MyBill

DHL MyBill User Guide

EN-PX4985

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What does MyBill offer?

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. There is no cost to enroll, view or pay your bills online. It's easy and secure! View your bill online any time, anywhere via PC or Tablet.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports. Our secure online environment saves time and eliminates paperwork for all our customers' DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from Online Billing?

- You maintain full control of all your export and import accounts in one profile.
- Research individual line items on your invoices.
- If you need to file a dispute for charges, it's simple to submit your request and information with DHL MyBill

MyBill will allow you to:

- Receive email notification of new invoices.
- Pay invoices online via credit and debit card.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.

MyBill is a web based solution therefore the requirements for your browser are as followed:

- Apple Safari Latest version
- Mozilla Firefox Latest version
- Internet Explorer 9.0 or newer
- Google Chrome Latest version



Registering for MyBill

You can register for MyBill in just a few simple steps. Go to: <u>https://mybill.dhl.com/login</u> and click on the *Sign-up to MyBill* button.





In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the 'Save and Continue' button. Your request for enrollment will then be sent to DHL for processing. You will then be given the option to 'Enroll Another Account' or 'Login to MyBill'.

You should receive an email within 24 hours to update you on the status of your request. There will be an email address displayed on the confirmation (where the text **<email address here>** is shown in the image). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk email.

Customer Enrollment	
Thank you for registering for DF	L MyBill. Your request is being processed.
Upon registration confirmation, MyBill the first time. To ensure e	24 hours to inform you about the status of your request, you will be required to set your password to access DHL email delivery to your inbox, please add to your address book or your safe list.
Sincerely,	
The DHL MyBill team	
Enroll Another Account	> Login to MyBill



Don't show this message again

Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up.

Here you can dismiss the message by clicking the '**X**' in the top right of the message or by clicking the '*Get Started*' button. Select to not have the message displayed again by ticking the '*Don't show this message again*' box in the lower left corner of the message







THE SCREENS

Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; **Archive**, **Downloads**, **Report**, **My Account**,

Search and Help.

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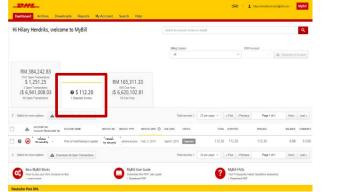
In the main **Dashboard** your invoices are divided into 3 categories:

Open Transactions - These are the invoices with outstanding balances that require payment.

Disputed Invoices - All open disputed invoices and their corresponding dispute information can be found here.

Due Now - Here you will find an overview of invoices for which payment is due or overdue.

All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situation at the top and the bottom of each overview.



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📥 Download All Open Transactions

In the event that you use MyBill for multiple countries the totals will subsequently be shown separately in the invoice currency of each country (see the below example).





The Archive, Reports & Download Screens

MyBill				
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Dashboard Archive Downloads Reports My Account Search	Help						
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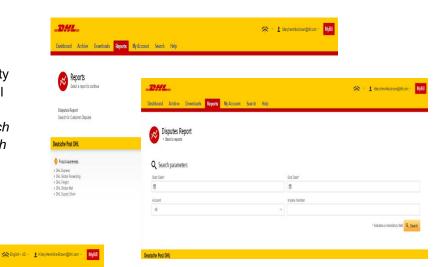
The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

No further action is required for these invoices and they will remain available for your reference/retrieval.

The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report



The Downloads Screen

In the **Downloads** screen you will find all your recent downloads created using the **Archive** or **Search** facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads then select the *Cancel* button.

All active downloads are You may continue to bro	available for one day. wse the site whilst downlo	ads are building.		ACME Correany
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DHL

MyBill Search offers dynamic search capabilities to easily and quickly search your accounts and invoices

DHL			*	hilary.hendriks-brown@dhl.com ~	MyBill
Dashboard Archive Downloads Reports My Acco	unt Search Help				
Search Invoices Did you know you can save search criteria as a saved search?					
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Use custom search to create a new saved search	Summary Posting				
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	Invoice Date	1000000000			
	Start Date	End Date			
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	Save as "Saved Search"?				
	Enter a name				
				٩	Search

Deutsche Post DHL

Simply select the parameters you wish to search on and select the *Search* button

Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type
- Status
- Start & End dates

Note: Start & End dates refer to the invoices dates and not to shipment details.

