



DHL e-Billing
System Documentation
DHL Customer Guide
(Switzerland) v2.0

[Making E-Business Work Securely]

SECURITY | TRUST | COMPLIANCE | REGIONALITY

accountis 

Version	Date	Description	Author
1.0	24 July 2006	Initial Version	J Pierce – Jones Project Manager Accountis Europe Ltd
2.0	13 Feb 2007	Updated for Release 2 of Product	JPJ
2.0.1	2 March 2007	Updated for CH, added QM	JPJ

Introduction	4
e-Billing Interface.....	4
1.1 The Welcome Screen.....	6
1.2 Customer Requests Enrolment Online.....	7
1.3 Logging In.....	12
1.3.1 Forgotten Your Password.....	12
1.4 The Desktop Screen.....	18
1.4.1 Downloading the Invoices.....	21
1.4.2 Querying an Invoice.....	23
1.5 My Profile.....	29
1.5.1 Changing your Language Preference.....	30
1.5.2 Changing you password.....	32
1.5.3 Adding a new user login to a customer account	35
1.6 Search.....	39
1.7 DHL Entity.....	40

Introduction

The e-Billing solution provided to DHL by Accountis Europe Ltd was implemented in Pilot form in Belgium in July 2006. The purpose of the project was to replace the paper invoice with an electronic equivalent. Two Legal Entities, Time Definite/Same Day and Day Definite took part in the Pilot. Data was passed from their respective billing systems, NBR and FRG, and the data was used to produce invoices which were as near as possible representations of the paper invoices being sent out to DHL customers. The customers would receive an email with a PDF attachment of their invoice and would have the option of logging onto the DHL-branded Accountis hub from where they could download their invoice in other formats and see an online history of their previous invoices (from July 2006 or later, depending on when they joined e-Billing).

The upgrade of the solution to Version 2 coincided with DHL Express in Switzerland participating in e-Billing. This took effect in March 2007.

As a DHL customer you will be given the option to join e-Billing. You can submit an online request or contact DHL to have an account set up on the e-Billing system. Once this has been done you will start receiving invoices electronically and be given access to view your invoices online.

If you are currently receiving invoices from more than one billing division within DHL, it may be possible for e-Billing to give you a one-stop view of all your invoices. For example, in BE you may be using services of DHL Express and DHL Day Definite, or if you are an international customer, you may be able to see invoices from DHL Express Belgium and DHL Express Switzerland. You may only be dealing with one billing division within DHL but have responsibility for settling bills sent to more than one account number. You should not require more than one login to the e-Billing interface to view all your invoices. While these invoices will be accessible by logging into the e-Billing interface just once, the documents themselves will remain separate.

Each person within your company who requires access to e-Billing at DHL can be given their own account.

e-Billing Interface

The DHL customer accesses the e-Billing system via a web interface. You may well have received an electronic invoice in an email from DHL before you view your invoices online. The Diagram 1.0a shows a typical email containing an invoice as a PDF attachment. The PDF itself is shown in Diagram 1.0b. Please note that some details have been airbrushed out in this example and that the text will vary depending on your home country.

1.1 The Welcome Screen

The Welcome page (Diagram 1.1a) when you access the e-Billing webpages by clicking on a link from the DHL country website (www.dhl.be or www.dhl.ch) website.

This page gives a very short introduction to e-Billing, allows you to set your language preference using the language links and provides online Help and FAQ pages to assist you with using e-Billing for the first time.

