Customer information

Production-assisted billing
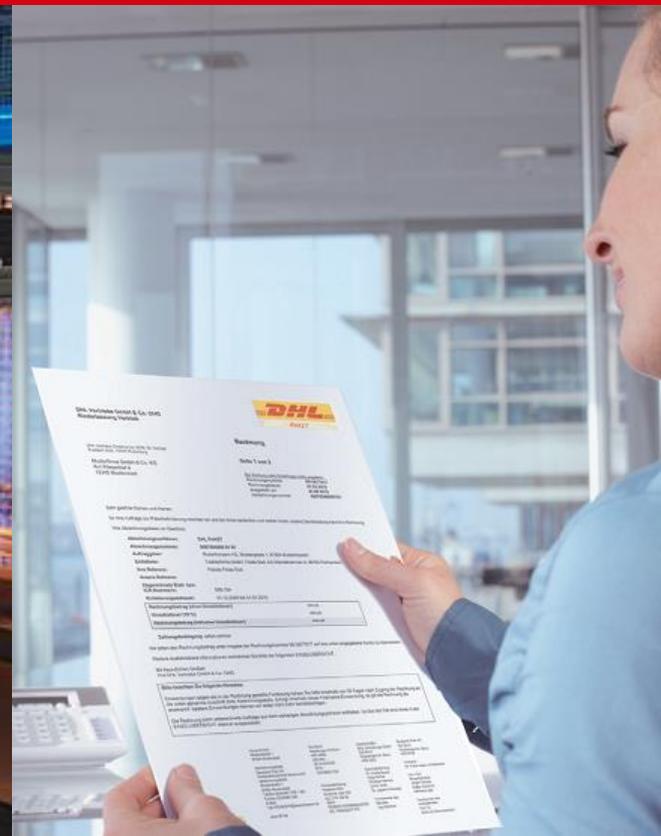
We have expanded the range of billing information we provide. This will result in various attractive benefits for you as a customer, all of which will serve to make invoice verification much easier:

VOLLE TRANSPARENZ
BEI IHRER ABRECHNUNG

Profitieren Sie ab Mai 2015 von mehr Übersichtlichkeit und Darstellungsmöglichkeiten bei Ihren Rechnungen.

- Increased transparency and flexibility within the billing process

- Simplified invoice verification thanks to new additional information

- Flexible layout for all items: individually or in summary

The following slides have been put together to bring you up to speed on the coming improvements.

The new "production-assisted billing" concept

If you already transmit your orders for the carriage of your items electronically to Deutsche Post DHL via EDI or would like to make use of this option in future, your parcels will soon not only be invoiced on the basis of transmitted EDI data, they will also be compared with the item data generated by Deutsche Post DHL and invoiced with the assistance of production information.

EDI
Electronic Data Interchange

+

SOLL   IST

- The new production-assisted billing concept is a more advanced version of EDI-based billing.

- The item information contained in the EDI data you provide (target data) forms the basis for billing.

- We then record the corresponding parcel item data (actual data) in our parcel centers.

- The target and actual data are then compared.

- Any discrepancies identified during the comparison of target and actual data are listed separately in the invoice ("Discrepancies")

Broader range of billing information

Invoice grouping	• Invoicing of various national products respectively in the one invoice or: • Invoicing per process or per invoice number
Item layout	• Itemized invoice layout (individual items) or: • Summarized layout (summary of all items within a similar weight category per day) **NEW**
Billing information	• Itemization of "items not received" **NEW** • Itemization of "discrepancies in item information" (target/actual comparison) **NEW**
Additional information	• Electronic individual proof of posting as additional information in the invoice (optional) **NEW** • Daily electronic confirmation of posting (optional) **NEW** • More detailed electronic invoice **NEW**

Invoice grouping

Until now, different products could only be billed via separate invoices.
Upon request, this this can now be taken care of in a single invoice.

▪ It is possible to list DHL PAKET and DHL RETOURE in the same invoice. DHL INFOPOST and DHL RETOURE with collection and label will be added at a later date.

▪ It will still be possible to be invoiced "per invoice number" and "per product" (i.e. "per procedure").

In this layout format, each item in the ITEM OVERVIEW of the paper invoice is listed individually, incl. recipient information[1].