The **Search** screen also offers the possibility to save your search parameters.

All you have to do is select the necessary search parameters, then enter a name in the *Save a "Saved Search*" field and finally select the *Search* button.

This name you entered in the Save as "Saved Search" field will then appear in the Saved Search Section. Next time you wish to carry out a search using these saved parameters simply click on the Saved Search name.



My Account Screen

In the My Account screen you will find an overview of your account details. From this screen you can update your user details, change your password, view your open invoice summary and manage your accounts

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My User Details Please remember to keep your details up to date.				Your pass Changing	ge Password sword must meet the password policy g Password directly via MyBill, will not HL.com password for online shipping		
hilary.hendriks-brown@dhl.com				Your current passwo	ord*		
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any changes to your password here will not

align with your MyDHL password. This will

need to be altered/changed separately.

Open Invoice Summary

This section gives you an overview of the outstanding balance as well as the aging of the current open and outstanding invoices. The overview is broken down by invoice currency.

My Accounts

The My Account section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the Me button will provide you with a list of rights you have for that account which include: Manage users, and Dispute.

1 Manage Me rheesimon@gmail.com

In the same window you can also choose the method by which you will receive you invoices by email. Click on the dropdown menu to view and select the available options.



The Help Screen

The **Help** screen is intended to help you maneuver your way through **MyBill** and provides simple step-by-step instructions.

Dashboard Archive Downloads Reports My Account Search Help	🖟 – 💄 – Мува
Help Everything you need to know about DHL MyBill all in one place	Need assistance? Contact us now on 1.800.722.0081 Opening hours 8.00am to 17.30pm Or email us at online.bill@dhl.com
The Dashboards	Making a Payment
(+) The Main Dashboard	How to setup an account in the Wallet
(+) Archive	Haking a payment
(\div) Downloads	\oplus How to set up autopay on my account
(+) Reports	+ How to remove a Wallet account
(+) My Account	$\oplus\;$ Who do I contact if I am experiencing problems making a payment?
(+) Search	Logging a Dispute
Managing your Accounts	+ How to log a dispute
$(\div) \;\; {\rm How}$ to manage your User details	+ How to delete a dispute
$(\div) \;\; \mbox{How to change your password}$	Overview of disputed Invoices
⊕ Managing users rights	\oplus Who to contact if you are experiencing problems with your disputes.
$(\ensuremath{\div})$ How to add a user	How to use Search
$\left. \begin{array}{c} \oplus \end{array} \right.$ How to remove a user	(+) Search parameters
$\oplus\;$ Who to contact if experiencing difficulties logging into MyBill	Saving searches

The **Help** screen in there to provide additional support for **MyBill.** The **Help** screen is made up of several sections:

- · The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- · Logging a Dispute
- · How to use Search

Should you find not the answer you were looking for in the **Help** screen you can also refer to the **FAQ** document



MyBill



STEP-BY-STEP

Over the next few pages we will explain, step-by-step, how to use the functionality of MyBill

Viewing an Invoice

There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.

Single invoices

Option 1:

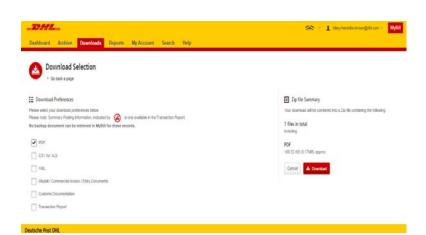
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

DHL. - 1 m MyBill shboard Archive Hi Hilary Hendriks, welcome to MyBill RM 384,242.83 \$ 1,251.25 RM 186,039.52 J\$ 6,941,008.03 J\$ 6,620,102.81 Rated But Not invoiced E Pay 0 « First / Previous Next > Last > ± 0 • Midden . for security Hidden Customs invoke July 14, 2019 Unpaid 1,150.03 0.00 81 * Hiddlin for-security Hidden for security Invoice Unpaid 101.22 0.00 0 Hidden for security 135.676.92 0.00 0.00 135.676.92 JS JMD Hidden for security

Option 2:

Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

Should you select the *Download* option you will be redirected to the **Downloads** screen where you can chose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button