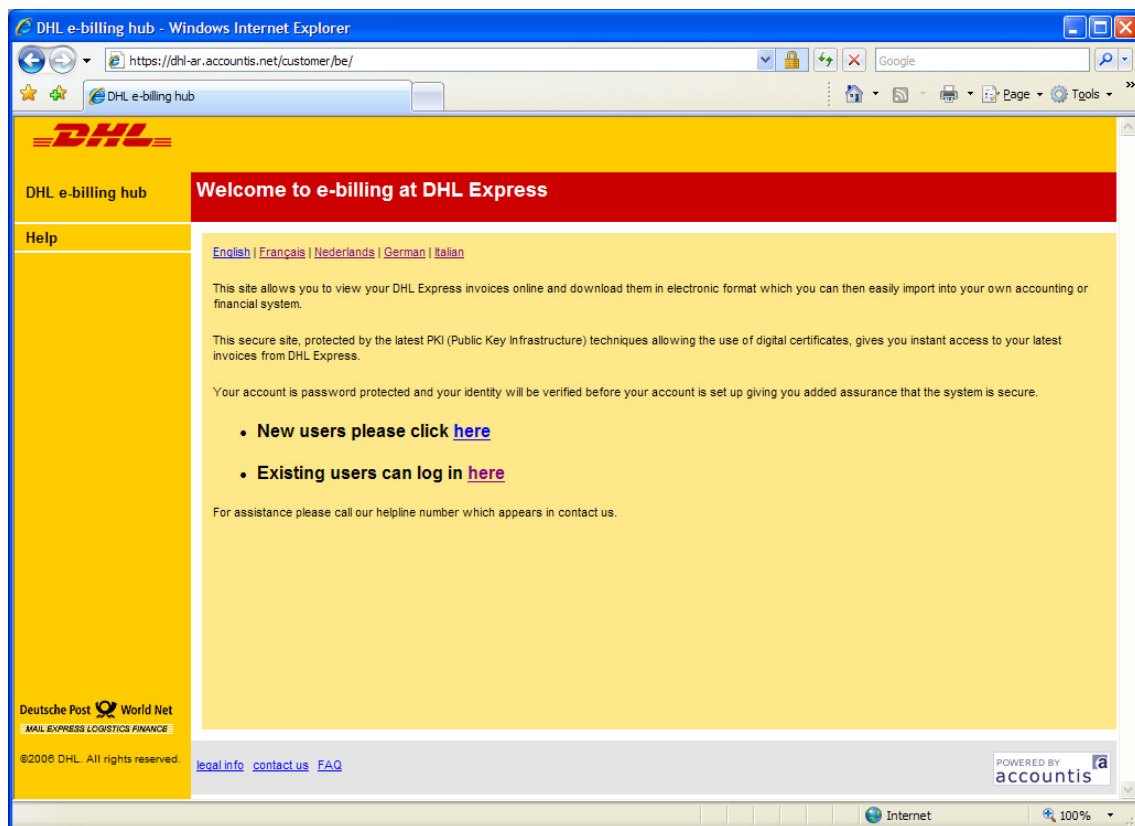


Diagram 1.1a - The Welcome Page

To progress to the next stage, you have two options depending on whether or not you have already been set up with access to the system. As a new user (without a username and password) you can either contact DHL (telephone numbers and email addresses given under the 'Contact Us' link at the bottom of the page) and request that they set you up

with access to e-Billing, or you can request enrolment online. The request will have to be authorised by DHL and, if the request is approved, you will be emailed with details of your login and password.

Section 1.2 deals with a new user requesting enrolment online and Section 1.3 shows a user with login details accessing the system.

1.2 Customer Requests Enrolment Online

From the screen displayed in Diagram 1.1a or 1.1b, click on 'New users please click [here](#)'. The Customer Enrolment screen will be displayed (Diagram 1.2a).

DHL | Belgium | e-billing hub - Microsoft Internet Explorer

Address <http://hub2b.accountis.net/customer/enrol/>

DHL

DHL e-billing hub **Customer Enrolment**

Help

Account Number: (Must be 8 or 9 digits)

Company Name:

Contact Name:

Email Address:

Telephone Number:

Language: Dutch

Please enter the following information regarding the last DHL invoice you were sent:

Invoice Number:

Grand Total:

Please confirm that you agree to [DHL terms and conditions](#)

Save

Deutsche Post World Net
MAIL EXPRESS LOGISTICS FINANCE

©2006 DHL. All rights reserved. [legal info](#) [contact us](#) [FAQ](#)

POWERED BY accountis

Diagram 1.2a - The Customer Enrolment screen

In this screen you should put in as much detail as possible to support your request to join e-Billing. The following are mandatory fields:

- Account Number
- Company Name
- Contact Name (your name)
- Email Address (your email address)

Other fields may be mandatory by certain countries. Please see the table below for local differences:

Country	Enrolment Field	Criteria
Belgium	Account Number	Must be 8 or 9 digits
Switzerland	Account Number	Must be 9 digits
Switzerland	Invoice Number	3 characters followed by 5 digits, no spaces or special characters. The 3 characters denote the local billing office.

