MyBill

DHL MyBill User Guide

BN* PX 4980

MyBill



Content Page

DHL MYBILL INTRODUCTION What does MyBill offer? Registering via MyBill

THE SCREENS

The Dashboard The Archive, Reports & Download Screens The Search Screen The My Account Screen The Help Screen

STEP BY STEP

Viewing an Invoice Viewing Multiple Invoices CSV Configuration Waybills & Documentation Disputing an Invoice Updating a Dispute Rated but not Invoiced (RBNI) Tariff Enquiry Track & Trace

CONTACT DETAILS



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. 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.

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Apple Safari – Latest version

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

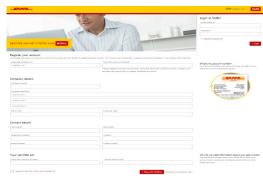
- Mozilla Firefox Latest version
- Internet Explorer 9.0 or newer
- Google Chrome Latest version



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 DH	L MyBill. Your request is being processed.
	24 hours to inform you about the status of your request. You will be required to set your password to access DHL
MyBill the first time. To ensure e	mail delivery to your inbox, please add to your address book or your safe list.
Sincerely,	
The DHL MyBill team	



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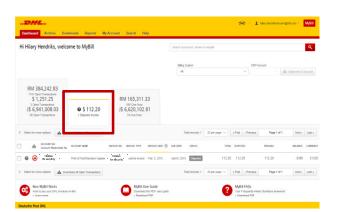
In the main **Dashboard** your invoices are divided into 3 categories:

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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A 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

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Dashboard Archive Downloads Reports My	Account Search Help										
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$\tilde{\epsilon}$. Select for more options			Total record	8: 3342	20 per page \vee	eFrst	Previous	Page 1	of 168	Neit)	Last +
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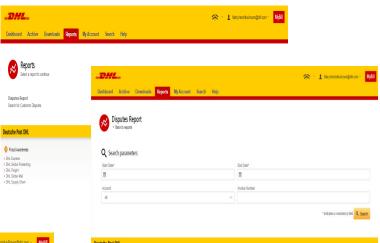
The Archive Screen

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.

Active Downlo All active downloads are You may continue to bro		sads are building.		How do I create downloads? You can build downloads within the Archive or Search facility
r	Total records: 4	20 per page $ \lor $	« First « Previous Page 1 of 1 Next» Last»	e Download
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pril 29, 2015, 3.55 a.m. MDT	3	3	🛓 Download Zip file 🗙 Cancel	With a list of invoices available, simply tick those you wish to download
pril 29, 2015, 7:38 a.m. MDT	3	3	🛓 Download Zip file 🗙 Cancel	then press the Download button to start building your download file(s).
pril 29, 2015, 7:38 a.m. MDT	1	1	🛓 Download Zip file 🗙 Cancel	
lay 6, 2015, 4:12 a.m. MDT	1	1	🛓 Download Zip file 🗙 Cancel	



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

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Dashboard Archive Downloads Reports My Account	t Search Help			
Search Invoices Did you know you can save search criteria as a saved search?				
Saved Searches	Q Search parameters			
Start with a custom search and then save your search criteria in the search results.	Account All			~
	Invoice Number	Waybill		
Q				
No saved searches	Invoice Type All	Status		~
Use custom search to create a new saved search		A		Ť
	Summary Posting All			
	Invoice Date			
	Start Date	End Date		
	Save as "Saved Search"?			
	Enter a name			
			C C C C C C C C C C C C C C C C C C C	λ 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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Dashboard Archive Downloads Reports My Accou	int Search Help							
My User Details Please remember to keep your details up to date.				1	Change Password our password must meet the password policy changing Password directly via MyBill, will not urrent DHL.com password for online shipping	change your		
hilary.hendriks-brown@dhl.com				Your current	irrent password*			
First Name	Last Name				(passion			
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Position	Telephone Number	Telephone Number						
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	\$ 1,251.25		\$ 0.00)				
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Name details, Telephone	\$ 0.00	My Accounts						
-	J\$ 0.00		more company accounts associated delivery preference, please send ac		ray also invite other users to your Accounts. is email to 1.800.722.0081			
Number, Language Preference,		🛓 Upload new users						
etc.								
Change Password					Total records: 29 20 per page ∨	« First < Previous	Page 1 of 2	
n this section you can update/char	nae vour							
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any changes to your naseword h	oro will not							

Related by AR group

Related by AR group

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.

align with your MyDHL password. This will

need to be altered/changed separately.

