

GOT AN INVOICE QUERY? WE ARE HERE TO HELP



“ We recognise the fact that sometimes things can go wrong, so we make it our priority to start putting things right for you as soon as you tell us. ”



LOGGING YOUR INVOICE QUERY

LOGGING QUERIES – WHY IS IT IMPORTANT?

DHL recognises the fact that sometimes things can go wrong. As a customer of DHL it is important that we are aware of when such a situation occurs. By providing DHL with information about your enquiry in a structured way, we can ensure that your query is dealt with promptly and efficiently. By taking your comments on board and listening to what you have to say, DHL has a greater opportunity to improve the service we provide you with. After all, we rely on you just as much as you rely on us!



WHEN SHOULD YOU LOG YOUR QUERY AND HOW?

1 Log your query as early as possible

Logging your query should be done as early as possible from receipt of invoice. If we are made aware that you need more information about your invoice, we can help you and log this request on our accounting system.

2 Contact our Customer Enquiries team

In the very first instance, you should always advise the Customer Enquiries Team within DHL Customer Accounting, to log your query. You can do this via e-Billing, Email, Phone, Post or Fax, although our preferred method is e-Billing. By logging your query details directly with us, rather than through a sales representative or your DHL account manager, our dedicated Enquiries Team can respond to your query quicker and more efficiently.

To help you with our query logging options, please find more details further down.

3 Have your invoice details with you

Whichever option you choose to log your query, we will require specific details from your invoice, to help us identify your account straightaway. Taking just a few minutes to ensure you have this information available will help us to respond back to you more quickly and accurately, without the need for further clarification.

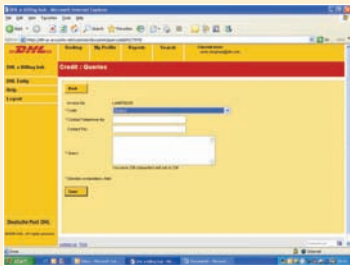
For a list of our 'key' requirements, please refer to the back page of this leaflet.

Logging a query with DHL is as easy as 1, 2, 3. Simply select any one of the options below and we'll take care of the rest.

OPTION 1: e-BILLING*

Available 24 / 7

- 1 Please log into your e-Billing hub using your login details and password to securely access your account:
(<https://dhl-ar.accountis.net/customer/login/>)
- 2 Select the invoice you would like to query followed by the 'Query' button to enter your query details. Click on 'Submit' when finished.
- 3 For an online demo on how to use this service or for any other technical support, please log onto our website at www.dhl.ie/ebilling
Or you may wish to contact our e-Billing Advisor on (01) 8701555.



OPTION 2: EMAIL

Available 24 / 7

- 1 Alternatively submit your query online by sending your query details to our generic email address at ie.invenq@dhl.com
- 2 To ensure we have all the relevant information to deal with your query as quickly as possible, please ensure that you quote your full DHL Account Number and the full Invoice Number on your email. For a list of our key requirements, please refer to the back page of this leaflet.
- 3 If you have any other documents you wish to send to DHL to support your query, please attach these to your e-mail and in the content of your e-mail let us know what you have sent, just in case there is a technical issue with opening your documents.

N.B. For all non-copy document related queries you will be given a unique Call ID within 48 hours to confirm your query has been registered.

OPTION 3: TELEPHONE, POST OR FAX

Available 9.00 am to 5.30 pm, Mon–Fri

- 1 Finally, if you are unable to use Options 1 or 2 to register your query, you can contact our dedicated Customer Enquiries team on the telephone number below:
DHL Express (Ireland) Ltd:
0818 221188
 - 2 You can also contact us by post by writing to us at the address below:
**DHL Express (Ireland) Ltd
Unit 3
Elm Road
Dublin Airport Logistics Park
St. Margarets Road
St. Margarets
Co Dublin**
 - 3 Or simply fax through your query to:
0818 221020
- N.B. For all non-copy document related queries you will be given a unique Call ID within 48 hours to confirm your query has been registered.

