

**Customer Request Form**  
**Invoice Data Interchange (IDI) - New Request**



**INVOICE DATA INTERCHANGE AGREEMENT**

**THIS AGREEMENT** is made this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between DHL Express ("DHL") and \_\_\_\_\_, ("Customer"). The parties agree as follows:

1. DHL will create a computer-to-computer data exchange of invoices ("EDI") for use on Customer's own computer hardware and software.
2. DHL will send invoices electronically to Customer in a mutually agreeable standard format for all of the accounts designated by Customer. Customer is aware there may be times when some invoices cannot be billed via EDI. In these cases the Customer agrees to pay from a paper invoice.
3. DHL periodically updates EDI invoicing formats to accommodate changing business needs. Customer agrees to accept and program for these changes within sixty (60) days of notification.
4. DHL will start sending invoices electronically to Customer on an agreed upon date. If Customer utilizes DHL's Connect:Mailbox system to receive files, Customer agrees to download invoicing files within one (1) business day of availability.
5. Customer agrees to issue payment and remittance reports in compliance with DHL's fifteen (15) day payment terms. Customer also agrees to pay invoices existing prior to the implementation of EDI invoicing in the manner in which they were billed.
6. Customer agrees to provide a detailed report of any invoice not paid in full.
7. EDI communications exchanged by the parties pursuant to this agreement shall constitute commitments of the party transmitting such communication and shall be treated by the parties as valid and enforceable to the extent that such communications, if they were in writing and signed by the transmitting party, would be valid and enforceable. Neither party shall be required to state or confirm any EDI communication in writing or by means of any physical document as a condition precedent to the legal effectiveness of such communication.
8. This Agreement will continue until terminated by either party upon thirty (30) days prior written notice.
9. DHL and Customer agree to implement reasonable security measures to protect against the use of their respective facilities, information, computers and ID's by unauthorized persons or parties.

**IN WITNESS WHEREOF** the parties have executed this Agreement on the day and year first written above.

**DHL EXPRESS**

\_\_\_\_\_  
**CUSTOMER**

\_\_\_\_\_  
DHL EDI Signature

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Please complete, scan and email to [edirequests@dhl.com](mailto:edirequests@dhl.com)