DHL MYBILL
A USER GUIDE FOR DHL CUSTOMERS

CONTENTS

DHL MYBILL INTRODUCTION

What does MyBill offer? 3

Desktop functionalities 5

MYBILL DASHBOARD

Dashboard 7

Archive, reports & download screen 8

Search screen 9

My Account screen 10

Help screen 11

STEP-BY-STEP

Viewing an invoice 13

Viewing multiple invoices 14

CSV configuration 15

Waybills & documentation 16

Disputing an invoice 17

Updating a dispute 18

Making a payment 19

Setting up e-wallet 21

Setting up autopay 24

Paying using e-wallet 26

Removing e-wallet 28

Removing autopay 29

Rated but not Invoiced (RBNI) 30

Tariff enquiry 32

Track & trace 33

DHL INVOICES

Invoice breakdown 35

CONTACT DETAILS 37

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
- Review payment history online
- View and download copies of all invoices, including corresponding PDF and TIF documentation
- Download invoice and shipment transaction data in customised 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 follows:

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

DHL MYBILL

DESKTOP FUNCTIONALITIES

DESKTOP FUNCTIONALITIES

The menu bar comprises of the following options:

1. Dashboard – will display the outstanding invoices where you can view, dispute or pay the invoices(s), download a statement
2. Archive – will display the closed/paid invoices
3. Downloads – will display your previous downloads (retained for a 24 hour period)
4. Reports – can generate a query report
5. My Account – allows you to change your password, view account permissions, add or remove users, set up payment wallet, set up auto pay function
6. Search – allows you to search for particular data on specific fields or date range
7. Help – provides step-by-step help

DHL MYBILL

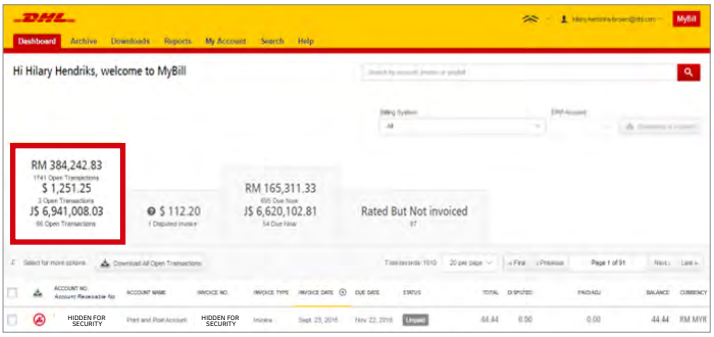
DESKTOP DASHBOARD

DASHBOARD

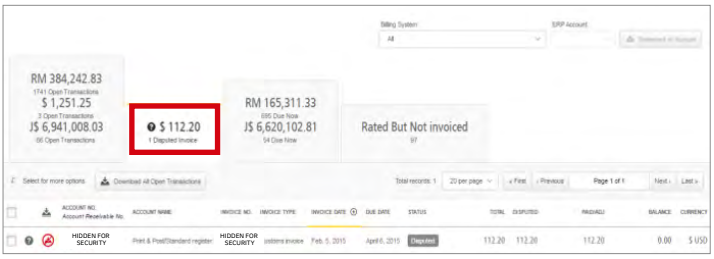
Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; Archive, Downloads, Report, My Account, Search and Help.

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

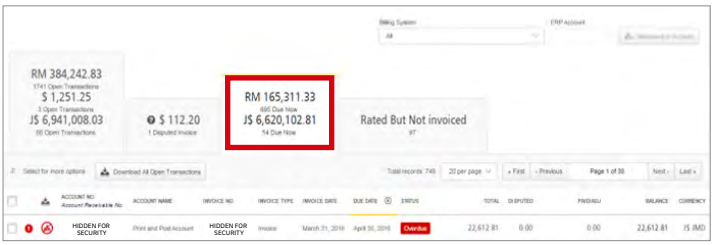
Open Transactions – These are the invoices with outstanding balances that require payment.



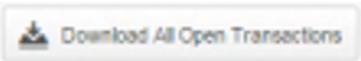
Disputed Invoices – All open disputed invoices and their corresponding dispute information can be found here.



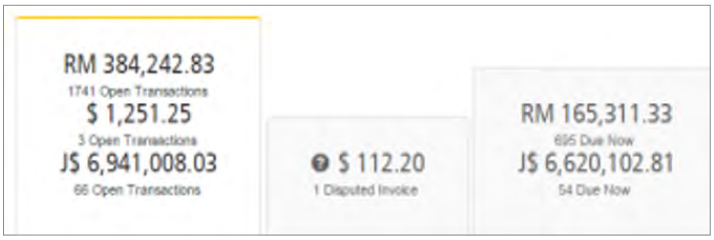
Due Now – Here you will find an overview of invoices for which payment is due or overdue.



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



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 example).

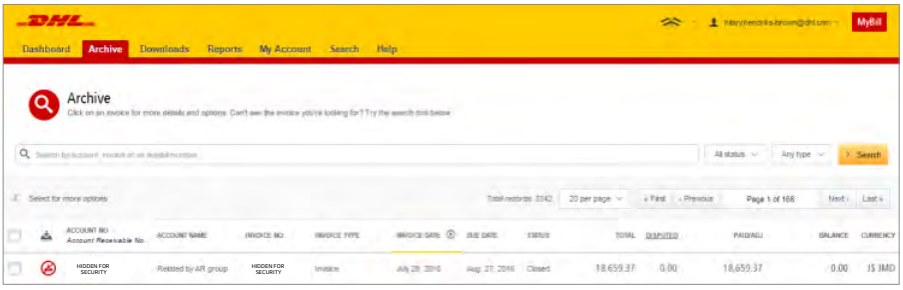


ARCHIVE, REPORTS & DOWNLOAD SCREENS

Archive screen

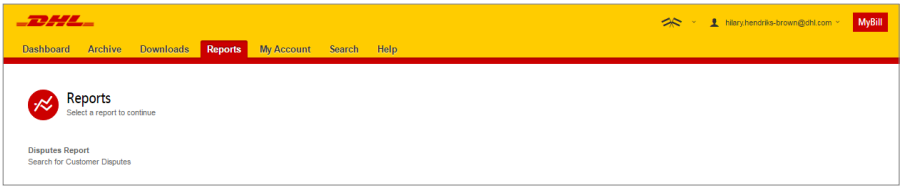
When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

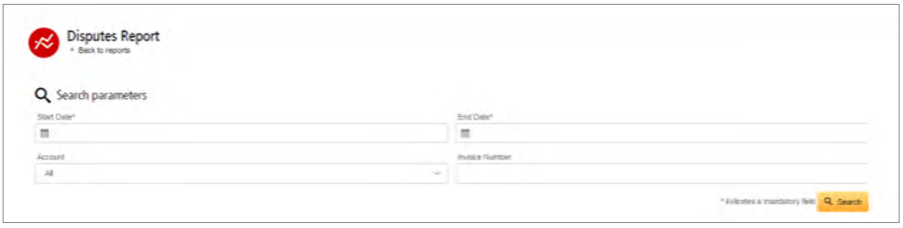
No further action is required for these invoices and they will remain available for your reference/retrieval.



Report screen

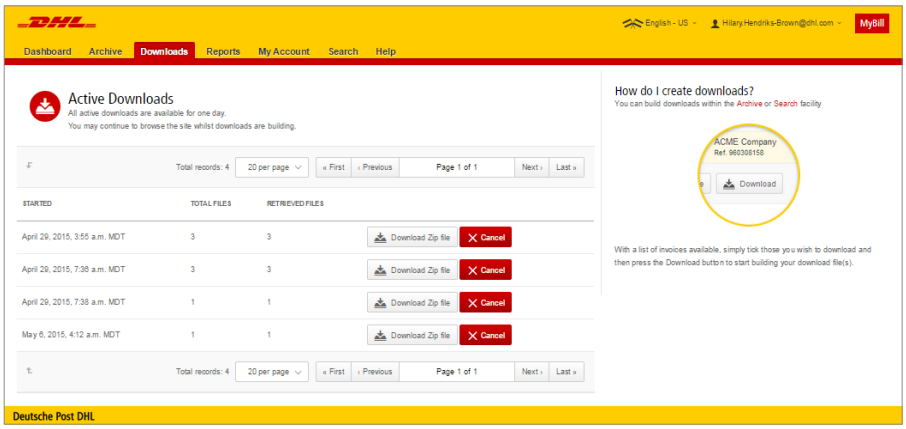
The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report.





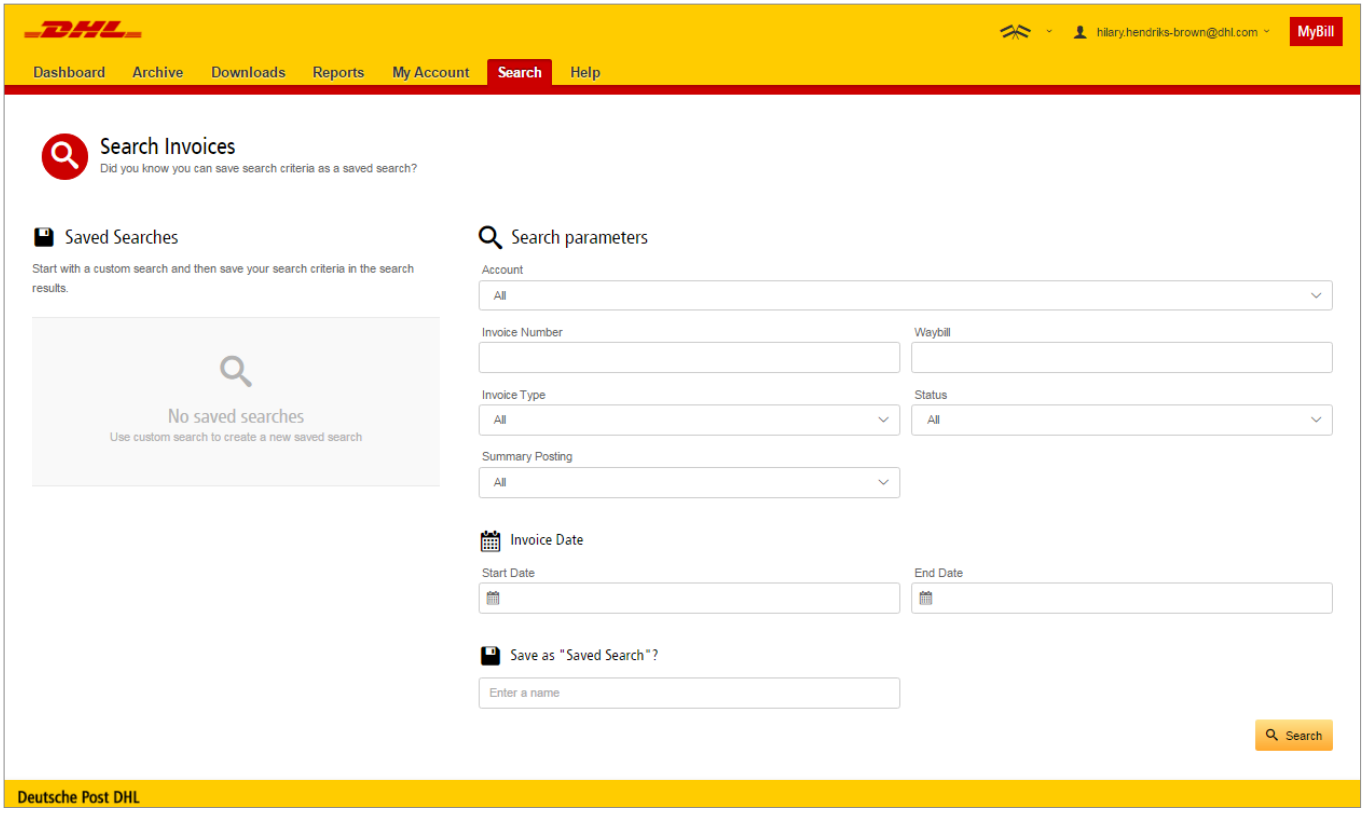
Downloads screen

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.



