

# UNDERSTANDING YOUR DHL INVOICE

DHL is committed to providing consistent, high-quality service. Our Billing Customer Service agents are all highly trained international shipping specialists. They are available from 8:00 a.m. to 5:30 p.m. (CST), Monday through Friday, to answer all of your invoicing and billing questions.

Billing Customer Service: 1-800-722-0081 Customer Service: 1-800-CALL DHL 20

## UNDERSTANDING YOUR INVOICE OVERVIEW

DHL provides a robust E-Billing solution, DHL MyBill, for all your invoicing needs.

### **DHL MYBILL**

- Read, pay or dispute your invoice
- Summary and detailed invoice data, including related shipment images such as waybills, commercial invoices and other customs documentation
- Available 24/7, web-based
- Paperless

Requires a DHL account number and a DHL online profile (with log in & password).

Online billing with DHL MyBill on DHL-USA.com or directly through www.mybill.dhl.com is the fast, easy way to read, pay or dispute your invoices per shipping account. DHL MyBill is an environmentally friendly solution and easy-to-use web-based tool that enables you to pay, manage and dispute your DHL Express invoices, 24/7. It is a paperless, faster, and more up-todate way of keeping track of your financial transactions with DHL.

You can quickly manage your payments through a secured "E-Wallet" and initiate and track open disputes. Designed for customers who want to eliminate time-consuming paperwork, but can't support a complex EDI invoicing environment, it combines the convenience of an online interface with the speed and security of credit card or bank transfer payments.

To learn more about the DHL MyBill tool follow these steps: Go to mydhl.express.dhl and choose your location. Then select 1) Ship 2) Solutions 3) Delivery Management and Billing Solutions 4) Electronic Billing Or go directly to mybill.dhl.com to login or sign-up.

Technical questions and issues for DHL MyBill should be routed to <a href="mailto:einvoicinghelp@dhl.com">einvoicinghelp@dhl.com</a>

### **ELECTRONIC DATA INTERCHANGE**

#### EDI Invoicing

If you want to receive invoices in an electronic form, DHL offers EDI Invoicing in the 110 ANSI-X12 format delivered directly to a customer's directory via SFTP.

#### **EDI Remittance**

Streamline your accounts payable process by electronically sending DHL your remittance information and/or funds.

#### **EDI Enhancements**

At DHL, we're always looking for ways to better meet your invoicing needs and that's why we frequently update the content in our electronic invoicing files.

## HOW TO READ YOUR DHL INVOICE

Here's a key to reading the categories and codes found on your DHL Express Invoice.