You will receive a warning if any of these are blank. Also the system checks to see that your email address is well-formed (ie that it contains an '@' sign, that there are at least two characters between the '@' and the dot, that there is at least one character before the '@'). The telephone number is optional but it allows DHL to contact you. Please ensure that your email address is correct. You will not receive any messages from e-Billing if this address is not correct.

Two questions are asked about the last paper invoice you received from DHL. This allows DHL to verify your identity. Finally you need to tick the box to confirm that you accept the terms and conditions of the use of e-Billing. Provided that there are no exceptions, clicking on the 'Save' button will display the message giving you the option of enrolling a new account number (Diagram 1.2b).

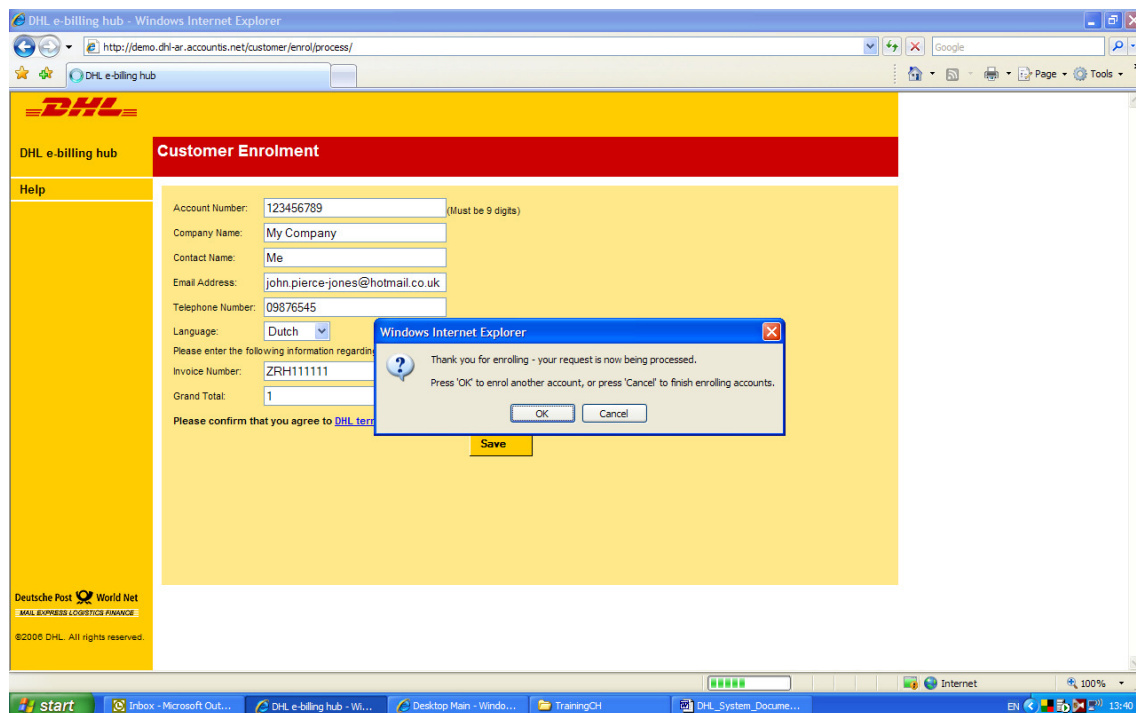
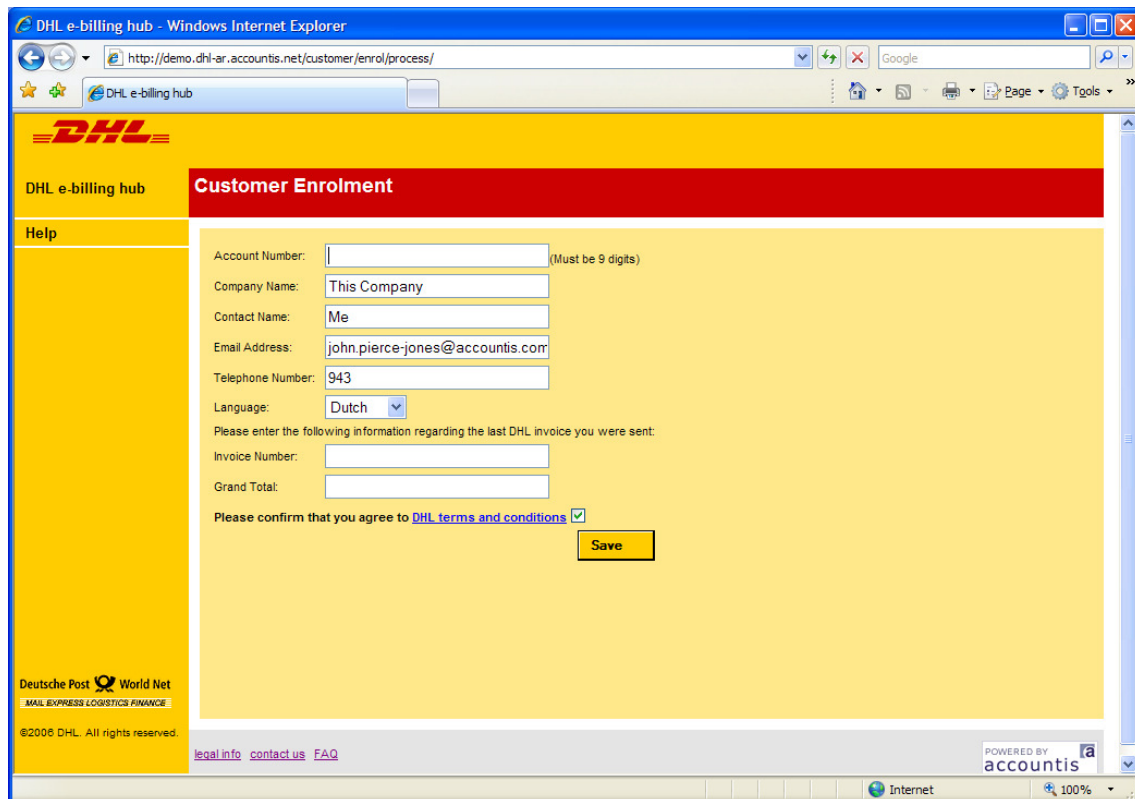