SEARCH SCREEN

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



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

Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type:
  Invoice = Freight invoice,
  Customs = Local AU customs charges,
  Duty = Overseas Duties and Taxes
- Status
- Start & End dates

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

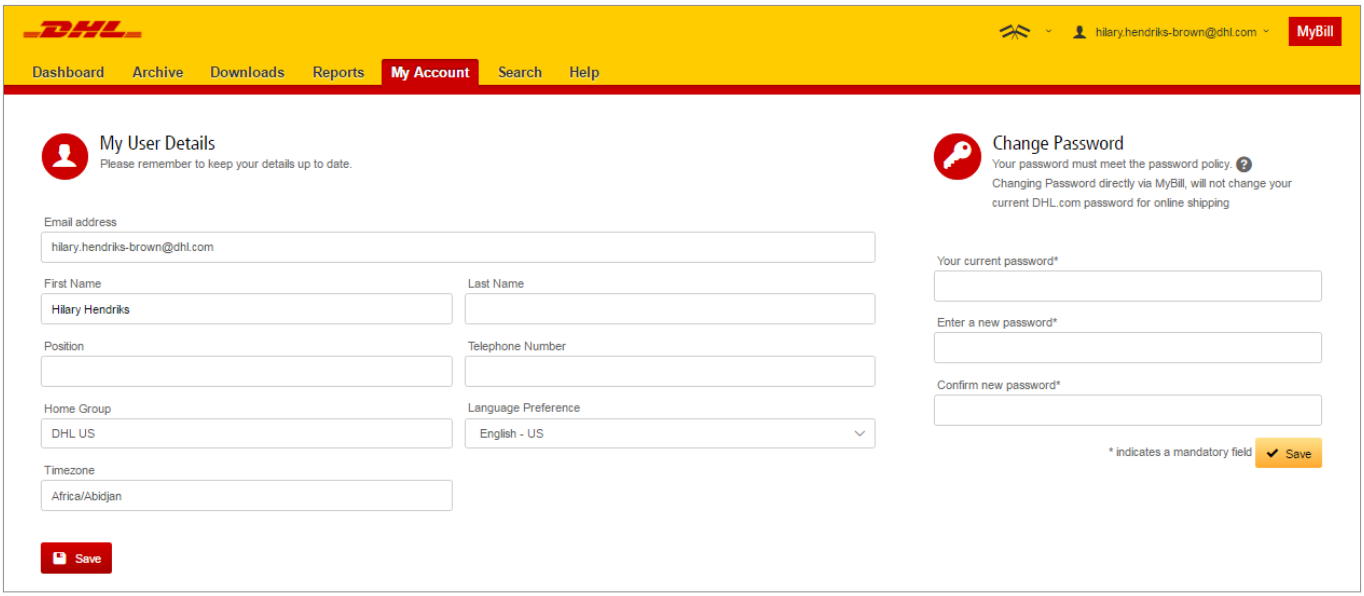
The **Search** screen also offers the possibility to save your search parameters.

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.



My User Details

In this section you can alter/update your Email Address, Name details, Telephone Number, Language Preference, etc.

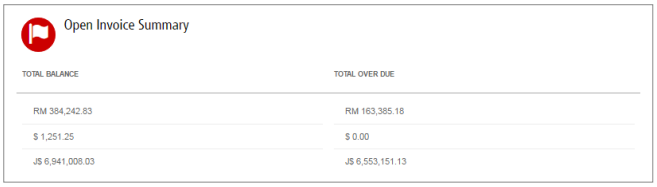
Change Password

In this section you can update/change your password should you wish to.

Please note that 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.

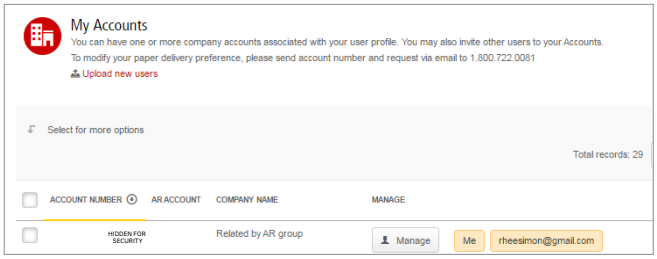


My Accounts

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.

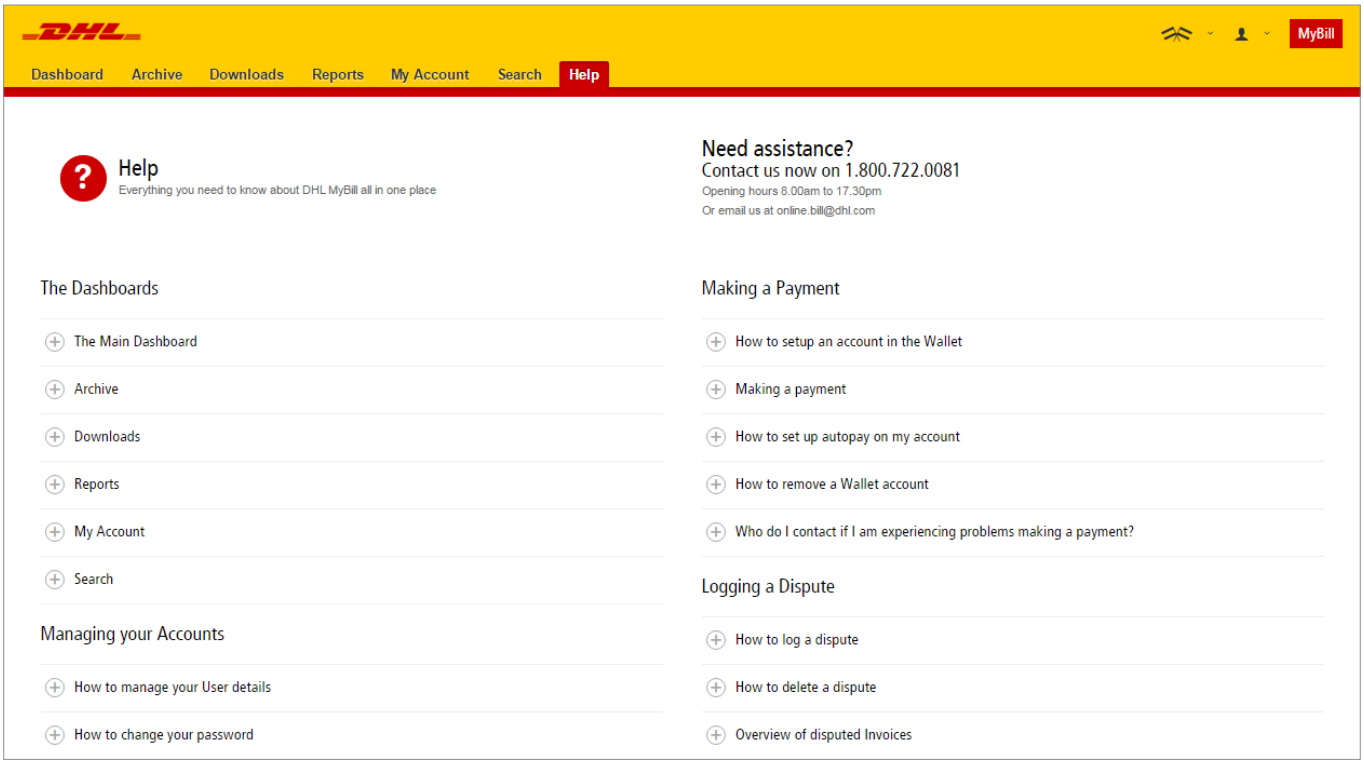
If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button will provide you with a list of rights you have for that account which include: *Manage users*, and *Dispute*.

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



HELP SCREEN

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



The **Help** screen is there to provide additional support for **MyBill**. It 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 not find the answer you were looking for in the **Help** screen, you can also refer to the **FAQ** document.

DHL MYBILL

STEP-BY-STEP

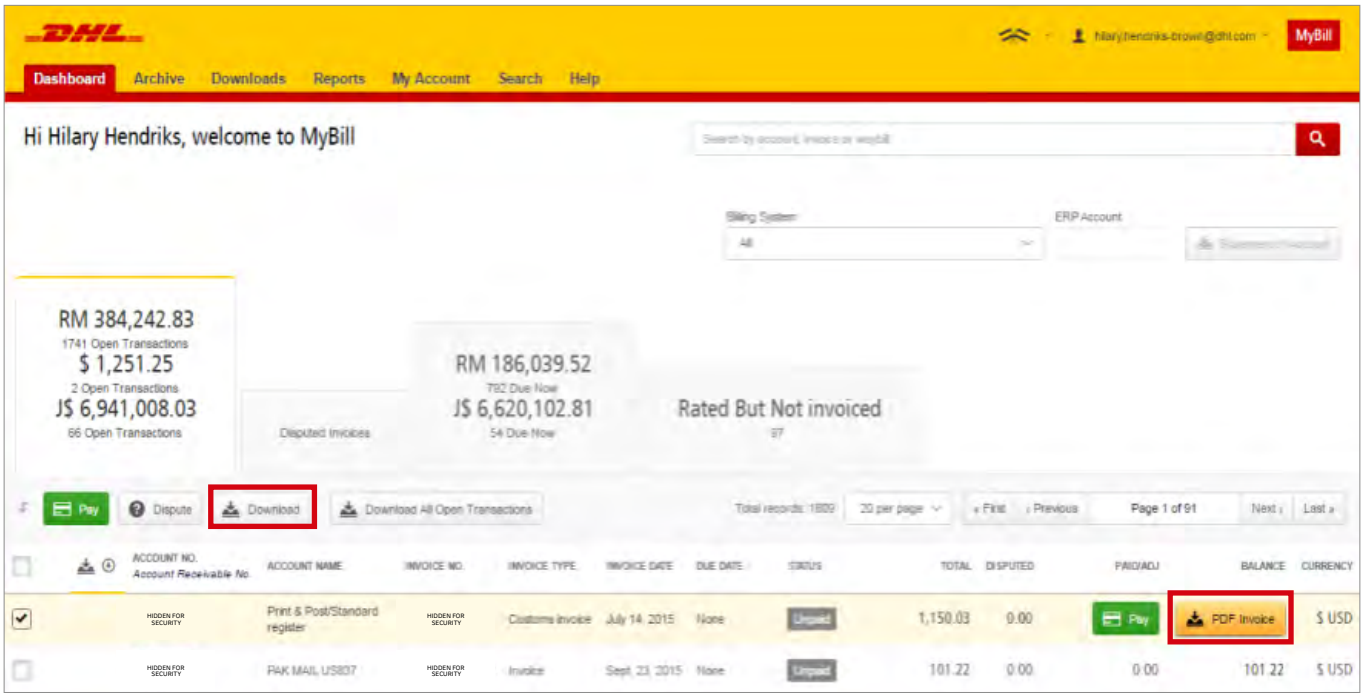
Over the next few pages we will explain, step-by-step, how to use the functionalities of MyBill.

VIEWING AN INVOICE

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

Invoice Key

- No images available
- Overdue invoice
- Disputed invoice



Single invoices

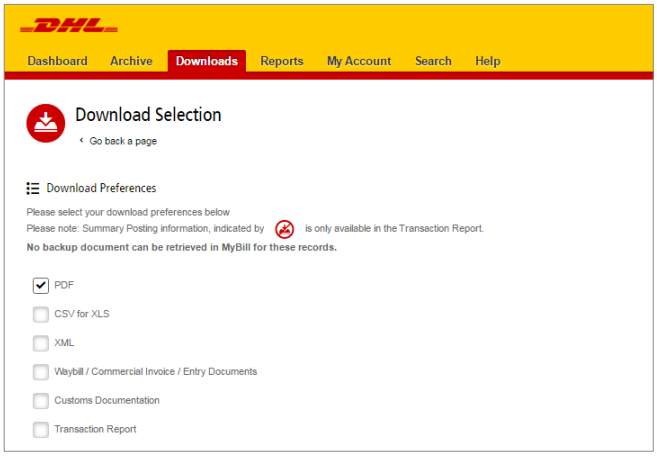
Option 1:

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

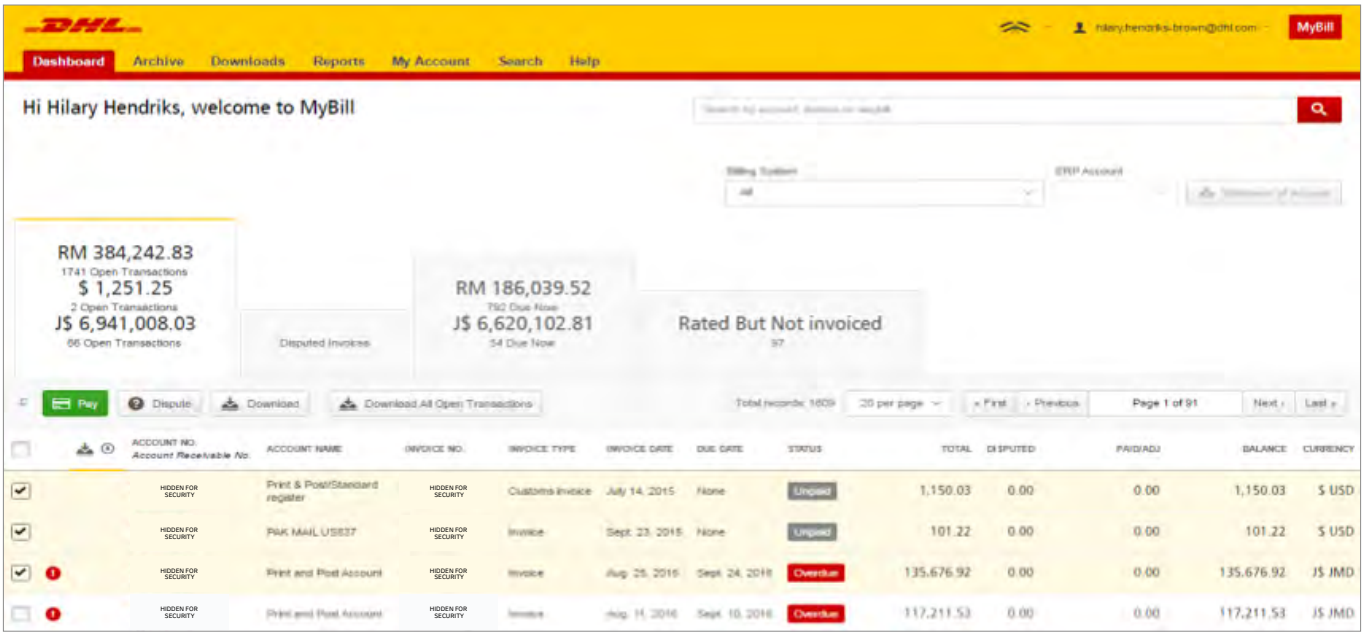
Option 2:

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 choose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button.