Viewing Multiple Invoices

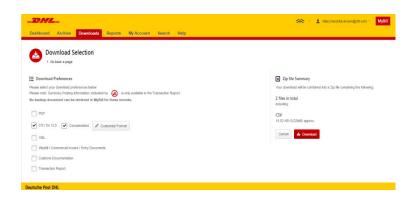
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					Billing Sys	fam.			ERP Account		
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ACCOUNT NO. Account Received	No. ACCOUNT NAME	INVOICE NO. IN	NOICE TYPE	INVOICE DATE	DUE DATE	1307/1	TOTAL	DI SPUTED	PAIDIADA	BALANCE	CLERK
- Hidden - for security	Print & Post/Standard register	Nidden, control of the security	ustoms invoke	July 14, 2015	None	Unpoid	1,150.03	0.00	0.00	1,150.03	5
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o "Hisseh "	Print and Post Account		note	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	15

Multiple invoices

To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.

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As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.



Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the *CSV* file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will the be redirected to the **Download** screen from where you can download your file.



CSV Configuration

CSV Configuration		
 Go back a page 		
Pre-saved configurations (2)		
Pre-saved configurations	✓ ► Load	Delete
	Coad	Delete
Excluded Column Header 🛛 🔞	Included Column Header	Export options
	Billing Account	*
	Invoice Number	 Sort order
	Shipment Number	Please select the order in which invoice data is to be listed within your expo
	Billing Country	
	Billing Source	By Product, followed by Origin
	Invoice Type	
	Invoice Date	■+ Concatenated
	Payment Terms	produces one CSV file containing multiple invoices of the same typ Downloading CSVs of different structures (i.e. different invoice typ
	Due Date	will generate separate files within the same Zip download - one file
	Parent Account	CSV structure.
	Billing Account Name	
	Billing Address 1	Save all settings for later?
	Billing Address 2	
	Billing Address 3	S
	Billing Postcode	

CSV Configuration

Should you wish to customize the format of your CSV file then you will be redirected to the **CSV Configuration** screen.

If you only require particular fields there is the flexibility to customize the file thereby reducing the extract to your specification and displayed in a set order. In order to customize the set order select the column header from the *Selected columns* field and drag across to the *Available columns* field; place columns in the order which best suit your needs.

In addition there is option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box and select the *Done, apply settings* button.

If you simply want to change the sort order of the CSV file then select one of the options available in the *Sort order* drop down menu.

Should you wish to save your settings then enter the name by which you wish to save these settings in the *Save all settings for later?* field before selecting the *Done, apply settings button.*

These saved settings can then be found back in the *Pre-saved configurations* drop-down menu.

One you have finished customizing your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.



Waybills & Supporting Documentation

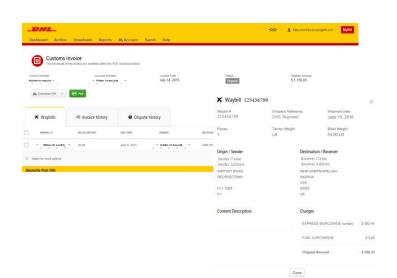
Waybills and Customs paperwork

As with invoices, there are several ways in which you can view Waybills and/or customs paperwork.

Single invoices

Option 1

Click on the invoice row and you will be redirected to the invoice screen. Click on the *Waybill* number and the Waybill details will appear in a new window.



Option 2

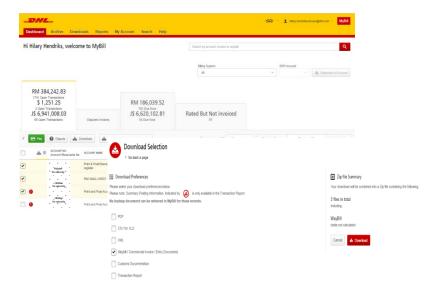
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

Tick the boxes next to the necessary invoices and select the *Download* button. You will then be redirected to the Download screen where you can select the *Waybill / Commercial Invoice / Entry Documents* option and then click the *Download* button.

As with the invoice you will be sent to the **Download** screen where you can download your file.





Disputing an Invoice

MyBill offers the possibility to log dispute invoices online.

To log a dispute on an invoice simply select the invoice(s). Once selected, three options will appear; *Pay, Dispute, Download* – select the *Dispute* button.

You will be directed to the *Dispute Invoice* screen where you can enter the details of your dispute by selecting a dispute reason from the dropdown menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.