Diagram 1.2b - Option to add another of Enrolment Request

If you would like to add another account click 'OK'. The Customer Enrolment screen is redisplayed with certain key fields prepopulated (Diagram 1.2c).



The screenshot shows a web browser window titled "DHL e-billing hub - Windows Internet Explorer". The address bar shows the URL "http://demo.dhl-ar.accountis.net/customer/enrol/process/". The page features the DHL logo and a navigation menu with "DHL e-billing hub" and "Customer Enrolment". A "Help" link is also visible. The main content area is a form for customer enrolment with the following fields:

- Account Number: (empty) (Must be 9 digits)
- Company Name: This Company
- Contact Name: Me
- Email Address: john.pierce-jones@accountis.com
- Telephone Number: 943
- Language: Dutch (dropdown menu)
- Please enter the following information regarding the last DHL invoice you were sent:
 - Invoice Number: (empty)
 - Grand Total: (empty)
- Please confirm that you agree to [DHL terms and conditions](#)
- Save button

At the bottom of the page, there are logos for Deutsche Post and World Net, along with the text "©2006 DHL. All rights reserved." and links for "legal info", "contact us", and "FAQ". The page is powered by accountis.

Diagram 1.2c - Adding another of Enrolment Request

You should enter the new account number, account number and grand total before clicking 'Save'. You can continue the process to request enrolment with multiple account numbers.

The key to the one-stop view mentioned in the Introduction is that the email address that you register against each new account should be the same. If your requests are approved then you will be able to view invoices for all your account numbers by logging in with the single email address. (Your login is the same as your email address.)

When you have finished (after one or more enrolment requests have been entered) click 'Cancel' in the box displayed in Diagram 1.2b. The screen in Diagram 1.2d appears. This confirms that DHL have received your enrolment request(s). You should assume that DHL have not received your request(s) unless you see this message.