VIEWING MULTIPLE INVOICES

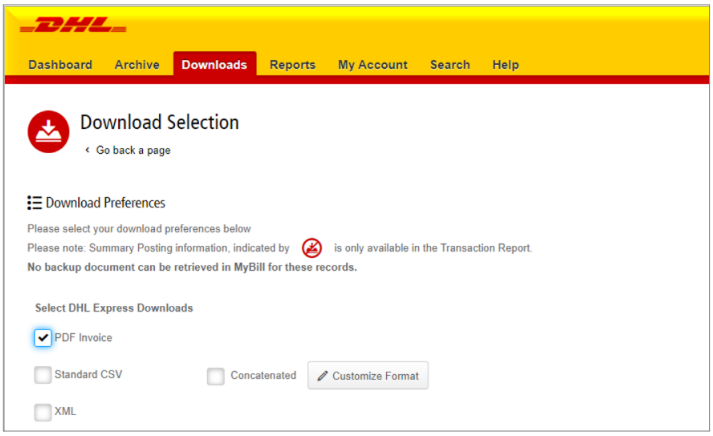


Multiple invoices

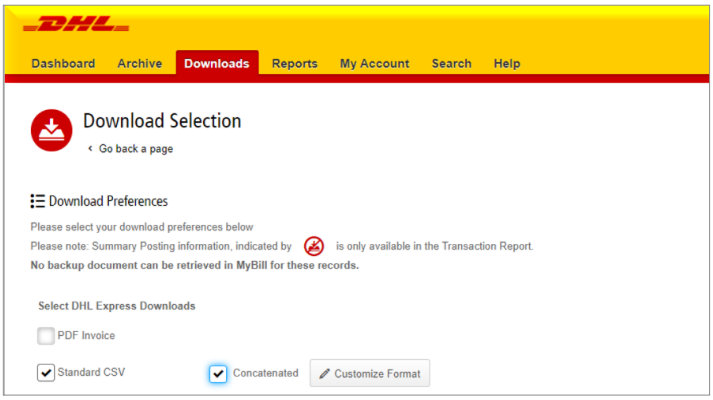
To download multiple invoices, select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.

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

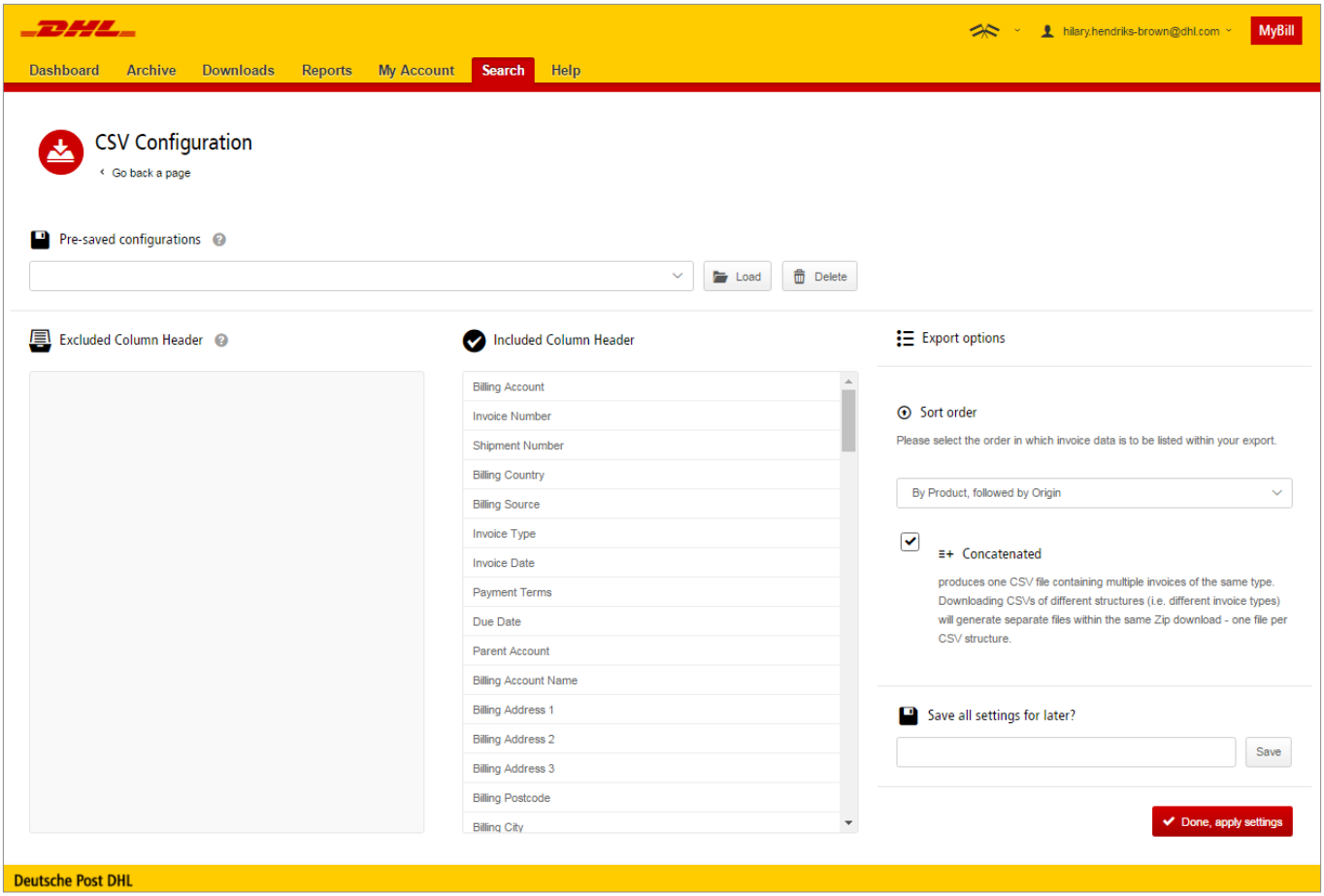
Please note: Export Justification = Overseas Customs clearance documents.



Should you choose the *CSV for XLS* format you will be offered the possibility to customise the format. Should you wish to customise the format of the CSV file then select the *Customise 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



Should you wish to customise 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 customise the file thereby reducing the extract to your specification and displayed in a set order. In order to customise 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*.

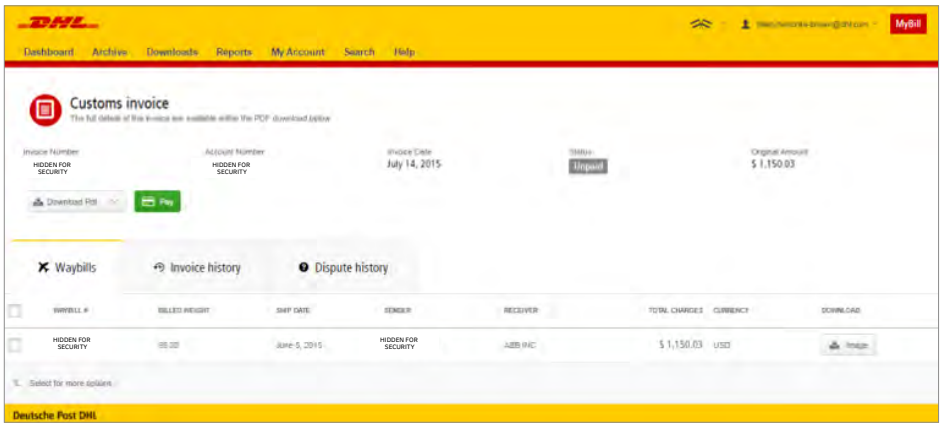
These saved settings can then be found back in the *Pre-saved configurations* drop-down menu.

One you have finished customising 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.



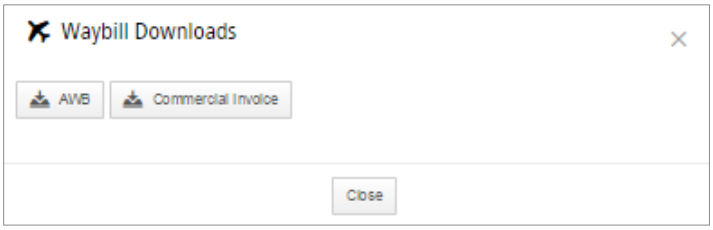
Single invoices

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

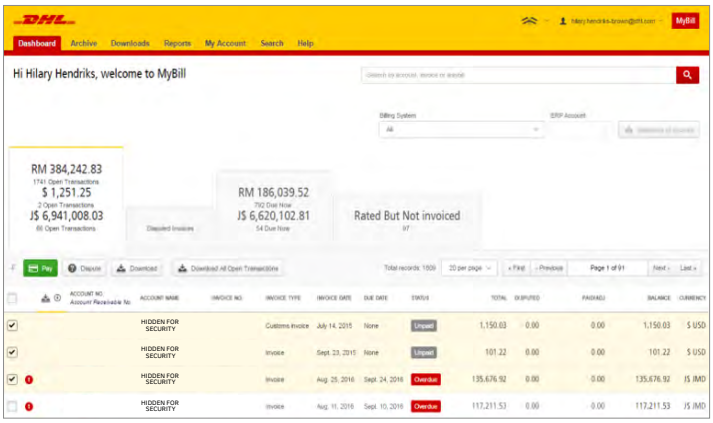
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.

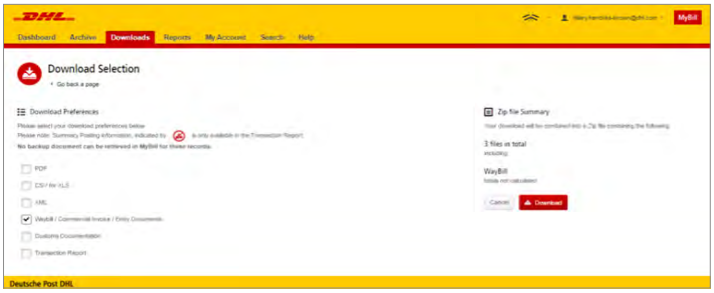


Multiple Invoices

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.





