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
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 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 [e invoicinghelp@dhl.com](mailto:e invoicinghelp@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

### Service Description

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Total Shipments</th>
<th>Total Weight</th>
<th>Weight Charge</th>
<th>Extra Charge</th>
<th>Total Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXPRESS ENVELOPES</td>
<td>X</td>
<td>37</td>
<td>18.50 lb</td>
<td>208.50 lb</td>
<td>235.50 lb</td>
</tr>
<tr>
<td>EXPRESS W/NO DOC</td>
<td>P</td>
<td>3</td>
<td>2,482.00 lb</td>
<td>2,482.00 lb</td>
<td>2,482.00 lb</td>
</tr>
<tr>
<td>EXPRESS W/DOC</td>
<td>D</td>
<td>68</td>
<td>487.00 lb</td>
<td>487.00 lb</td>
<td>487.00 lb</td>
</tr>
<tr>
<td>EXPRESS 12.00 DOC</td>
<td>T</td>
<td>3</td>
<td>12.00 lb</td>
<td>12.00 lb</td>
<td>12.00 lb</td>
</tr>
<tr>
<td>EXPRESS 48.00 DOC</td>
<td>K</td>
<td>1</td>
<td>2.00 lb</td>
<td>2.00 lb</td>
<td>2.00 lb</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>112</td>
<td>2,862.50 lb</td>
<td>4,103.50 lb</td>
<td>4,312.02 lb</td>
</tr>
</tbody>
</table>

**Total Due (USD): $ 4,312.02**

Remittance advice at the bottom of the 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 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 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.

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

EXAMPLE OF CREDIT ADJUSTMENT

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