

HOW TO LOG INVOICE QUERIES



We recognise that sometimes things can go wrong and that is why our finance team is here to help. If you wish to dispute your invoice, all queries must be logged within 30 days of the date of invoice.

Logging a query is quick and easy. Contact us on one of the options below and we'll take care of the rest:

OPTION 1 – MYBILL

The preferred option to log a query is through our electronic billing tool MyBill. It's free, easy-to-use and secure with no training required. MyBill helps you to manage efficiently your invoices online, streamlining your billing process, with all your DHL shipping information in one secure location.

You can search, view and download your e-invoices, import data into your accounting system, raise disputes and make payments online.

- 1** Sign into MyBill here:
mybill.dhl.com/login/
- 2** Select the invoice you would like to query followed by the '**Dispute**' button where you can enter the query details and click '**Submit**' when finished
- 3** For an online demo of how to use this service or for any other technical support, please log on to our website at
dhl.co.uk/ebilling

OPTION 2 – WEB FORM

- 1** Alternatively, submit your query details online using our DHL Invoice Enquiries Web Form here:
dhl.co.uk/contact
- 2** Simply fill in the relevant fields using your invoice details and click '**Submit**' when complete

When submitting a query we require the following information:

- 1** DHL account number
- 2** DHL invoice number in full (alpha-numeric)
- 3** DHL shipment details
- 4** Your full company / contact name as stated on your invoice(s)
- 5** Your contact email address and phone number
- 6** All supporting information relevant to your query

After submitting your query, what happens next?

Once we have received your query, our team will endeavour to resolve this within 5 working days. However some queries can be more complex and may take a little longer to investigate and resolve.

If you are unable to use MyBill or our online form, you can contact our Customer Accounting team by emailing ukinvoicequeries@dhl.com or on **0344 248 0777**.