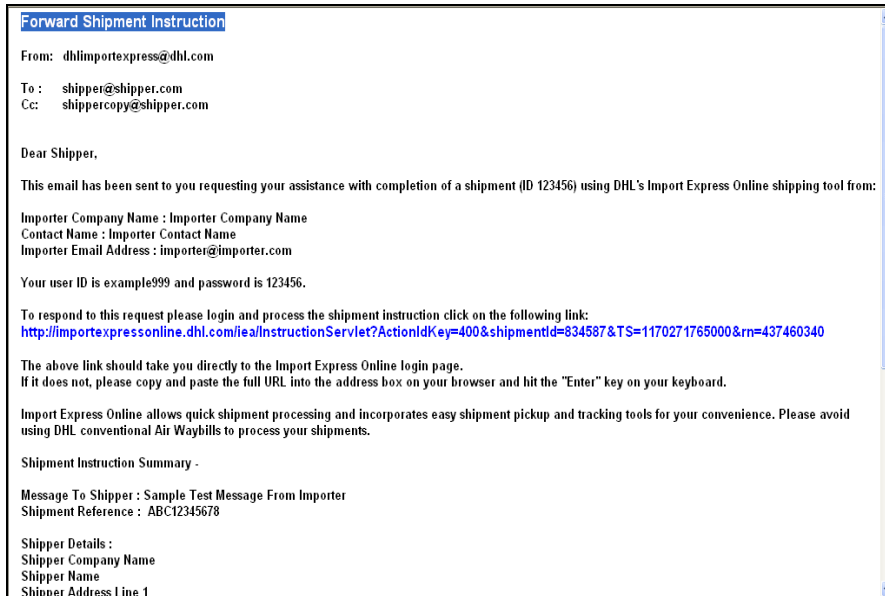


Dear Import Express Online Shipper,

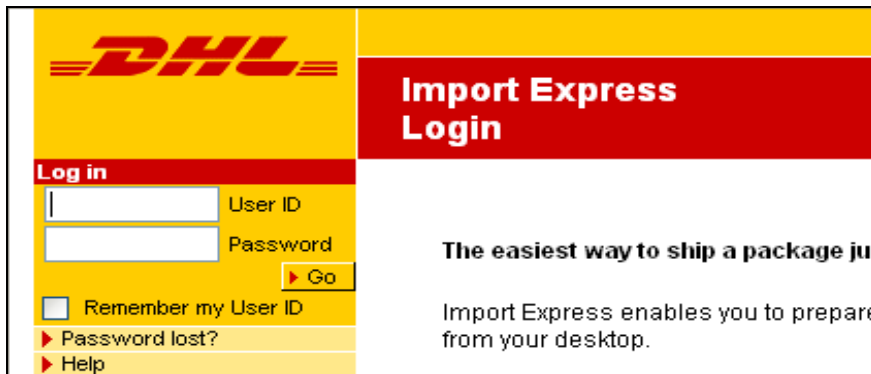
You may have/will soon receive a Shipment Instruction email from DHL which has been prepared by your Importer. This Import Express Online quick reference guide will help you complete the instruction.

Please follow these quick steps to access Import Express Online (IEO), a web based tool which allows you to easily prepare and manage your shipments in a secured manner.

HERE'S HOW TO GET STARTED.



Step 1
Upon receiving a Shipment Instruction email from **dhlimportexpress@dhl.com**, click the hyperlink within the email to open Import Express Online in a new window.



Step 2
Type your User ID and Password indicated on Shipment Instruction email.

(Note that upon initial login, you will be requested by IEO to change the random generated password to a new password)

On successful login, select the "Shipment ID" and click on "Create Shipment" to view the details of the instruction. You can choose to "Accept" or "Reject" the shipment instruction. If you click "Accept", you will be prompted to fill and complete the shipment process.

To request for shipment pickup via IEO, this is easily done using the "Request Pickup" option found in the Shipment Options screen.

Click the checkbox to accept DHL Terms and Conditions of Carriage and "Confirm" the shipment details.

To find out more details about Import Express Online (IEO), please access the URL <http://www.dhl.com.au/publish/au/en/eshipping/ieo.high.html> . If you need further assistance, please dial the number of your local DHL eCommerce Helpdesk found at the bottom of the Shipment Instruction email.