GUIDE TO DHL E-BILLING

A user guide for DHL customers

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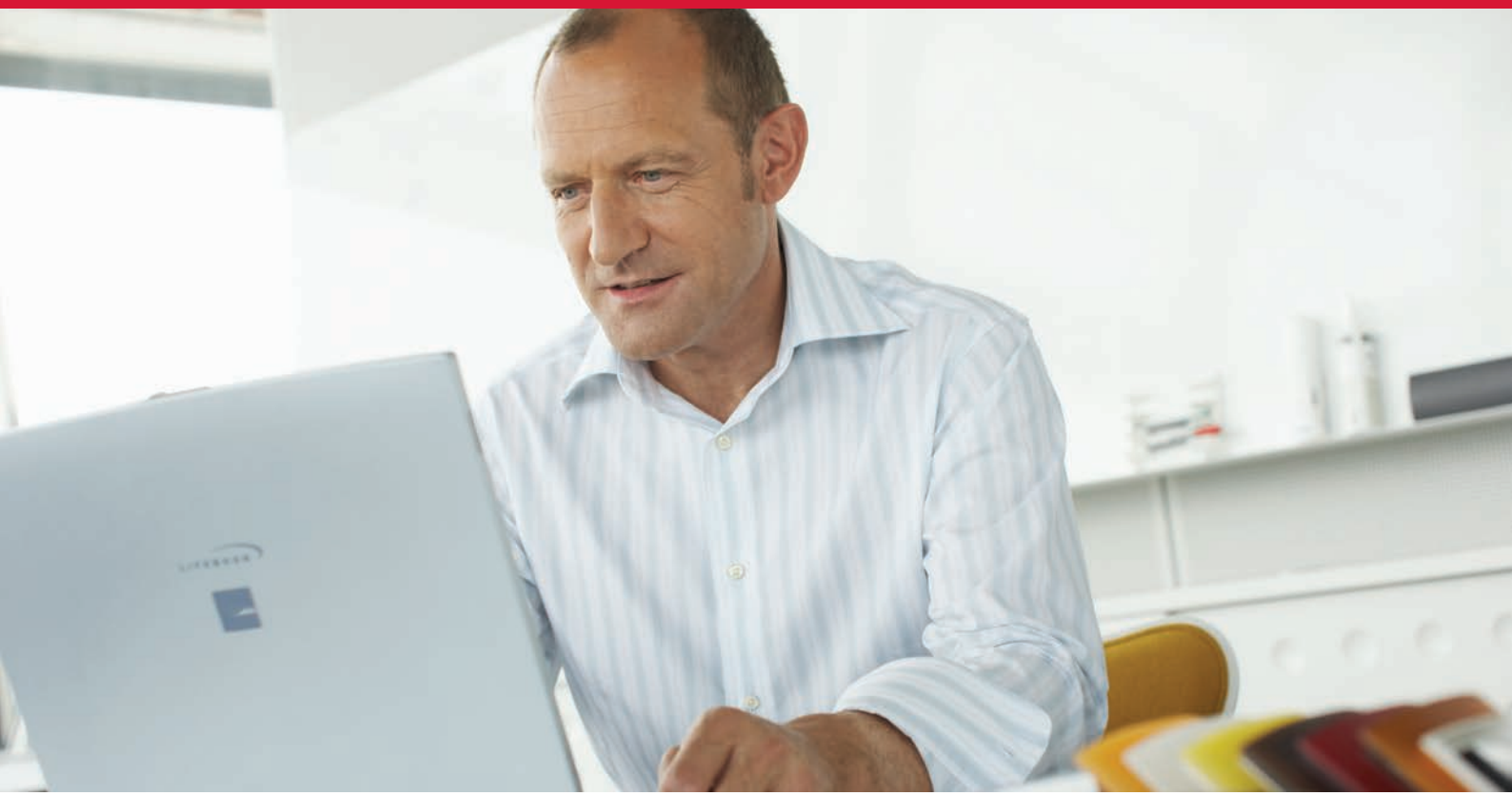

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DHL e-BILLING

This guide provides an overall view of DHL e-Billing; what it is, the features, advantages and benefits, how to register online and user guidelines.

WHAT IS DHL E-BILLING?

- DHL e-Billing is an environmental and efficient way of delivering your invoices which will enable you to manage DHL's invoicing online
- It is a free online service
- It eliminates paper and processes invoices quickly, simply and securely
- It is a unique and powerful service that will help you save time and money
- Registration takes just moments so you can quickly begin to enjoy the benefits of a greener, more efficient process

Online demo available at:
http://apps.dhl.co.uk/ebilling/Start.swf

DHL E-BILLING – FEATURES

- A free online user-friendly service for all customers – allows for multiple users to have 24/7 access
- Secure VAT compliance – all VAT compliant invoices, credit and debit notes can be viewed
- Compatible with existing financial systems
- Country-wide and multilingual
- Online logging of invoice queries; view historical invoices for up to 12 months (starting from the month of registration); shipment waybill and invoice document retrieval
- Choice of downloadable invoice formats; PDF, CSV, XML
- Viewing full shipper and receiver address details within the downloads
- Multi document download function
- Email notification for the newly issued e-invoices by DHL. Where only a single invoice is generated, a PDF file will be attached to the notification by default, if it is not oversized.
- Monthly statements – receive a monthly statement of your DHL account
- e-Billing technical support helpline – **0208 831 5363**

DHL E-BILLING – ADVANTAGES AND BENEFITS

Online query	Raise a query on any invoice online saving the need to telephone. You also have a query log to view all queries
Quick delivery	With DHL e-Billing your invoices are delivered to the correct person / people / team. No more postal delays or missing invoices
Multi-lingual	DHL e-Billing portal enables you to view and manage your invoices in the language of your choice
Instant download	With DHL e-Billing you can save time and eliminate input errors by downloading invoice data directly into your finance system
E-archive	DHL e-Billing provides an online history search and will automatically archive your invoices online providing access to copies for up to 12 months, so there is no need to waste any more time searching through filing cabinets or chasing paper copies
Ease of use	With DHL e-Billing you will be able to access and view your invoices and waybills online with just a few 'clicks' thus making the approval and query process more simple and convenient to your business
Environmentally friendly	Supports DHL to achieve their environmental goals converting up to 18 million paper invoices throughout the European Region to electronic delivery

HOW TO REGISTER ONLINE

e-Billing can be registered through the DHL website:
https://dhl-ar.accountis.net/customer/enrol/uk/

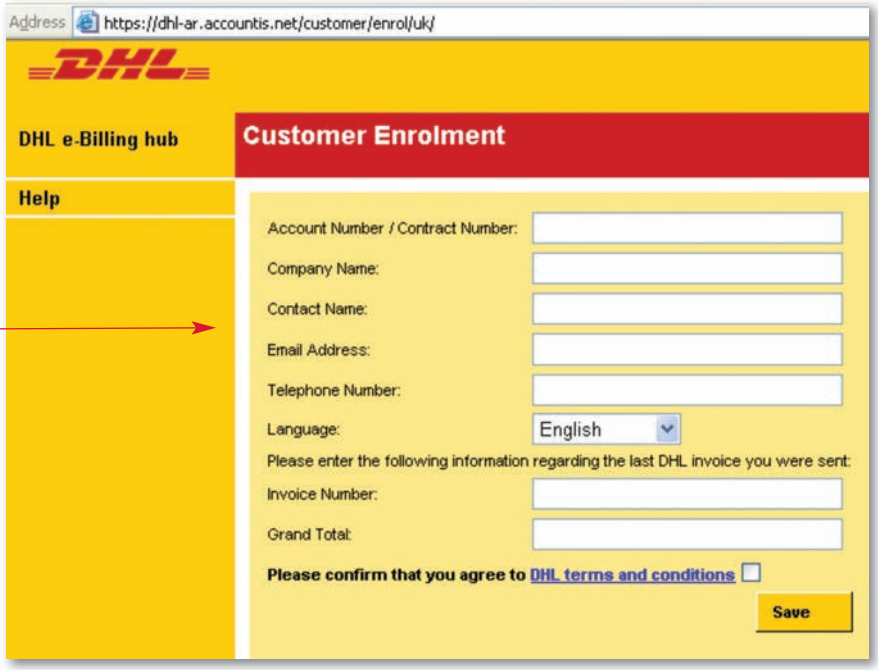
1 Complete all details and save.

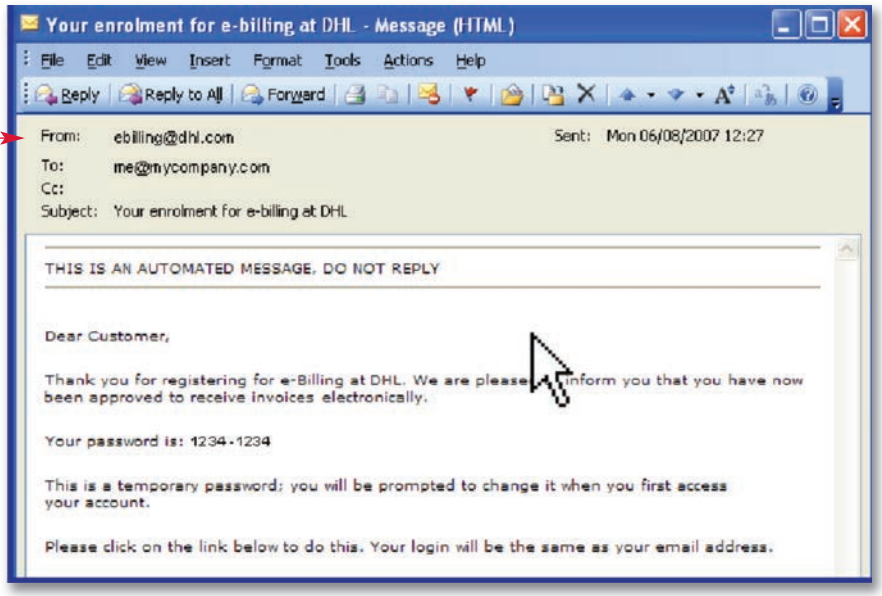
2 You will then receive a notification email which will provide your temporary password to access the DHL e-Billing Hub.

3 Once you receive your password, you can access the DHL e-Billing Hub through; **https://dhl-ar.accountis.net/customer/login** by entering your user name (email address) and password.

This will take you to the 'desktop' page where you will be able to access all the different functionalities of DHL e-Billing.

To ensure that you receive e-mails from **ebillinguk@dhl.com** can you please add this e-mail address to your address book.





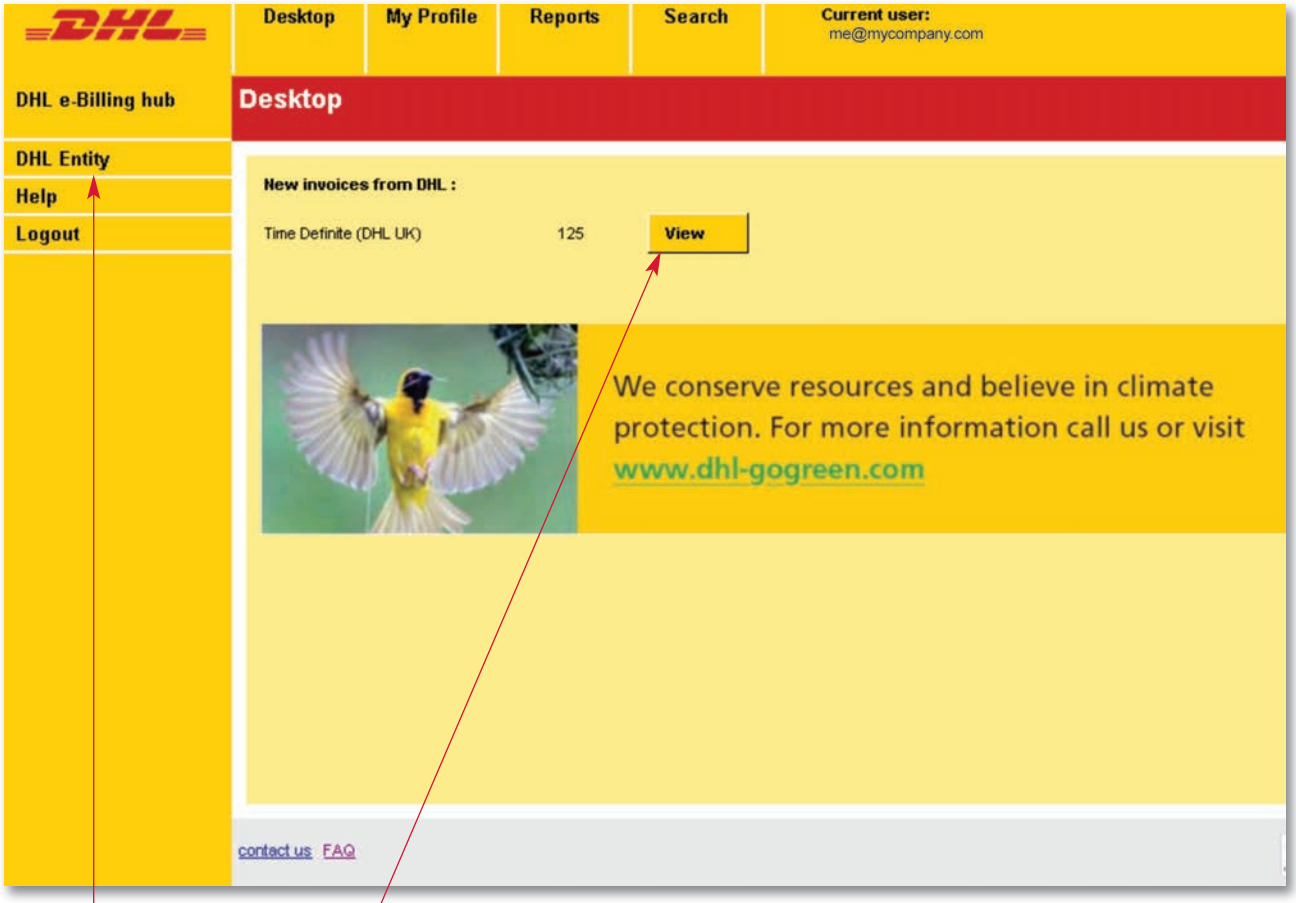
DHL e-BILLING HUB DESKTOP FUNCTIONALITIES

DESKTOP
Displays new (unread) invoices

MY PROFILE
Access to update your personal settings

REPORTS
Access your on-line queries and generate reports

SEARCH
Allows you to search for a particular invoice via account numbers, dates etc



DHL ENTITY
Access to all available invoices for viewing

VIEW
In Desktop and DHL Entity, allows viewing of all available Invoices

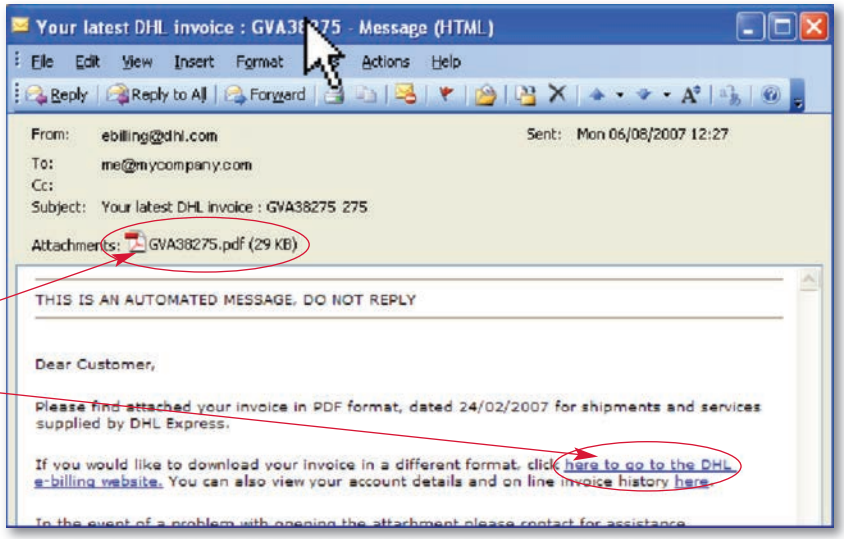
STEP BY STEP USER GUIDE

Over the next few pages we will explain, step by step, how to use the functionality of e-Billing.

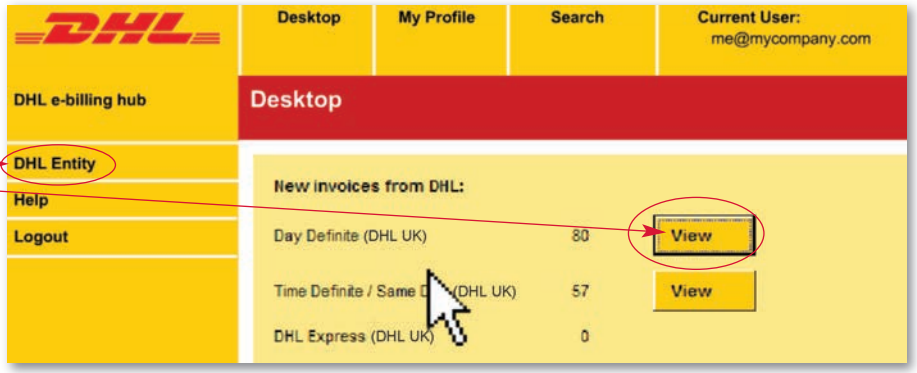
HOW DO I VIEW AN INVOICE?

1 You will receive notification by e-mail every time a new invoice has been issued by DHL.

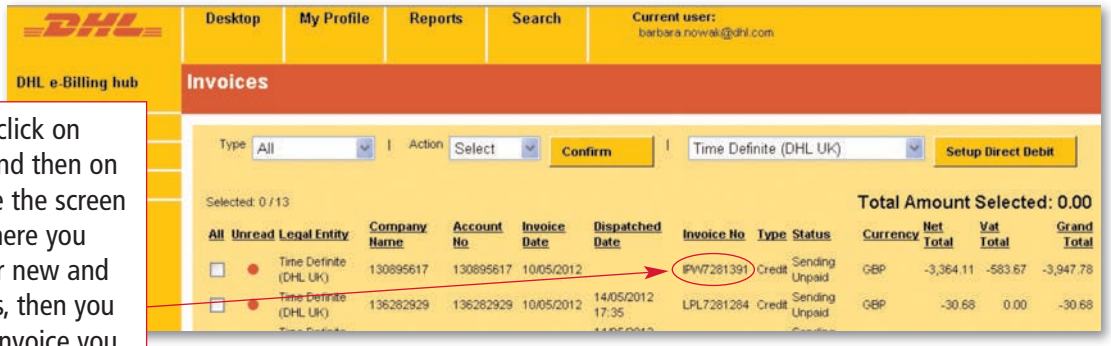
2 You can either open the PDF file attached to your e-mail or click on the link in the e-mail which will take you to the DHL e-Billing portal.