#### **NEW INVOICE PAGE 1: SHIPMENT SUMMARY**

|                                |                                                                                            |                                                      |                                                                                                        | EXA                                                                                                | MPLE                                                                           |                                                                    |                                              |                                                                                          |                                                |                                                      |                                                                                    |
|--------------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------------------|
| DHL Express<br>INBOUND INVOICE |                                                                                            |                                                      | VOICE                                                                                                  |                                                                                                    | СОРҮ                                                                           |                                                                    |                                              | _DHL_                                                                                    |                                                |                                                      |                                                                                    |
| 164<br>Hou<br>EX4<br>MR<br>123 | L Express US<br>116 Northch<br>uston TX 77<br>AMPLE CUST<br>CUSTOME<br>MAIN STRE<br>OWN PA | ase Dr<br>060<br>FOMER<br>R CONTA                    | ACT<br>8                                                                                               | Ø                                                                                                  | ٥                                                                              | e                                                                  | Inv<br>Acc<br>Inv<br>Pay<br>Nu<br>For<br>Tel | oice Nun<br>count Nu<br>oice Date<br>ment Du<br>mber of<br>Invoice In<br>ephone:<br>bsit | mber:<br>e:<br>le Date:<br>Pages:<br>nquiries: | 9)<br>1)<br>1)<br>1-800-                             | 00123456<br>6000000<br>0/06/2019<br>0/21/2019<br>1 of 1<br>-722-0081<br>II.dhl.c13 |
| Ac                             | aybill<br>count<br>ip Date                                                                 | Prod<br>Cd                                           | Origin<br>Shipper                                                                                      | Destination<br>Receiver                                                                            | Pc                                                                             | s Billed<br>Wgt                                                    | Wgt<br>Cd                                    | Extra Cha<br>Descriptic                                                                  | rge<br>on 15                                   | 4                                                    | Total 🔱<br>Charge                                                                  |
| 123<br>960                     | 1 <u>4567890</u><br>1000000<br>29/2019                                                     | Р                                                    | LXLY<br>SHIPPER CONTACT<br>FOREIGN COMPANY LTD<br>Units 1-2 100<br>Sherwood Road<br>NOTTINGHAM NG5 6AB | KRI<br>RECEIVER CONTACT<br>EXAMPLE CUSTOMER<br>123 Main Street<br>Pennsylvania<br>Anytown PA 01234 |                                                                                | 6 24.00<br>kg                                                      | м                                            | EXPRESS WO<br>FUEL SURCH                                                                 | RLDWIDE NOM<br>ARGE                            | IDOC                                                 | 71.81<br>5.74                                                                      |
|                                | Piece ID                                                                                   |                                                      | Piece Content                                                                                          | Description Weight<br>Units: Kg                                                                    | Volume<br>Units: Cm                                                            | tric<br>Units: Kç                                                  |                                              | Piece Weight<br>Units: Kg                                                                | Extra Charg                                    | e Description                                        |                                                                                    |
|                                | JD014600006                                                                                |                                                      |                                                                                                        | -                                                                                                  | 33.0 x 32.0 x 20.0                                                             | 3.52                                                               | 2                                            | 3.52 W                                                                                   |                                                |                                                      |                                                                                    |
|                                | JD014600006<br>JD014600006<br>JD014600006                                                  | 5954000005                                           | -                                                                                                      | 6.55                                                                                               | 33.0 x 32.0 x 18.0<br>-<br>33.0 x 32.0 x 20.0                                  | 3.17                                                               |                                              | 3.17 W<br>6.55 B<br>3.52 W                                                               | -                                              |                                                      |                                                                                    |
|                                | JD014600006<br>JD014600006                                                                 | 5954000002                                           | -                                                                                                      | 3.65                                                                                               | -<br>-<br>33.0 x 32.0 x 20.0                                                   | 3.5                                                                |                                              | 3.52 VV<br>3.65 B<br>3.34 W                                                              | -                                              |                                                      |                                                                                    |
|                                |                                                                                            |                                                      |                                                                                                        |                                                                                                    |                                                                                |                                                                    |                                              |                                                                                          |                                                |                                                      |                                                                                    |
|                                |                                                                                            |                                                      |                                                                                                        |                                                                                                    |                                                                                |                                                                    |                                              | <b>1</b> 9                                                                               | otal Du                                        | e (USD)                                              | ): \$ 77.55                                                                        |
|                                |                                                                                            |                                                      |                                                                                                        | ustomer Volumetric Weight 8 = D<br>nrs Center Drive, Chicago IL 608                                |                                                                                | W = DHL Volι                                                       | ımetric                                      | Т                                                                                        |                                                |                                                      | <b>): \$ 77.55</b><br>D: 94-3380425                                                |
| Ren                            | nit To: DHL                                                                                | Express -                                            | - USA, 16592 Collectic                                                                                 |                                                                                                    | 593                                                                            |                                                                    |                                              | To<br>Weight M                                                                           |                                                |                                                      |                                                                                    |
| Ren<br>20                      | nit To: DHL                                                                                | Express                                              | 00000022213                                                                                            | ons Center Drive, Chicago IL 606                                                                   | 593<br>0302338000<br>Invoic<br>Accou<br>Invoic                                 | 0000000<br>e Numbe<br>nt Numb<br>e Date:                           | 9000<br>r:<br>er:                            | To<br>Weight M                                                                           | = Mixed                                        | Federal II                                           |                                                                                    |
| Ren<br>20<br>Ma<br>DH          | nit To: DHL<br>0000000<br>a <b>ke Paym</b><br>IL Express                                   | Express ·<br>00000<br>ent To:<br>; - USA<br>ctions ( | 00000022213                                                                                            | ons Center Drive, Chicago IL 606                                                                   | 593<br>0302338000<br>Invoic<br>Accou<br>Invoic<br>Payme<br>Amou                | 0000000<br>e Numbe<br>nt Numb<br>e Date:<br>ent Due I<br>nt Due (l | 9000<br>r:<br>er:<br>)ate:                   | To<br>Weight M                                                                           | = Mixed                                        | Federal II                                           |                                                                                    |
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Remittance advice at the bottom of the invoice.