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	🔶 – 主 – <mark>Мувії</mark>
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@dnl.com
The Dashboards	Making a Payment
① The Main Dashboard	① How to setup an account in the Wallet
(+) Archive	Making a payment
(+) Downloads	\oplus How to set up autopay on my account
(+) Reports	⊕ Ilow to remove a Wallet account
Hy 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
↔ How to manage your User details	+ How to delete a dispute
$\oplus\;$ How to change your password	Overview of disputed Invoices
⊕ Managing users rights	$\oplus\;$ Who to contact if you are experiencing problems with your disputes.
$\oplus\;$ How to add a user	How to use Search
\oplus How to remove a user	+ Search parameters
$\oplus\;$ Who to contact if experiencing difficulties logging into MyBill	Saving searches

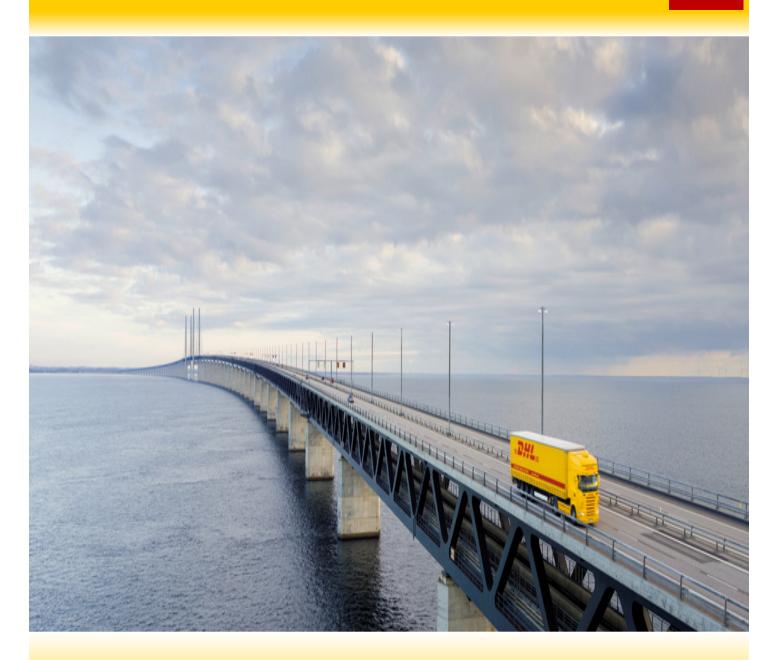
The **Help** screen in there to provide additional support for **MyBill.** The **Help** screen is made up of several sections:

- 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







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.

Dashboard Archive Downloads Reports

RM 384,242.83

\$ 1,251.25

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Single invoices

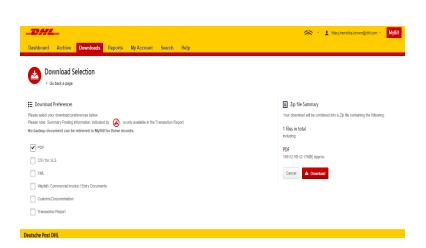
Option 1:

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

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



RM 186,039.52

J\$ 6,620,102.81

Customs invoice July 14, 2015

Hidden .

Hidden Invoice for security

Hidden for security Rated But Not invoiced

Unpaid

Unpeid





26 · 1 hit

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1,150.03 0.00

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MyBill

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135.676.92 J\$ JMD

Viewing Multiple Invoices

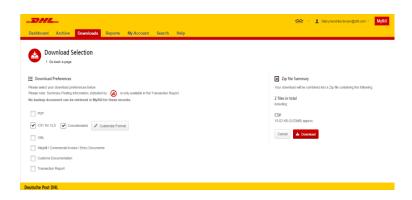
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E Pay	😧 Dispute 📩	Download 📥 Downloa	id All Open Trans	actions		Total re-	cords: 1809 20	per page 🛩 🔍 « I	Pirst < Previous	Page 1 of 91	Next>	Last
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	Hidden for security	Print & Post/Standard . register	blidden, for security	Customs invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	s
	Hidden for security	PAK MAIL US837	Hidden for security	Invoice	Sept. 23, 2015	None	Unpeid	101.22	0.00	0.00	101.22	s
0	*Haam torsecurity	Print and Post Account	Hidden foesecurity	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135.676.92	0.00	0.00	135.676.92	JS
0	Hidden for security	Print and Post Account	bidden, for security	Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117.211.53	0.00	0.00	117.211.53	JS

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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Dashboard Archive Downloads Reports My Account Search Help	
Control Selection	
Download Preferences	E Zip file Summary
Please select your download preferences below Please note: Summary Posting information, indicated by 👔 is only available in the Transaction Report.	Your download will be combined into a Zip file containing the following:
No backup document can be retrieved in MyBill for these records.	3 files in total including:
	PDF
CSV for XLS	508.56 KB (0.50MB) approx.
XML	Cancel 📥 Download
Waybill / Commercial Invoice / Entry Documents	
Customs Documentation	
Transaction Report	
Deutsche Post DHL	

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

Dashboard Archive Downloads Reports I	Wy Account Search Help	
CSV Configuration		
 Go back a page 		
Pre-saved configurations 🔞		
	V 🔓 Load	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 expon
	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 type Downloading CSVs of different structures (i.e. different invoice type
	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	Sa
	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