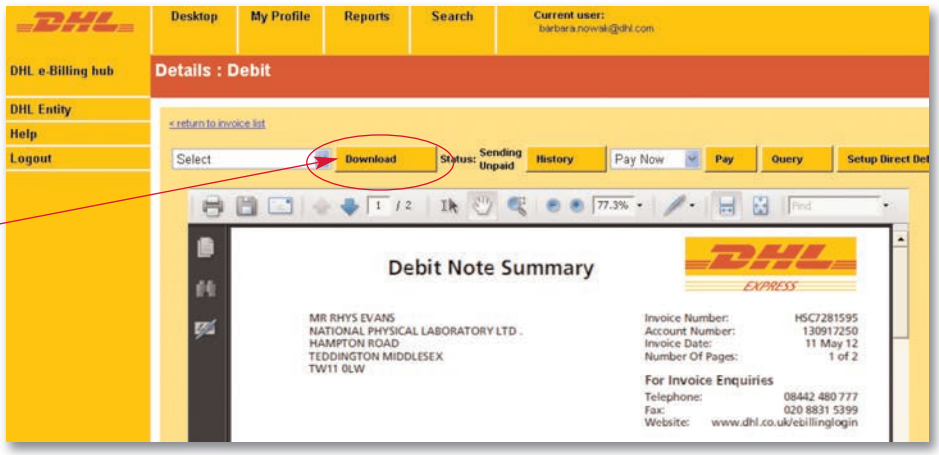
3 Click on **'DHL Entity'** and then click **'View'**, this will take you into the next page where you can see all your invoices (new, unread, all history).



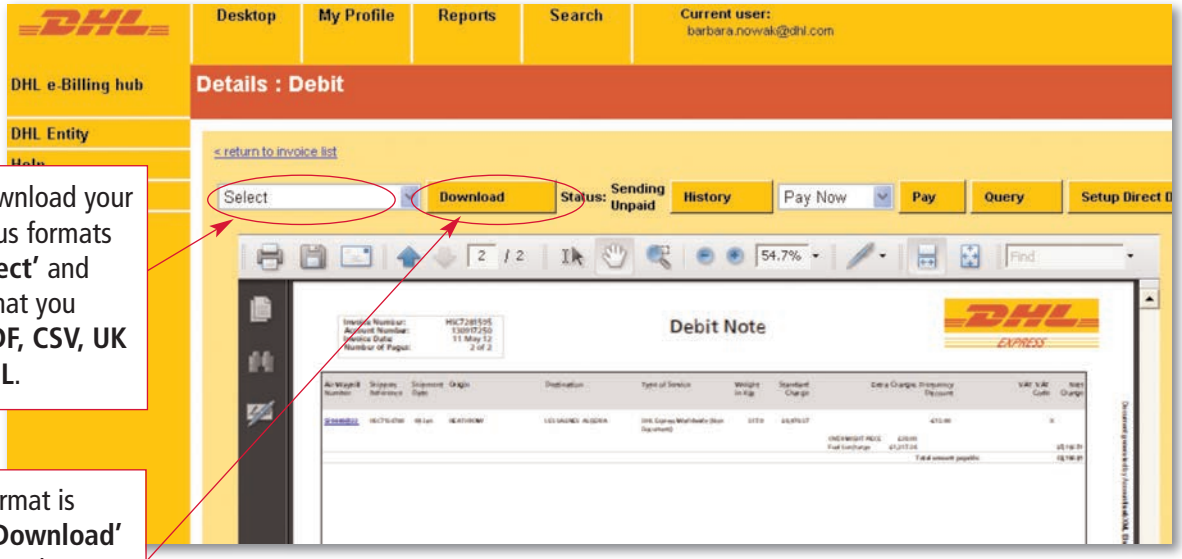
4 When you click on **'DHL Entity'** and then on **'View'**, you see the screen on the right where you can see all your new and unread invoices, then you can select the invoice you wish to view online.



5 Your invoice will be presented as a web page, you can then download it from this page in the format you prefer.



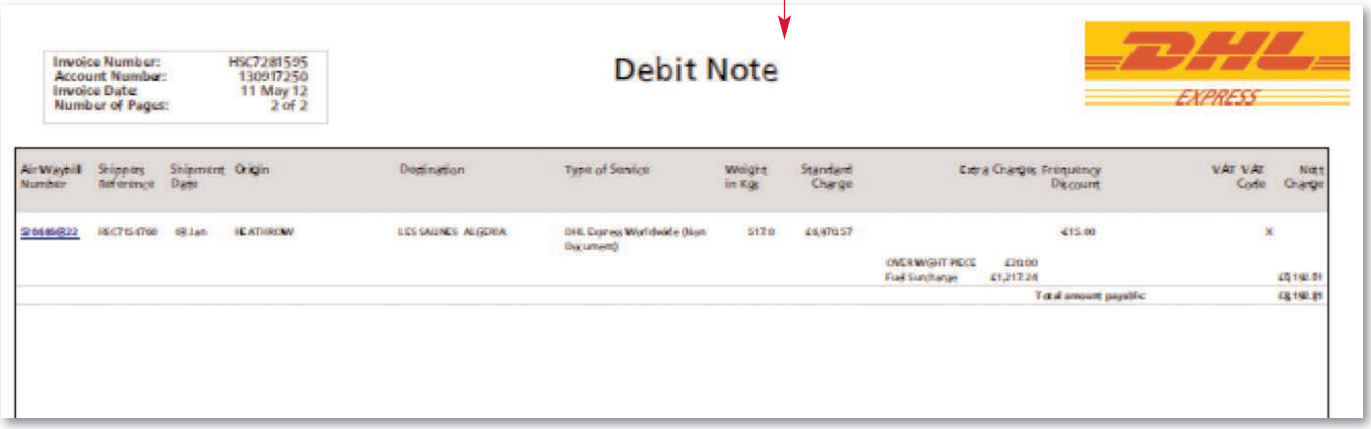
HOW DO I DOWNLOAD AN INVOICE?



1 You can download your invoice in various formats by clicking **'Select'** and choose the format you prefer; **XML, PDF, CSV, UK CSV** and **ebXML**.

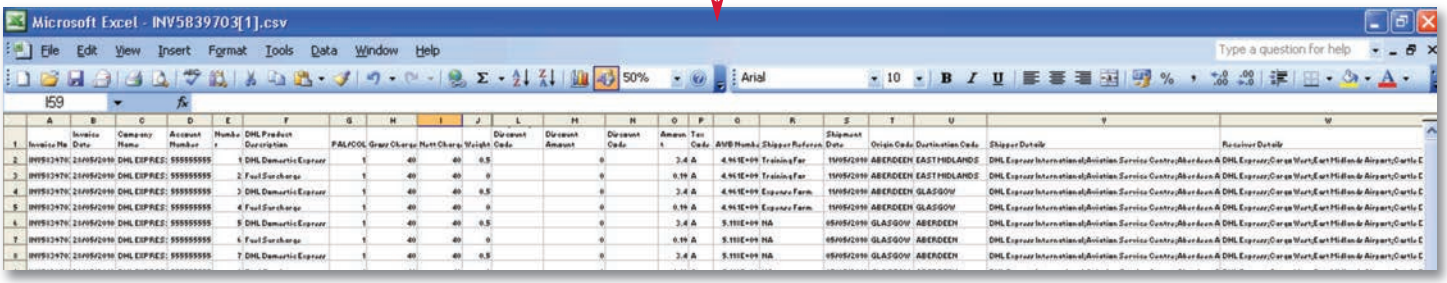
2 Once the format is selected, click **'Download'** to download your chosen formatted invoice and save.

1a Below is an example of a PDF format, this contains the same information as the paper invoice that you currently receive (prior to e-Billing registration).

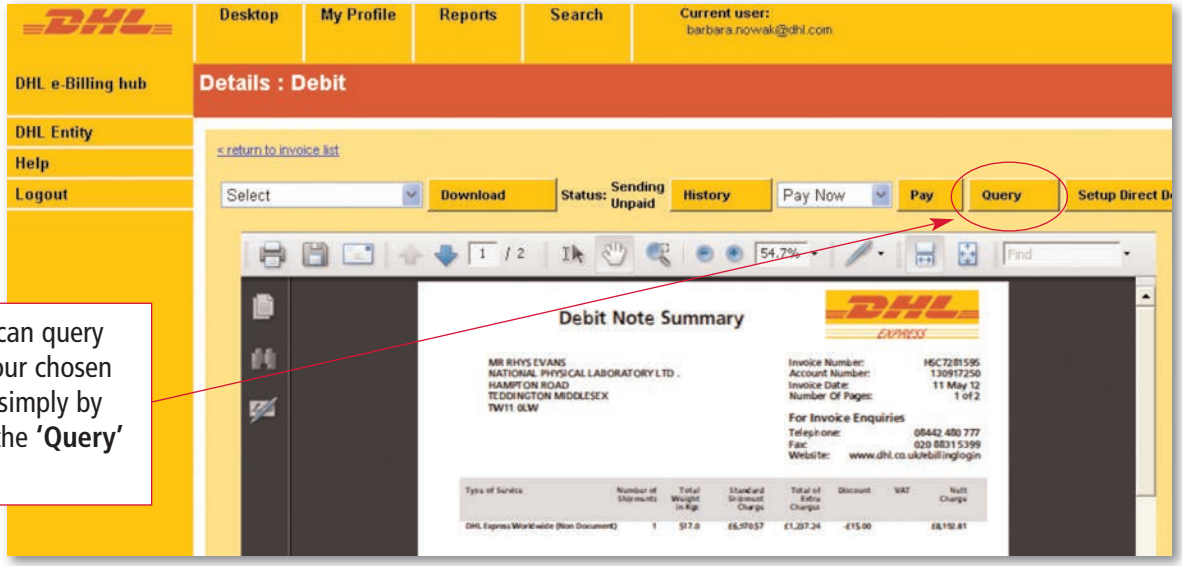


1b Below is an example of a CSV downloaded invoice, this format provides you with similar information as the PDF with the following additions:

- Full shipper address details / Full receiver address details
- All details are on an individual Waybill level

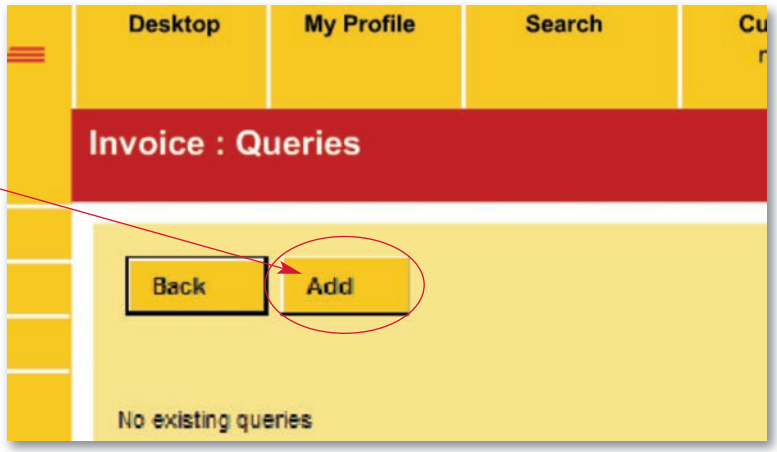


HOW DO I RAISE AN INVOICE QUERY ONLINE?

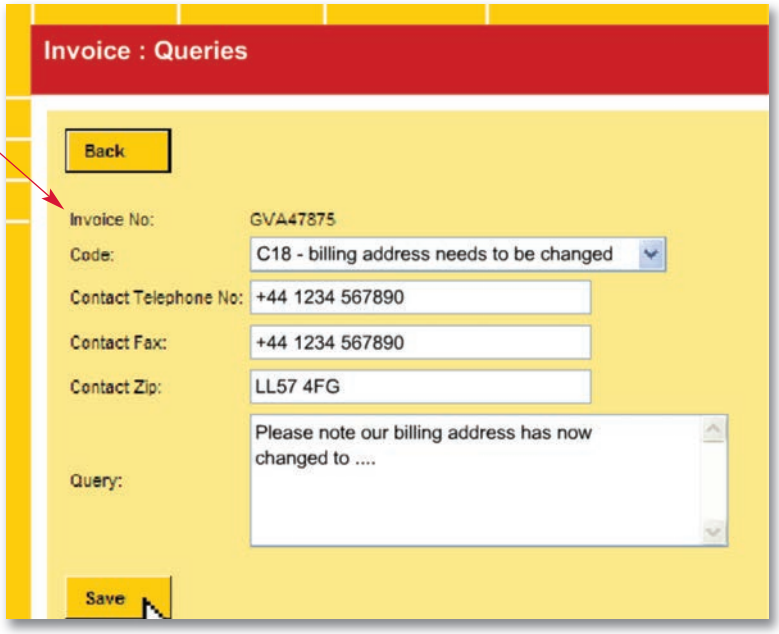


1 You can query any of your chosen invoices simply by clicking the **'Query'** button.

2 The query screen then lists all queries against that invoice. If you want to add a new one then click **'Add'**.



3 Complete the query form with the required information (select the code, fill your contact details and type your query), then click **'Save'** and your query will be registered with DHL. This will be resolved within 10 days.



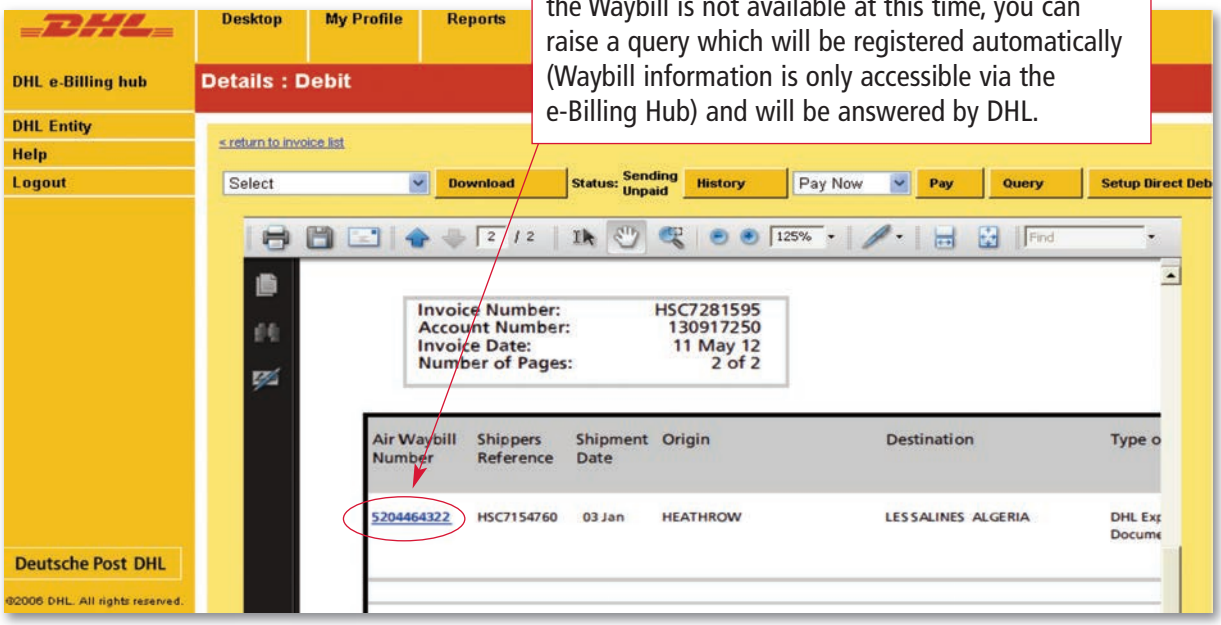
Please note: The response to your invoice query made through the e-Billing portal will be delivered either by email or post.

Note: To view the status on previously registered queries please click on the 'Query' option as shown in point 1 above.

HOW DO I VIEW A WAYBILL AND SEARCH FOR AN INVOICE?

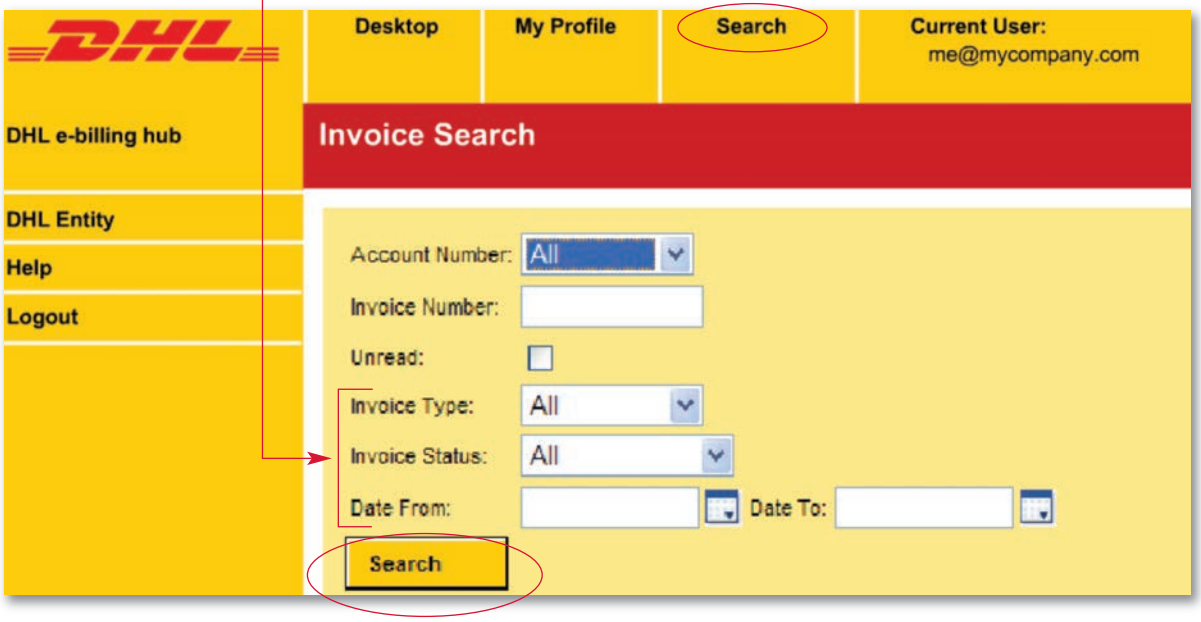
VIEWING A SHIPMENT WAYBILL

1 You can click on the Waybill number hyperlink on the invoice and the details will be provided, if the Waybill is not available at this time, you can raise a query which will be registered automatically (Waybill information is only accessible via the e-Billing Hub) and will be answered by DHL.