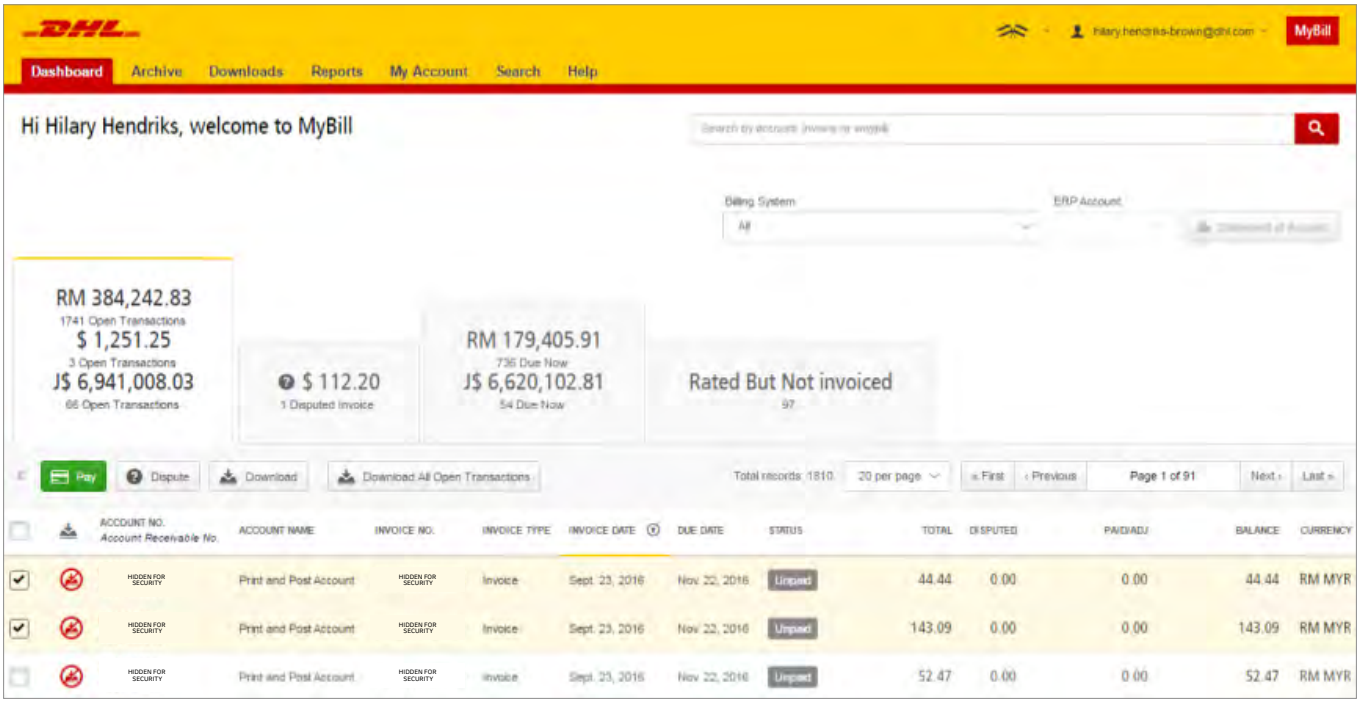
DISPUTING AN INVOICE

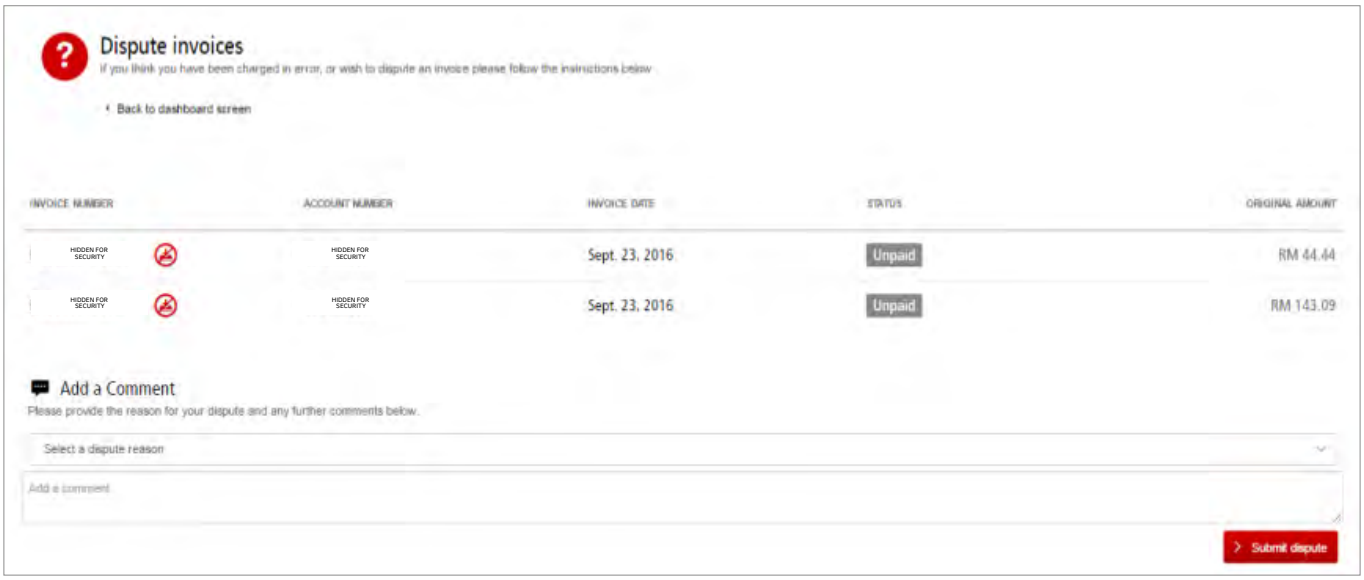
MyBill offers the possibility to log disputed invoices online.

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.

Note: Only one dispute can be logged per invoice.

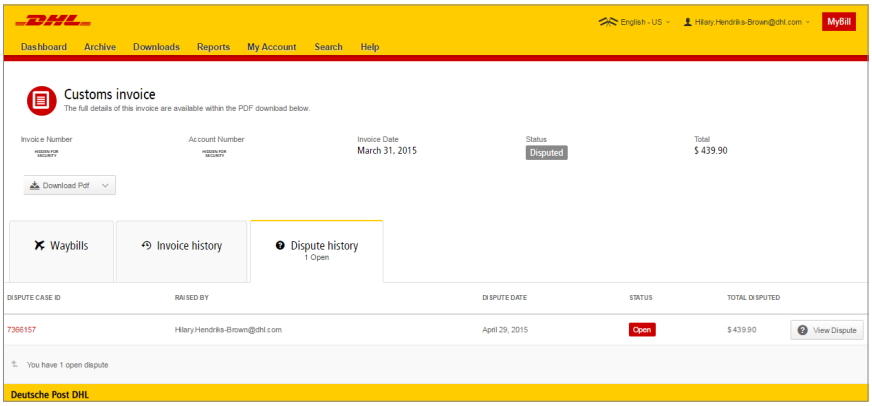




UPDATING A DISPUTE

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

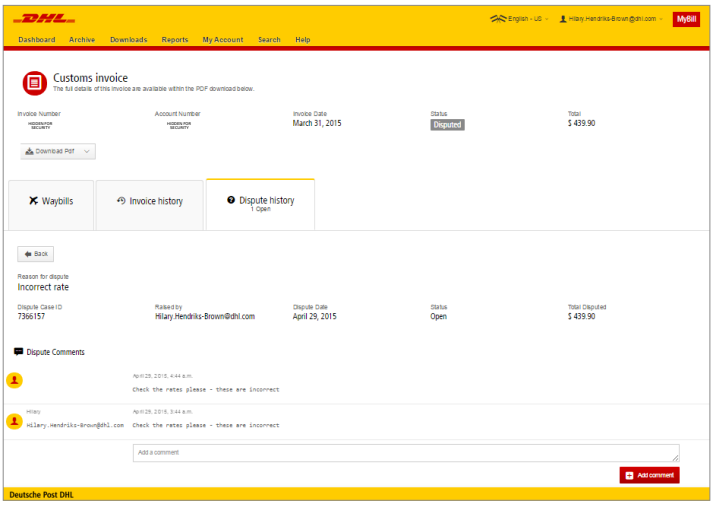
Go to the **Disputed Invoice** dashboard and select the invoice you wish to update. Select the **Dispute History** tab and then the *View Dispute* button.



Want an overview of all disputes? Go to the **Reports** screen and download the **Disputes Report**.

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.

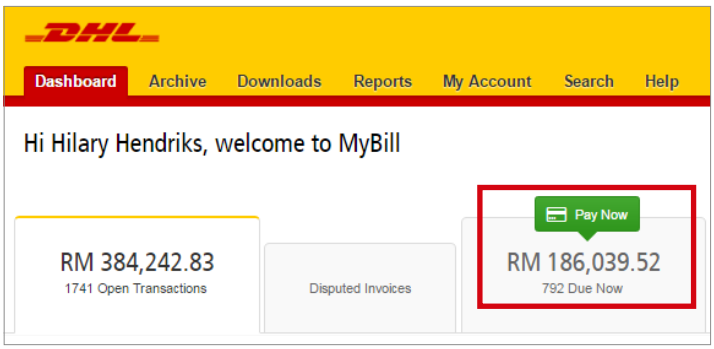
Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**.



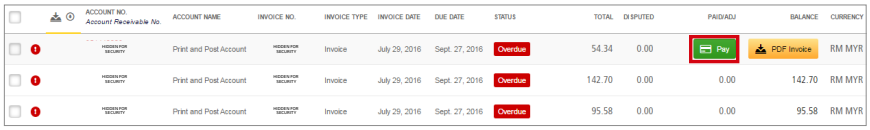
MAKING A PAYMENT

MyBill allows you to make quick and secure payments online.

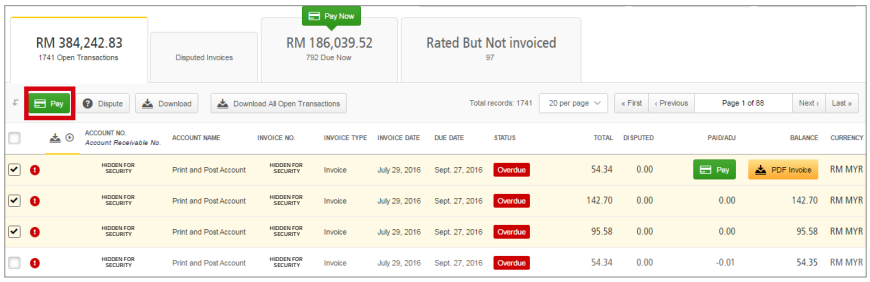
Invoices can be paid by clicking on *Pay Now* on your **Dashboard** '*Due Now*'.



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



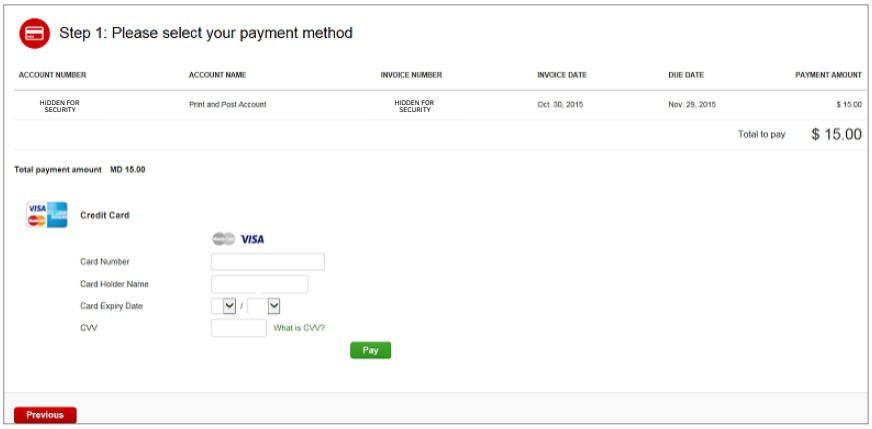
Or select the invoices you want to pay and then click *Pay* for each invoice.



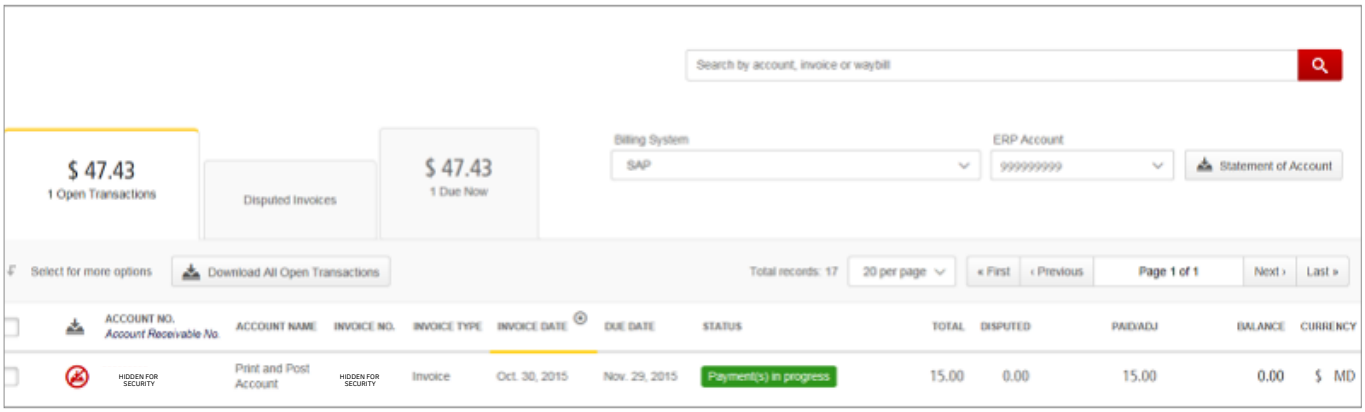
Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details select *Confirm*.

MAKING A PAYMENT
CONTINUED

Once you confirm you will be requested to enter the credit card details and then select the *Pay* button.



Once the payment has been successfully submitted a confirmation message will appear. A confirmation email will be sent to the email address set up in your profile.



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!

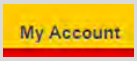
We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.

