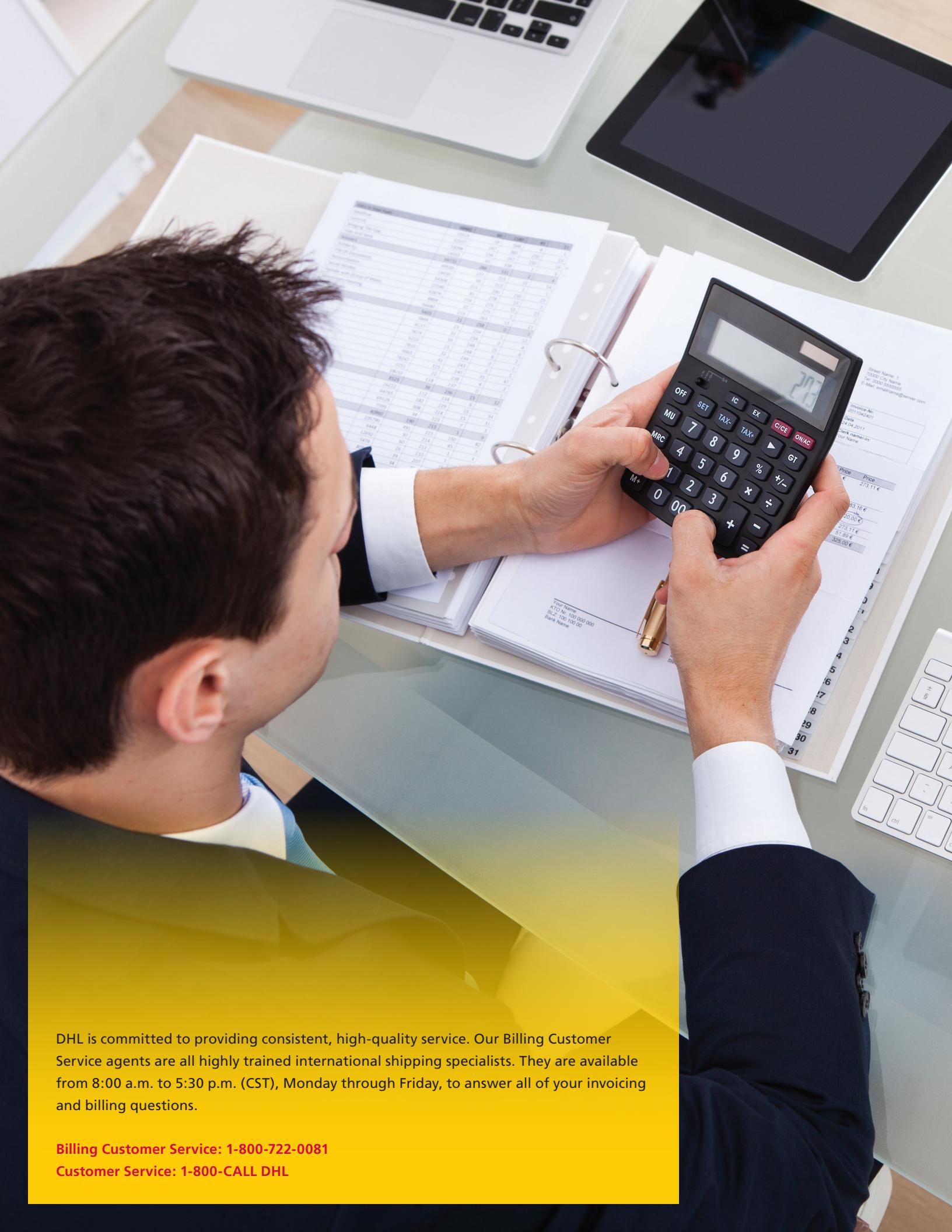




# UNDERSTANDING YOUR DHL INVOICE





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

On this page you will find an overview of the three different ways to receive your DHL invoice.

## 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](http://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 [www.dhl-usa.com](http://www.dhl-usa.com) and select 1) Express 2) Shipping 3) Billing Solutions 4) DHL MyBill

Or go directly to [www.mybill.dhl.com](http://www.mybill.dhl.com) to login or sign-up.

Technical questions and issues for DHL MyBill should be routed to [einvoicinghelp@dhl.com](mailto:einvoicinghelp@dhl.com)

## ELECTRONIC DATA INTERCHANGE

### EDI Invoicing

If you want to receive invoices in an electronic form, DHL offers EDI Invoicing in ANSI and other standard formats.

### 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.

## PAPER INVOICING

If you require receiving a paper invoice and you don't need to receive waybill copies or Customs duty backup documentation, DHL offers enhanced paper-based invoices with full shipment capture details.