SEARCHING FOR AN INVOICE

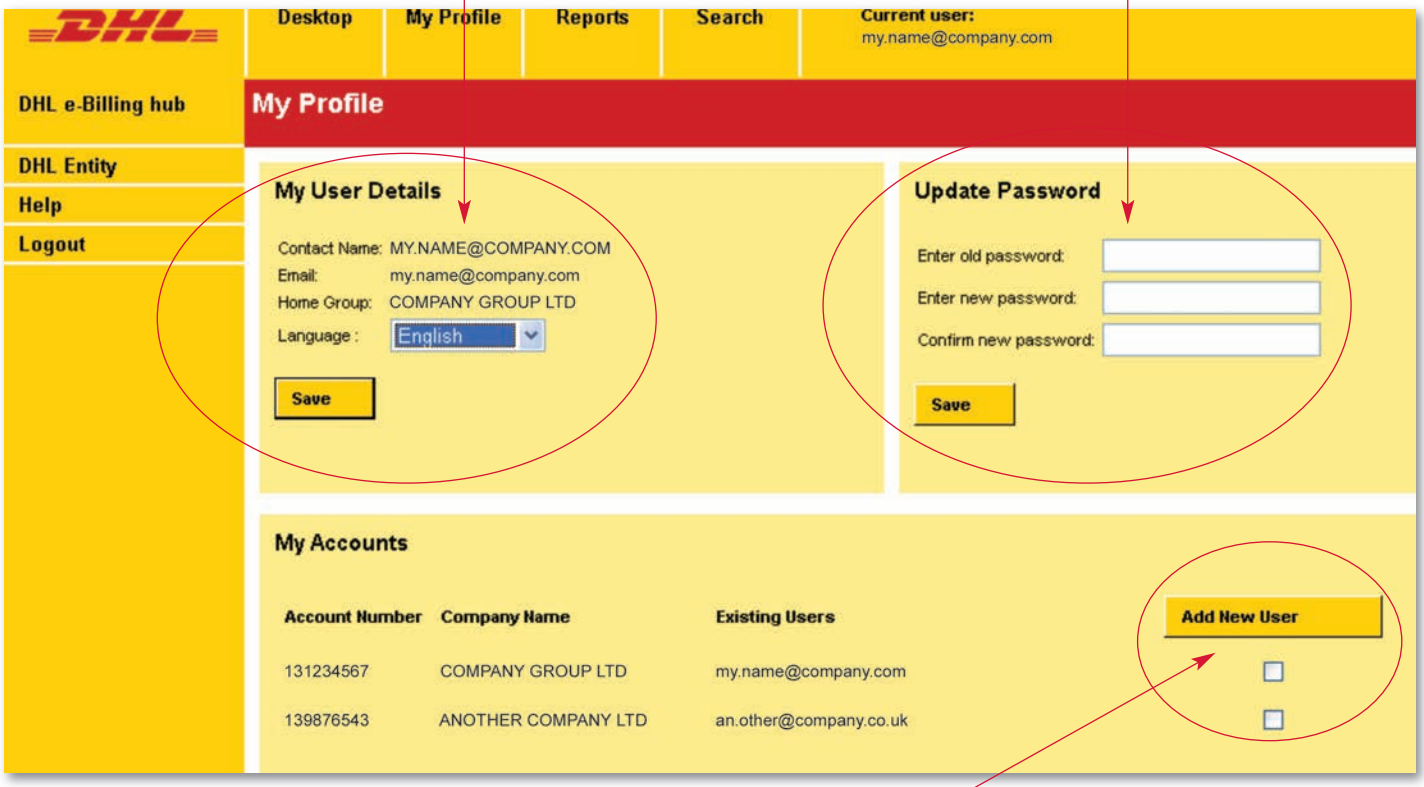
1 Click on the **'Search'** button to take you to a search page, enter an invoice number or invoice type or date range to refine your search, you can then find all your present and past e-invoices.



HOW DO I UPDATE MY PROFILE AND ADD NEW USERS?

1 You can change your preferred language by clicking on **'My Profile'** and select your language of choice.

2 You can change your password.



3 You can add multiple users and select the account that you wish your colleagues to have access to by clicking **'Add New User'**.

To remove an email address, please email **ebillinguk@dhl.com**

To register additional account numbers to your e-Billing hub, repeat the registration process for each individual account number.

For Sameday business email **ebillinguksd@dhl.com** (please note that the address in the guide is for International business only).

DHL e-BILLING ENHANCED FEATURES

In this section you will be guided through the enhanced features of DHL e-Billing which will provide you with the details on how to view and manage multiple weekly and monthly invoices.

- Summary Email
- Multiple Document Download

SUMMARY EMAIL

Currently an email is generated and sent for each invoice, debit note and credit note, however with this new functionality we can now send a summary detailing these transactions.

PROCESS

1 Where multiple invoices, credit notes or debit notes are produced for each account in a single day, a summary will be sent listing the numbers.

See below an example of the mail you will receive.

THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY

Dear Customer,

Please find below a list of 3 new documents for shipping and services supplied by DHL Express available to be viewed via the DHL e-Billing website.

Account Number	Document Type	Invoice Number	Invoice Date	Invoice Amount	Tax Amount	Invoice Total
131234567	Invoice	EDI3233579	14/07/2010	316.19	0.00	211.37
131234567	Invoice	EDI3233579	14/07/2010	316.19	0.00	211.37
131234567	Invoice	EDI3233579	14/07/2010	316.19	0.00	211.37

For all invoice content related queries, please register the details within the 'Query' option against the invoice in question.

We look forward to receiving your payment in due course and within the agreed credit terms as stated on your invoice.

We would like to thank you for using the services of DHL Express.

With kind regards,

The DHL e-Billing team

Click here to download Adobe Acrobat Reader

PROTECT YOUR PASSWORD

DHL or DHL Staff will NEVER ask you for your password via email. The only place you are asked for your password is when you sign in to the DHL e-Billing application on our website. You will always sign in via a secure connection. It is just a machine sending and receiving these emails, so please don't reply. See our Help section at http://www.dhl.co.uk/publish/gb/en/tools/ebilling.high.html for more information.

2 On the occasion when only one invoice, debit note and credit note is generated the system will default to sending the email with the PDF as an attachment.

3 All invoices generated prior to 9:30am will be included in that day's summary, invoices generated after that time will be held until the following day's summary.

4 Upon receipt of the mail you can access the e-Hub in order to view, download the invoices (should you wish to), retrieve the HAWB details or register a query.

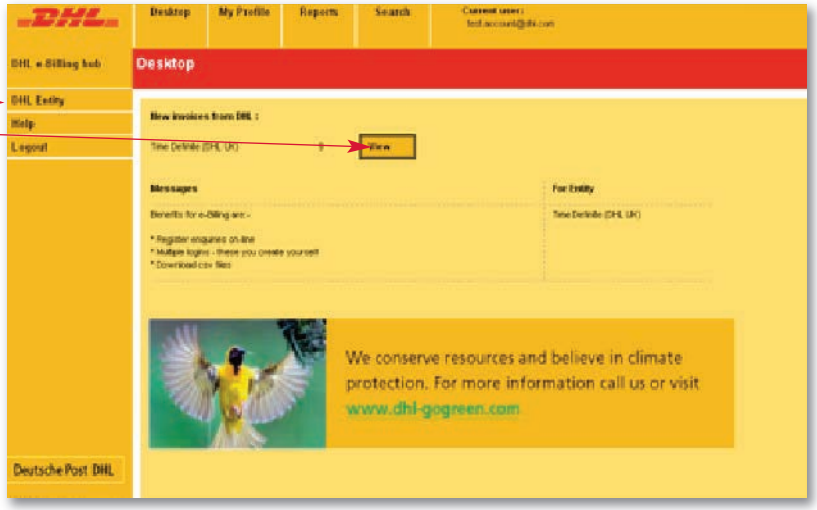
If you wish to be set up with this function, please email your account number(s) to the e-Billing team requesting this on **ebillinguk@dhl.com** and the team will update this for you.

MULTIPLE DOCUMENT DOWNLOAD

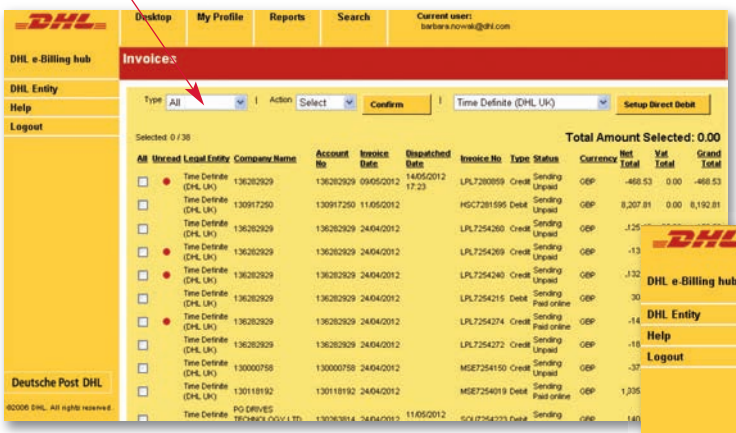
The e-Billing hub has been further enriched with the functionality to download multiple documents, allowing you the capability of customising and consolidating the .csv file thus providing savings in your administration time. In addition a search can be created and pre-saved if it is used on a regular basis.

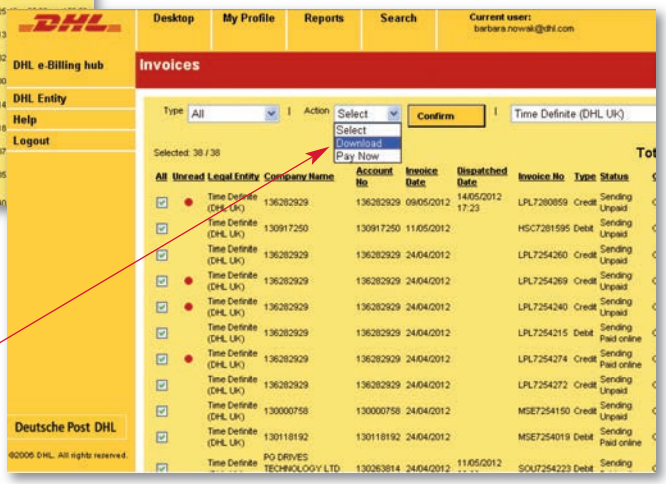
DOWNLOADING MULTIPLE DOCUMENTS

1 Start by viewing the documents either through the **'Desktop'** option or **'DHL Entity'**. Then click on the **'View'** option.

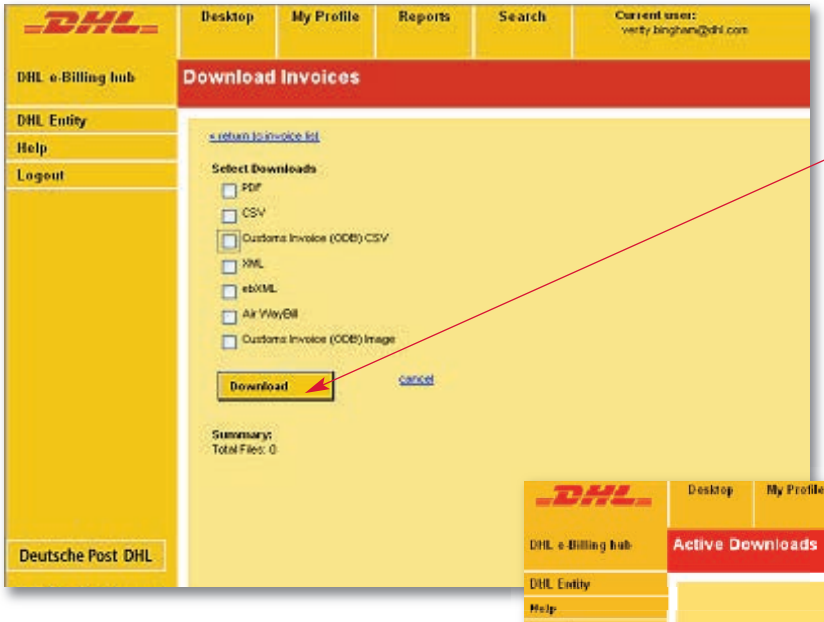


2 Select the invoices by either clicking on **'All'** or ticking the box next to the invoice that you require.

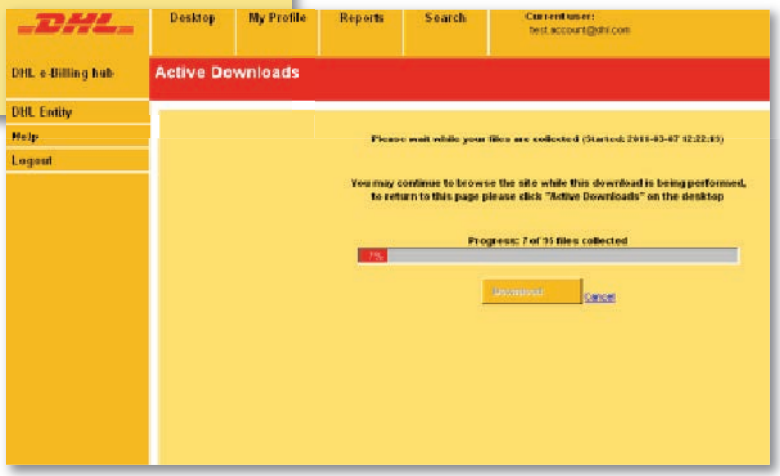




3 Once the invoices have been selected click on the 'Download' button.



4 Select the document type required i.e. PDF and CSV, then click on the 'Download' button.



NOTE: Customs Invoice (ODB) CSV – this will download the csv file for the Duty & VAT invoices only.

Customs Invoice (ODB) Image – this will download the backup documentation for the Duty & VAT invoices.

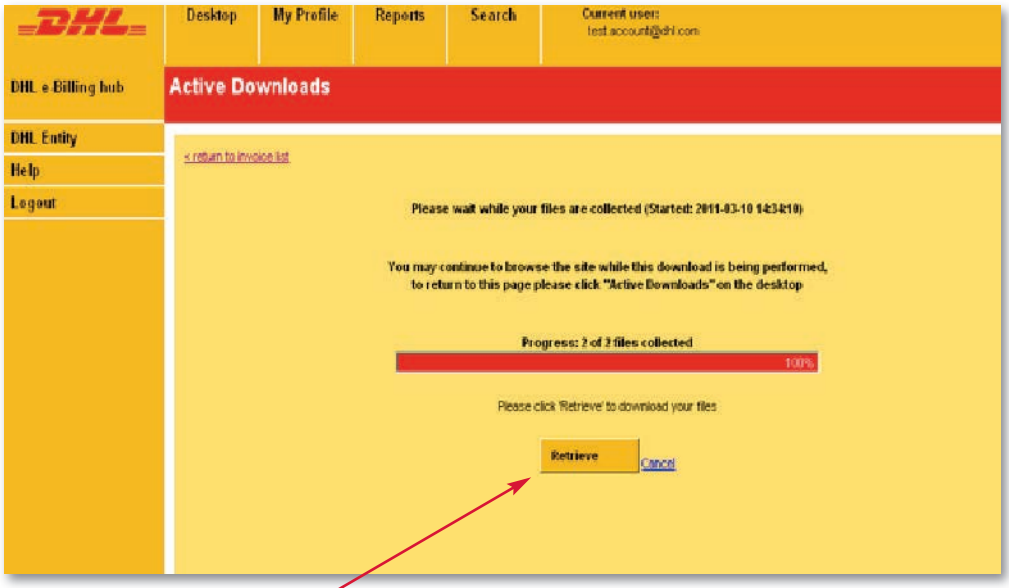
NOTE: The download of the Waybill (applicable for the International business) will download all Waybills on the invoice. If you require only a selection please view these images by clicking on the waybill hyperlink within the selected invoice screen.

NOTE: If you have selected a .csv file please refer to page 18 for instruction on how to customise the file.

NOTE: While the Download is in progress you may continue to browse the e-Hub by either:-

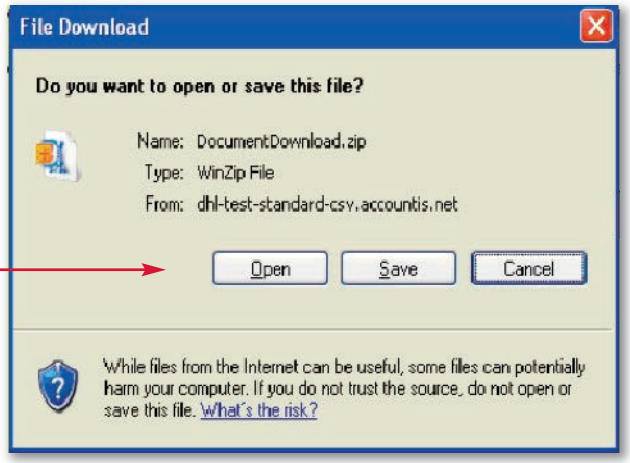
a. Clicking on the **'Return to invoice list'**
b. Clicking on the **'DHL Entity'**
c. Clicking on the **'Desktop'**

MULTIPLE DOCUMENT DOWNLOAD



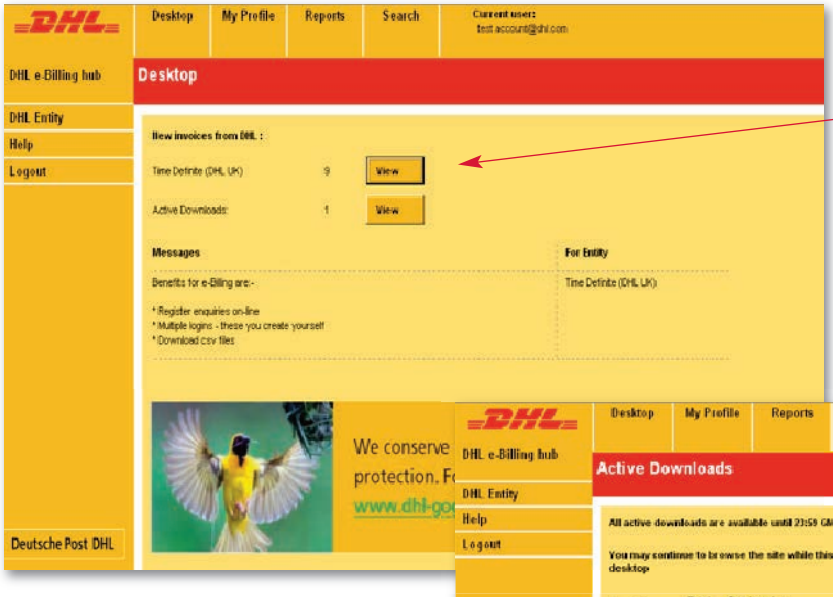
5 Once complete the files can be retrieved by clicking on the **'Retrieve'** button to activate the **'File Download'** dialog box (see left). To view the documents select the 'Open' option, to save the documents to a dedicated directory select the **'Save'** option or cancel.

To start another download, follow the instruction from point 2 on the previous page.



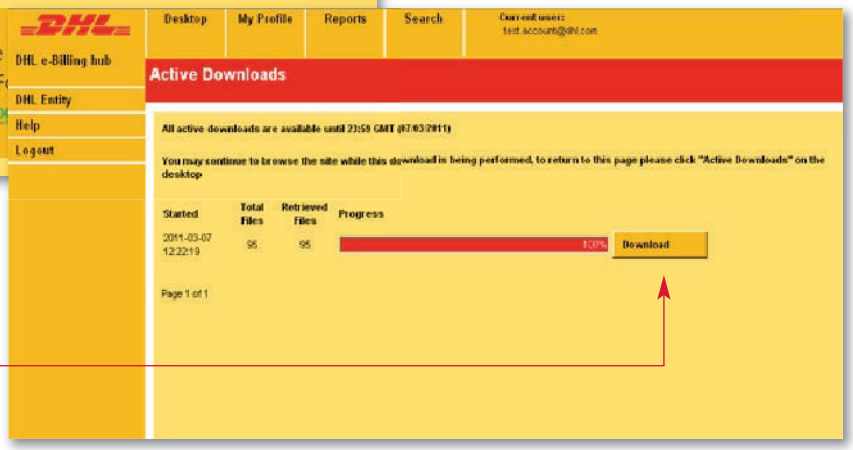
NOTE: To convert your .csv file to an Excel file, open it in Excel and then save as .xls format.

6 If you have moved away from the donwload screen, the previous downloads can be accessed by clicking on the **'Desktop'** option.



NOTE: Click on the **'View'** button and the screen below will appear.

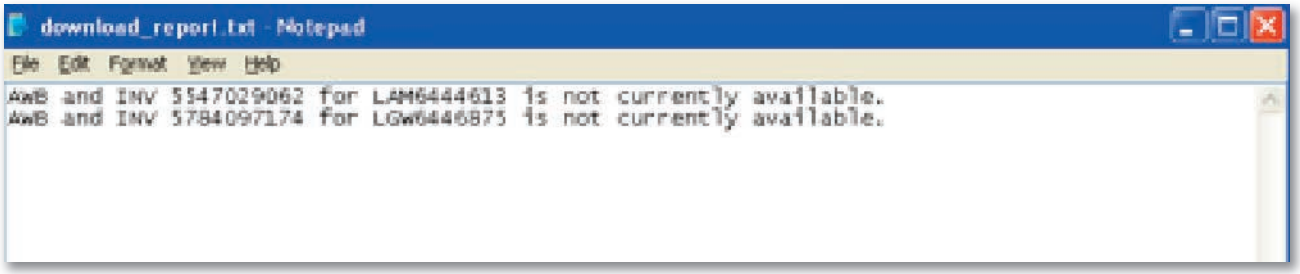
NOTE: Downloads are only available for 24 hours from the time of download.