HOW TO SET UP E-WALLET

E-wallet can be set up in two ways

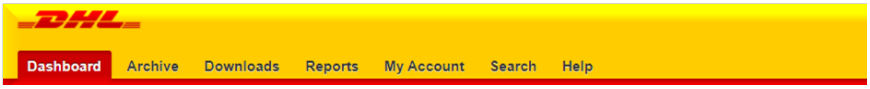
Under 'Dashboard'

Under 'My Account'

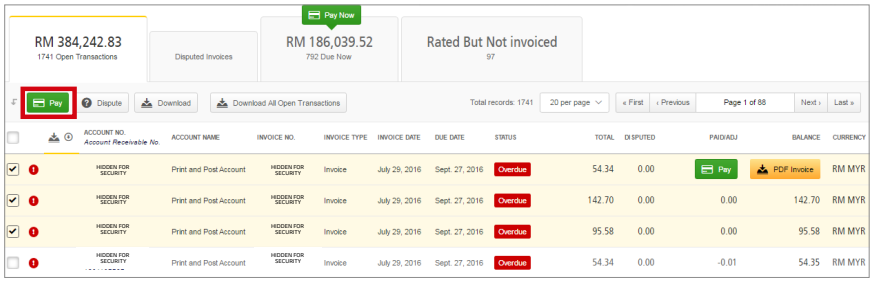


Set up e-wallet under Dashboard

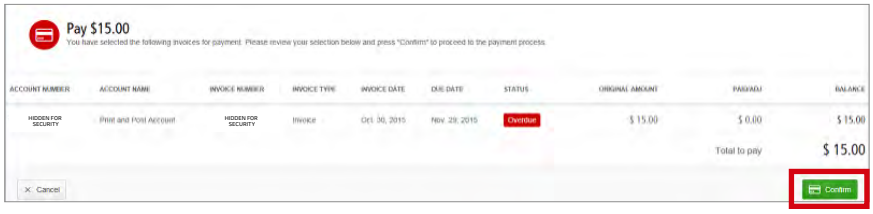
Go to the **Dashboard** tab.



Select the account number/ invoice(s) that you want to pay then click on *Pay*.



The system will bring you to this screen and you will need to click on *Confirm*.



Concerned about making payments online? Don't be!

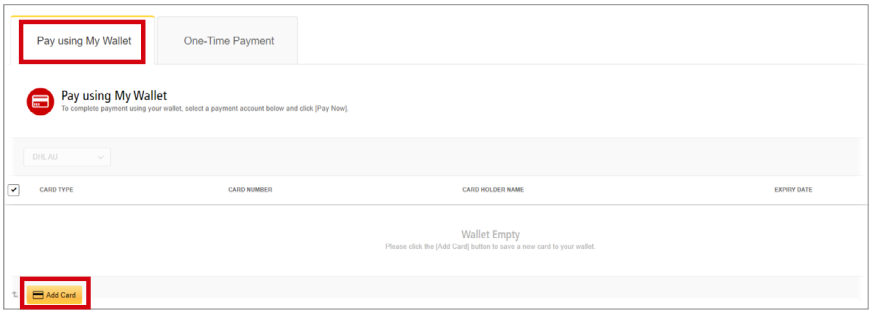
We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.

HOW TO SET UP E-WALLET
CONTINUED

Set up e-wallet under Dashboard – continued

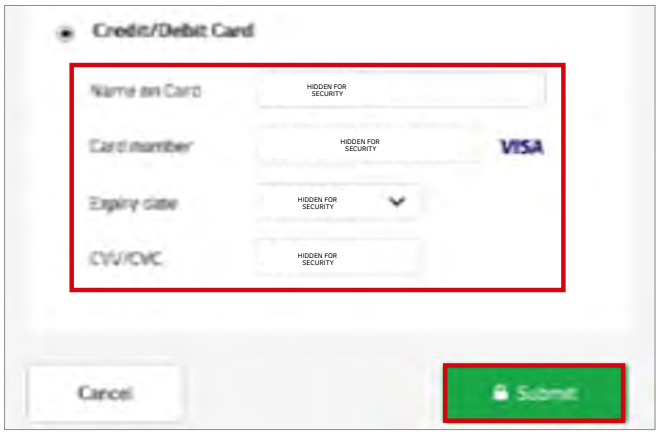
Select *Pay* using *my Wallet* tab.

Click on *Add Card*.

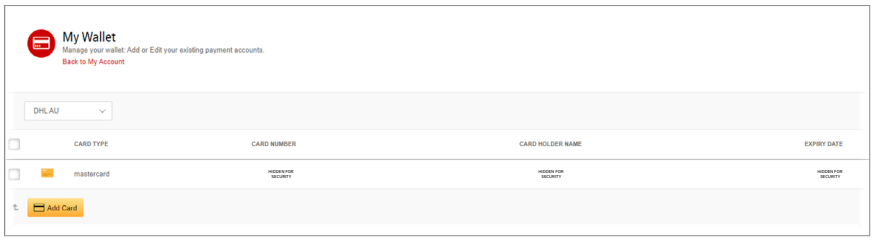


Enter the credit card details that you would like to save.

Click on *Submit*.



Card will be successfully saved.

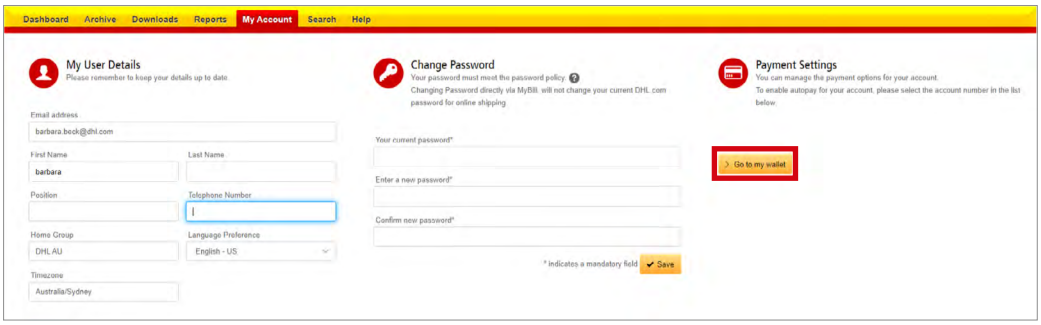


HOW TO SET UP E-WALLET
CONTINUED

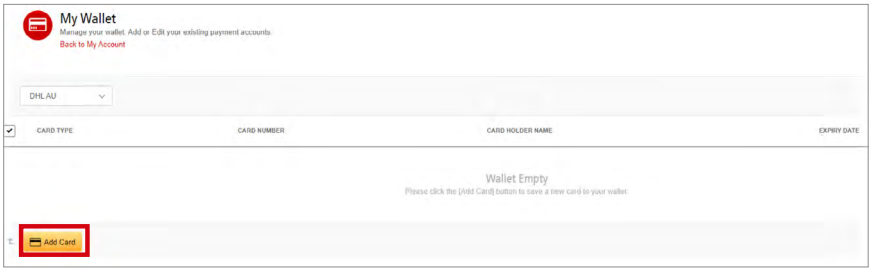
Set up e-wallet under My Account

Go to the **My Account** tab.

Click on *Go to my wallet*.

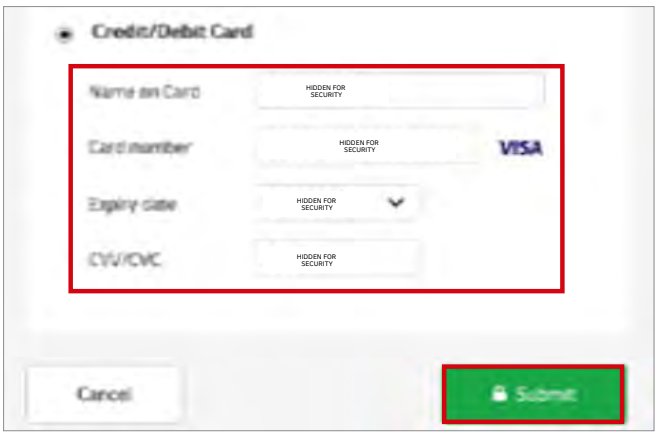


Click on *Add Card*.

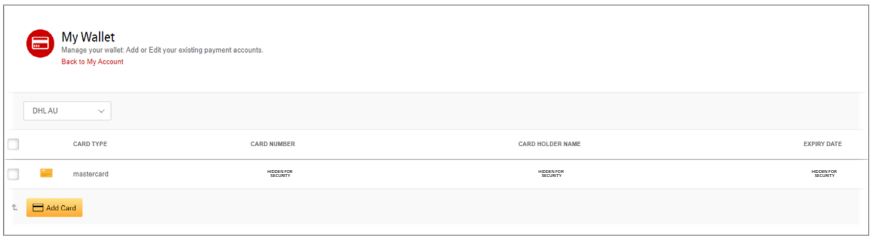


Enter the credit card details that you would like to save.

Click on *Submit*.



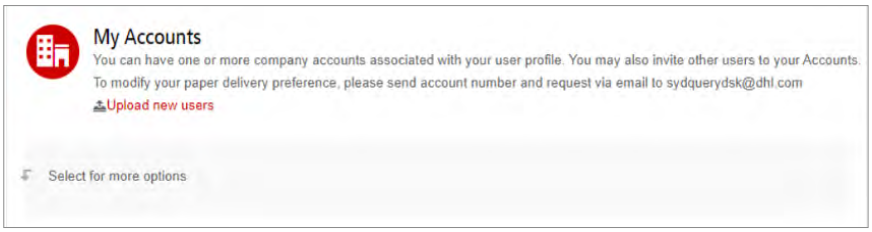
Card will be successfully saved.



HOW TO SET UP AUTOPAY

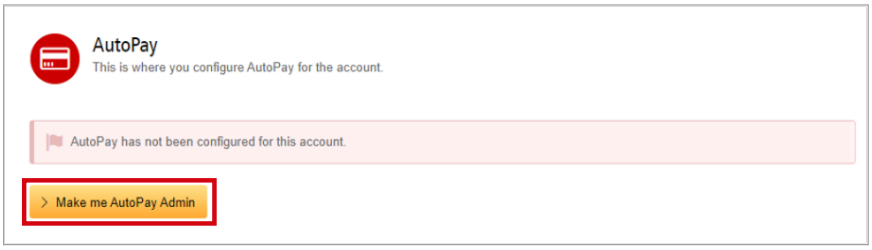
This will auto deduct the amount due for payment on the invoice due date.

Go to the **My Account** tab and scroll down until you come to *My Accounts*.



Click on the account number that you want to set on autopay.

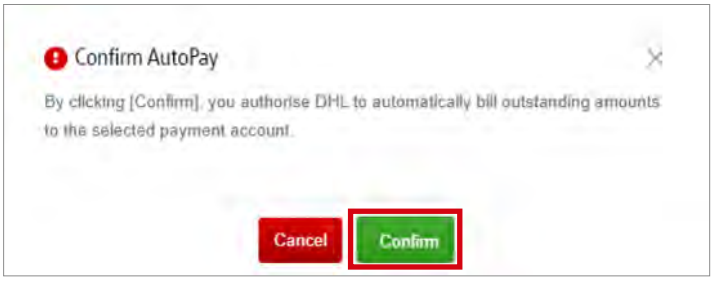
Click on *Make me AutoPay Admin*.



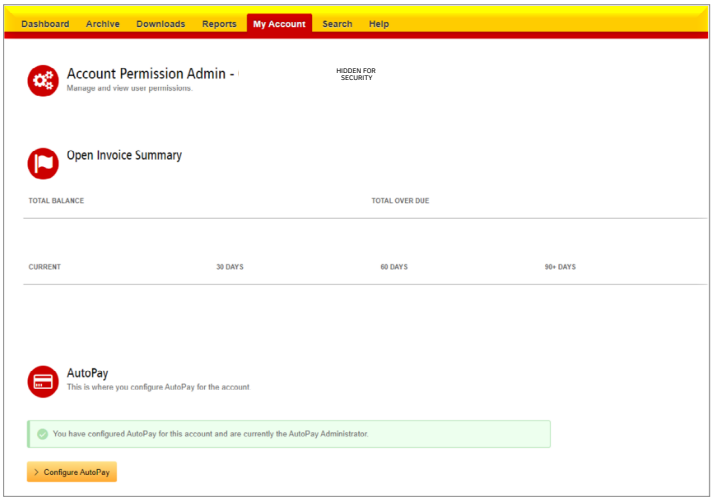
HOW TO SET UP AUTOPAY
CONTINUED

Select the card you want to use for autopay and click on *Confirm*.