* PLEASE NOTE – e-Billing offers multiple users instant access to your invoices and shipment details, at your convenience.

For all other general enquiries (i.e. non-invoice related, such as Track & Trace, or to make a booking or get a quote, please contact our Customer Services department as follows: For DHL Express enquiries call **1 890 725 725**, for DHL Sameday enquiries call **01 8162040**, or if you are calling from outside of Ireland, please call **00 353 1 8700 700**. Alternatively you can log on to our DHL website at www.dhl.ie

KEY INFORMATION REQUIRED

Key Information: Standard Requirements (ALL queries)

- 1 DHL Account Number
- 2 DHL Invoice Number in full – Please quote your invoice number in full including all characters, alphabetic and numeric.
- 3 DHL Shipment Details – Whether you are querying a specific shipment or multiple ones, please ensure you quote the full references, such as your Waybill Number, Booking Reference or Job Number.
- 4 Your full Company Name (and details) as stated on your invoice(s) – If your company is part of a larger corporation or group of companies, please let us know, so that we can record this vital information on our accounting system.

Your Contact Details – Where possible, please quote a valid e-mail address and phone number, in case we need to contact you back.

Key Information for specific queries

Copy Documentation – If the required document is unavailable via e-Billing on Option 1, a query will be automatically registered on your behalf. If you choose to register a request for documentation via options 2 or 3, you will need to provide us with the full invoice number and shipment reference.

Incorrect Account Number Billed – Please provide further information on where an error has occurred and if known, please let us know the correct account number that should have been billed.

Customer Claims (For example: Late, Lost or Damaged) – In the event of a claim, please ensure you provide us with all details of the error within 30 days of the shipment date. Failure to report this claim on time could result in your claim being rejected, as per our Terms & Conditions.

Incorrect Charges (Including weight, product or tariff discrepancies) – Please provide full invoice and shipment details of where an error has been made along with further information on the charge that should have been billed.

Payment Queries – Please note that we aim to allocate your payment as requested on your remittance advice, within 7 days from receipt of payment. If you wish to query an allocation after this period, please ensure you have full details of your account and invoices accompanied by proof of payment clearance from your bank, depending on the method you choose to pay us by.

**** INVOICE ****

COMPANY NAME 4

LINE ADDRESS1
LINE ADDRESS2
TOWN
DUBLIN 15 IRELAND

ACCOUNT NUMBER 309123456
INVOICE NUMBER DDB1234567
DATE 14/07/10
PAGE 1

YOUR VAT/OT	VAT No.	181234567K	Date	Your Ref	Weight	Weight Chg	VAT	Net	
AWB No	Destination	Kilos	Pieces				CODE	Charge	
***** Locally Billed Shipments *****									
EXPRESS 12:00 DOC	From Origin	DUB DUBLIN REPUB,IRELAND	01/07/10	KCD	59.25	1.0	12.44	71.69	
1648502516	BRUSSELS, BELGIUM	BRU							
Extra Charge	FROM ORIGIN				7.70		1.62	9.32	
**EXPRESS 12:00 DOC					1.0	66.95	14.06	81.01	
***DUB					1.0	66.95	14.06	81.01	
Total For Shipments					1.0	66.95	14.06	81.01	
							TOTAL	EUR	81.01
							Payment Due Within	30	Days

WHAT HAPPENS NEXT

- 1 Once we receive your query, details of this will be updated on our accounting system.
- 2 We can always track this information and progress of your query using your DHL Customer Account Number and Invoice Number, if necessary.
- 3 If your query cannot be resolved immediately, a member of our specialised Customer Enquiries team will endeavour to respond back to you as quickly as possible, although some complex investigations may take a little longer to resolve.

Thank you in advance for your co-operation. DHL Customer Accounting Department