7 Click on the **'Download'** button to activate the **'File Download'** dialog box.

8 Click on **'Open'** to open the zip file to retrieve the individual files.

NOTE: Should any of the requested documents, in particular the waybill numbers, not be available the details will be displayed in the download_report.



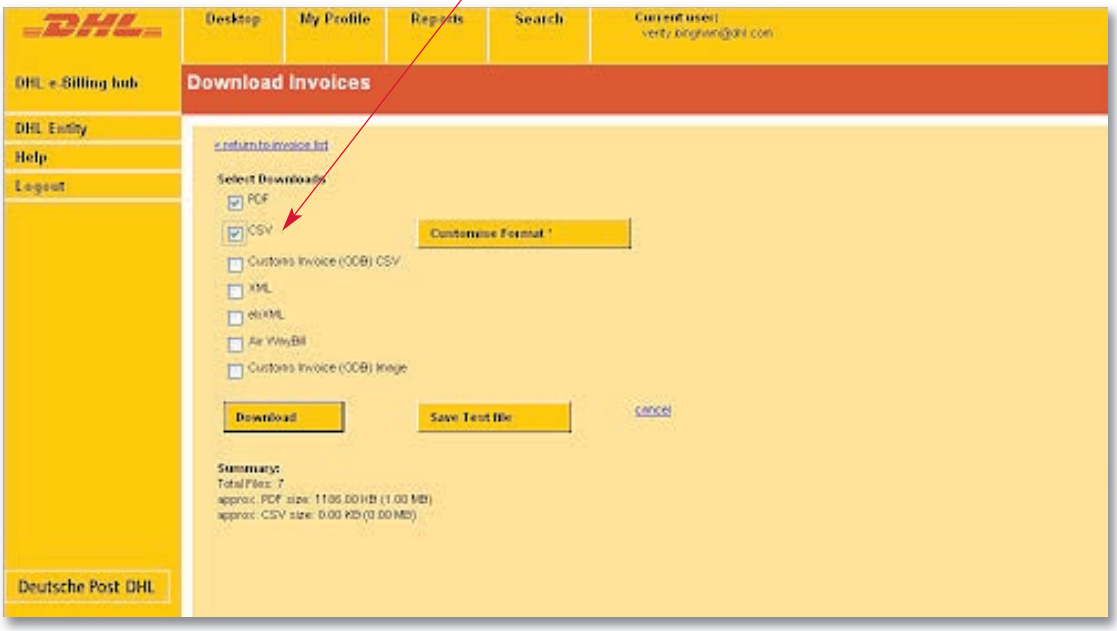
MULTIPLE DOCUMENT DOWNLOAD

CSV – CUSTOMISING AND CONCATENATING THE CSV FILES

A full csv file of the billing information is available, however, should you only require selected fields there is the fexiblity to customise the file thereby reducing the extract to your specification and displayed in a set order. In addition, if you receive numerous invoices you are able to concatenate (consolidate) the files making it easier to import into your accounting system. Please note – at present Duty & VAT invoices cannot be included in the customisation.

CREATING A NEW DOWNLOAD OR IF YOU ARE IN AN EXISITING DOWNLOAD

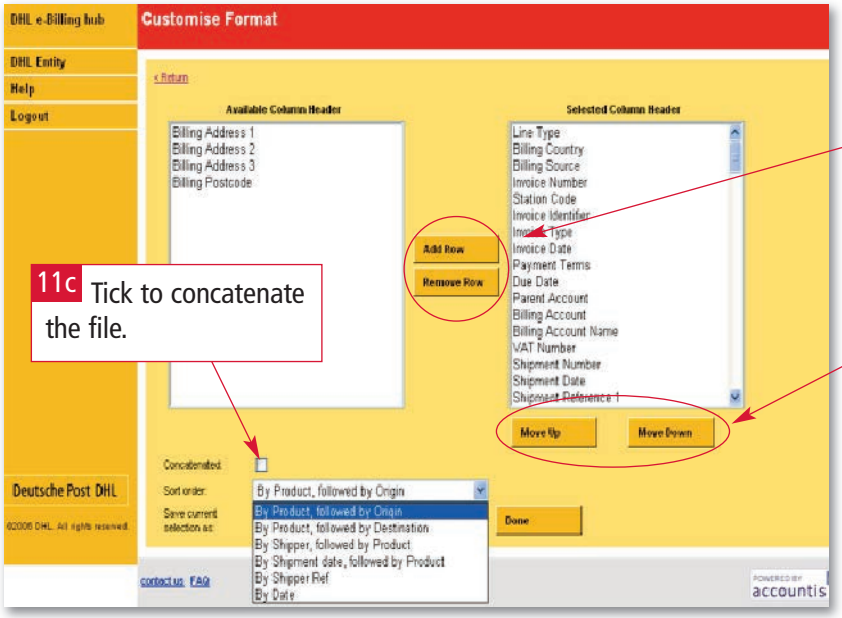
9 Follow steps 2 and 3 in the Multiple Document Download section, then select the **'CSV option'**.



10 Select the **'Customise Format'** button.

NOTE: The 'Customise Format' is unavailable for Duty & VAT invoices

11 Within the 'Customise Format' screen you are able to:-



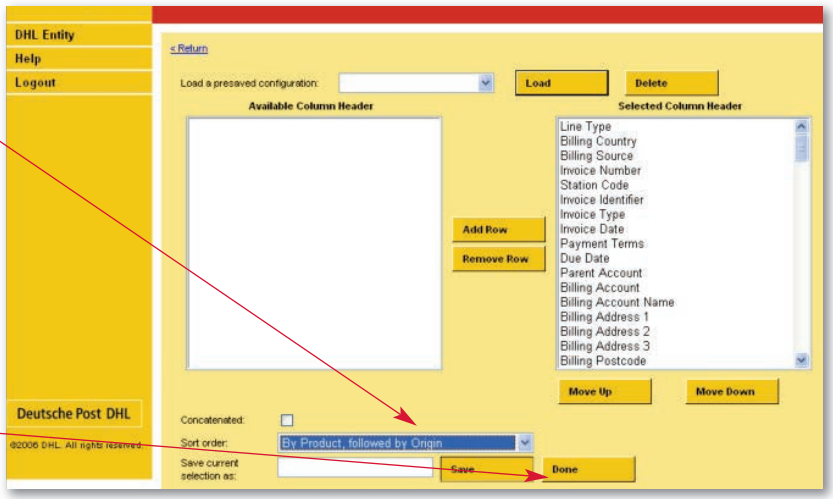
11a Remove columns you do not want to see or add them back in. Please see Appendix A.

11b Change the order of the columns.

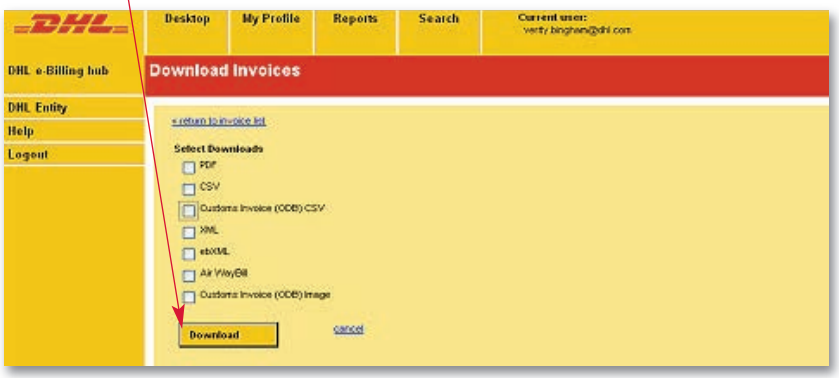
11c Tick to concatenate the file.

11d Select the sort order.

12 Once the selection is complete and you would like this CSV selection to be a regular download, type in an appropiate name for the report followed by clicking on the **'Save'** button.



13 Select **'Done'** to return to the **'Download Invoices'** Screen and then select the **'Download'** button for the report you have just saved.



14 Whilst the download is in progress the **'Action Download'** Screen will appear with the status.

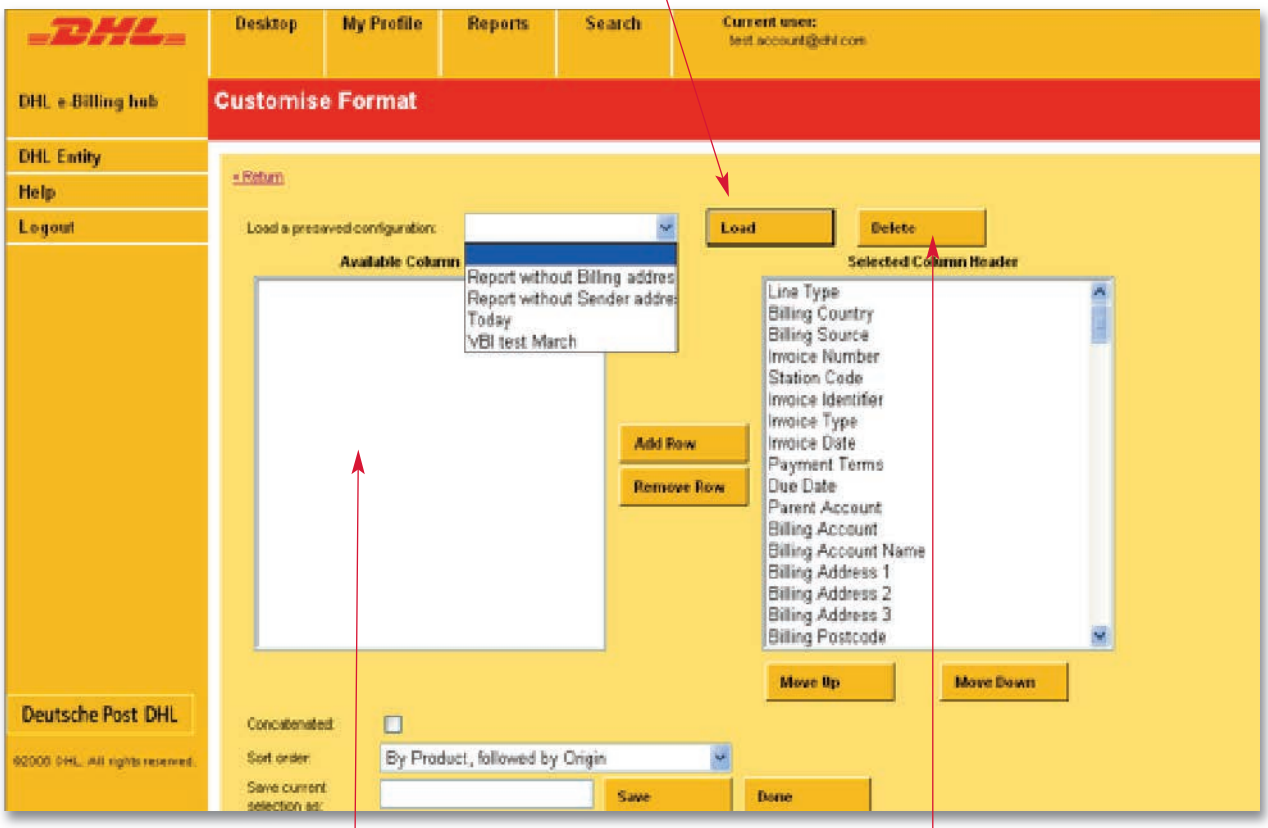
15 Once complete the files are retrieved by clicking **'Retrieve'** to activate the **'File Download'** Dialog box.

MULTIPLE DOCUMENT DOWNLOAD

CSV – CUSTOMISING AND CONCATENATING THE CSV FILES

This section will show you how to retrieve a previously created and saved report. (Refer to points 2, 3 on page 14 and point 9 on page 18).

16 Follow steps to 10 to select a previously saved report and click on the 'Load' button.



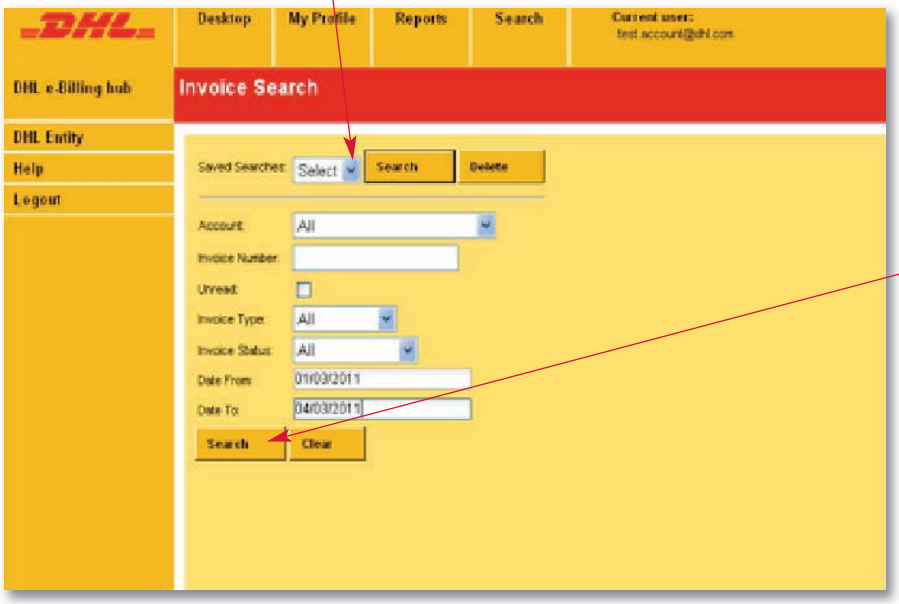
17 A message will notify you that the file is loaded successfully. Click **'Done'** and follow the steps detailed previously (13, 14 and 15 on page 19).

18 To delete a saved search, select the report followed by the **'Delete'** button.

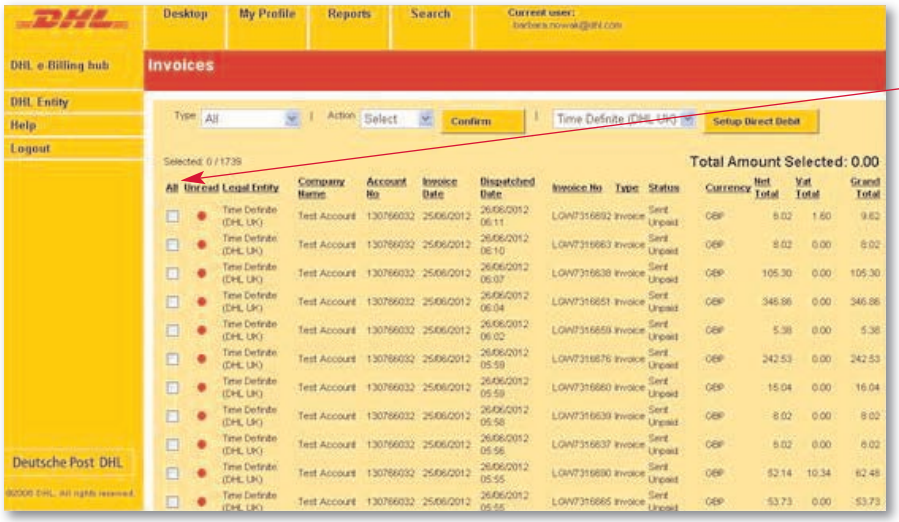
SEARCH FUNCTIONALITY

This functioanlity allows you to search for documents that meet a set criteria, for example, all Duty invoices for the month of November. Once created and saved this template will be available for future use and may also be amended to satisfy changing requests.

19 Within the **'Search'** options you are now able to customise your search by first selecting the criteria that is applicable.



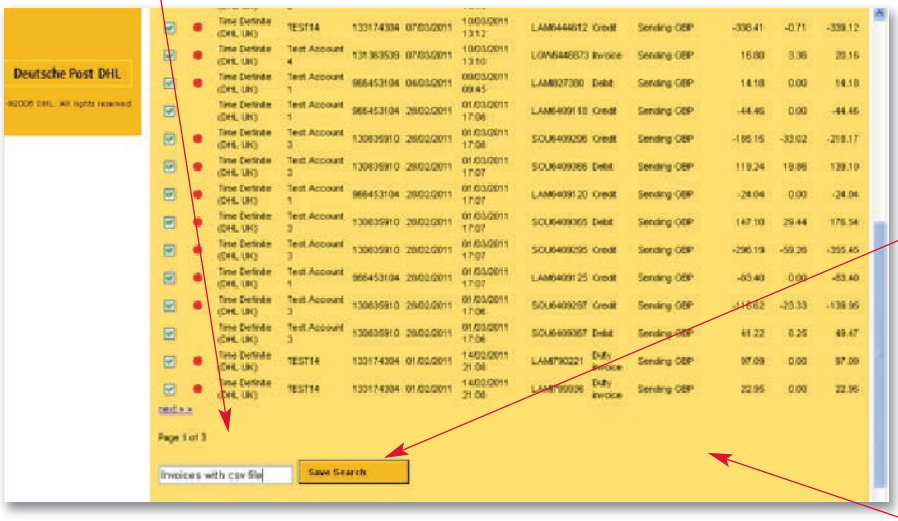
20 Once the criteria is selected click on the **'Search'** button to display the result of the search.



21 Select the invoices by either clicking on the individual boxes or the **'All'** option.

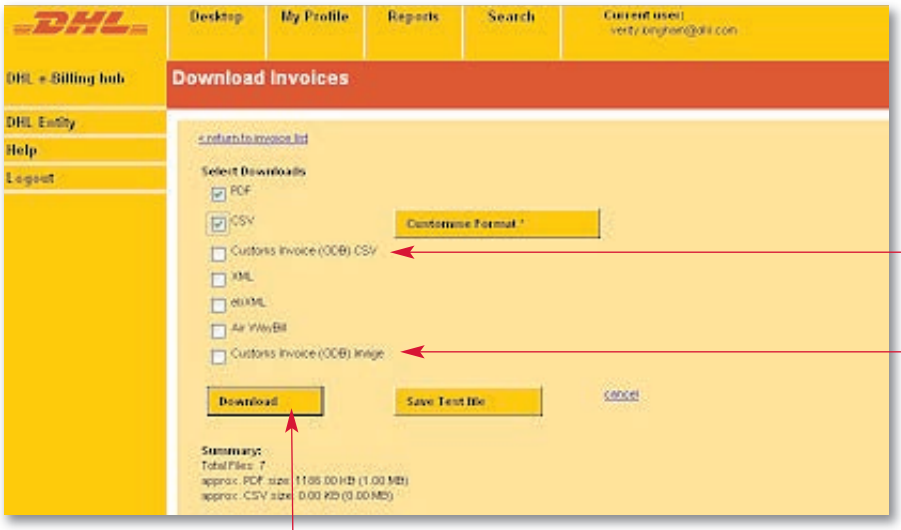
MULTIPLE DOCUMENT DOWNLOAD

22 Once the invoices are selected and this search is to be completed on a regular basis, scroll to the bottom of the page and type in an appropriate name for the search.