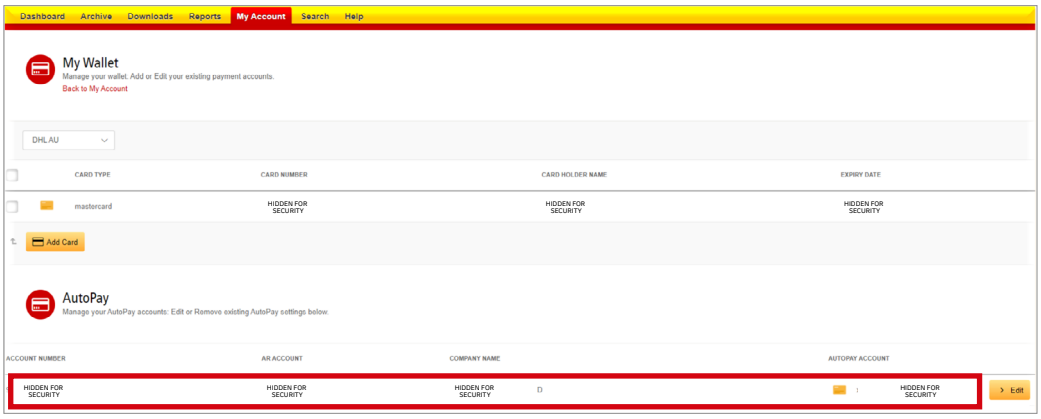
Click on *Confirm* to set up the account as autopay.



Autopay will now be successfully set up.

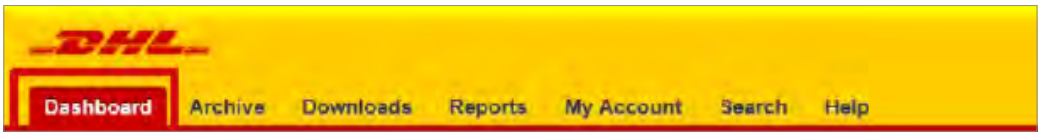


Successful autopay set up will show under the **My Account** tab.

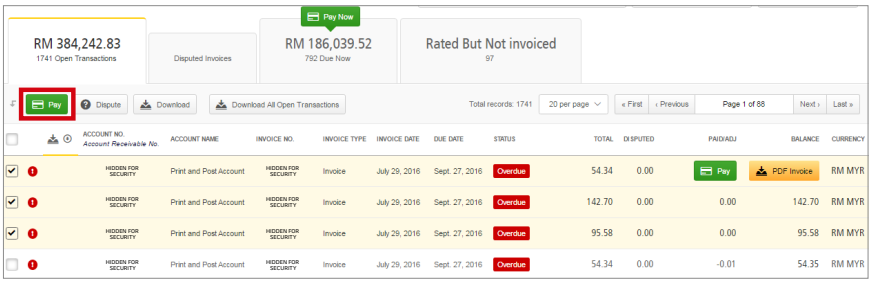


HOW TO PAY AN INVOICE USING E-WALLET

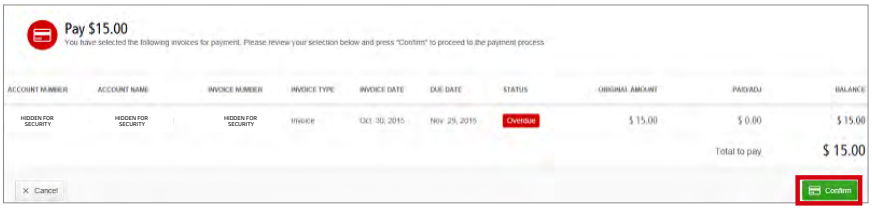
Go to the **Dashboard** tab.



Select the account number/ invoice(s) that you want to pay then click on *Pay*.

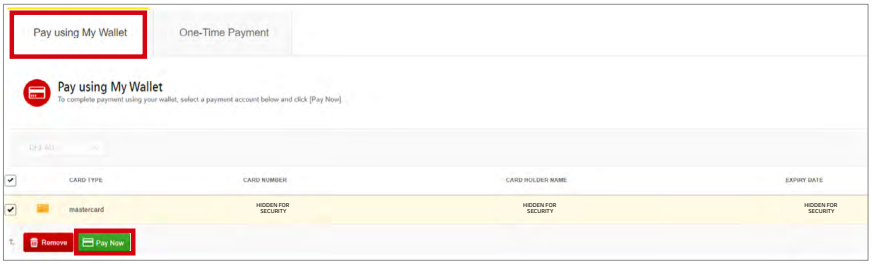


The system will bring you to this screen and you will need to click on *Confirm*.



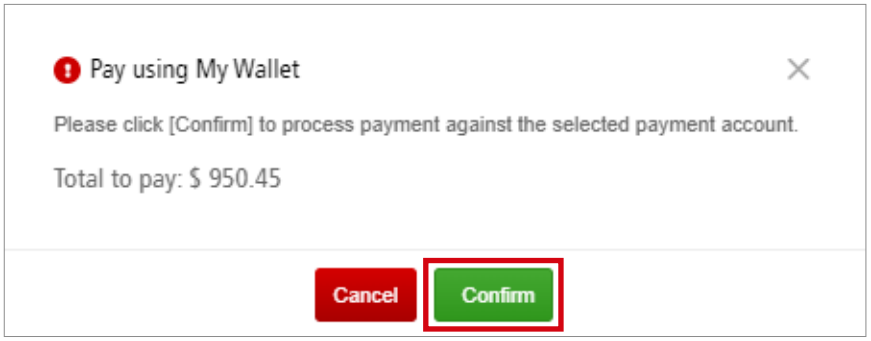
Select the *Pay using My Wallet* tab.

Select the card saved in *My Wallet* and click on *Pay Now*.

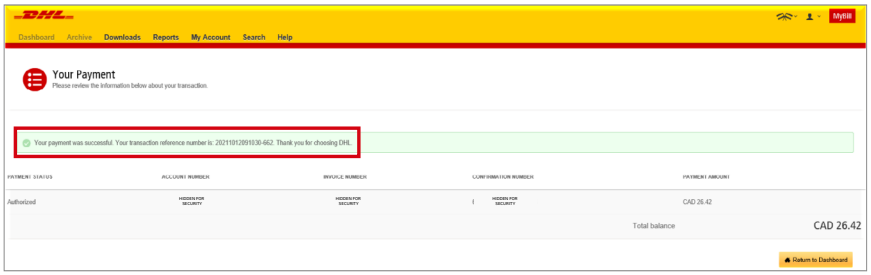


HOW TO PAY AN INVOICE USING E-WALLET
CONTINUED

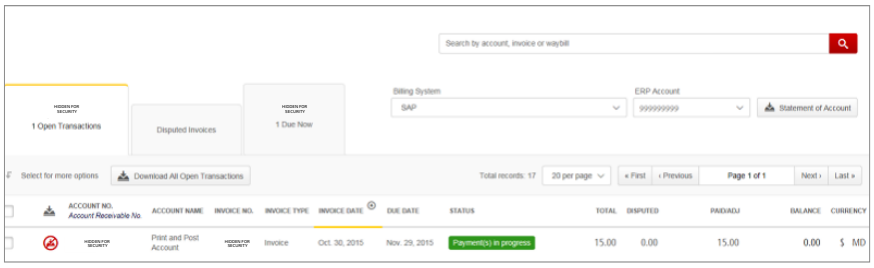
Check the amount and click on *Confirm*.



You will receive a confirmation message in green.



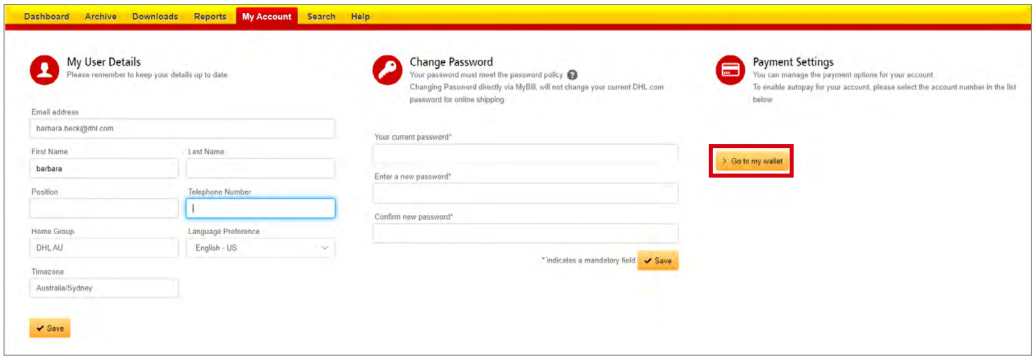
The **Dashboard** shows *Payment(s) in progress* until bank confirmation of payment, where it will then move to the **Archive**.



HOW TO REMOVE CARD FROM E-WALLET

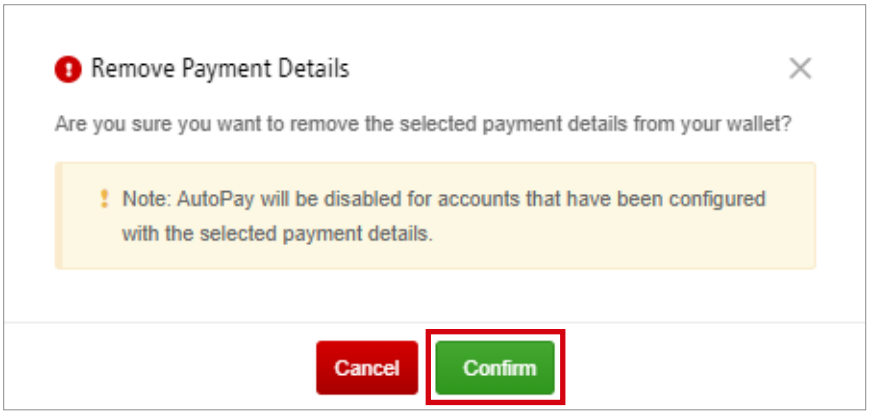
Go to the **My Account** tab.

Click on *Go to my wallet.*



Select the card you want to remove and click on *Remove*.

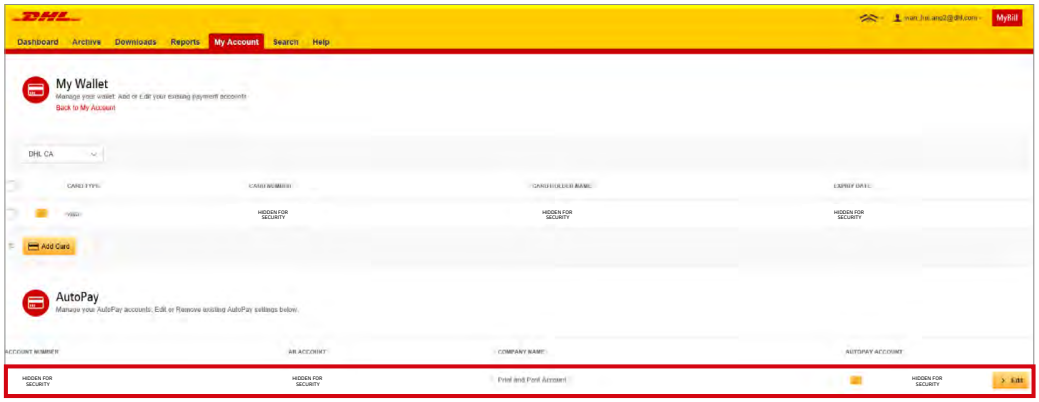
Click *Confirm* to remove from My Wallet.



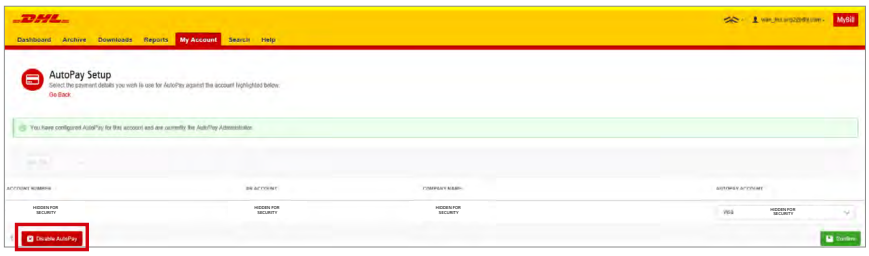
HOW TO REMOVE AUTOPAY FROM E-WALLET

Go to the **My Account** tab.

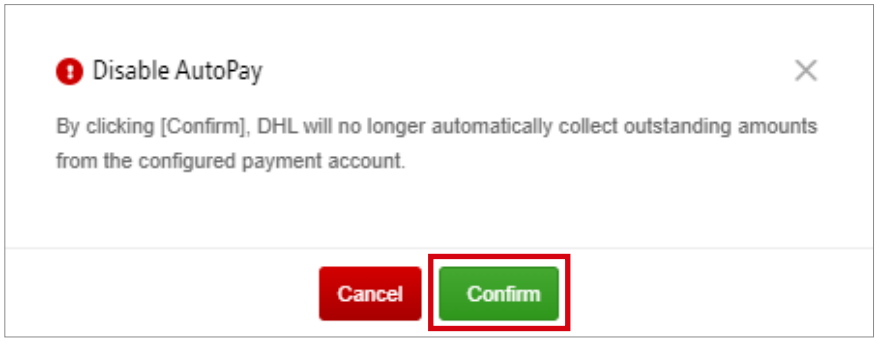
Click on *edit* on the account number that you want to remove from autopay.



