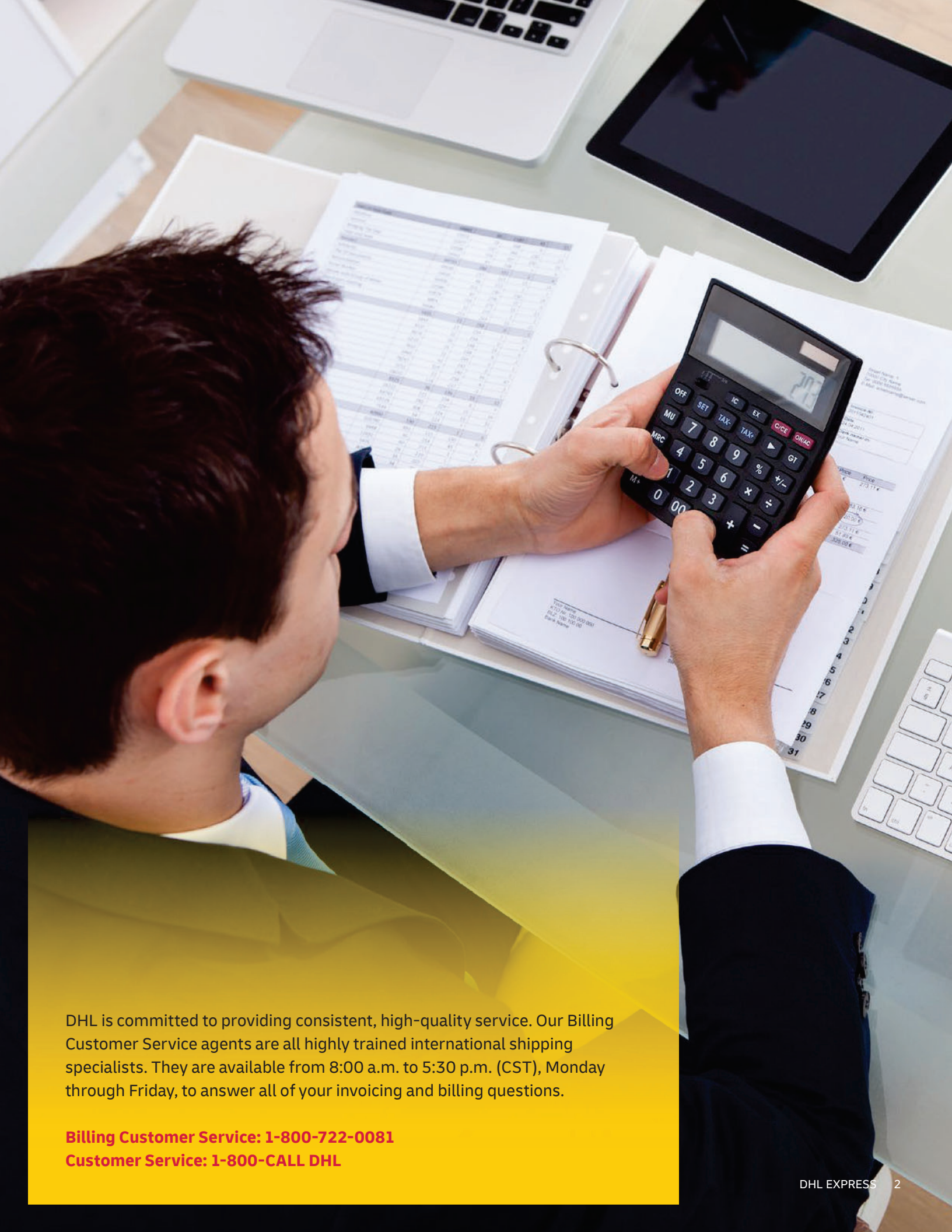




UNDERSTANDING YOUR DHL INVOICE





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

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-to-date 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 einvoicinghelp@dhl.com

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

1 **DHL Express INBOUND INVOICE** **EXAMPLE COPY** **DHL**

2 DHL Express USA INC
16416 Northchase Dr
Houston TX 77060

3 **EXAMPLE CUSTOMER**
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

4 Invoice Number: DHLI000123456
Account Number: 9600000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Number of Pages: 1 of 1