- 1. TYPE OF INVOICE Inbound Invoice, Outbound Invoice, Credit Adjustment, Debit Adjustment
- DHL EXPRESS U.S. ADDRESS DHL Express finance center address. For the DHL payment remittance address please refer to item #21 (below)
- 3. CUSTOMER'S BILLING ADDRESS
- CUSTOMER BILLING INFORMATION Invoice Number; Account Number; Invoice Date; Payment Due Date: Exact day that payment must be received by DHL Express; Number of Pages
- 5. DHL BILLING CONTACT INFORMATION DHL Billing Help phone line, DHL tool for online invoice presentment, DHL online payment site and code
- 6. WAYBILL, ACCOUNT, SHIP DATE
- 7. PRODUCT CODE Product type single character product code
- 8. ORIGIN SHIPPER Shipment origin details including address and contact
- 9. DESTINATION RECEIVER Shipment destination details including address and contact
- 10. TOTAL PIECES Total number of pieces associated with each waybill within this service description and invoice period
- **11. BILLED WEIGHT** Total billable weight of shipment within this service description and invoice period
- **12.** WEIGHT CODE Signifies how the billable weight was determined for each waybill (see item 20)
- 13. SERVICE / EXTRA CHARGE DESCRIPTION Service description and/or explanation of each extra charge assessed
- 14. SERVICE DESCRIPTION Description of service
- **15. EXTRA CHARGE** All applicable extra charges listed for each waybill
- **16. TOTAL CHARGE** Detailed charge breakdown provided for all service and applicable extra charges
- 17. WEIGHT CHARGE Transportation charge
- 18. PIECE DETAIL Detailed view of piece level weights and dimensions
- 19. TOTAL DUE (USD) Total amount due within this service description and invoice period
- 20. WEIGHT CODE DESCRIPTION Explanation of what each Weight Code represents
- 21. REMIT TO DHL Express address to which payment must be sent
- 22. MAKE PAYMENT TO DHL Express remittance address
- BILLING AND PAYMENT INFORMATION (for processing): Invoice Number; Account Number; Invoice Date; Payment Due Date; Amount Due (USD); Amount Paid: Completed by Customer.
- 24. CUSTOMER'S BILLING ADDRESS

## HOW TO READ YOUR DHL INVOICE

#### Continued

While most DHL invoice types share the same basic setup (Freight, Duties from foreign countries, Debit Notes and Credit Notes), the US Customs Duty invoice has distinct features that should be noted.