Aufträge aktueller Zeitraum:

Einlieferungs-datum	Blatt-Nr. / ICR-Nr.	Sendungsdaten	Empfänger	USt-Kz.	Einzelpreis in EUR
01.05.2015	091	Sendungsnummer 98765432 DHL PAKET (GK) bis 2 KG Gewicht in kg: 1,80 Service Rückschein <Weitere Angaben / Kundenreferenzen>	Petra Musterfrau Mustergasse 4 52076 Aachen Deutschland	C1 C1	X,XX X,XX
		Sendungsnummer 98765433 DHL PAKET (GK) bis 3 KG Gewicht in kg: 2,40 Service Nachnahme <Weitere Angaben / Kundenreferenzen>	Eva Musterfrau Mustergasse 18 51069 Köln Deutschland	C1 C1	X,XX X,XX
02.05.2015	092	Sendungsnummer 98765434 DHL PAKET (GK) bis 4 KG Gewicht in kg: 3,33 Service Terminzustellung <Weitere Angaben / Kundenreferenzen>	Claudia Musterfrau Musterstrasse 4 53797 Lohmar Deutschland	C1 C1	X,XX X,XX

[1] This requires that recipient information be provided in the EDI message.

Item layout: Summary

The summary layout lists all items within the same weight category per posting day.

Aufträge aktueller Zeitraum:

Einlieferungs-datum	Blatt- / ICR-Nr.	Produkt / Service	Anzahl	USt-Kz.	Einzelpreis in EUR	Gesamtpreis in EUR
01.05.2015	128	DHL PAKET (GK) bis 2 KG	18	C1	X,XX	X,XX
		Service Rückschein	3	C1	X,XX	X,XX
03.05.2015	129	DHL PAKET (GK) bis 2 KG	5	C1	X,XX	X,XX
		DHL PAKET (GK) bis 3 KG	4	C1	X,XX	X,XX
		DHL PAKET (GK) bis 5 KG	3	C1	X,XX	X,XX
14.05.2015	130	DHL PAKET (GK) bis 2 KG	5	C1	X,XX	X,XX
		DHL PAKET (GK) bis 20 KG	2	C1	X,XX	X,XX
		Service Rückschein	1	C1	X,XX	X,XX
20.05.2015	131	DHL PAKET (GK) bis 2 KG	34	C1	X,XX	X,XX
		DHL PAKET (GK) bis 3 KG	12	C1	X,XX	X,XX
		DHL PAKET (GK) bis 10 KG	5	C1	X,XX	X,XX
		Service Identitäts- und Altersprüfung	1	C1	X,XX	X,XX
		Zuschlag Sperrgut	1	C1	X,XX	X,XX
		Service Transportversicherung A	2	C1	X,XX	X,XX
		Rücksendeentgelt Paket national	1	C1	X,XX	X,XX

Summe aktueller Zeitraum: **XX,XX**

Invoice information: Items not received

Items notified by EDI but not received are listed in the invoice under "items not received".

In the event that more than 10 days (national items) have transpired since the posting date intimated in the EDI message and the item has still not been received, it will be cancelled in our list of outstanding orders. <u>This means that you will no longer be required to provide us with separate cancellation notification.</u>

Nicht eingelieferte Sendungen

Die nachfolgend von Ihnen in EDI-Nachrichten angekündigten Sendungen haben in unseren Paketzentren nicht vorgelegen. Wir haben sie in Ihrem Auftragsbestand storniert. Eine Berechnung erfolgt nicht.

Abrechnungsnummer: 50123456780101
Auftraggeber: Musterkonzern AG, Musterstrasse 147, 21035 Hamburg
Einlieferer: Tochterfirma GmbH, Filiale Nord-West, Musterweg 5, 52076 Aachen
Ihre Referenz: Filialnummer 0815

Einlieferungs-datum	Blatt- / ICR-Nr.	Sendungsdaten	Empfänger
14.05.2015	265	Sendungsnummer 00340434128621409030 DHL PAKET (GK) bis 1 kg Gewicht in kg: 0,95 <Weitere Angaben / Kundenferenz>	Max Mustermann Musterstrasse 1a 60667 Köln
21.05.2015	269	Sendungsnummer 00340434128621409050 DHL PAKET (GK) bis 5 kg Gewicht in kg: 4,30 <Weitere Angaben / Kundenferenz>	Petra Musterfrau Musterweg 71 52076 Aachen

Invoice information: Un-notified items

In the event that items were not included in the EDI message but have been received in our parcel centers, such items are categorized as "un-notified items".