5 For Invoice Inquiries:
Telephone: 1-800-722-0081
Website: www.mybill.dhl.com

6 **Waybill Account Ship Date**
1234567890
9600000000
09/29/2019

7 **Prod Cd**
P

8 **Origin Shipper**
LXLY
SHIPPER CONTACT
FOREIGN COMPANY LTD
Units 1-2 100
Sherwood Road
NOTTINGHAM NG5 6AB

9 **Destination Receiver**
KRI
RECEIVER CONTACT
EXAMPLE CUSTOMER
123 Main Street
Pennsylvania
Anytown PA 01234

10 **Pcs**
6

11 **Billed Wgt**
24.00 kg

12 **Wgt Cd**
M

13 **Extra Charge Description**
EXPRESS WORLDWIDE NONDOC
FUEL SURCHARGE

14 **Total Charge**
71.81
5.74

15 **Piece ID**
JD014600006954000000
JD014600006954000001
JD014600006954000005
JD014600006954000003
JD014600006954000002
JD014600006954000006

16 **Piece Content Description**
-
-
-
-
-
-

17 **Weight Units: Kg**
-
-
6.55
-
3.65
-

18 **Units: Cm**
33.0 x 32.0 x 20.0
33.0 x 32.0 x 18.0
-
33.0 x 32.0 x 20.0
-
33.0 x 32.0 x 19.0

19 **Units: Kg**
3.52
3.17
-
3.52
-
3.34

20 **Piece Weight Units: Kg**
3.52 W
3.17 W
-
3.52 W
-
3.34 W

21 **Extra Charge Description**
-
-
-
-
-
-

22 **Total Piece Weight**
23.75 M

23 **Total Due (USD): \$ 77.55**

24 **Weight Code: A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight M = Mixed**
Remit To: DHL Express - USA, 16592 Collections Center Drive, Chicago IL 60693
Federal ID: 94-3380425

25 **000000000000000000221329180000000000000303800000000000**

26 **Make Payment To:**
DHL Express - USA
16592 Collections Center Drive
Chicago IL 60693

27 Invoice Number: DHLI000123456
Account Number: 9600000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Amount Due (USD): \$ 77.55

28 Amount Paid: **29** **|||||**

30 **EXAMPLE CUSTOMER**
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

31 **REMITTANCE ADVICE - PLEASE RETURN WITH PAYMENT \$ 77.55**
THANK YOU FOR CHOOSING DHL

Remittance advice at the bottom of the invoice.

- 1. TYPE OF INVOICE** Inbound Invoice, Outbound Invoice, Credit Adjustment, Debit Adjustment
- 2. 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**
- 4. 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
- 23. 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**

Continued

1. Invoices for US Customs duties always begin with a 'D' and are 9 characters long (instead of 13 characters).
2. 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.
4. 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.

08040507020801030212223100000000010206050306300004352324

Make Payment To:
 DHL Express - USA
 16592 Collections Center Drive
 Chicago IL 60693

Invoice Number: SNF900000123
Account Number: 612345678
Invoice Date: 08/13/2015
Payment Due Date: 08/27/2015
Amount Due (USD): \$4,152.02

Amount Paid: _____

ABC COMPANY
 ROSE SANCHEZ
 3866 QUAIL AVE
 SAN FRANCISCO CA 95670

REMITTANCE ADVICE - PLEASE RETURN WITH PAYMENT \$4,152.02
 THANK YOU FOR CHOOSING DHL

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

1. **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 your 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.

1. Select the desired invoice(s) to create a dispute by clicking on the checkbox left of the invoices and then select the **Dispute** button
2. Three options will appear, **Pay, Dispute, Download** – select the **Dispute** button
3. 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 billing.help@dhl.com.