23 Click on the **'Save Search'** button.

24 Click on the **'Download'** at the top of the page. (Depending on the number of invoices selected you may need to scroll to the top of the page).



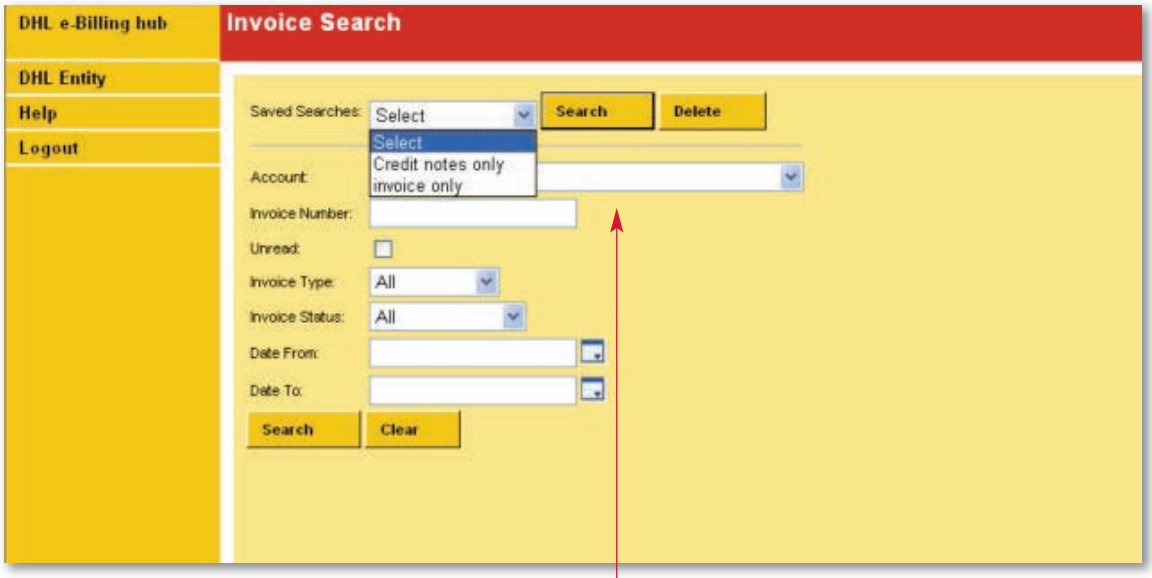
25 Use this option for the Duty/VAT CSV file.

26 Use this option to retrieve the Customs documentation.

27 Click the **'Download'** button.

28 Once complete the files are retrieved by clicking the **'Retrieve'** button to activate the **'File Download'** dialog box.

NOTE: The next time you select the pre-saved search, the download button will be available straight away to show the list of saved searches.



29 To delete a pre-saved search, select the search followed by the **'Delete'** button.

NOTE: In the example above just the date range is to be changed for future searches.

DIRECT DEBIT

In this section you will be guided through the Direct Debit set up process as well as the features and benefits that Direct Debit has on your business.

DIRECT DEBIT PROCESS

Paying by cheque used to be the obvious choice in settling your invoices. Not anymore. Now there is a secure, alternative solution to paying your account, which puts you in control and will save you and your company valuable administration time.

WHAT IS IT?

- Direct Debit allows the amount of your invoices to be automatically deducted from your company's Bank account and paid to DHL, in the same way you can opt to pay your utility bills at home.
- Direct Debit is safe, convenient and payment is automatic.

CONSIDER THE BENEFITS

- DHL will notify you of the amount to be debited
- In the unlikely event of an error, a full and immediate refund is guaranteed by your Bank
- Your administration costs may be reduced
- There is no need to worry about payment dates. Payment will be deducted from your Bank or Building society account on or around the 28th of every month
- Variable amounts can be debited each time, so there is no need to notify the Bank of an invoice total
- If an enquiry has been registered against an invoice, the invoice will not be included in the payment claimed

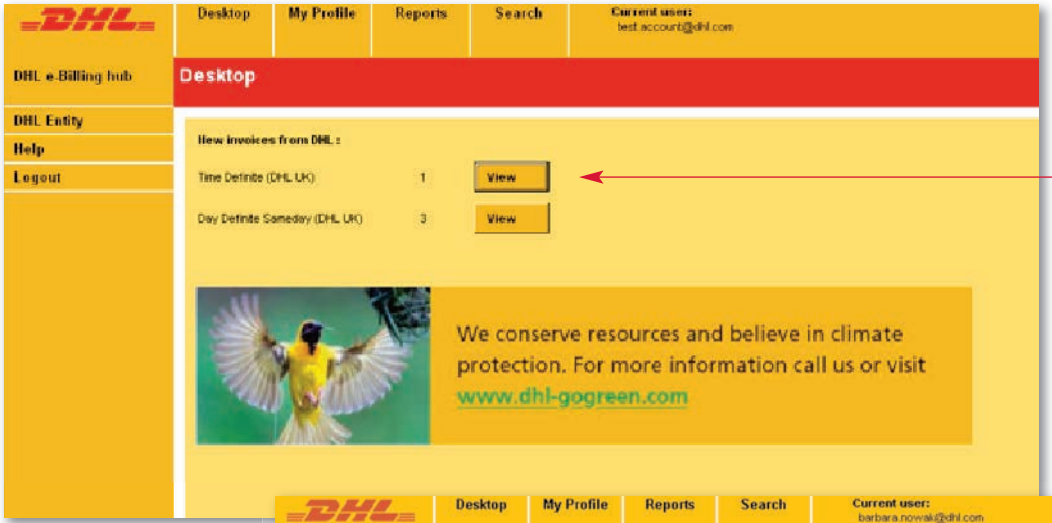
DIRECT DEBIT SET UP

The process to set up an account on Direct Debit has been simplified as an 'option' and has now been added to the invoice page within the e-Billing Hub to select the Direct Debit mandate. Alternatively, you can retrieve the mandate via our website on:

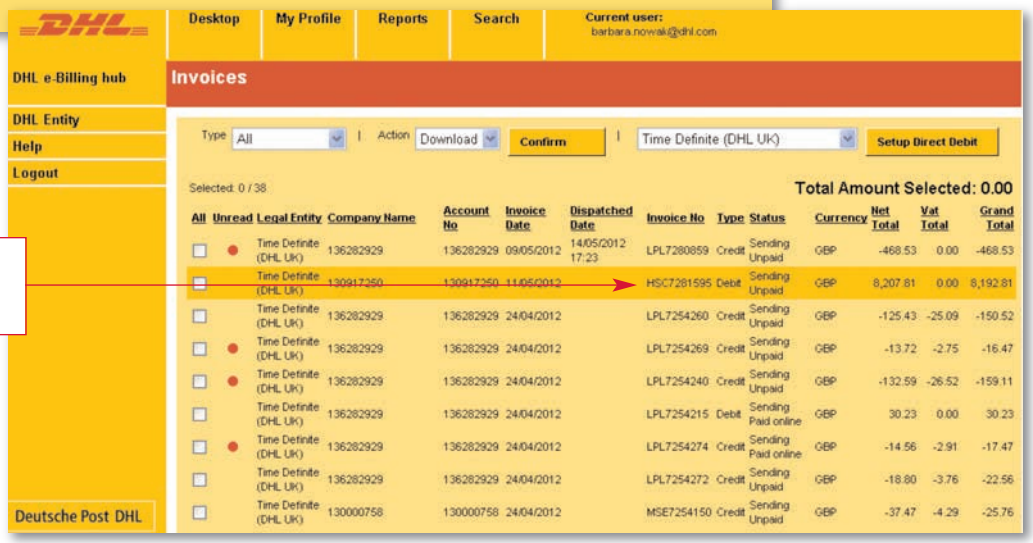
http://www.dhl.co.uk/en/express/resource_centre/shipment_billing_and_payment/payment_options.html

1 Log in to the e-Hub using your login details (email address) and password.

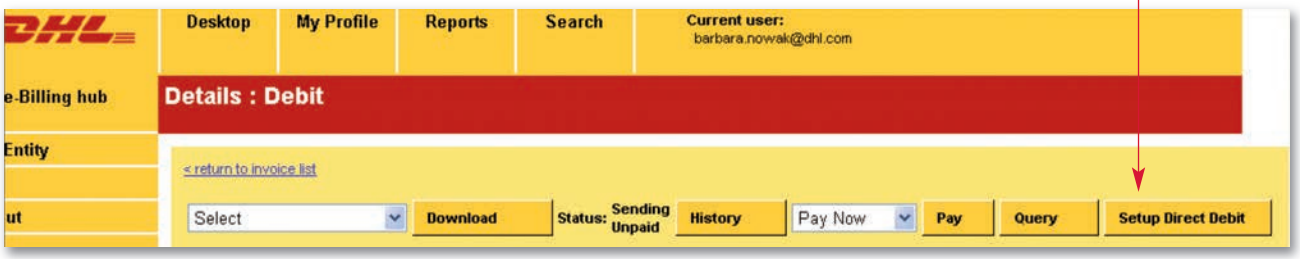
2 Select the **'View'** option to retrieve the invoices, then click on the invoice to view.

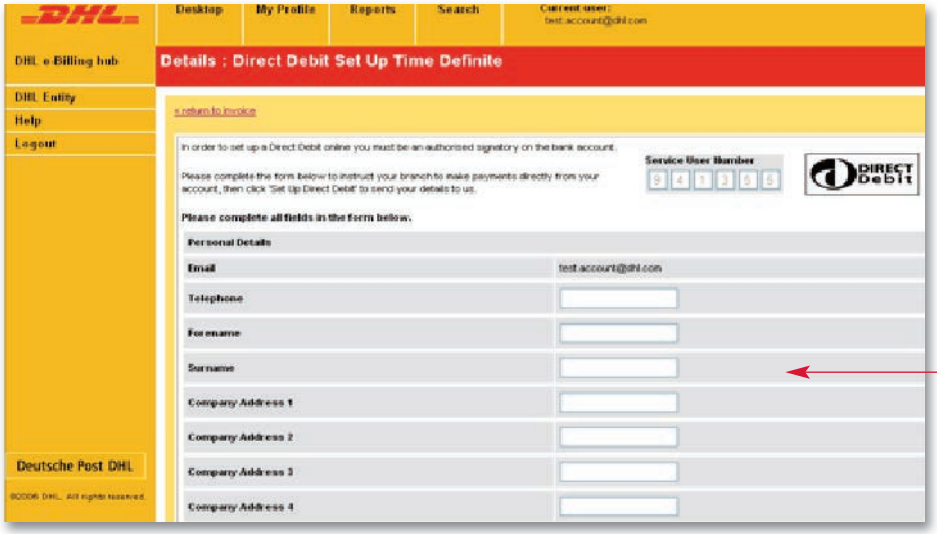


3 Select any invoice, click to view.

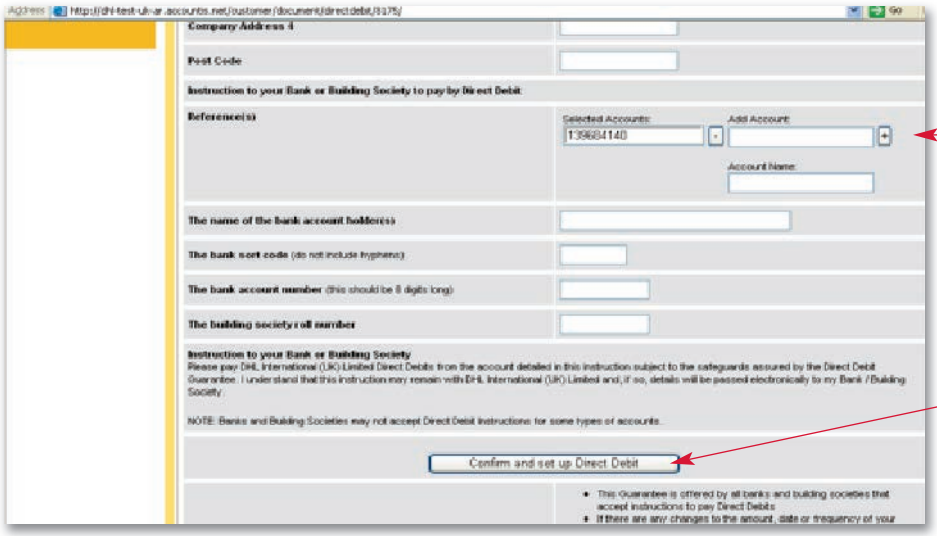


4 Within the Invoice or Debit screen there is an additional option to setup a Direct Debit. Click on the **'Setup Direct Debit'** button.





5 The Direct Debit mandate will appear. Please complete all the fields.



6 If you have multiple accounts these can be added here.

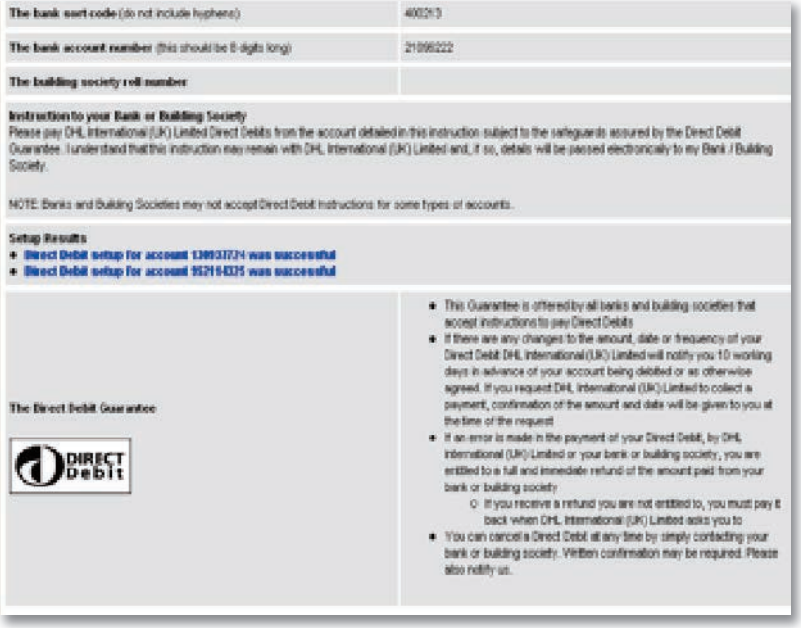
7 Once complete the mandate may be submitted by clicking **'Confirm and set up Direct Debit'** button.

8 After the **'Confirm and Setup Direct Debit'** has been selected, your Bank account and sort code will be verified. There can be 3 types of messages displayed:-

a. If the Bank account and sort code are incorrect

b. If the account is already paying via Direct Debit

c. The submission was successful.



The bank sort code (do not include hyphens) 400213

The bank account number (this should be 8-digits long) 21098222

The building society roll number

Instruction to your Bank or Building Society
Please pay DHL International (UK) Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with DHL International (UK) Limited and, if so, details will be passed electronically to my Bank / Building Society.

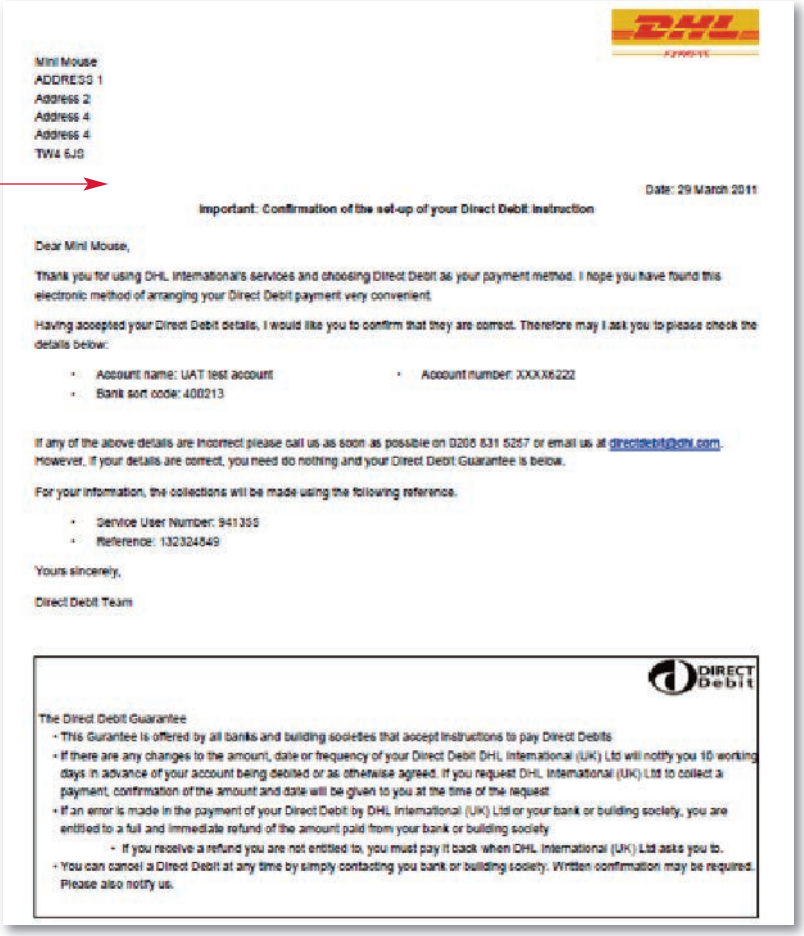
NOTE: Banks and Building Societies may not accept Direct Debit instructions for some types of accounts.

Setup Results
- Direct Debit setup for account 130931724 was successful
- Direct Debit setup for account 95219435 was successful

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit DHL International (UK) Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request DHL International (UK) Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by DHL International (UK) Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when DHL International (UK) Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

9 A confirmation email will be sent to you from DHL confirming the details.



Mini Mouse
ADDRESS 1
Address 2
Address 4
Address 4
TW4 6JS

Date: 29 March 2011

Important: Confirmation of the set-up of your Direct Debit instruction

Dear Mini Mouse,

Thank you for using DHL International's services and choosing Direct Debit as your payment method. I hope you have found this electronic method of arranging your Direct Debit payment very convenient.

Having accepted your Direct Debit details, I would like you to confirm that they are correct. Therefore may I ask you to please check the details below:

- Account name: UAT test account
- Account number: XXXX6222
- Bank sort code: 400213

If any of the above details are incorrect please call us as soon as possible on 0208 831 5257 or email us at directdebit@dhl.com. However, if your details are correct, you need do nothing and your Direct Debit Guarantee is below.

For your information, the collections will be made using the following reference.

- Service User Number: 941359
- Reference: 132324549

Yours sincerely,

Direct Debit Team

The Direct Debit Guarantee
- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit DHL International (UK) Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request DHL International (UK) Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by DHL International (UK) Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when DHL International (UK) Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting you bank or building society. Written confirmation may be required. Please also notify us.

10 Once the mandate has been approved by your Bank the payments will be claimed via Direct Debit however until it is confirmed, payment will still need to be made via your existing method.

OTHER FEATURES

In this final section you will learn about the main features of your Monthly/Weekly Invoice Summary and DHL Invoice and be shown how to create the perfect remittance advice.

INVOICE WALK THROUGH

Understanding your International Outbound Monthly/Weekly Invoice Summary and DHL Invoice.

This page shows the summary for the invoice sheets attached.

DHL Invoice number.

This is your DHL account number. Please quote this every time you contact us.

This is your registered VAT number.

Contact details for enquiries. Remember to quote your DHL account number when contacting us.

Summary of the charges you have been invoiced for.

Extra charges/discount incurred on the invoice.

VAT is calculated per shipment to give the amount shown on the invoice.