Click on *Disable AutoPay*.



Click *Confirm* to remove from autopay.



RATED BUT NOT INVOICED (RBNI)

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

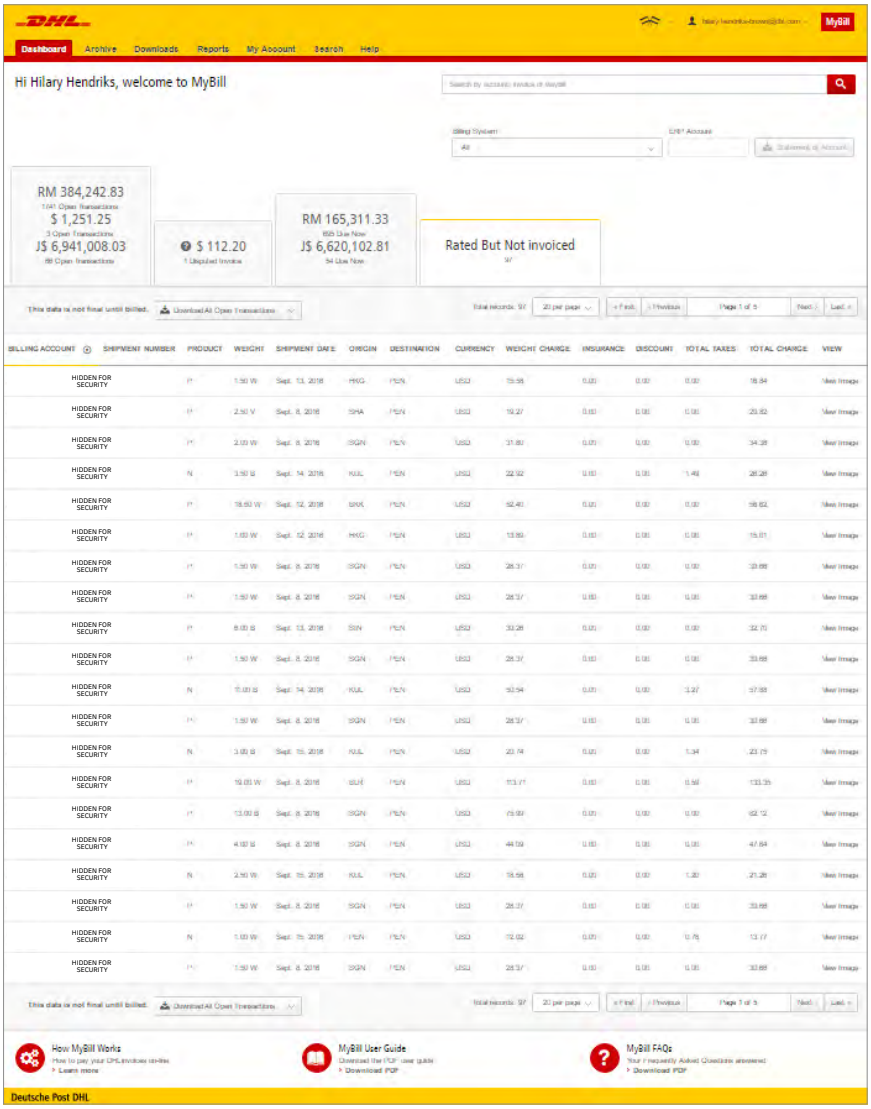
In the event that your account has been enabled for **Rated but not Invoiced (RBNI)** you will be able to view shipments that have been sent, rated but not yet invoiced.

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

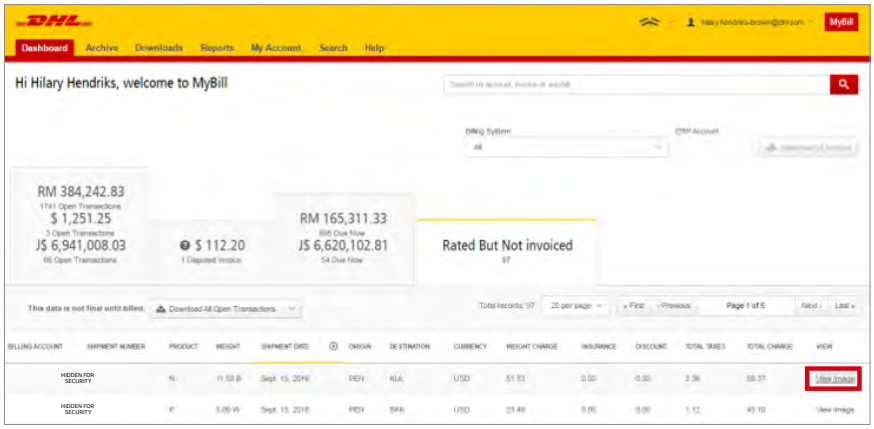
Sort your RBNI data by clicking on a particular column header. The arrow next to the header will indicate the direction of the sort order.



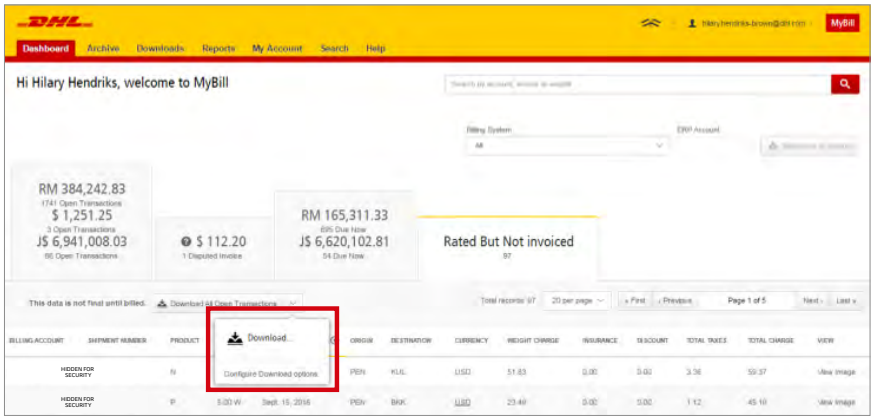
Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

RATED BUT NOT INVOICED (RBNI)
CONTINUED

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.



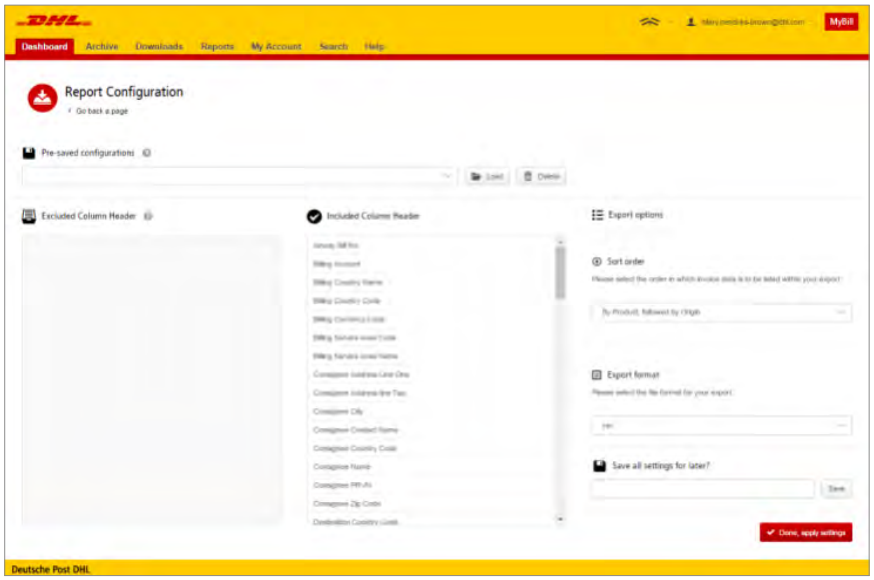
The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.



Should you wish to customise 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 customise the file format, save your settings or use a previously saved format.

The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen – see this section for further instructions.

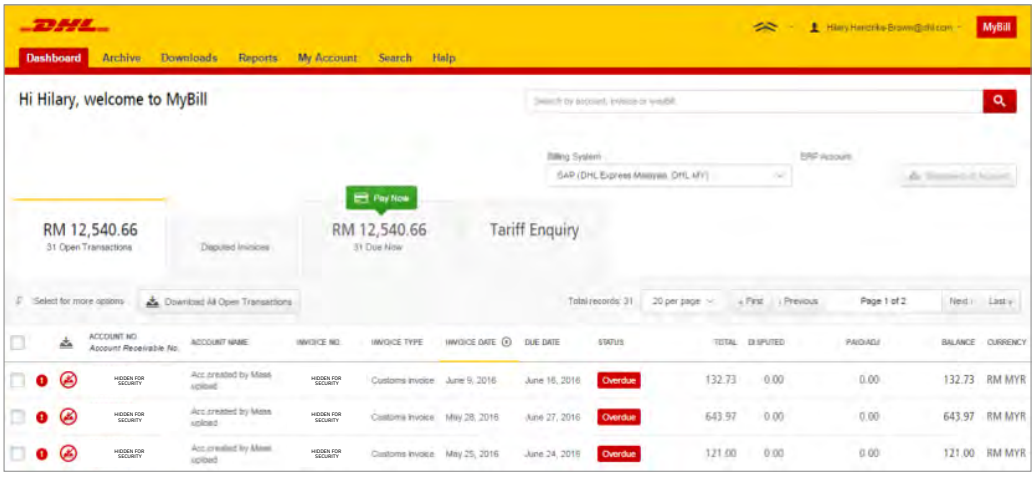


TARIFF ENQUIRY

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

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

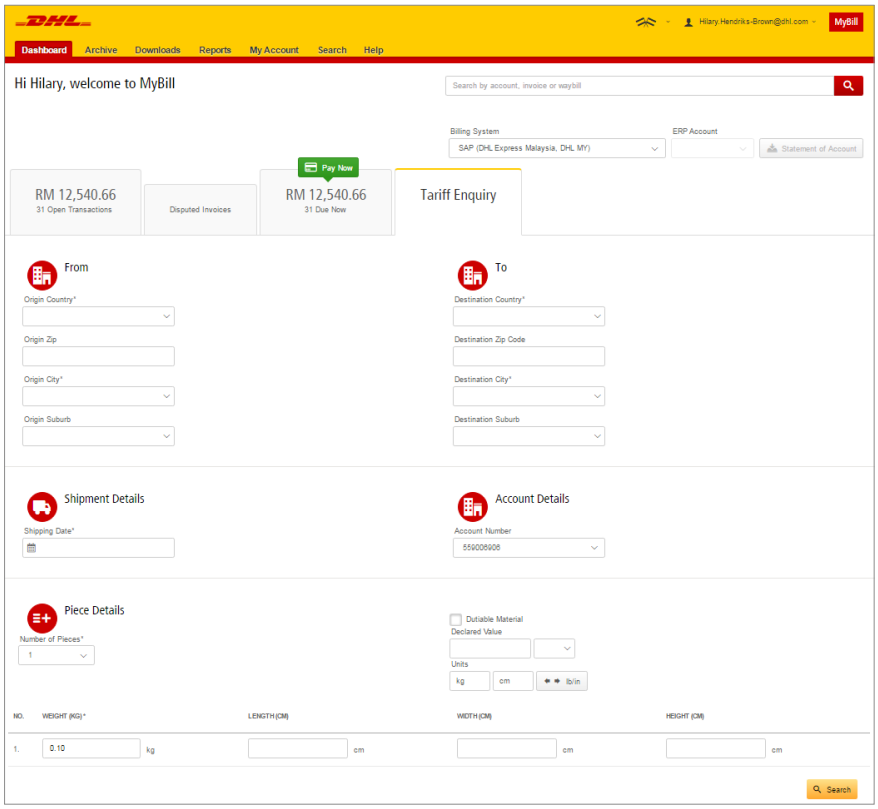
Once in the Tariff enquiry screen you will need to enter a number of details on which to base your enquiry.



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* dropdown menu.

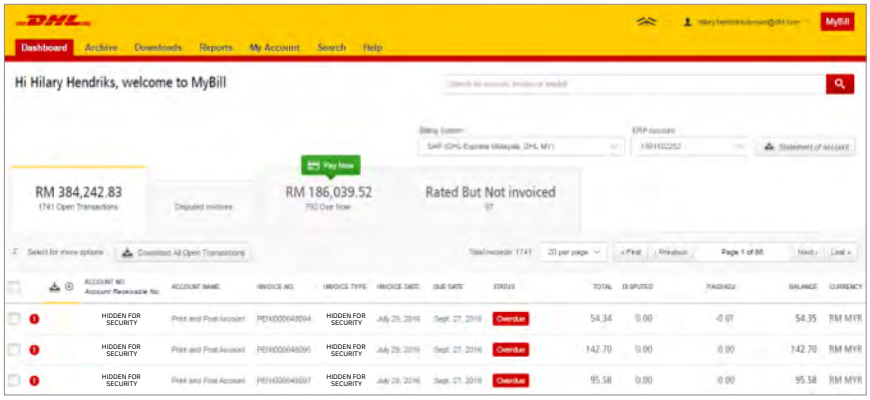
You can enter the piece weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.