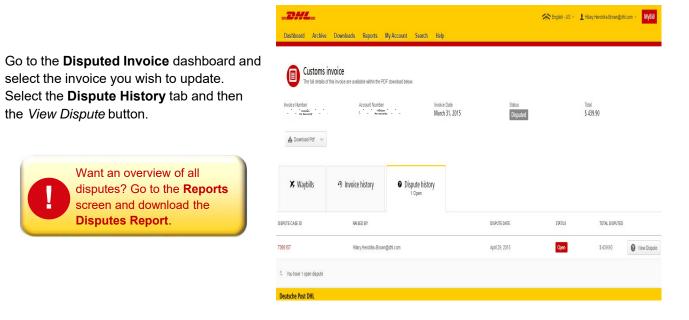
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RM 384,242.8 1741 Open Transaction \$ 1,251.25 3 Open Transactions J\$ 6,941,008.0 66 Open Transactions	03 @\$112		Now 102.81	Rated But Not invoiced				
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ACCOUNT NO. Account Receive			E INVOICE DATE (Sept. 23, 201) due date status 	TOTAL DISPUTED PA	IDIADU BALANCE CURRENCY	*	L hlasyhendrika-brown@dhl.com - MyBill
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🔲 🥝 Hidden Israecunty	Print and Post Account		Sept. 23, 201	Dispute invoices				
D C	Print and Post Account	Noden for accurby Ministries Kidden, for accurby	Sept. 23, 201	If you think you have been charg A Back to dashboard screen	ged in error, or wish to dispute an invoice ple	tase follow the instructions below.		
Pidden , for security , Hidden , for security ,	Print and Post Account		Sept. 23, 201					
🔲 🥝 . Hidden for pecurity	Print and Post Account		Sept. 23, 201	INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
Diasen Tor security	Print and Post Account	lessen Invoice	Sept. 23, 201	risden * Ko	Fijidan . for security	Sept. 23, 2016	Unpaid	RM 44.44
D C Protection	Print and Post Acroun	ledon, for accuty Imvoice	Sept. 23, 201	brachty 🙆	- Niddon - for security	Sept. 23, 2016	Unpaid	RM 143.09
				Add a Comment Please provide the reason for your dispute an	d any further comments below.			
				Select a dispute reason Add a comment				~
								> Submit dispute
				How MyBill Works How to pay your DHL invoices on-la , Learn more	ne	MyBill User Guide Download the POF user guide + Download PDF	Your Frequently + Download PDF	Asked Questions answered
				Deutsche Post DHL				Accessibility : Term & Conditions Princep & Contines 2014 & D-R. International Order Air open reserved

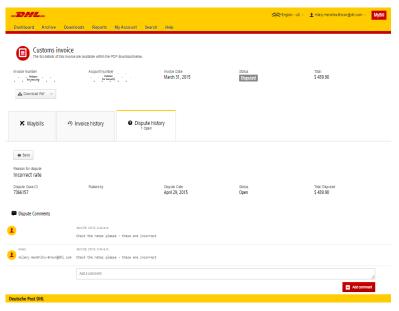
Note: Only one dispute can be logged per invoice



Updating a Dispute

Once you submit a dispute it cannot be canceled within MyBill. In the event a dispute needs to be modified or canceled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.





Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done here.

Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**



Making a Payment

MyBill allows you to make quick and secure payments online

Invoices can be paid by clicking on *Pay Now* on your **Dashboard** "*Due Now*'.



RM 384,242.83 1741 Open Transactions Disputed Invoices 792 Due Now

Or hover your mouse over the invoice line and click on the *Pay* button that appears

Or select the invoices you want to pay and then click *Pay* for each invoice

	<u>*</u> 0	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDIADJ	BALANCE	CURRENCY
0		Hidden- for security	Print and Post Account	. blidden ,for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	🖃 Pay 🛓	PDF Invoice	RM MYR
0		Hidden for security	Print and Post Account	Hidden for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
0		• Hidden • for security	Print and Post Account	Hidgen for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR

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		Hidden for security	Print and Post Account	Hidden för secuitty	31624	Aly 29, 2016	Sept. 27, 2016	Overshall	54.34	0.00	-0.01	54.35	MMNR

Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details select *Confirm*

Pay You ha	\$15.00 ave selected the following involce	is for payment. Please rev	few your selection be	elow and press "Confi	m" to proceed to the p	ayment process.			
ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAIDADJ	BALANCE
9999999999	Print and Post Account	KIN12345	Invoice	Oct. 30, 2015	Nov. 29, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00
× Cancel									Confirm