| DHL Express                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                    |                                                                                           | _24                                                                           |                                                             |
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| CUSTOMS DUTY IN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | IVOICE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                    | =                                                                                         |                                                                               |                                                             |
| HL Express USA INC<br>6855 Northchase Dr. Ste 40<br>ouston TX 77060                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                    | Accou<br>Invoid<br>Paym                                                                   | ce Number:<br>unt Number:<br>ce Date:<br>nent Due Date:<br>per of Pages:      | D00000001<br>96000000<br>12/02/2020<br>12/09/2020<br>1 of 1 |
| BC BAKERY<br>DHN SMITH<br>O FIRST AND LAST LOGIST<br>99 ANYWHERE ST<br>IRST TOWN OH 40001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ICS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                    | <b>For In</b><br>Telep<br>Webs                                                            |                                                                               | 300-722-0081<br>/bill.dhl.com                               |
| Vaybill Entry No Entry<br>lumber Type<br>intry Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Origin D<br>Shipper F                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Destination<br>Receiver                                                                                            | Pcs / Wgt E<br>Wgt Cd D                                                                   | xtra Charge<br>Description                                                    | Total<br>Charge                                             |
| 0699009999 AEK-81600000 Type 01<br>1/20/2020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | M LIU F<br>GENERAL STORE H<br>000 NEW ROAD, G<br>SOUTH BRIDGE, XI S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | NA<br>OR THE ATTENTION OF JACK<br>IOPPER<br>SENERAL STORE<br>ECOND STREET<br>IAYTON OH 30000<br>IS                 | D                                                                                         | ERCHANDISE PROCESSING<br>ISBURSEMENTS<br>IPORT EXPORT DUTIES<br>ONDED STORAGE | 29.54<br>56.75<br>2,808.10<br>155.00                        |
| porter of Record: US<br>escription of Contents: FLOUR: QTY 14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 46                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                    |                                                                                           |                                                                               |                                                             |
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| ecified timeline.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 0 0.00<br>18 0.00<br>0 0.00<br>0 0.00<br>0 0.00<br>0 1590.75<br>sound in MyBill for thirdher information<br>sputes for U.S. Import Duty Charges. DHL. wi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | II be unable to file an amended cor                                                                                | rection after the                                                                         |                                                                               |                                                             |
| 303 88 03         25.00         0.00           303 88 03         0.00         0.00           303 88 03         0.00         574.33           303 88 03         0.00         574.33           303 88 03         0.00         574.33           303 88 03         0.00         574.33           303 88 03         0.00         574.33           303 88 03         0.00         574.33           303 88 03         0.00         574.33           003 38 80.3         0.00         567.33           003 38 80.3         0.00         567.33           003 38 80.3         0.00         567.33           003 38 80.3         0.00         567.33           003 38 80.3         0.00         567.33           003 38 80.3         0.00         569.33           003 38 80.3         0.00         569.33           003 38 80.3         0.00         569.33           003 38 80.3         0.00         569.33           003 38 80.3         0.00         569.33           004 30 40.40         579.50         0.00           005 40.40         579.50         0.00           005 40.40         579.50         0.00                                                                                                                                                                                                                                                      | 0 0.00<br>18 0.00<br>0 0.00<br>0 0.00<br>0 0.00<br>0 1590.75<br>bund in MyBill for further information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | FR 174                                                                                                             | т                                                                                         | otal Due (USD)                                                                | ): \$ 3,049.39                                              |
| 103 88 03         22 00         0.00           003 88 03         0.00         0.00           03 88 03         0.00         574.33           03 88 03         0.00         574.33           03 88 03         0.00         574.33           03 88 03         0.00         574.33           03 88 03         0.00         574.33           03 88 03         0.00         574.33           03 88 03         0.00         0.00           03 88 03         0.00         0.00           05 88 03         0.00         0.00           05 88 03         0.00         0.00           05 88 03         0.00         0.00           05 88 03         0.00         0.00           05 88 04         0.00         0.00           05 80 05         0.00         0.00           05 80 05         0.00         0.00           05 80 05         0.00         0.00           05 80 05         0.00         0.00           06 05         0.00         0.00           07 05         0.00         0.00           08 05         0.00         0.00           09 05         0.00         0.00                                                                                                                                                                                                                                                                                            | 0 0.00<br>18 0.00<br>0 0.000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.00000<br>0 0.0000<br>0 0.0000<br>0 0.0000<br>0 0.0000 | R 174<br>mated Commercial Environment gu                                                                           | т                                                                                         | otal Due (USD)                                                                | ): \$ 3,049.39<br>Federal ID: 21325                         |
| 0388.03         25.00         0.00           0388.03         0.00         574.33           0388.03         0.00         574.33           0388.03         0.00         574.33           0388.03         0.00         574.33           0388.03         0.00         574.33           0388.03         0.00         574.33           0388.03         0.00         574.33           0388.03         0.00         50.00           0388.03         0.00         0.00           0388.03         0.00         574.33           0388.03         0.00         0.00           0388.03         0.00         574.33           0388.03         0.00         0.00           0388.03         0.00         0.00           0388.03         0.00         0.00           0400.04         0.00         0.00           0500.05         0.00         0.00           0500.05         0.00         0.00           0500.05         0.00         0.00           0500.05         0.00         0.00           0500.05         0.00         0.00           0500.05         0.00         0.00                                                                                                                                                                                                                                                                                                  | 0 0.00<br>18 0.00<br>0 0.00<br>0 0.00<br>0 159.75<br>Jourd In MyBill for further Information<br>sputes for U.S. Import Duty Charges. DHL wi<br>to Filmo Timeline<br>180 days from desance entry date per 19 CF<br>270 days from desance entry date per Autor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 7R 174<br>mated Commercial Environment gu<br>IL 60693                                                              | idelines <b>T</b>                                                                         | otal Due (USD)                                                                |                                                             |
| 00388.03         22.00         0.00           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.33           00388.03         0.00         574.00           00388.03         0.00         0.00           00388.03         0.00         0.00           00388.03         0.00         0.00           00401         0.01         0.01           00500         0.00         0.00           00500         0.00                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | R 174<br>nated Commercial Environment gu<br>IIL 60693<br>030903020230000<br>Invoice<br>Accoun<br>Invoice<br>Paymei | tudelines T<br>003049358<br>Number:<br>t Number:                                          | otal Due (USD)                                                                | Federal ID: 21325                                           |
| 00388.03         22.00         0.00           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           00388.03         0.00         574.39           emiter to your Duby back-up documentation for         bigging of the time of th |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | R 174<br>nated Commercial Environment gu<br>IIL 60693<br>030903020230000<br>Invoice<br>Accoun<br>Invoice<br>Paymei | Medilines T<br>003049358<br>Number:<br>t Number:<br>Date:<br>nt Due Date:<br>t Due (USD): | D000000<br>960000<br>12/02/20<br>12/09/20                                     | Federal ID: 21325                                           |