TRACK & TRACE

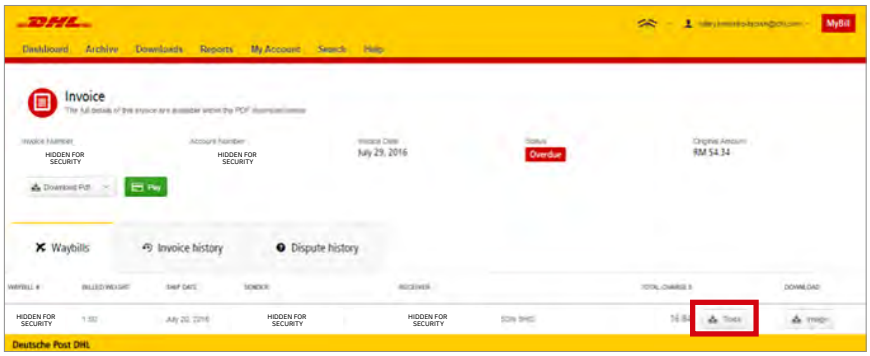
The MyBill track & trace functionality allows customers to track shipments easily and without having to leave the MyBill site.

Should you wish to view the **track & trace** details of a shipment, open the invoice by selecting the invoice line.

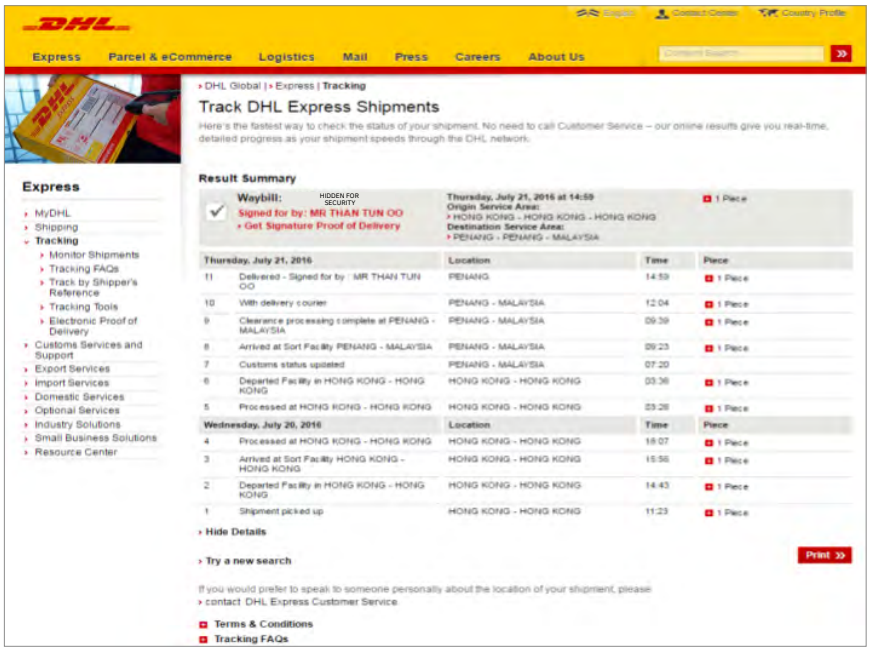


Once redirected to the **Invoice** screen, you will be presented with a breakdown of all the shipments for that invoice.

On each shipment line you will find a *Track* button. Select the *Track* button next to the shipment you wish to view



A new window will appear with your shipment track & trace details. You will also find a link on the screen for the Proof of Delivery image.

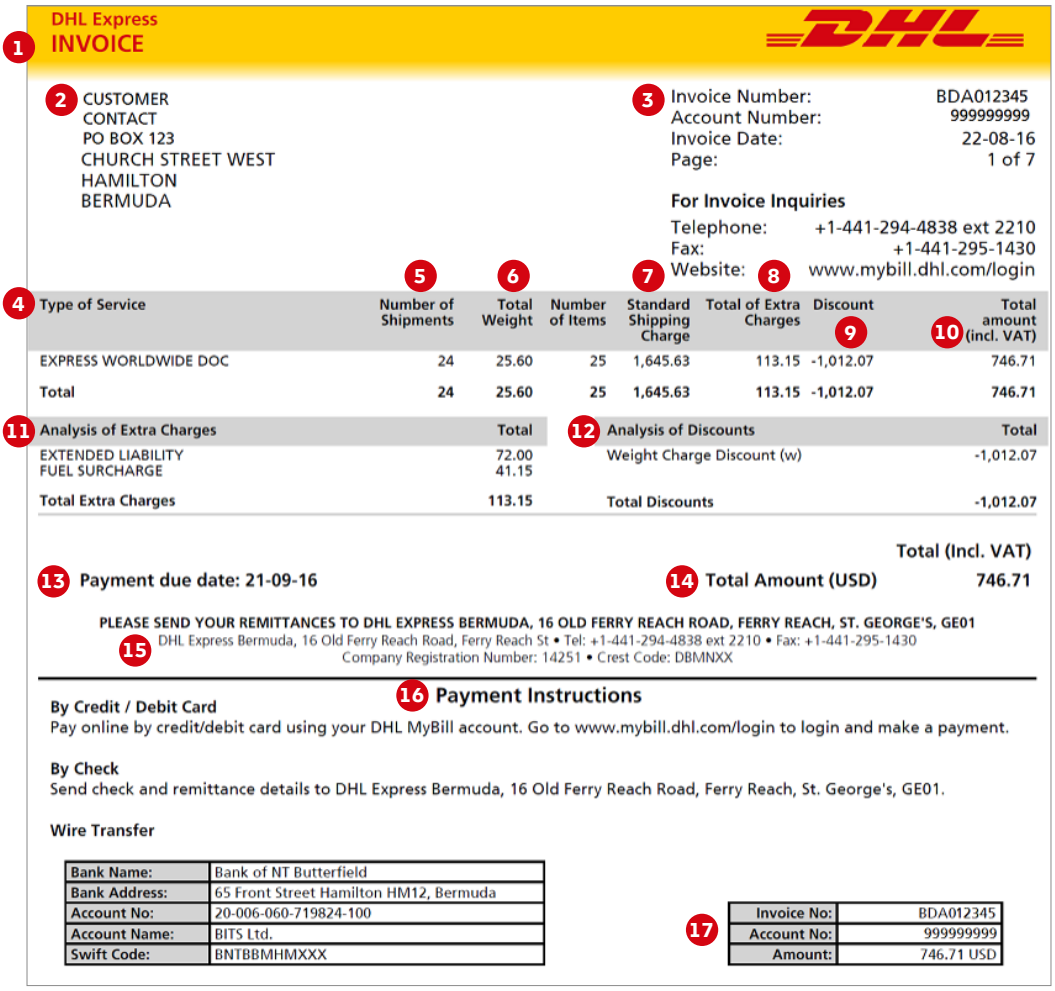


DHL MYBILL

DHL INVOICES

In this final section you will learn about the main features of your DHL invoice.

INVOICE BREAKDOWN



DHL Express
1 INVOICE

2 CUSTOMER
CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

3 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Page: 1 of 7

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: www.mybill.dhl.com/login

4 Type of Service	5 Number of Shipments	6 Total Weight	Number of Items	7 Standard Shipping Charge	8 Total of Extra Charges	9 Discount	10 Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

11 Analysis of Extra Charges	Total
EXTENDED LIABILITY	72.00
FUEL SURCHARGE	41.15
Total Extra Charges	113.15

12 Analysis of Discounts	Total
Weight Charge Discount (w)	-1,012.07
Total Discounts	-1,012.07

Total (Incl. VAT)
13 Payment due date: 21-09-16
14 Total Amount (USD) 746.71

PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
15 DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNXX

16 Payment Instructions

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

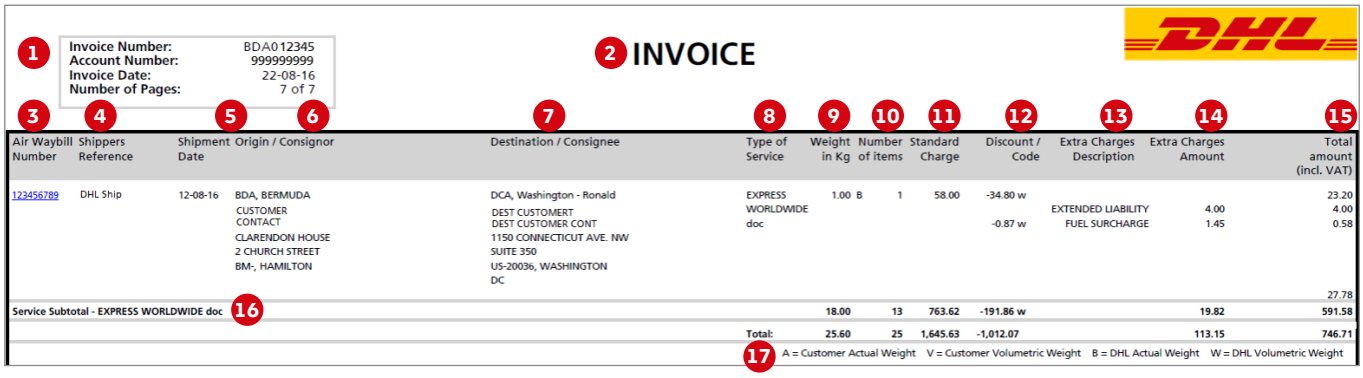
17

Invoice No:	BDA012345
Account No:	999999999
Amount:	746.71 USD

1. Type of invoice: Invoice, Credit note, etc.
2. Customer Name and Billing Address
3. Customer Billing Information: Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)
4. Type of Service: Description of service
5. Number of Shipments: Total number of shipments within this service description and invoice
6. Total Weight: Total weight of all shipments within this service description and invoice period
7. Standard Shipping Charge: Transportation charge
8. Total of Extra Charges: Total of other charges for each service
9. Discount
10. Total Amount (incl. VAT): Weight charge + Other Charge + SVP = Total Charge for each line
11. Analysis of Extra Charges: Description of additional charges for each service
12. Analysis of Discounts: Description of the discount, code and amount
13. Total Amount: Total amount due for payment
14. Due Date
15. The DHL address
16. Payment Instructions: Instructions for the different payment methods available
17. Billing information for processing: Account number, Invoice number, Amount Due

INVOICE BREAKDOWN

Here's a key to reading the categories and codes found on your International Invoice:



1 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Number of Pages: 7 of 7

2 INVOICE

3 Air Waybill Number	4 Shippers Reference	5 Shipment Date	6 Origin / Consignor	7 Destination / Consignee	8 Type of Service	9 Weight in Kg	10 Number of items	11 Standard Charge	12 Discount / Code	13 Extra Charges Description	14 Extra Charges Amount	15 Total amount (incl. VAT)
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BM-, HAMILTON	DCA, Washington - Ronald DEST CUSTOMERT DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00 B	1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.20 4.00 0.58 27.78
Service Subtotal - EXPRESS WORLDWIDE doc 16						18.00	13	763.62	-191.86 w		19.82	591.58
					Total:	25.60	25	1,645.63	-1,012.07		113.15	746.71

17 A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight

1. Customer Billing Information: Account number, Invoice Number, Page number.
   (Page 1 is always the summary Page)
   Type of invoice: Invoice, Credit, etc.
2. Air Waybill Number:
   Customer DHL Waybill number
3. Type of Service: Description of service
4. Shippers Reference: Reference information provided in the Waybill
5. Shipment Date: Date the shipment was sent
6. Origin/Consignor: Consignor name and address
7. Destination/Consignee: Consignee name and address
8. Type of service: Description of service
9. Weight in KG and Code: Total weight of all the shipments within this service and description and invoices period, and cod of the weight billed
10. Number of item: Total number of shipments within this service description and invoice
11. Standard Charge: Transportation charge
12. Discount amount and code
13. Extra Charge Description: Description of additional charges for each service
14. Extra Charges Amount: Total of other charges for each service
15. Total Amount (incl. VAT): Standard Charge + Other Charge + SVP = Total Charge for each line
16. Service Subtotal: Total of weight, items, and charges for each type of service
17. Weight code descriptions

CONTACT DETAILS

For invoice enquiries:

Telephone: : +675 325 9866
+675 302 6500

Email: pgexp.finar@dhl.com

For MyBill specific issues and queries:

Telephone: : +675 325 9866
+675 302 6500

Email: pgexp.finar@dhl.com