

FULL TRANSPARENCY IN YOUR BILLING STATEMENT

Benefit from greater clarity and different layout options
in your statements.

THE ADVANTAGES OF THE NEW BILLING STATEMENT

Your billing statement will contain even more precise, clearer information in the future.

In the future, your parcels will be cross-checked not only with the information you have provided but also with the dispatch information that DHL has recorded. This offers a number of advantages for you.

GREATER TRANSPARENCY

This cross-checking of dispatch information in the future will enable us to, for example, include in your billing statement transparent information regarding parcels that were not posted (unposted shipments) or for which no advance notification was given (unnotified shipments).

GREATER CONVENIENCE

Did you place an order for parcels but then not post them? Now you no longer have to cancel your order after the fact. You will be billed only for those shipments that you actually posted. They will be separately listed on your billing statement.

GREATER FLEXIBILITY

You have two options to choose from for the structure of your billing statement:

- A summary of all shipments in an overview
- A full list of the individual shipments, indicating the shipment number and the recipient's name and address

IT'S EASY!

In order for you to benefit from these advantages, you must provide your order information in **electronic form**. If we already receive your data in electronic form, there is nothing further for you to do. In the event that you use our purchase orders in **paper form** to document your orders, we would be only too happy to advise you on the options available for electronic data transmission.