Step 1: Please select your payment method

then select the Pay button.

to read confirmation message will ap	COUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE		PAYMENT AMOUNT	
A confirmation message will ap A confirmation message will	999	Print and Post Account	KIN12345	Oct. 30, 2015	Nov. 29, 2015		\$ 15.00	
receptor the credit of details and then select the Participation of the select the Participati						Total to pay	\$ 15.00	
trrore rotos torrore torr	Credit Card Card Number Card Holder Name Card Expiry Date CVV		Pay					requested to enter the credit
nor rotos 🛓 Duess A Open Tessados Totar routs 25 20 pr page v (Fist (Penus Page 1 d2 Net) Lat) successfully submitted a confirmation message will ap A confirmation email will be s								Once the payment has been
	_			al records: 25 20 per page 🗸	« First « Previous	Page 1 of 2	Next > Last >	successfully submitted a confirmation message will ap

\$ 47.43 \$ 47.43 A0 DUE DATI STATUS (2) 15.00 0.00 S MD

Dashboard shows *Payment(s)* in progress until bank confirmation of payment then it will move to Archive



Concerned about making payments online? Don't be!

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.



The Rated but not Invoiced (RBNI) functionality provides an overview of dispatched shipments that have been rated <u>but not yet billed</u>.

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In the event that your account has been enabled for Rated but not Invoiced (RBNI) you will be able to view shipments that have been sent, rated but not yet invoiced.

Such functionality not only provides you with a clear overview of all dispatched shipments in a timely manner but also assists with the rebilling to your customers should you need to.

Available shipment details include :

- Shipment Number
- Product
- Origin and Destination
- Weight
- Weight Charge
- Taxes
- Insurance

Sort your RBNI data by clicking on a particular column header . The arrow next to the header will indicate the direction of the sort order.

0

<u>Please note: data found in the Rated but not Invoiced screen is not final until billed</u> <u>and is subject to change.</u>



Rated but not Invoiced - RBNI

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In the Rated but not Invoiced Dashboard you can easily view the shipment images by selecting the *View Image* link found on each shipment line. The shipment image will appear in a new window.

The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.

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Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options*.

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format.

<u>The RBNI Report Configuration screen is</u> <u>similar to the Invoice Report Configuration</u> <u>screen - see this section for further</u> <u>instructions</u>



Tariff Enquiry provides account specific tariff information based on the contractual agreements on your account.

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The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

Once in the **Tariff Enquiry** screen you will need to enter numerous details on which to base your enquiry.

Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

Tariff enquires can be carried out on account level by selecting the applicable account in the Account Details drop down menu.

You can enter the piece weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.

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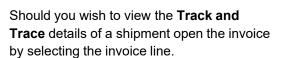


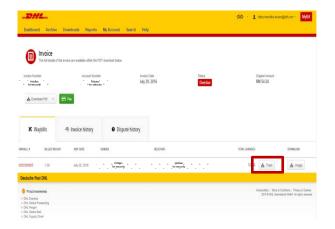
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

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Once redirected to the **Invoice** screen select you will be present with a breakdown of all the shipments for that invoice. On each shipment line you will find a *Track* button. Select the *Track* button next to the shipment you wish to view.

Express Par	cel & eCommerce	e Logistics Mail Pre	ss Careers	About Us			>	
Cal Day) DHL	Global + Express Tracking						
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Industry Solutions	Weda	nesday, July 20, 2016	Location		Time	Piece		
Small Business So	lutions 4	Processed at HONG KONG - HONG KO	NG HONG KONG	- HONG KONG	18:07	D 1 Pece		
Resource Center	3	Arrived at Sort Facility HONG KONG - HONG KONG	HONG KONG	HONG KONG	15.56	1 Piece		
	2	Departed Facility in HONG KONG - HON KONG	HONG KONG	HONG KONG	14:43	1 Piece		
	1	Shipment picked up	HONG KONG	HONG KONG	11:23	1 Piece		
		Details						





A new window will appear with your shipment Track and Trace details. You will also find a link on the screen for the <u>Proof of Delivery</u> image.



Contact Details



Contact Details: DHL Ghana Limited

For Invoice enquiries:

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