# 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

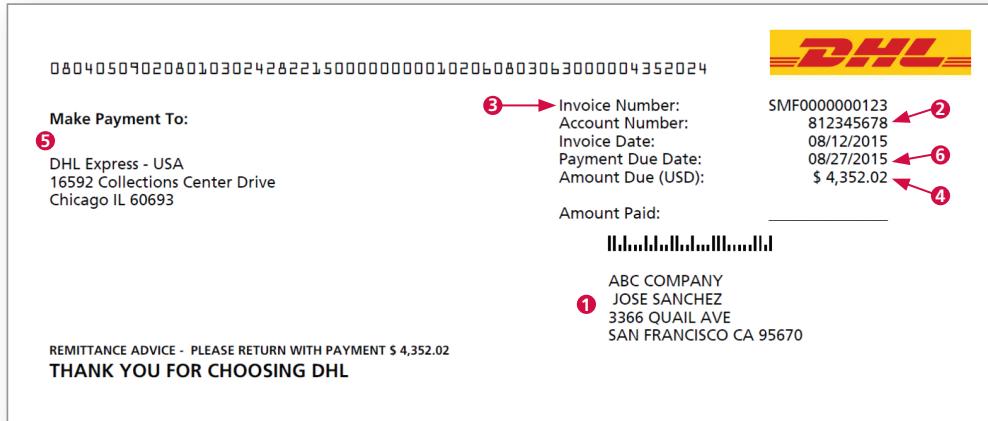
DHL EXPRESS OUTBOUND INVOICE		DHL					
① DHL Express USA INC 16416 Northchase Dr Houston TX 77060		④ Invoice Number: SMF0000000123 Account Number: 812345678 Invoice Date: 08/12/2015 Payment Due Date: 08/27/2015 Number of Pages: 1 of 24					
ABC COMPANY ③ JOSE SANCHEZ 3366 QUAIL AVE SAN FRANCISCO CA 95670		⑤ For Invoice Inquiries: Telephone: 1-800-722-0081 Website: www.mybill.dhl.com					
⑥ Service Description		Product Code	Total Shipments	Total Weight	Weight Charge	Extra Charge	Total Charge
EXPRESS ENVELOPE EXPRESS WWIDE NONDOC EXPRESS WWIDE DOC EXPRESS 12:00 DOC EXPRESS 9:00 DOC		X P D T K	37 3 68 3 1	18.50 lb 2,462.00 lb 367.00 lb 13.00 lb 2.00 lb	319.68 2,438.01 1,340.25 62.52 23.06	12.50 124.00 32.00 0.00 0.00	332.18 2,562.01 1,372.25 62.52 23.06
Total Extra Charge Description	Total		112	2,862.50 lb	4,183.52	168.50	4,352.02
⑬ ADDRESS CORRECTION DUTIES AND TAXES PAID OVER WEIGHT PIECE RESIDENTIAL DELIVERY							
Total Extra Charges	168.50						
⑭ Total Due (USD): \$ 4,352.02							
⑮ Remit To: DHL Express - USA, 16592 Collections Center Drive, Chicago IL 60693		Federal ID: 94-3380425					
0804050902080103024282215000000000102060803063000004352024							
Make Payment To: ⑯ DHL Express - USA 16592 Collections Center Drive Chicago IL 60693		⑰ Invoice Number: SMF0000000123 Account Number: 812345678 Invoice Date: 08/12/2015 Payment Due Date: 08/27/2015 Amount Due (USD): \$ 4,352.02					
REMITTANCE ADVICE - PLEASE RETURN WITH PAYMENT \$ 4,352.02 THANK YOU FOR CHOOSING DHL		Amount Paid: <input type="text"/>					
⑱ ABC COMPANY JOSE SANCHEZ 3366 QUAIL AVE SAN FRANCISCO CA 95670							

Remittance advice at the bottom of the invoice.

1. **DHL EXPRESS U.S. ADDRESS**  
DHL Express finance center address. For the DHL payment remittance address please refer to item #16 (below)
2. **TYPE OF INVOICE**  
Inbound Invoice, Outbound Invoice, Credit Adjustment, Debit Adjustment
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: Page 1 is always the Summary Page (Page 2 and greater are the Shipment Details – not shown)
5. **DHL BILLING CONTACT INFORMATION**  
DHL Billing Help phone line, DHL tool for online invoice presentation, DHL online payment site and code
6. **SERVICE DESCRIPTION**  
Description of service
7. **PROD TYPE**  
1- or 2- character product code
8. **TOTAL SHIPMENTS**  
Total number of shipments within this service description and invoice period
9. **TOTAL WEIGHT**  
Total weight of all shipments within this service description and invoice period
10. **WEIGHT CHARGE**  
Transportation Charge
11. **EXTRA CHARGE**  
Total of extra charges
12. **TOTAL CHARGE**  
Weight Charge + Extra Charge = Total Charge for each line
13. **EXTRA CHARGE DESCRIPTION**  
Explanation of each extra fee assessed along with Total amount per fee
14. **TOTAL DUE (USD)**  
Total of all charges
15. **REMIT TO**  
DHL Express address to which payment must be sent
16. **MAKE PAYMENT TO**  
DHL Express remittance address
17. **BILLING AND PAYMENT INFORMATION (for processing):**  
Invoice Number; Account Number; Invoice Date; Payment Due Date; Amount Due (USD); Amount Paid: Completed by Customer.
18. **CUSTOMER'S BILLING ADDRESS**

# HOW TO PAY YOUR DHL INVOICE

If you are not using DHL MyBill to pay your invoice, you can send payments directly to 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](mailto:dhlach.remit@dhl.com) or fax it to 281-848-2260.