The VAT code will be shown as the following:

A = UK VAT rate applicable on EU shipments

B = VAT exempt for shipment insurance

X = VAT exempt for non EU shipments

This is the amount owing to DHL.

For information regarding DHL's range of convenient and secure payment options please see the reverse of the invoice summary. If you prefer to settle your account through your bank, detach the Bank Giro Credit slip at the bottom of the summary sheet, complete the details and take it to your bank. Please allow 4 working days for payment.

This area will display DHL information and may include fuel surcharge details.

Bank Giro Credit for payment at the bank

or

Direct Debit payment date

Monthly Invoice Summary

DHL EXPRESS

Miss Sharon Jones
Worth & Co Ltd
Tree Lodge
Halifax
West Yorkshire
AB3 4CD

VAT No. 123456789

Invoice Number: LBA123456
Account Number: 131234567
Invoice Date: 30 June 2006
Number of Pages: 1 of 2

For Invoice Enquiries
Telephone: 08442 480 777
Fax: 020 8831 5399
Website: www.dhl.co.uk/invoiceenquiries

Type of Service	Number of Shipments	Total Weight in Kgs	Standard Shipment Charge	Total of Extra Charges	VAT	Nett Charge
Parcel Express	8	32.5	£677.30	£84.67		£761.97
European Express	6	410.5	£1,912.95	£239.12	£376.62	£2,528.69
Documents	1	0.5	£40.20	£5.03		£45.23
Totals	**15**	**443.5**	**£2,630.45**	**£328.82**	**£376.62**	**£3,335.89**

Extra Charges (included in summary above)

Fuel Surcharge	£328.82
Total of Extra Charges	**£328.82**

Analysis of VAT (included in summary above)

Code	Rate	Amount	VAT Paid
A	17.5%	£2,152.07	£376.62
B	0.0%		
X	0.0%	£807.20	£0.00
Total of VAT			**£376.62**

* For further information please see the reverse of this summary sheet

The aviation fuel surcharge for June is 12.5% & for July it will be 13.0%.
The road fuel surcharge for June is 3.5% & July will be 3.5%.

Total amount payable: £3,335.89

PAYMENT TERMS 30 DAYS FROM DATE OF INVOICE

PLEASE SEND YOUR REMITTANCES TO DHL INTERNATIONAL (UK) LIMITED, PO BOX 192, FELTHAM, MIDDLESEX TW14 0YB
DHL (UK) Limited, Hillblom House, 1 Dukes Green Avenue, Faggs Road, Feltham, Middlesex TW14 0LR • Tel: 08442 480 777 • Fax: 020 8831 5399
DHL VAT No. GB751 8123 41 • Crest Code DGBXXX

Date _____

Cashier's Stamp and initials

bank giro credit

HSBC BANK plc
Branch: 281 Chiswick High Road, Chiswick W4 4HJ

DHL INTERNATIONAL (UK) LTD
Customer
Invoice No.
Account No.
Total Amount
Paid in by.

MS.6531

Notes £50
Notes £20
Notes £10
Notes £5
Coins £2
Coins £1
50p
20p
Silver
Bronze
TOTAL CASH

Cheques, PO's +

£

Fee
Items

Sorting Code Number: 40-02-13
Account Number: 41260618
77

Please do not write or mark below this line or fold this voucher

The Shipper's Reference is information that you can provide on the Air Waybill. This can be up to 32 characters. The first 12 will be shown on the invoice.

Invoice information.

Extra charges incurred on your invoice.

This is the total shipment charge.

The amount of VAT chargeable on each shipment.

Invoice Number:	LBA1234567
Account Number:	131234567
Invoice Date:	30 June 2006
Number of Pages:	2 of 2

Monthly Invoice

DHL EXPRESS

Air Waybill Number	Shippers Reference	Shipment Date	Origin	Destination	Type of Service	Weight in Kgs	Standard Charge	Extra Charges		VAT	VAT Code	Nett Charge
1130565951	134	13 Jun	LEEDS	BANDUNG INDONESIA	Documents	0.5	£40.20	Fuel Surcharge	£5.03		X	£45.23
1130104651	321	12 Jun	LEEDS	MASAN SOUTH KOREA	Parcel Express	1.5	£65.25	Fuel Surcharge	£8.16		X	£73.41
1130513436	456	13 Jun	LEEDS	MASAN SOUTH KOREA	Parcel Express	3.0	£76.85	Fuel Surcharge	£9.61		X	£86.46
Sub total – Destination			**LEEDS**	**MASAN SOUTH KOREA**	**Parcel Express**	**4.5**	**£142.10**		**£17.77**			**£159.87**
Sub total – Non Vatable			**LEEDS**		**Parcel Express**	**32.5**	**£142.10**		**£17.77**			**£159.87**
Sub total – Service			**LEEDS**		**Parcel Express**	**4.5**	**£142.10**		**£17.77**			**£159.87**

Total amount payable: £205.10

This is the shipment number taken from the Air Waybill label you completed when sending the shipment.

The shipment charges are totalled by Destination, Vatable, Non Vatable and by Service.

Shipments to only one destination will not be sub-totalled but will be shown in bold text.

The VAT code will be shown as the following:

A = UK VAT rate applicable on EU shipment(s)

B = VAT exempt for shipment insurance

X = VAT exempt for non EU shipment(s)

This is the amount owing to DHL. This will be displayed on the summary sheet and the last page of your invoice.

INVOICE WALK THROUGH

Understanding your International Inbound Invoice Summary and Invoice.

This page shows the summary for the invoice sheets attached.

DHL Invoice number.

This is your DHL account number. Please quote this every time you contact us.

This is your registered VAT number.

Contact details for enquiries. Remember to quote your DHL account number when contacting us.

Summary of the charges you have been invoiced for.

Extra charges incurred on the invoice.

VAT is calculated per shipment to give the amount shown on the invoice.

The VAT code will be shown as the following:

A = UK VAT rate applicable on EU shipments

B = VAT exempt for shipment insurance

X = VAT exempt for non EU shipments

This is the amount owing to DHL.

For information regarding DHL's range of convenient and secure payment options please see the reverse of the invoice summary. If you prefer to settle your account through your bank, detach the Bank Giro Credit slip at the bottom of the summary sheet, complete the details and take it to your bank. Please allow 4 working days for payment.

This area will display DHL information and may include fuel surcharge details.

Bank Giro Credit for payment at the bank

or

Direct Debit payment date

Import Invoice Summary

DHL EXPRESS

Miss Linda Smith
Worth & Co Ltd
Hedge Mills
Belfast
N. Ireland
AB3 4CD

VAT No. 123456789

Invoice Number: COD123456
Account Number: 131234567
Invoice Date: 30 June 2006
Number of Pages: 1 of 2

For Invoice Enquiries
Telephone: 08442 480 777
Fax: 020 8831 5399
Website: www.dhl.co.uk/invoiceenquiries

Type of Service	Number of Shipments	Total Weight in Kgs	Standard Shipment Charge	Total of Extra Charges	VAT	Nett Charge
Inbound Shipment	1	16.0	£100.00	£15.00		£115.00
Totals	**1**	**16.0**	**£100.00**	**£15.00**		**£115.00**

Extra Charges (included in summary above)

Fuel Surcharge	£15.00
Total of Extra Charges	**£15.00**

Analysis of VAT (included in summary above)

Code	Rate	Amount	VAT Paid
A	17.5%		
B	0.0%		
X	0.0%	£100.00	£0.00
Total of VAT			**£0.00**

* For further information please see the reverse of this summary sheet

The aviation fuel surcharge for June is 12.5% & for July it will be 13.0%.
The road fuel surcharge for June is 3.5% & July will be 3.5%.

Total amount payable: £115.00

PAYMENT TERMS 30 DAYS FROM DATE OF INVOICE

PLEASE SEND YOUR REMITTANCES TO DHL INTERNATIONAL (UK) LIMITED, PO BOX 192, FELTHAM, MIDDLESEX TW14 0YB
DHL Express (UK) Limited, Hillblom House, 1 Dukes Green Avenue, Faggs Road, Feltham, Middlesex TW14 0LR • Tel: 08442 480 777 • Fax: 020 8831 5399
DHL VAT No. GB751 8123 41 • Crest Code DGBXXX

Date _____

Cashier's Stamp and initials

bank giro credit

HSBC BANK plc
Branch: 281 Chiswick High Road, Chiswick W4 4HJ

DHL INTERNATIONAL (UK) LTD
Customer
Invoice No.
Account No.
Total Amount
Paid in by.

MS 5531

Notes £50
Notes £20
Notes £10
Notes £5
Coins £2
Coins £1
50p
20p
Silver
Bronze
TOTAL CASH

Cheques, PO's +

£

Fee
Items

Sorting Code Number: 40-02-13
Account Number: 41260618
77

Please do not write or mark below this line or fold this voucher

The Shipper's Reference is information that you can provide on the Air Waybill. This can be up to 32 characters. The first 12 will be shown on the invoice.

Invoice information.

Extra charges incurred on your invoice.

This is the total shipment charge.

The amount of VAT chargeable on each shipment.

Invoice Number:	COD1234567
Account Number:	131234567
Invoice Date:	30 June 2006
Number of Pages:	2 of 2

Import Shipment Invoice

DHL EXPRESS

Air Waybill Number	Shippers Reference	Shipment Date	Origin	Consignor (Sender)	Consignee (Receiver)	Destination	Type of Service	Weight in Kgs	Standard Charge	Extra Charges		VAT	VAT Code	Nett Charge
3232323232	132123	05 Apr	GIBRALTAR	DHL Gibraltar Engineers Lane Gibraltar	Newcastle John Worth & Co Ltd Hedge Mills Belfast N. Ireland AB3 4CD	BELFAST	Inbound Shipment	16.0	£100.00	Fuel Surcharge	£15.00		X	£115.00

Total amount payable: £115.00

This is the shipment number taken from the Air Waybill label you completed when sending the shipment.

The VAT code will be shown as the following:

A = UK VAT rate applicable on EU shipment(s)

B = VAT exempt for shipment insurance

X = VAT exempt for non EU shipment(s)

This is the amount owing to DHL. This will be displayed on the summary sheet and the last page of your invoice.

INVOICE WALK THROUGH

Understanding your Customs Duty and/or VAT Invoice Summary and Invoice.

This page shows the summary for the invoice sheets attached.

DHL Invoice number.

This is your DHL account number. Please quote this every time you contact us.

This is your registered VAT number.

Website address for further information.

Summary of the charges applied by HM Customs.

Summary of the extra charges applied.

This is the amount owing to DHL.

DHL payment terms.

Bank Giro Credit for payment at the bank
or
Direct Debit payment date.

Customs Duty and / or VAT

DHL EXPRESS

Miss A.N. Other
Company Name
Address 1
Town/City
County
Post Code

Invoice Number: AVI1234567
Account Number: 131245678
Invoice Date: 10 November 2011
Reference:
Page: 1 of 2
Enquiries: www.dhl.co.uk/duties

Importer VAT No. 123 4567 1200

This is an invoice for Duty & VAT we were required to pay to Customs on your behalf to enable clearance of delivery of your goods. Import taxes are the responsibility of the Receiver, unless the agreed terms on the Waybill state otherwise. For information please log on to our website: **www.dhl.co.uk/duties**

Customs charge type	Number of Declarations	Total customs charge	Total of Extra Charges	VAT	Nett Charge
Duty	1	£0.00	£5.00	£0.00	
VAT	1	£68.33			
Other Levy	1	£0.00			
Totals	**1**	**£68.33**	**£5.00**	**£0.00**	**£73.33**

Analysis of extra charges	Total
Special clearance services	£0.00
Administrative fee	£5.00
Total of extra charges	£5.00

Analysis of VAT			Total
Code	Rate	Taxable Total	VAT
Total of VAT			£0.00

Total Amount **£73.33**
E.&O.E

REIMBURSEMENT OF CUSTOMS CHARGES: - *IMMEDIATE PAYMENT REQUIRED*

Please send your remittances to DHL International (UK) Ltd, PO BOX 524, Hounslow, Middlesex, TW14 0YB

DHL VAT No: GB 751 8123 41. Company Registration Number 01184988. Crest Code DGBXXX. Registered address: DHL International (UK) Limited, 178-188 Great South West Road, Hounslow, Middlesex TW4 6JS

Date _____

Cashier's Stamp and initials

bank giro credit

HSBC BANK plc
Branch: 281 Chiswick High Road, Chiswick W4 4HJ

DHL INTERNATIONAL (UK) LTD
Customer
Invoice No.
Account No.
Total Amount
Paid in by.

MS 9531

Notes £50
Notes £20
Notes £10
Notes £5
Coins £2
Coins £1
50p
20p
Silver
Bronze
TOTAL CASH
Cheques, PO's +
£

Fee
Items

Sorting Code Number: 40-02-13
Account Number: 41260618
77

Please do not write or mark below this line or fold this voucher

Country of Origin.

If you are registered for VAT you should be able to reclaim the VAT amount against this invoice.

Invoice information.

Invoice Number:	AVI1234567
Account Number:	181234567
Invoice Date:	10 November 2011
Number of Pages:	2 of 2

Customs Duty and / or VAT

DHL EXPRESS

Waybill Number	Declaration Number	Import Date	Country of Origin/ Consignor	VAT number	Customs Commodity Code	Statistical Value	Customs Charge Description	%	Customs Charge	Extra Charges Description	Extra Charges	VAT/ Code	Nett Charge
7300000000	10BEI000001 7971234	18/09/11	OFFICE CENTRAL 498 ANY ST ANY TOWN CITY CAN	770 9327 1000	8471230456	282.06	Duty	0.00%	0.00	Administrative Fee	5.00	0.00 C	
						319.60	VAT	21.00%	67.12				
							Other Levy	0.00%	0.00				
7300000000	10BEI000001 7971234	18/09/11	OFFICE CENTRAL 498 ANY ST ANY TOWN CITY CAN	770 9327 1000	8471230456		Duty	0.00%	0.00				
						5.75	VAT	21.00%	1.21				
							Other Levy	0.00%	0.00				
Description of goods: Footwear													
Customs procedure code 40000000					Total for Shipment:				68.33		5.00	0.00	73.33

This is the shipment detail taken from the Waybill number and associated Customs paperwork.

This code identifies the Customs regime to which your goods were entered.

Commodity code / Taric code is the code used to assess the duty to be paid (if applicable).

Charges applied by Customs.

This is the amount owing to DHL.

INVOICE WALK THROUGH

Understanding your Same Day Invoice Summary and Invoice.

This page shows the summary for the invoice sheets attached.

DHL Invoice number.

This is your DHL account number. Please quote this every time you contact us.

Contact details for enquiries. Remember to quote your DHL Account number when contacting us. **Alternatively, you can log a query within the e-Billing site;** please refer to 'FAQ – Can I query my invoice online?'

Summary of the charges you have been invoiced for.

This value includes the Fuel Surcharge.

VAT is calculated on the total NET value.

This is the amount owing to DHL.

This area will display DHL information and may include fuel surcharge details.

For information regarding DHL's range of convenient and secure payment options please see the 'About your invoice' section of the FAQ on the e-Billing portal.

Bank Giro Credit for payment at the bank

or

Direct Debit payment date

Same Day Invoice Summary

DHL EXPRESS

Miss Linda Smith
DHL Express UK Ltd
1 Dukes Green Avenue
Feltham
|TW14 0LR

Invoice Number: 2906653
Account Number: 74000001
Invoice Date: 30 June 2008
Reference: 888/000001
Page: 1 of 2

For Invoice Enquiries
Telephone: 08442 480 700
Fax: 020 8831 5399
Website: www.dhl.co.uk/invoiceenquiries

Type of Service	Number of Dockets	Job Price	Waiting Time	Extra Charges	Net Charge
Diamond Service-D	1	£17.75	01:00		£17.75
7CWT Van - V1	1	£75.10		£8.00	£83.10
35CWT Van - V3	1	£130.05			£130.05
Totals	**3**	**£222.90**	**01:00**	**£8.00**	**£230.90**

For further information please see "About Your Invoice" section of the FAQ on the e-Billing site.

When tomorrow isn't soon enough DHL now offers on board courier and next flight out solutions to anywhere in the world call 0870 428 5583
For more information on your fuel surcharge please visit:
http://www.dhl.co.uk/publish/gb/en/information/shipping/fuel_surcharge/road_express_fuel.high.html

Fuel Surcharge £8.08
Net Total £238.98
VAT @ 15.00% £35.85
Total Amount Payable: £274.83
PAYMENT TERMS 30 DAYS FROM DATE OF INVOICE

PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS (UK) LIMITED, PO BOX 107, FELTHAM, MIDDLESEX TW14 OYB
DHL Express (UK) Limited, 178-188 Great South West Road, Hounslow, Middlesex TW4 6JS ■ Tel: 08442 480 700 ■ Fax: 020 8831 5399
Company Registration Number: 2275780 ■ DHL VAT No. GB751 8123 41 ■ Crest Code EGB013

Date _____

Cashier's Stamp and initials

bank giro credit

HSBC BANK plc
Branch: City of London, Corporate Office PO Box 125, 8 Canada Square, London, E14 5XL

Customer
Invoice No.
Account No.
Total Amount
Paid in by.

Notes £50
Notes £20
Notes £10
Notes £5
Coins £2
Coins £1
50p
20p
Silver
Bronze
TOTAL CASH
Cheques, PO's

Fee
Items

Sorting Code Number 40-02-50
Account Number 11267043
77
£

Please do not write or mark below this line or fold this voucher

Your references supplied.

The courier waiting time.

This is the total job price.

Extra charges incurred on your invoice.

Invoice Number:	2906653
Account Number:	74000001
Invoice Date:	30 June 2008
Number of Pages:	2 of 2

Same Day Invoice

DHL EXPRESS

Date	Our Reference	Customer Reference 1	Customer Reference 2	Service	From	To	Waiting Time	Extra Charges	Net Charge
20/06/08	MSC12256612	C1111	A HASTINGS	V1	Odeon Cinema London	Odeon Cinema London		£8.00	£83.10
20/06/08	SWC16066388	C2222	L HASTINGS	D	Odeon Cinema London	Odeon Cinema London	1:00		£17.75
20/06/08	SWC16066390	C3333	V HASTINGS	V3	Odeon Cinema London	Odeon Cinema London			£130.05

Fuel Surcharge	£8.08
Net Total	£230.90
VAT @ 15.00%	£35.85
Total Amount Payable:	**£274.83**

This is the DHL docket number.

The service used.

The address where the job was collected and delivered.

The value includes the Fuel Surcharge.

This is the amount owing to DHL. This will be displayed on the summary sheet and the last page of your invoice.

VAT is calculated on the Net total.

THE PERFECT REMITTANCE ADVICE

Are you giving DHL the right information to allocate your payment correctly? This section explains how to create the perfect remittance advice.

WHY IS IT IMPORTANT?

- By providing DHL with a clear remittance advice and prompt payment, DHL will endeavour to allocate your payment correctly and on a timely basis. Without the right information DHL may be unable to allocate your payment, thus resulting in unnecessary payment queries and DHL could end up chasing you for invoices that have already been paid.

WHAT INFORMATION SHOULD BE ON YOUR DHL REMITTANCE ADVICE?

- By using the details from your invoice on your remittance advice, you can help DHL to clear your account as you require.
- Please find on the right 'Key Information' that is required on your remittance advice. Below is a sample invoice to show you where this information can be found and how this may be presented on your remittance advice.