In the event that an EDI message is not received within 10 days for an item, for which we have posting information from our parcel centers, said item will be invoiced with the assistance of production information.
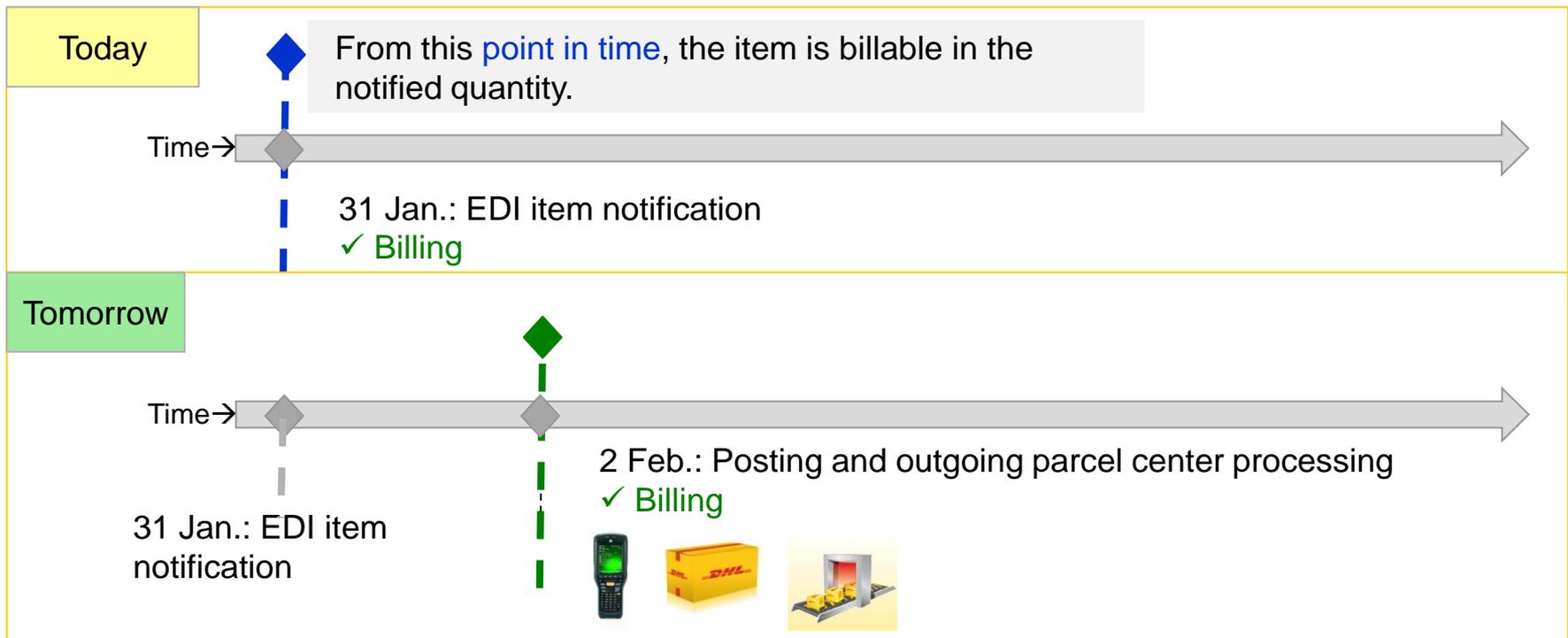
Festgestellte Abweichungen zu Sendungsangaben

Bei der Prüfung Ihrer Sendungen im Paketzentrum haben wir Abweichungen zwischen den von Ihnen übermittelten EDI-Daten und unseren eigenen Produktionsdaten festgestellt (z.B. Anzahl, Gewichtsangabe, gewählter Service). Sie können diese nachfolgender Zusammenstellung entnehmen.

Einlieferungs-Datum	Sendungsnummer	Festgestellter Sachverhalt	Angegebener Wert	Festgesteller Wert
15.03.2017	00340434128621409030	Sendung 00340434128621409030 zu DHL PAKET (GK) bis 31,5 kg nicht angegeben Abrechnungsnummer: 52437237891102		X,XX
20.03.2017	00340434128621409033	Sendung 00340434128621409033 zu DHL PAKET (GK) bis 31,5 kg nicht angegeben Abrechnungsnummer: 52437237891102		X,XX

The posting of items and advance notification of the corresponding EDI data do not necessarily occur on the same day. For this reason, we have introduced systematic waiting periods for items which have not been received and for items for which we have not received notification. Once these periods expire, we invoice such items or cancel them from our list of outstanding orders.

In the case of staggered posting, the time at which billing takes place can fall in the next billing period. In such cases, items will first be listed in the next invoice.

Today

From this point in time, the item is billable in the notified quantity.

Time→

31 Jan.: EDI item notification
✓ Billing

Tomorrow

Time→

2 Feb.: Posting and outgoing parcel center processing
✓ Billing

31 Jan.: EDI item notification

Your opinion is important to us...

This presentation was designed to familiarize you with new developments in our invoicing procedure.

In order to better anticipate and assess any further clarification or information requirements that you or your accounting department may have, we would like to ask you a few questions. Thank you in advance for taking the time to respond, we are very interested in hearing what you have to say.

- Was the information provided in this presentation easy to understand?
- Are you happy with the level of information you have received?
- Do you require any further information?
- Do you have any further questions or comments in relation to the topic of "billing procedure"?

Your contact at DHL Sales will be only too happy to assist should you have any feedback or queries. Or simply send an e-mail to: Info.BIA@dhl.com

Many thanks for your attention and support.

DHL Paket GmbH