- Invoices for US Customs duties always begin with a 'D' and are 9 characters long (instead of 13 characters).
- The standard payment term for duty invoices is set at 7 days from invoice date.
- 3. The entry type is displayed. DHL US will display a '01 for formally-cleared shipments and a '10 or '11 for informal and manifest-cleared shipments.
- Below the shipment details, the invoice will display up to 9 customs entry line item details from the customs paperwork. Complete details of entry paperwork can be downloaded from our electronic billing platform (DHL MyBill).
- 5. The deadlines set by US Customs for disputing duty charges per entry type is provided. As noted, DHL is unable to file for correction after the specified timelines have expired.

## HOW TO PAY YOUR DHL INVOICE

If you are not using DHL MyBill to pay your invoice, you can send payments directly to DHL.

| 2 control and the                                       | invoice Number:         | SA1F000000123 |
|---------------------------------------------------------|-------------------------|---------------|
| Aske Payment To: 6                                      | Account Number          | 612345678     |
|                                                         | swolte clase:           | 08/12/2015    |
| HE EXPRESSION                                           | Payment Due Date:       | 08/27/2015    |
| 5552 Collections Center Drive                           | Amount Due (USD):       | 5 4, 352.02   |
| hicago IL 60693                                         | Amount Peid:            |               |
|                                                         | II. fran I. Brahand II. | L.U.          |
|                                                         | ABC COMPANY             |               |
|                                                         | THE REAL PROPERTY.      |               |
|                                                         | 3355 QUAIL AVE          |               |
|                                                         | SAN FRANCISCO           | CA 95670      |
| CONTRACT ADVICE - PLEASE RETURN WITH PAYMENT \$4,152.02 |                         |               |
| HANK YOU FOR CHOOSING DHL                               |                         |               |

How to remit payment if submitting a DHL remittance advice slip (above):

- CUSTOMER'S BILLING ADDRESS
   Name and address that appears on
   the remittance advice attached to
   your invoice
- 2. **CUSTOMER ACCOUNT NUMBER** Customer account number associated with the invoice
- 3. **INVOICE NUMBER** or **WAYBILL NUMBER** Invoice associated with the waybills provided in the detail below the remittance coupon
- 4. **PAY THIS AMOUNT** Total amount due on the invoice

## 5. MAIL PAYMENT TO

Address to send your payment and remittance detail

6. **PAYMENT DUE DATE** Due date for payment of invoice

Note: If you forget to send the remittance with the check, send an email to **dhlach.remit@dhl.com**.

If you want to make a payment without having the actual DHL remittance advice slip, you can do so by sending the following information to DHL:

- CUSTOMER NAME
- CHECK NUMBER associated with Remittance Detail
- INVOICE NUMBER or WAYBILL NUMBER
  - Invoice number is preferred, but we can accept waybill number
  - Please include the entire number (all numbers and letters, e.g.
     COP0000006901 or D00006789)
  - Please do not include any customer specific internal numbers/ characters with your invoice or waybill number
- AMOUNT PAID

Should equal the "amount due" and the amount you write on your check

MAIL PAYMENT TO

For prompt credit of your payments please use the remittance address that is reflected on your invoice. For DHL Express payments mail to: DHL Express USA, Inc., 16592 Collections Center Dr., Chicago, IL 60693

ADDITIONAL NOTES

Do not apply any credit to your remittance amount

If possible, do not send in multiple checks for the same invoice

- PREFERRED METHOD OF PAYMENT
  - Online via MyBill Platform
  - ✓ ACH or Wire using our Bank of America

ABA Routing and Account 121000358 / 1233386558

- When sending ACH/WIRE; electronic remittance using MS Excel Template.
- Email dhlach.remit@dhl.com, for information and set-up.