Key Information

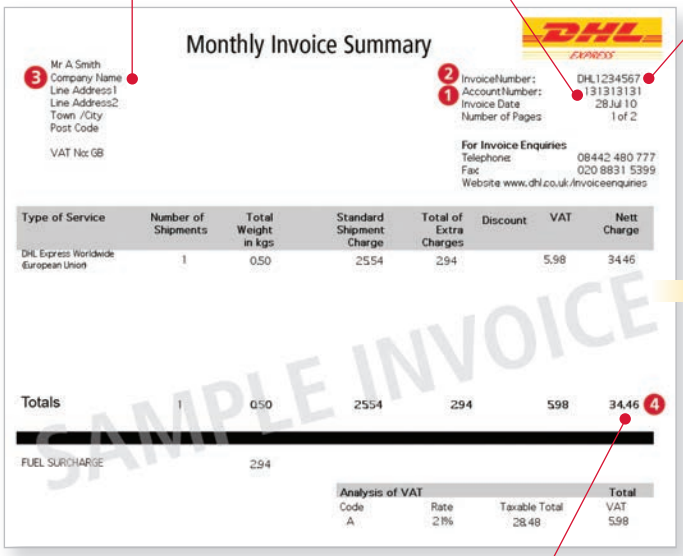
1. **DHL Account Number**
2. **DHL Invoice Number in full** – Please quote your invoice number in full. If you are unable to do this due to system restrictions, please quote as many of the numbers as possible from your invoice, to help us identify your transaction quickly.
3. **Your full Company Name as stated on your invoice(s)** – If your payments come from a group of companies, please contact us to let us know, so that we can record this vital information on our accounting system.
4. **The Payment Total including the value you are paying against each transaction** – Please ensure your remittance advice clearly states how much you are paying against each transaction and remember to include details of any credit notes, if applicable.
5. **Your Contact Details** – Where possible, please quote a valid e-mail address and / or phone number, in case we need to contact you back.

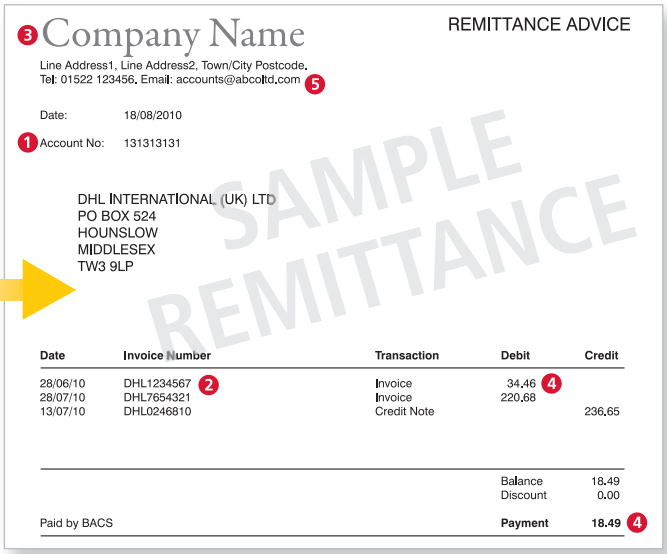
Please send or e-mail your remittance advice to DHL either on the same date or prior to the date you submit your payment to us, regardless of how your payment is made. Details of both our remittance address and our e-mail address are on the next page.

This is your Company Name as set up in our accounting system. Please quote this name in full on your remittance advice to DHL

This is your DHL Account Number, please quote this every time you contact us

This is your DHL Invoice Number and must be quoted in full on your remittance advice to DHL





This is the amount payable to DHL

WHERE SHOULD YOU SEND YOUR PAYMENT AND REMITTANCE ADVICE TO?

- As you may be aware DHL has various products and services, some of which trade under different legal names, so it's important that if you send a **BACS** payment to DHL, you send this to the correct DHL bank account. Failure to do so could result in your payment allocation being delayed or incorrectly applied to the wrong transaction or account.
- Please find below details of our various bank accounts:

For **DHL International UK Ltd** invoices please send your **BACS** payment to:

Bank Name: HSBC Bank plc
IBAN Code: GB71 MIDL 400213 21096222
Account No: 21096222
Swift Code: MIDLGB2105Y
Sort-Code: 40-02-13

Please e-mail your remittance to:
GB.Bacspaymentsi@dhl.com or **rpu.cash@dhl.com**

For **DHL Express UK Ltd (Sameday)** invoices please send your **BACS** payment to:

Bank Name: HSBC Bank plc
IBAN Code: GB54 MIDL 400250 11267043
Account No: 11267043
Swift Code: MIDLGB2110C
Sort-Code: 40-02-50

Please e-mail your remittance to:
GB.Bacspaymentsd@dhl.com or **rpu.cash@dhl.com**

- If you prefer to send a **CHEQUE** payment to DHL, please ensure this is posted to the correct remittance address (below), depending on the type of DHL service you have used.
- Please also ensure that you quote your DHL account number and your full DHL invoice number on the back of each cheque and where possible, please send this to DHL with a complete remittance advice.

For **DHL International UK Ltd** invoices please post your payment to:

DHL International (UK) Ltd
PO Box 524
Hounslow
Middlesex
TW3 9LP

For **DHL Express UK Ltd (Sameday)** invoices please post your payment to:

DHL Express (UK) Ltd
PO Box 526
Hounslow
Middlesex
TW3 9LR

Please note you can also post your BACS remittance advice to the relevant address above, if you are unable to e-mail this to us. Please allow sufficient time for your remittance to reach us, so that it is received prior to receipt of your payment.

WHEN SHOULD YOU SEND YOUR REMITTANCE TO DHL?

- All payments to DHL should be made within your contracted payment terms. When sending a remittance to DHL, please allow sufficient time for your remittance advice to reach us, so that we have this information available when we are in receipt of your payment. This way we can ensure that your payment is allocated as quickly as possible.

Finally, should you have any further questions or queries regarding our bank details or need to speak to someone about a payment allocation, please contact us on **08442 480 777.**

APPENDIX A

Appendix A – CSV layout

Nr.	Suggested Field Name
0	Line Type
1	Billing Country
2	Billing Source
3	Invoice Number
4	Station Code
5	Invoice Identifier
6	Invoice Type
7	Invoice Date
8	Payment Terms
9	Due Date
10	Parent Account
11	Billing Account
12	Billing Account Name
13	Billing Address 1
14	Billing Address 2
15	Billing Address 3
16	Billing Postcode
17	VAT Number
18	Shipment Number
19	Shipment Date
20	Shipment Reference 1
21	Shipment Reference 2
22	Shipment Reference 3
23	Product
24	Product Name
25	Pieces
26	Origin
27	Orig Name
28	Orig Country Code
29	Orig Country Name
30	Senders Name
31	Senders Address 1
32	Senders Address 2
33	Senders Address 3
34	Senders Postcode

Nr.	Suggested Field Name
35	Destination
36	Dest Name
37	Dest Country Code
38	Dest Country Name
39	Receivers Name
40	Receivers Address 1
41	Receivers Address 2
42	Receivers Address 3
43	Receivers Postcode
44	Receivers Contact
45	Cust Scale Weight (A)
46	DHL Scale Weight (B)
47	Cust Vol Weight (V)
48	DHL Vol Weight (W)
49	Weight Flag
50	Weight (kg)
51	Currency
52	Total Amount
53	Total Charge
54	Tax Code
55	Total Tax
56	Tax Adjustment
57	Invoice Fee
58	Weight Charge
59	Weight Tax (VAT)
59	Other Charges 1
60	Other Charges 1 Amount
61	Other Charges 2
62	Other Charges 2 Amount
63	Discount 1
64	Discount 1 Amount
65	Discount 2
66	Discount 2 Amount
67	Discount 3

Nr.	Suggested Field Name
68	Discount 3 Amount
69	Total Extra Charges (XC)
70	Total Extra Charges Tax
71	XC1 Code
72	XC1 Name
73	XC1 Charge
74	XC1 Tax Code
75	XC1 Tax
76	XC1 Discount
77	XC1 Total
78	XC2 Code
79	XC2 Name
80	XC2 Charge
81	XC2 Tax Code
82	XC2 Tax
83	XC2 Discount
84	XC2 Total
85	XC3 Code
86	XC3 Name
87	XC3 Charge
88	XC3 Tax Code
89	XC3 Tax
90	XC3 Discount
91	XC3 Total
92	XC4 Code
93	XC4 Name
94	XC4 Charge
95	XC4 Tax Code
96	XC4 Tax
97	XC4 Discount
98	XC4 Total
99	XC5 Code
100	XC5 Name
101	XC5 Charge

Nr.	Suggested Field Name
102	XC5 Tax Code
103	XC5 Tax
104	XC5 Discount
105	XC5 Total
106	XC6 Code
107	XC6 Name
108	XC6 Charge
109	XC6 Tax Code
110	XC6 Tax
111	XC6 Discount
112	XC6 Total
113	XC7 Code
114	XC7 Name
115	XC7 Charge
116	XC7 Tax Code
117	XC7 Tax
118	XC7 Discount
119	XC7 Total
120	XC8 Code
121	XC8 Name
122	XC8 Charge
123	XC8 Tax Code
124	XC8 Tax
125	XC8 Discount
126	XC8 Total
127	XC9 Code
128	XC9 Name
129	XC9 Charge
130	XC9 Tax Code
131	XC9 Tax
132	XC9 Discount
133	XC9 Total

APPENDIX B

Appendix B – Customs CSV layout

Nr.	Suggested Field Name
1	Customers Name
2	Address Line 1
3	Address Line 2
4	Address Line 3
5	Customer VAT No
6	Account Number
7	Invoice Number
8	Invoice Date
9	Waybill Number
10	Product Type
11	Flight Number
12	Import Date
13	Shipment Date
14	Declaration No
15	Declaration VAT No
16	Customs Procedure Code
17	Origin Station
18	Destination Station
19	Origin Country Code
20	Origin Country Name
21	Description Declared Goods
22	Customs Inco Term
23	Shipper
24	Shipper Address Line 1
25	Shipper Address Line 2
26	Shipper Address Line 3

Nr.	Suggested Field Name
27	Taric Code
28	Duty Total For Shipment
29	VAT Total For Shipment
30	Other Levy Total For
31	Statistical Value Duty
32	Statistical Value VAT
33	Statistical Value Other Levy
34	Percentage VAT
35	Percentage Duty
36	Percentage Other Levy
37	Transit Document Charges
38	Clearance Authorisation Description
39	Clearance Authorisation Amount
40	Clearance Authorisation Description
41	Clearance Authorisation Amount
42	Clearance Authorisation Description
43	Clearance Authorisation Amount
44	Clearance Authorisation Description
45	Clearance Authorisation Amount
46	Administrative Fee
47	Total

HOW TO PAY YOUR INVOICE

We've now made it even easier for you to pay your invoices.
You can do it online!

HOW TO PAY A SINGLE INVOICE

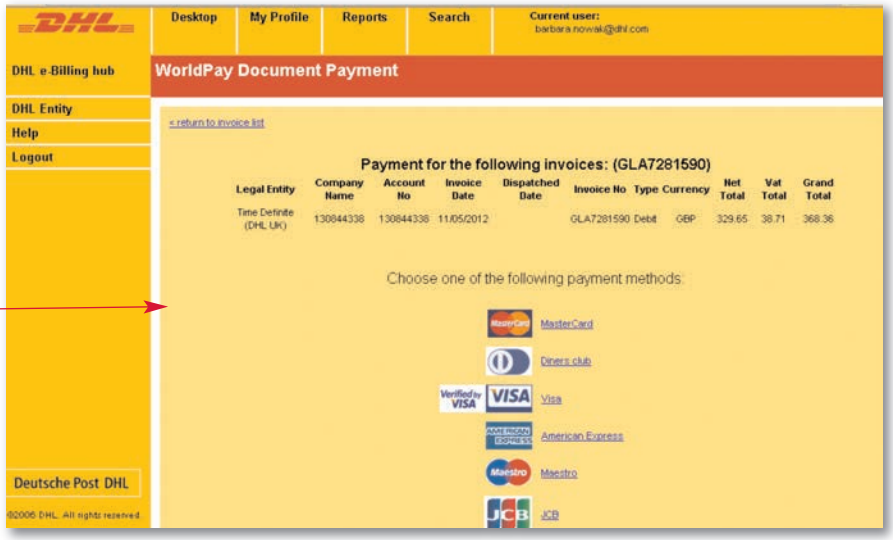
1 Select **'View'** to download an invoice list

2 Choose an invoice that is ready to be paid. From **"Select"** drop down menu choose **"Pay now"**, followed by **"Confirm"** button.

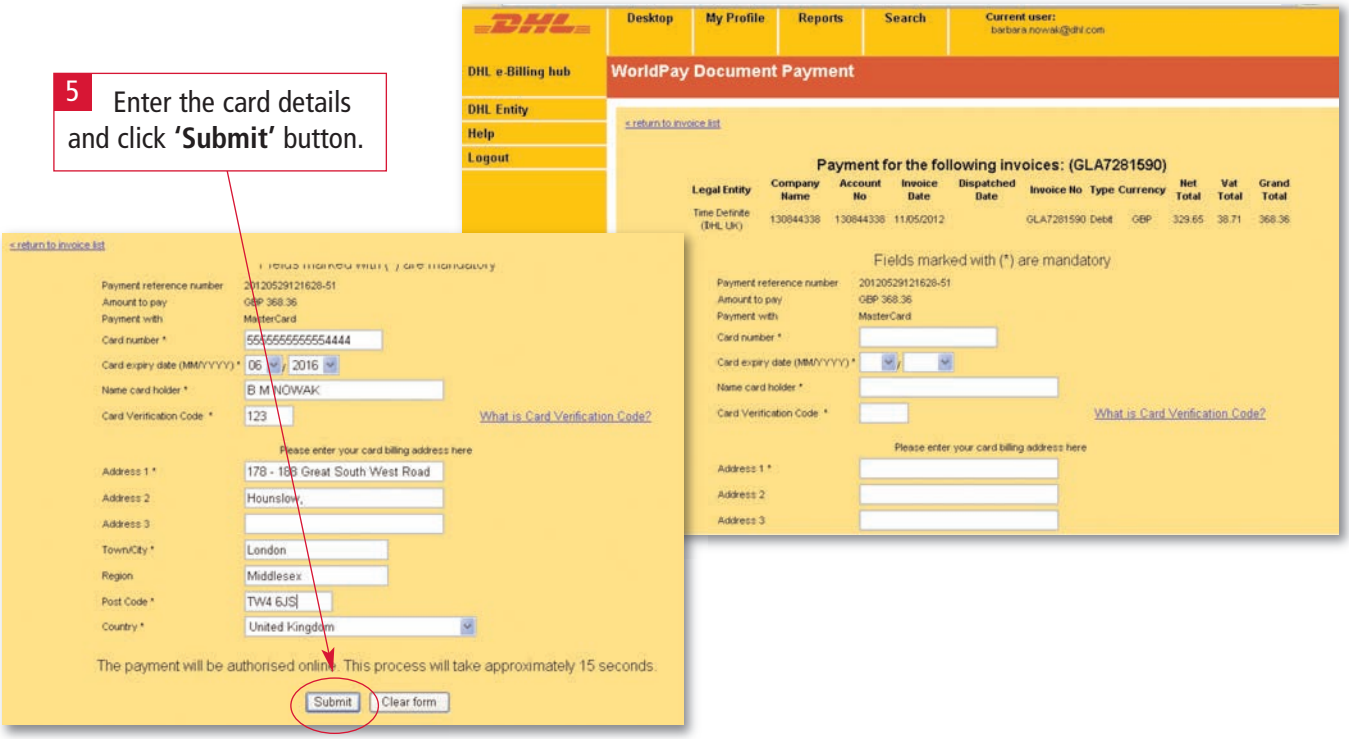
3 If the transaction limit is exceed the following message will appear.

Limit is £99,999.98

4 The main payment screen will appear including payment card option.

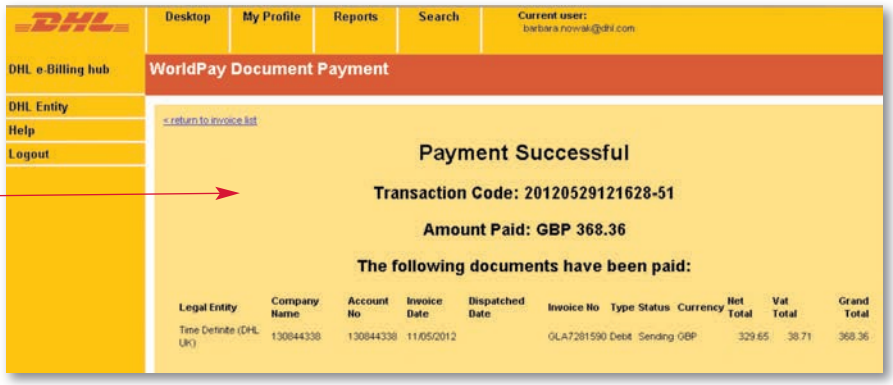


5 Enter the card details and click **'Submit'** button.

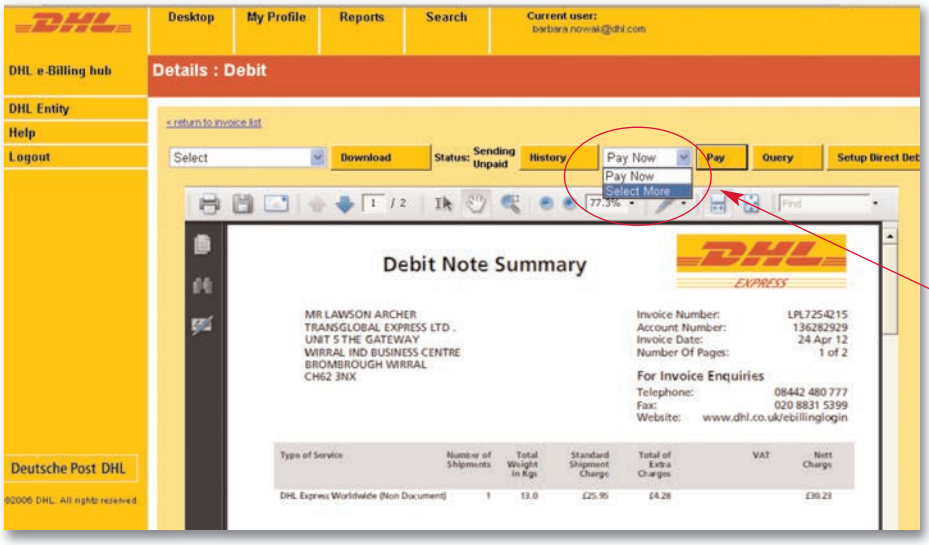


6 Payment successful processed – confirmation page.

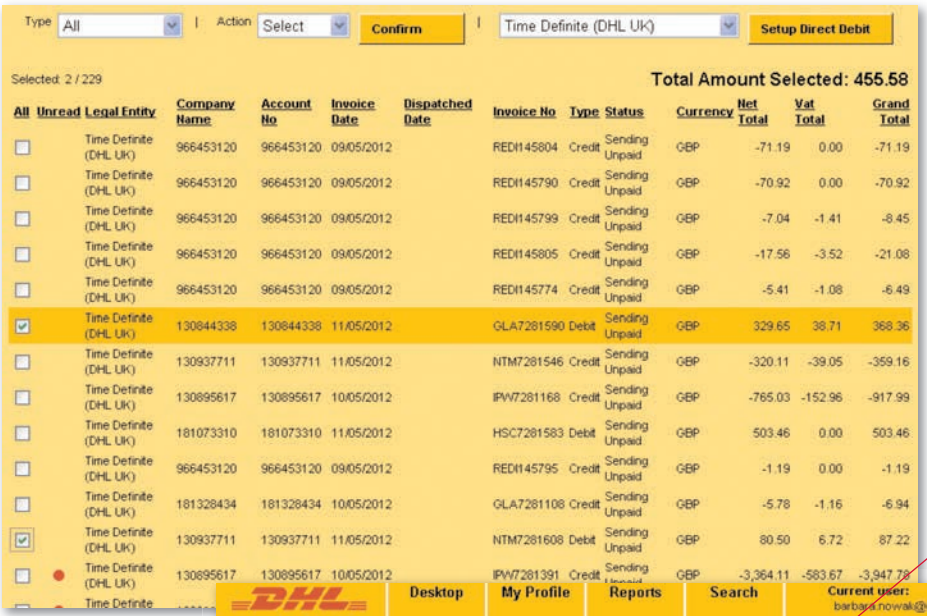
To return to the beginning click **'return to invoice list'**.