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 ORIGINAL INVOICE

**DHL Express
INBOUND INVOICE**

DHL Express USA INC
16416 Northchase Dr
Houston TX 77060

EXAMPLE CUSTOMER
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

EXAMPLE

DHL

A Invoice Number: DHLI000123456
Account Number: 960000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Number of Pages: 1 of 1

For Invoice Inquiries:
Telephone: 1-800-722-0081
Website: www.mybill.dhl.com

Waybill Number	Prod Cd	Origin City/State	Destination City/State	Pcs	Billed Wgt	Wgt Cd	Extra Charge Description	Total Charge
1234567890	P	LXLY	KRI	-2	-7.00	M	EXPRESS WORLDWIDE NONDOC	-20.94

**DHL Express
CREDIT ADJUSTMENT**

DHL Express USA INC
16416 Northchase Dr
Houston TX 77060

EXAMPLE CUSTOMER
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

EXAMPLE

DHL

A Invoice Number: DHLIN00766353
Account Number: 960000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Number of Pages: 1 of 1

For Invoice Inquiries:
Telephone: 1-800-722-0081
Website: www.mybill.dhl.com

Waybill Account Ship Date	Prod Cd	Origin Shipper	Destination Receiver	Pcs	Billed Wgt	Wgt Cd	Extra Charge Description	Total Charge
1234567890 960000000 09/29/2019	P	LXLY SHIPPER CONTACT FOREIGN COMPANY LTD Units 1-2 100 Sherwood Road NOTTINGHAM NG5 6AB	KRI RECEIVER CONTACT EXAMPLE CUSTOMER 123 Main Street Pennsylvania Anytown PA 01234	-2	-7.00	M	EXPRESS WORLDWIDE NONDOC	-20.94

Piece ID	Piece Content Description	Weight Units: Kg	Volumetric Units: Cm	Units: Kg	Piece Weight Units: Kg	Extra Charge Description
J0014600006954265352	-	-	33.0 x 32.0 x 20.0	-3.52	-3.52 W	-
J0014600006954265353	-	-	33.0 x 32.0 x 18.0	-3.17	-3.17 W	-
Total Piece Weight:				-6.69	-6.69 W	

Total Due (USD): -\$ 20.94

Weight Code: A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight M = Mixed
Remit To: DHL Express - USA, 16592 Collections Center Drive, Chicago IL 60693 Federal ID: 94-3380425

000000000000000000002221329180000000006060305038000000000000

Make Payment To:

DHL Express - USA
16592 Collections Center Drive
Chicago IL 60693

A Invoice Number: DHLIN00766353
Account Number: 960000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Amount Due (USD): -\$ 20.94

Amount Paid: _____

EXAMPLE CUSTOMER
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

REMITTANCE ADVICE- PLEASE RETURN WITH PAYMENT -\$ 20.94
THANK YOU FOR CHOOSING DHL

**DHL Express
CREDIT ADJUSTMENT**

DHL Express USA INC
16416 Northchase Dr
Houston TX 77060

EXAMPLE CUSTOMER
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

EXAMPLE

DHL

A Invoice Number: DHLI000123456
Account Number: 960000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Amount Due (USD): \$ 77.55

Amount Paid: _____

EXAMPLE CUSTOMER
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

Waybill Number	Prod Cd	Origin City/State	Destination City/State	Pcs	Billed Wgt	Wgt Cd	Extra Charge Description	Total Charge
1234567890	P	LXLY	KRI	-2	-7.00	M	EXPRESS WORLDWIDE NONDOC	-20.94

Total Due (USD): \$ 77.55

B = DHL Actual Weight W = DHL Volumetric Weight M = Mixed
Federal ID: 94-3380425

000603050380000000000000

A Invoice Number: DHLI000123456
Account Number: 960000000
Invoice Date: 10/06/2019
Payment Due Date: 10/21/2019
Amount Due (USD): \$ 77.55

Amount Paid: _____

EXAMPLE CUSTOMER
MR. CUSTOMER CONTACT
123 MAIN STREET
ANYTOWN PA 01234

EXAMPLE OF CREDIT ADJUSTMENT

A Invoice # on Original Invoice (above)
differs from Credit Adjustment (left)

1-800 CALL DHL
logistics.dhl

All services may not be available in all areas and are subject to the DHL Terms and Conditions as published at **logistics.dhl**
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