## HOW TO DISPUTE YOUR DHL INVOICE

Occasionally you may need to dispute your DHL invoice. On this page you will learn more about the process and how to submit a dispute quickly and easily.

### **ONLINE TOOLS**

#### How to dispute a waybill or invoice charge online via DHL MyBill

Whether you are paying or just managing you invoices through DHL MyBill, you may view/download copies of all invoices, including corresponding documentation.You can also query and submit disputes at the waybill and invoice level.

- Select the desired invoice(s) to create a dispute by clicking on the checkbox left of the invoices and then select the **Dispute** button
- Three options will appear, Pay, Dispute,
   Download select the Dispute button
- Select the Reason Code for the Dispute, choose the waybills in question, and fill out the free-form box with any additional information

The system will provide you with a Case ID for tracking purposes. You can track all Disputes by selecting the Report section for the Disputes you have filed.

### EMAIL US

Need to submit a dispute that includes backup documents? Submit a Billing Dispute by contacting our Query Handling Department at **billing.help@dhl.com**.

Be sure to include the below information in your request:

- CUSTOMER NAME
- ACCOUNT NUMBER
- INVOICE NUMBER OR WAYBILL NUMBER
- DOLLAR AMOUNT BEING DISPUTED
- REASON FOR DISPUTE

Our representatives will respond within 24 hours with a response and a Case ID for your dispute.

### **CALL US**

Submit a Billing Dispute by contacting Billing Customer Service at **1-800-722-0081** or <u>billing.help@dhl.com</u>.

Remember to have the below info ready for your Customer Service Representative:

- CUSTOMER NAME
- ACCOUNT NUMBER
- INVOICE NUMBER OR WAYBILL NUMBER
- DOLLAR AMOUNT BEING DISPUTED
- REASON FOR DISPUTE

You will receive a reference number as confirmation of the dispute.

## UNDERSTANDING THE DEBIT/CREDIT PROCESS

When you dispute any portion of your bill, you are credited for the full amount of the invoice and then re-billed the correct amount. Depending on the timing of the transactions and/or your billing cycle, these adjustments occur on different invoices. Debits are aligned with your billing cycle; whereas Credits are generated daily and not dependent on your billing cycle.

**Note:** Please do not send short (partial) payments. However, if you have already sent a short payment, please contact DHL Billing Customer Service so that a dispute can be noted on your account.

The example below and on the next page illustrates this process:

- 1. Customer is billed \$100.00
- 2. Customer disputes \$20.00
- 3. Customer is credited \$100.00
- 4. Customer is re-billed \$80.00
- 5. Customer pays DHL \$80.00