MyBill

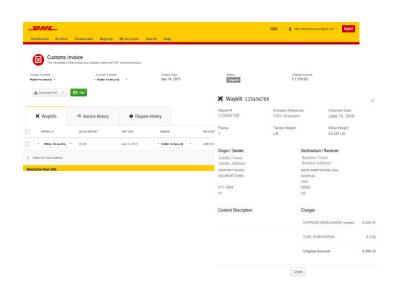
Waybills and Customs paperwork

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

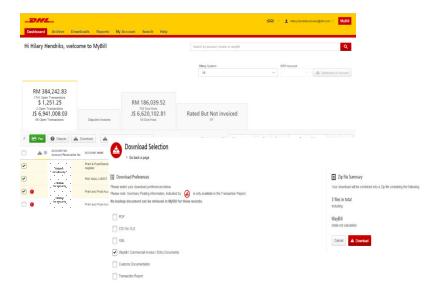
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.

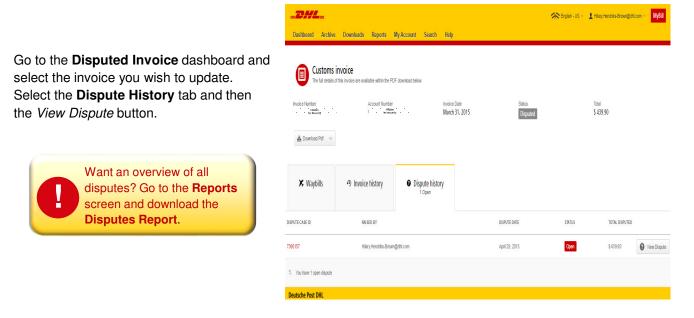
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	1741 \$ 3 0 J\$ 6	384,242.83 Open Transactions 1,251.25 pen Transactions ,941,008.03 open Transactions	S \$ 112 1 Disputed in		RM 179,4 736 Due N J\$ 6,620,1 54 Due No	。 02.81	Rated But Not invoice	d			
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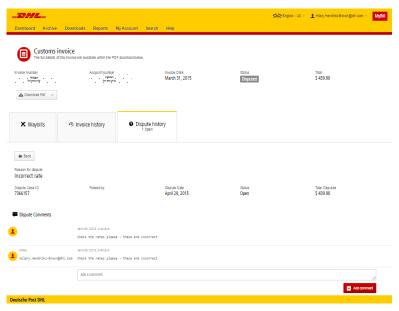
Note: Only one dispute can be logged per invoice



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**



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.

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



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.

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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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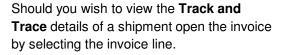


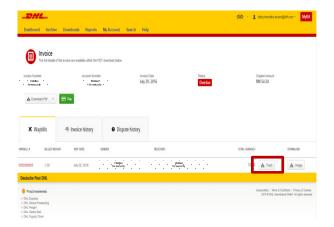
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

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	0 @	far secu	ay	Print and Post-Accours	, for security Nidden*		Invoice	May 31, 2016	July 30, 2016	Overdue	84.31	0.00	0.00	84.31	8M N
	- 0	fer secur			-for segurity					_					

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 Parcel & et	Commerce	Logistics Mail Press	Careers About Us		lent Search
All providence	Here's detaile	Global > Express Tracking :k DHL Express Shipments the fastest way to check the status of your id progress as your shipment speeds throug	hipment. No need to call Custom	er Service – our on	line results give you real-time,
Express	Resu	It Summary			
MyDHL Shipping	•	Waybill: Signed for by: MR 1 > Get Signature Proof of Delivery	Thursday, July 21, 2016 at 14:59 Origin Service Area: > HONG KONG - HONG KONG - Destination Service Area:	HONG KONG	1 Piece
 Tracking 			PENANG - PENANG - MALAYSI	A	
 Monitor Shipments 	Thure	day, July 21, 2016	Location	Time	Piece
 Tracking FAQs Track by Shipper's Reference 	11	Delivered - Signed for by : MR THAN TUN OD	PENANG	14:59	1 Piece
Tracking Tools	10	With delivery courier	PENANG - MALAYSIA	12:04	1 Piece
Electronic Proof of Delivery	9	Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:39	1 Piece
 Customs Services and Support 	0	Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23	1 Piece
Export Services	7	Customs status updated	PENANG - MALAYSIA	07:20	
Import Services	6	Departed Facility in HONG KONG - HONG	HONG KONG - HONG KONG	03.36	D 1 Piece
Domestic Services		KONG			
 Optional Services 	5	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:26	1 Piece
Industry Solutions	Wedn	esday, July 20, 2016	Location	Time	Piece
 Small Business Solutions 	4	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07	1 Piece
 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 - HONG KONG	HONG KONG - HONG KONG	14:43	1 Piece
	1	Shipment picked up	HONG KONG - HONG KONG	11:23	1 Piece





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.





MyBill

Contact Details



Contact Details Lebanon

For Invoice enquiries:

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