HOW TO 'SELECT MORE' INVOICES TO PAY



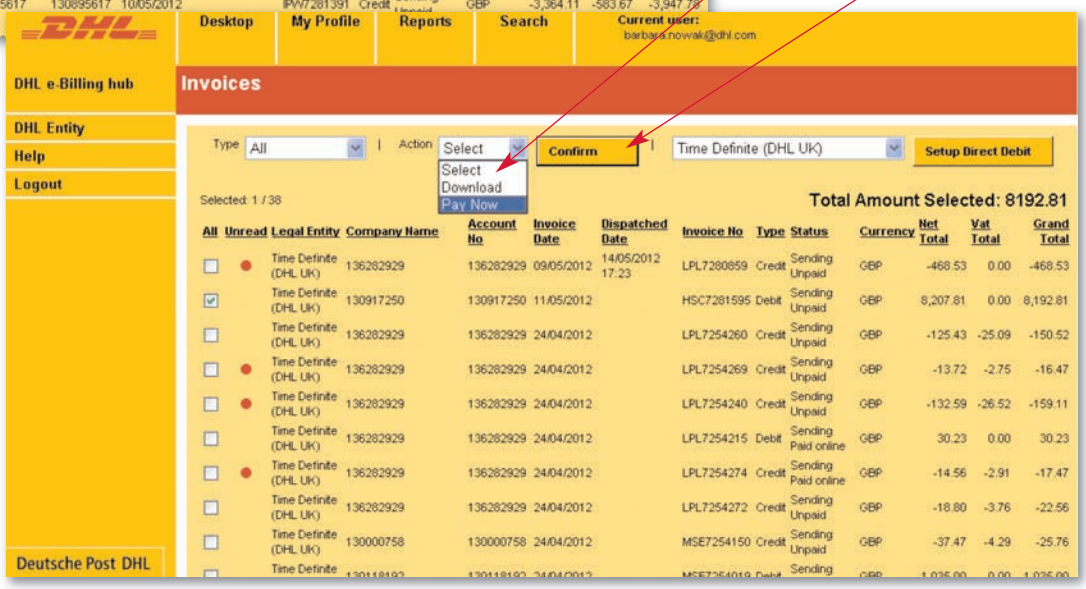
1 Click on **'drop down menu'** and choose **'Select More'** option, followed by **'Pay'** button.



2 List of invoices will appear. Click on invoices which you want to add to your payment list.

The system will automatically calculate the total of your selected invoices.

3 Choose an invoice that is ready to be paid. From **"Select"** drop down menu choose **"Pay now"**, followed by **"Confirm"** button.



DHL e-Billing hub
DHL Entity
Help
Logout

WorldPay Document Payment

< return to invoice list

The transaction total exceeds the limit of GBP 5000.00

4 If the transaction limit is exceed the following message will appear.

Limit is £99,999.98

5 The main payment screen will appear including payment card option.

Desktop | My Profile | Reports | Search | Current user: barbara.nowak@dhl.com

DHL e-Billing hub
DHL Entity
Help
Logout

WorldPay Document Payment

< return to invoice list

Payment for the following invoices: (GLA7281590)

Legal Entity	Company Name	Account No	Invoice Date	Dispatched Date	Invoice No	Type	Currency	Net Total	Vat Total	Grand Total
Time Definite (DHL UK)	130844338	130844338	11/05/2012		GLA7281590	Debit	GBP	329.65	38.71	368.36

Choose one of the following payment methods:

MasterCard
Diners club
Visa
American Express
Maestro
JCB

Desktop | My Profile | Reports | Search | Current user: barbara.nowak@dhl.com

WorldPay Document Payment

< return to invoice list

Payment for the following invoices: (GLA7281590)

Legal Entity	Company Name	Account No	Invoice Date	Dispatched Date	Invoice No	Type	Currency	Net Total	Vat Total	Grand Total
Time Definite (DHL UK)	130844338	130844338	11/05/2012		GLA7281590	Debit	GBP	329.65	38.71	368.36

Fields marked with (*) are mandatory

Payment reference number: 20120529121628-51
Amount to pay: GBP 368.36
Payment with: MasterCard
Card number *
Card expiry date (MM/YYYY) * /
Name card holder *
Card Verification Code *
What is Card Verification Code?

Please enter your card billing address here

Address 1 *
Address 2
Address 3

< return to invoice list

Payment reference number: 20120529121628-51
Amount to pay: GBP 368.36
Payment with: MasterCard
Card number *: 5555555555554444
Card expiry date (MM/YYYY) *: 06 / 2016
Name card holder *: B M NOWAK
Card Verification Code *: 123
What is Card Verification Code?

Please enter your card billing address here

Address 1 *: 178 - 188 Great South West Road
Address 2: Hounslow,
Address 3:
Town/City *: London
Region: Middlesex
Post Code *: TW4 6JS
Country *: United Kingdom

The payment will be authorised online. This process will take approximately 15 seconds.

Submit | Clear form

6 Enter the card details and click **'Submit'** button.

Desktop | My Profile | Reports | Search | Current user: barbara.nowak@dhl.com

WorldPay Document Payment

< return to invoice list

Payment Successful

Transaction Code: 20120529121628-51

Amount Paid: GBP 368.36

The following documents have been paid:

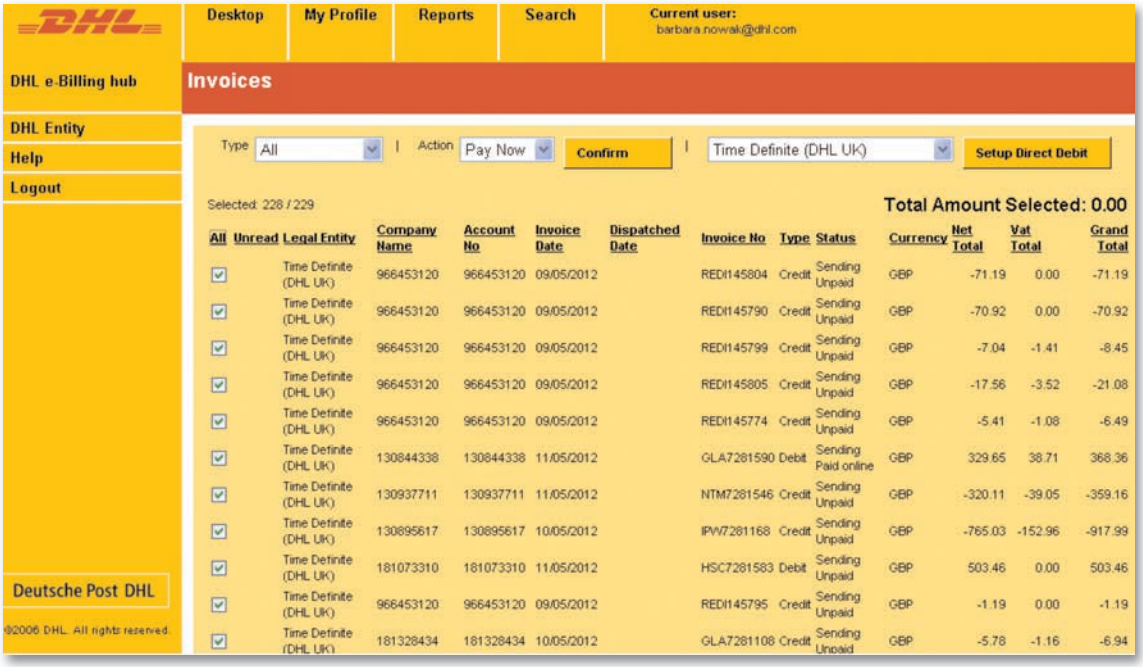
Legal Entity	Company Name	Account No	Invoice Date	Dispatched Date	Invoice No	Type	Status	Currency	Net Total	Vat Total	Grand Total
Time Definite (DHL UK)	130844338	130844338	11/05/2012		GLA7281590	Debit	Sending	GBP	329.65	38.71	368.36

7 Payment successful processed – confirmation page.

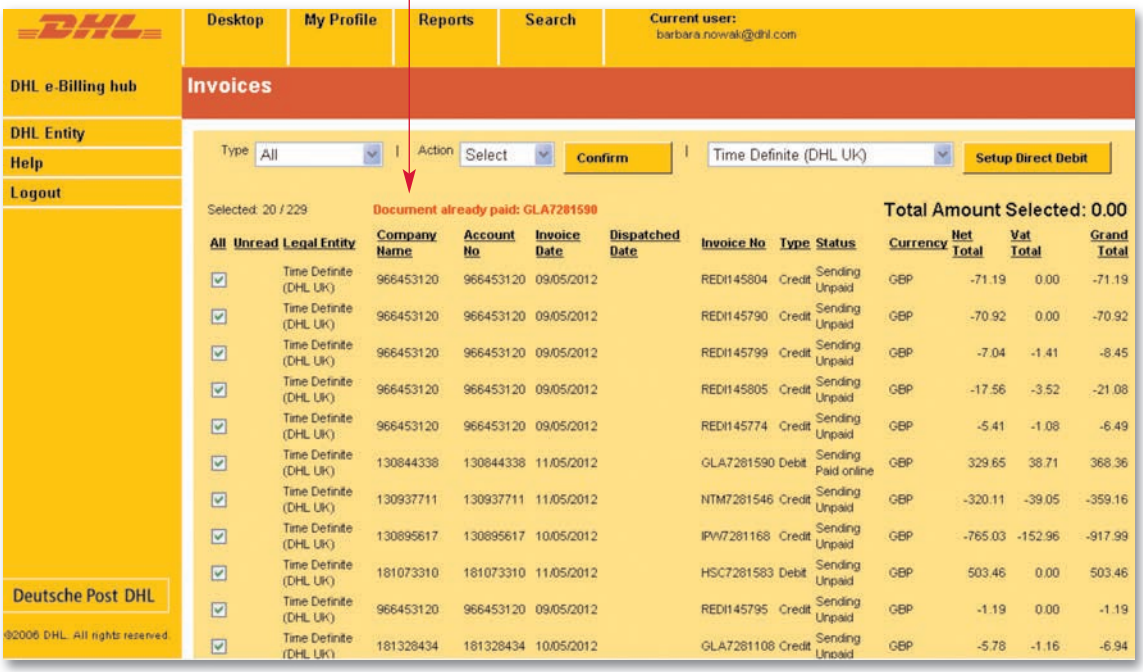
To return to the beginning click **'return to invoice list'**.

'ALL' OPTION

1 If on the main invoice list some of the invoices have already been paid, the system will not allow you to make a duplicate payment. Total Amount Selected option will stay at zero balance.



2 If the invoice has already been paid, the message advising of this will appear highlighted in red



e-BILLING FAQs

We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

How does e-Billing work?
When an e-invoice has been raised by DHL an email is sent to you with the invoice attached in PDF format. The e-mail will also contain the web link to the e-Billing website where you can view and download your invoice in several formats – there is no need for a paper invoice. As well as saving paper and helping the environment, there are no envelopes for you to open and throw away and no invoices to clutter your desk and fill your cabinets.

How can I view my e-Billing invoice online?
Step 1: Click on the e-Billing link in your notification email. This will take you directly to the DHL e-Billing website. (Alternatively, you can open the attachment to the email and view your invoice in PDF format.)

Step 2: Within the e-Billing hub, you can view your invoice online.

Step 3: Click on the download button to import the data into your finance package (if applicable).

What format can I receive my e-invoices in?
e-invoices can be downloaded in a variety of formats including CSV file (for importing into a spreadsheet such as Excel), PDF (ideal for printing or sending as an attachment) and XML. With this facility enabled you do not need to manually type invoice data into your finance system. This saves time and eliminates errors.

Is e-Billing Secure?
Yes, e-Billing is more secure than many traditional methods of sending and receiving accounting documents. We use a combination of digital signatures and powerful encryption technologies to protect all invoice data.

What system requirements must I have to use e-Billing?
This solution has been designed to work with Internet Explorer version 6.0 and upwards and Adobe version 7.

Do I have to install specific software to be able to receive these invoices via e-Billing?
No. You do not require any specific software or hardware to receive invoices electronically from DHL. All you need is access to the internet, so that you do log into the e-Billing website. You must also ensure that your spam/junk filter will not block emails from the following address:
e-billing.uk1@dhl.com

Will I still receive my paper invoice if I use e-Billing?
No, e-Billing is an environmentally friendly alternative to receiving paper invoices.

I have registered for e-Billing, but I have forgotten my username and password. What do I do?
Your username will be the e-mail address you registered with us for e-Billing. Your password is personal to you. If you have forgotten your password, simply enter your username in the e-Billing website and click on the 'Forgotten your password' hyperlink. An e-mail will be sent to you with a reminder of your password.

My e-mail address has changed. What do I need to do to ensure I still receive my e-invoices at the new address, without any delay?
You can amend your e-mail address online via the My Profile tab on the e-Billing website and this should be done as quickly as possible. However we strongly recommend that you contact DHL to confirm the changes, so that we can remove any old e-mail addresses from the system to avoid any bounce backs. Our e-Billing technical support helpline is: 0208 831 5363.

Will all of my DHL accounts be covered by DHL e-Billing?
e-Billing is currently available for customers with Time Definite International and Sameday accounts. Each account number must be registered on e-Billing to take full advantage of the functionality available. e-Billing can be registered through the DHL website:

https://dhl-ar.accountis.net/customer/enrol/uk/

Alternatively you can contact your account manager to register multiple accounts.

If I have multiple accounts, how will my invoice information be presented?
The invoice data will still be presented on individual invoices which look similar to the existing printed invoices.

Is it VAT compliant?
Yes, our system complies with relevant EU and Swiss VAT legislation.

Will it work with my finance system?
Yes, our e-Billing system can integrate with all major accounting packages and can easily integrate with any ERP solutions or bespoke system.

Is there a charge for using e-Billing?
No, there is no charge for receiving e-invoices from DHL.

How do I know if the invoice originates from DHL?
The invoice in PDF has an electronic signature. That qualified electronic signature guarantees through its technology that this invoice is issued by DHL.

How do I process an e-invoice?
Save the invoice in PDF electronically. The advanced electronic signature proves this is the original invoice from DHL. Then you can:

1. Pay the invoice as you do today for your paper invoices.
2. Download the invoice in CSV or XML to upload it into your finance system.
3. Download the invoice in CSV format; open it in Excel to work with the data.

How long will my invoices be available online?
Your e-invoices are online for 12 months, so you can quickly search and find an invoice in a matter of seconds - no more wasted time searching through filing cabinets or chasing copies. Your online history will start with the first invoice you received electronically. There will be no online history for invoices you received on paper.

Am I able to view my Waybills online?
Yes. Waybill images are available to view online making it easier for you to review and validate your invoices. Simply click on the hyperlink for the waybill to view the image. Should an image not be available, a request will be automatically logged and passed to our Customer Enquiries team for action. Please note that for security reasons you will not be able to access waybill images from the email version of your invoices; you will need log into the e-Billing website.

Can I query my invoices online?
If you have a query regarding your shipment, this can be logged online. To register an enquiry against your invoices(s) please complete the following actions:

- Click on the invoice number in question
- Click on the 'Query' button in the top right of the screen
- Complete the information within the query details screen followed by the 'Save' button.

The information you enter will be sent to DHL for full investigation and the status of the enquiry will always be available i.e. open or clarification sent. For a more detailed explanation of how to follow this process, please refer to the user guide section 'How do I raise an invoice query online?'

How can I get a copy of an e-invoice?
Log into the e-Billing website and download the PDF invoice. This will give you the electronic signature. An e-invoice is unique through its advanced electronic signature and can therefore be downloaded an unlimited number of times. As it is unique, indicating 'duplicate' is not required for copies of invoices

Can I update my company details online?
For the time being any change to your official company data has to be done via Customer Services or your sales rep. You can change your language preference for e-Billing and your password online (see the My Profile tab). You can also add additional users to one account (see the My Profile tab) or you can add multiple accounts to one user (you have to register each account and assign the same email address to it).

I am experiencing technical issues with my e-Billing website. Who can I contact to help me?
If you are having problems with downloading your e-invoices or you have a question that has not been answered in the user guide, you can contact our e-Billing Technical Support Helpline on: 0208 831 5363.

How can I be confident that a DHL e-invoice meets legal requirements for invoicing?
DHL e-invoices are certified legally compliant for e-Billing in the country the invoice is issued in. It meets the relevant EU and Swiss VAT legislation laws and where required the e-invoice will have a form of electronic signature attached to the data that enables the invoice to be uniquely identifiable from DHL. This electronic authentication allows the signatory (i.e. DHL) to detect any changes that may have been made to the data. This can be viewed in the PDF image of the invoice.

Still have a question?

Call us on **020 8831 5363** for general information and technical support.

http://www.dhlguide.co.uk/e-Billing---FAQs.html

e-PAYMENT FAQs

How can I pay for my e-Billing invoice online?
Step 1: Click on the e-Billing link within your notification email. This will take you directly to the DHL e-Billing website.

Step 2: Within the e-Billing hub, you can view your online invoice list.

Step 3: Click on the invoice which you wish to pay and choose 'Pay Now' option from the drop down option.

Step 4: Enter your card details.

Step 5: Submit the payment through e-Billing system.

Is e-Payment secure?
Yes, it is. We use a combination of digital signatures and powerful encryption technologies to protect all your card payment details.

Do I have to install specific software to be able to pay through e-Billing system?
No. You do not require any specific software or hardware to pay through e-Billing system. All you need is access to the internet.

How can I see that my invoice has been paid?
Once invoice has been paid through e-Billing system all payment confirmation details will be available on your e-Billing profile/ on your 'history' option.

Can I see the payment details in my 'history' option?
Yes. The online history will display Worldpay transaction reference and total paid in pounds (GBP).

How long will it take to submit the payment?
The payment will be authorised online and this process will take approximately 15 seconds.

How can I make sure that I will not duplicate a payment?
The error message will appear highlighted in red that your invoice has already been paid and you will not be allowed to process a payment further.

Is there a limit for the total of invoices selected for payment?
The limit for the total of invoices selected for payment is £99,999.98

What credit cards can I make a payment on?
Payments can be made via various methods such as Direct Debit (which you can register online), credit cards i.e. Master Card, Maestro and Visa .

I am experiencing technical issues with my e-payment system. Who can I contact to help me?
If you are having problems with e-payment you can contact our e-Billing Technical Support Helpline on: 02088315363.

Are there any additional charges when using the online payment service?
No. There are no additional charges when using the online payment service.

If I pay online, do I have to use this method every month?
There is no requirement to pay by this method every month; you can pay by various methods when using DHL Express.

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