| EXAMPLE OF<br>ORIGINAL INVOICE -                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                    | DHL Express<br>INBOUND INVOICE                                                                                                                 | EXAMPLE                                                                                                                                                                                                                                | _DHL_                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                 | 164<br>Hor<br>EX<br>MR<br>122                                                                                                                                      | L Express USA INC<br>116 Northchase Dr<br>uston TX 77060<br>AMPLE CUSTOMER<br>C. CUSTOMER CONTACT<br>3 MAIN STREET<br>YTOWN PA 01234           |                                                                                                                                                                                                                                        | <ul> <li>Invoice Number: DHLI000123456<br/>Account Number: 96000000<br/>Invoice Date: 10/06/2019<br/>Payment Due Date: 10/21/2019<br/>Number of Pages: 1 of 1</li> <li>For Invoice Inquiries:<br/>Telephone: 1-800-722-0081<br/>Website: www.mybill.dhl.com</li> </ul> |
|                                                                                                                                                                                                                                                                                                                                                                                 | W                                                                                                                                                                  | aybill Prod Origin                                                                                                                             | Destination                                                                                                                                                                                                                            | Pcs Billed Wgt Extra Charge Total<br>Wgt Cd Description Charge                                                                                                                                                                                                         |
| DHL Express<br>CREDIT ADJUSTMENT                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                    | <b>_</b> 2/                                                                                                                                    | MER<br>34                                                                                                                                                                                                                              | 6 24.00 M EXPRESS WORLDWOR NONDOC 71.81<br>kg RUEL SURCHARGE 5.74                                                                                                                                                                                                      |
| DHL Express USA INC<br>16416 Northchase Dr<br>Houston TX 77060<br>EXAMPLE CUSTOMER<br>MR. CUSTOMER CONTACT<br>123 MAIN STREET<br>ANYTOWN PA 01234                                                                                                                                                                                                                               |                                                                                                                                                                    | Account Number:<br>Invoice Date:<br>Payment Due Date:<br>Number of Pages:<br>For Invoice Inquiries:<br>Telephone:                              | HLIN00766353<br>96000000<br>10/06/2019<br>10/21/2019<br>1 of 1<br>-<br>33.0 x 32.0 x 32.0<br>33.0 x 32.0 x 32.0<br>-<br>33.0 x 32.0 x 32.0<br>-<br>33.0 x 32.0 x 19.0<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>-<br>- | 3.17 3.17W -<br>- 6.55B -<br>3.52 3.52W -<br>- 3.65B -                                                                                                                                                                                                                 |
| Waybill         Prod         Origin           Account         Cd         Shipper           5hip Date         P         LXY           94000000         SHIPPER CONTACT         Origin           94029/2019         FORERC COMPARY LTD         Origin           94029/2019         FORERC COMPARY LTD         Origin           9404         Shirtwood Road         Shirtwood Road | Destination Pcs<br>Receiver                                                                                                                                        | Billed<br>Wgt         Ketra Charge<br>Cd         Description           -7.00         M         EXPRESS WORLDWIDE NONDOC<br>kg                  | Total<br>Charge<br>-20.94<br>- 8 = DHL Actual Weigh<br>p IL 60693                                                                                                                                                                      | Total Due (USD): \$ 77.55           st         W = DHL Volumetric Weight         M = Mixed           Federal ID: 94-3380425                                                                                                                                            |
| Piece ID         Piece Content Description           J001460000695426332         -           J001460000695426333         -                                                                                                                                                                                                                                                      | Weight         Volumetric           Units: Kg         Units: Cm           -         33.0 x 32.0 x 20.0           -         33.0 x 32.0 x 18.0           Total Picc | Prec Weight         Errar Charge Des<br>Units: Kg           3.0         3.52 W -           -3.17         -3.17 W -           -4.69 W         - | 000603050380<br>000603050380<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0<br>0                                                                                                                 |                                                                                                                                                                                                                                                                        |
| Weight Code: A = Customer Actual Weight V = Customer V<br>Remit To: DHL Express - USA, 16592 Collections Cente                                                                                                                                                                                                                                                                  |                                                                                                                                                                    | DHL Volumetric Weight M = Mixed                                                                                                                | JSD): -\$ 20.94<br>deral ID: 94-3380425                                                                                                                                                                                                | hullhuluillihuilih li, l<br>EXAMPLE CUSTOMER<br>MR. CUSTOMER CONTACT<br>123 MAIN STREET<br>ANYTOWN PA 01234                                                                                                                                                            |
| 0000000000000000002221329180<br>Make Payment To:<br>DHL Express - USA<br>16592 Collections Center Drive<br>Chicago IL 60693                                                                                                                                                                                                                                                     | Account Minvoice Di<br>Invoice Di<br>Payment                                                                                                                       | umber: DHLIN00761<br>Number: 96000<br>ate: 10/067<br>Due Date: 10/217<br>Due (USD): -\$ 2                                                      | 0000<br>2019                                                                                                                                                                                                                           | EXAMPLE OF<br>CREDIT ADJUSTMENT                                                                                                                                                                                                                                        |
| REMITTANCE ADVICE- PLEASE RETURN WITH PAYMEI<br>THANK YOU FOR CHOOSING DHL                                                                                                                                                                                                                                                                                                      | EX.<br>MR<br>123                                                                                                                                                   | Illiu-Iuilliu-II II I<br>AMPLE CUSTOMER<br>S. CUSTOMER CONTACT<br>3 MAIN STREET<br>IYTOWN PA 01234                                             |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                    |                                                                                                                                                |                                                                                                                                                                                                                                        | Invoice # on Original Invoice (above)<br>differs from Credit Adjustment (left)                                                                                                                                                                                         |

### 1-800 CALL DHL logistics.dhl

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