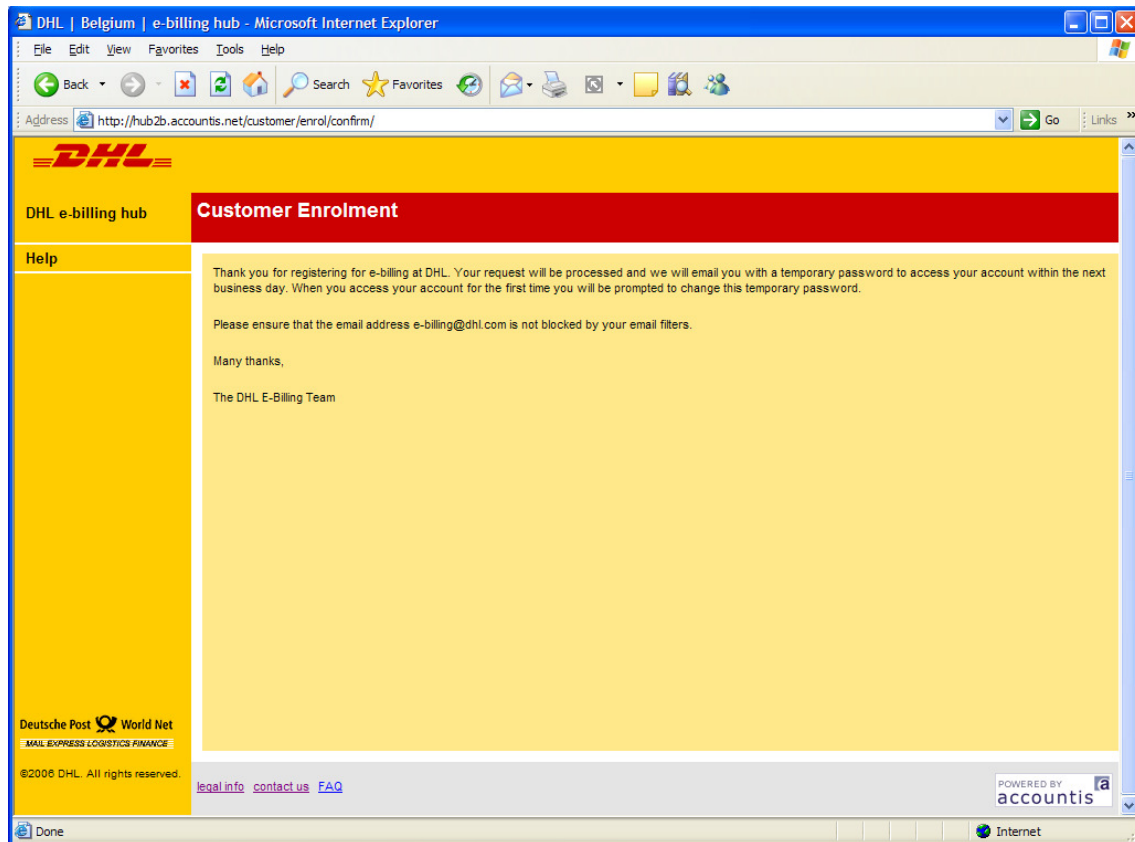


Diagram 1.2d - Acknowledgement of Enrolment Request

Any emails that you will receive from e-Billing will have a 'From' address of one of the following (depending on your country and your trading arrangements with DHL)

e-billing@dhl.com (for BE)

e-billing.bel@dhl.com (for BE)

e-billing.be2@dhl.com (for BE)

e-billing.ch@dhl.com (for CH)

You should ensure that your email filter does not block messages from the relevant address(es). If your request is approved you should receive an email similar to the one shown in Diagram 1.2e.