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**

- ACH or Wire
- Electronic remittance
  - EDI/RDI 820 format (Call Sales for details)
  - MS Excel Template (email [dhlach.remit@dhl.com](mailto: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.

## CALL US

Submit a Billing Dispute by contacting Billing Customer Service at 1-800-722-0081 or [billinghelp@dhl.com](mailto:billinghelp@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.

## 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.

## 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  
OUTBOUND INVOICE**

**DHL Express USA, INC**  
16416 Northchase Dr  
Houston TX 77060

**ABC COMPANY**  
JOSE SANCHEZ  
3366 QUAIL AVE  
SAN FRANCISCO CA 95670

**A** Invoice Number: SMF0000000123  
Account Number: 812345678  
Invoice Date: 08/12/2015  
Payment Due Date: 08/27/2015  
Number of Pages: 1 of 24

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

View/Pay this invoice online at <https://www.mybill.dhl.com/pp/>  
by entering the following code: t5jsw-1vrex

Service Description						
Product Code	Total Shipments	Total Weight	Weight Charge	Extra Charge	Total Charge	
X	37	18.50 lb	319.68	12.50	332.18	
P	3	2,462.00 lb	2,438.01	124.00	2,562.01	
D	68	367.00 lb	1,340.75	32.00	1,372.25	
T	3	13.00 lb	62.52	0.00	62.52	
K	1	2.00 lb	23.06	0.00	23.06	
	112	2,862.50 lb	4,183.52	168.50	4,352.02	

**DHL EXPRESS  
CREDIT ADJUSTMENT**

**DHL Express USA, INC**  
16416 Northchase Dr  
Houston TX 77060

**BUY N'SAVE**  
JOE FUSTIN  
1234 N STREET RD STE 1XX  
ANYPLACE, OH 54312

**A** Invoice Number: SLCN000123456  
Account Number: 123456789  
Invoice Date: 08/27/2015  
Payment Due Date: 09/26/2015  
Number of Pages: 1 of 1

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

Waybill Number	Prod Cd	Origin Shipper	Destination Receiver	Pcs / Wgt Cd	Tend Wgt	Billed Wgt	Extra Charge Description	Total Charge
5843374143	P	ATL	MEL	1	15.00 lb	31.00 lb	W EXPRESS WWIDE NONDOC	-100.00
08/20/2015		GRACE KENNEDY	RIK WEBER					
		CHAPARRAL BOATS	CHAPARRAL BOATS AUSTRALIA					
		229 INDUSTRIAL PARK DR	34 THE STRAND					
		NASHVILLE GA 31639	WILLIAMSTOWN 3016					
Shipper Reference:	334134.334107.333840	Description of Contents:	BOAT PARTS					
Dimensions:	31.00 x 17.00 x 8.00							

**Total Due (USD): \$ 4,352.02**

Shipment ID: IL 60693 Federal ID: 94-3380425

Shipment ID: 120608 A 063000004352024 Federal ID: 94-3380425

**A** Invoice Number: SMF0000000123  
Account Number: 812345678  
Invoice Date: 08/12/2015  
Payment Due Date: 08/27/2015  
Amount Due (USD): \$ 4,352.02

Amount Paid: 

ABC COMPANY  
JOSE SANCHEZ  
3366 QUAIL AVE  
SAN FRANCISCO CA 95670

**Total Due (USD): \$-100.00**

Weight Code: A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight

Remit To: DHL Express - USA, 16592 Collections Center Drive, Chicago IL 60693

Federal ID: 94-3380425

**0804070105080703050282112000000000802090901092000000100006**

**DHL**

**Make Payment To:**

DHL Express - USA  
16592 Collections Center Drive  
Chicago IL 60693

**A** Invoice Number: SLCN000123456  
Account Number: 123456789  
Invoice Date: 08/27/2015  
Payment Due Date: 09/26/2015  
Amount Due (USD): \$-100.00

Amount Paid: 

BUY N'SAVE  
JOE FUSTIN  
1234 N STREET RD STE 1XX  
ANYPLACE, OH 54312

**REMITTANCE ADVICE - PLEASE RETURN WITH PAYMENT \$ 100.00**  
**THANK YOU FOR CHOOSING DHL**

## 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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