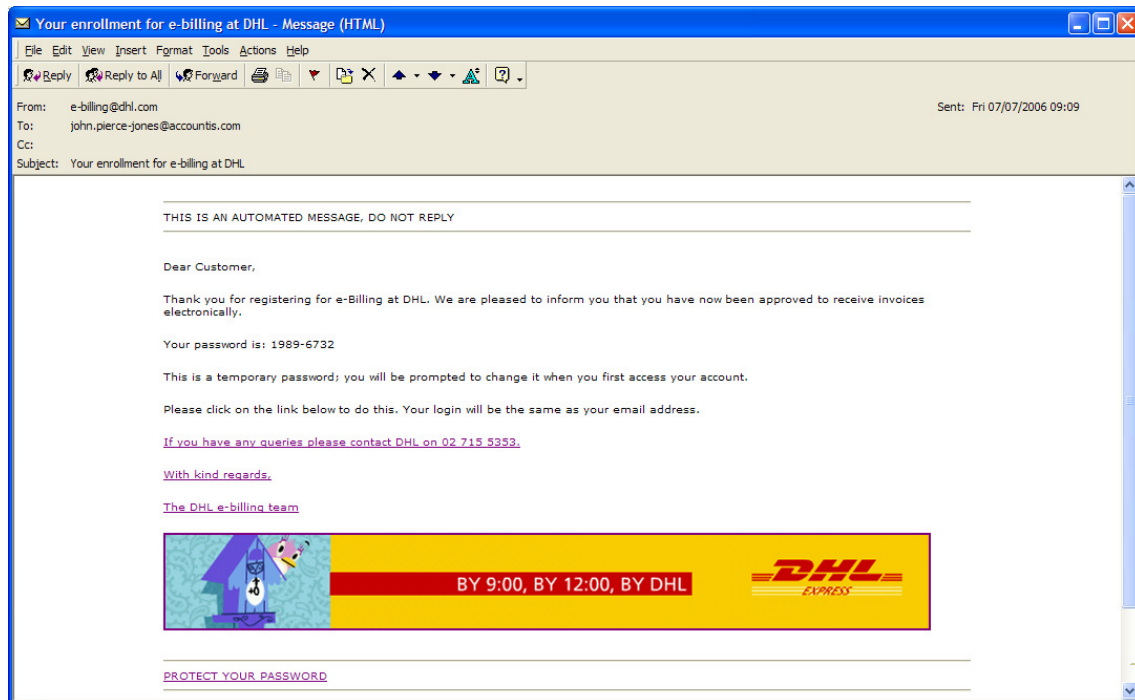


Diagram 1.2e - Email confirming approval of enrolment request

However if your request cannot be approved you will receive an email similar to the one shown in Diagram 1.2f.

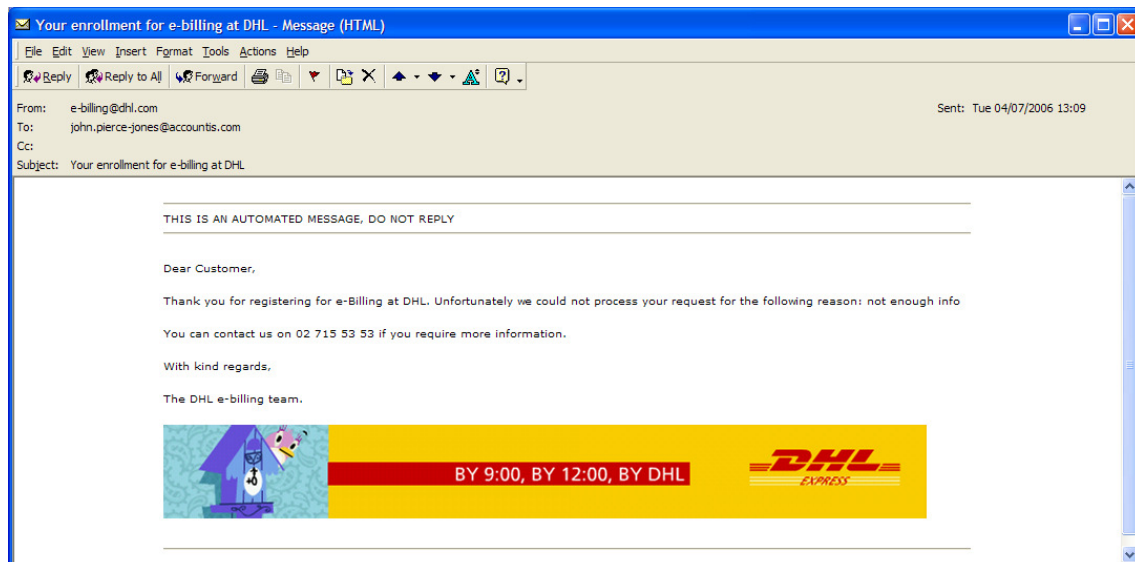


Diagram 1.2f - Email rejecting the enrolment request

This email should give the reason for the rejection. If you receive such an email, please contact DHL on the telephone number provided or go through a new enrolment request.

1.3 Logging In

As a DHL customer will log in using the following URL:

<https://dhl-ar.accountis.net/customer/login/>

The login page is show in Diagram 1.3a. All DHL's customers will be accessing the system using an e-Billing login name that is the same as their email address. This ensures that they are able to receive notification emails produced by the e-Billing system and which are relevant to them.

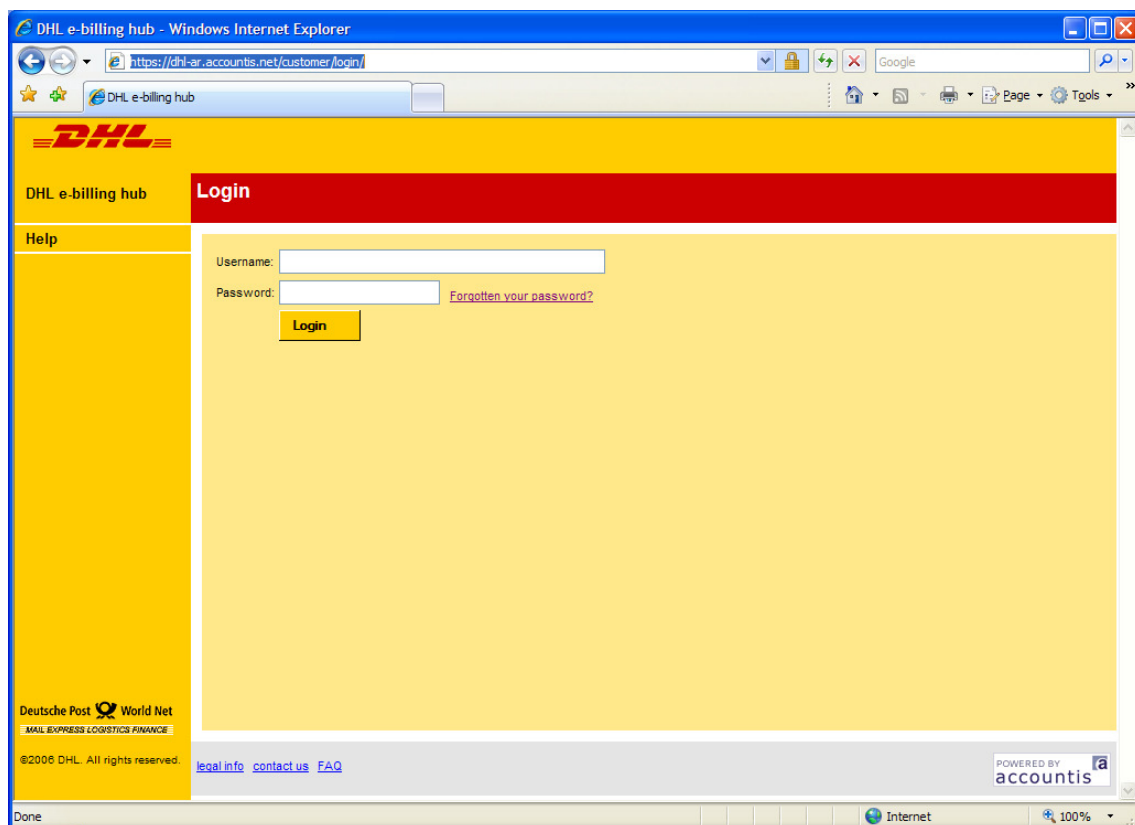


Diagram 1.3a - Customer Login Page

1.3.1 Forgotten Your Password

If you are a returning user but you have forgotten your password, please fill out your login (email address) and click on 'Forgotten your Password?'. A box will be displayed (see Diagram 1.3b) asking for confirmation that a temporary password is to be sent to this email address. Click on 'OK'

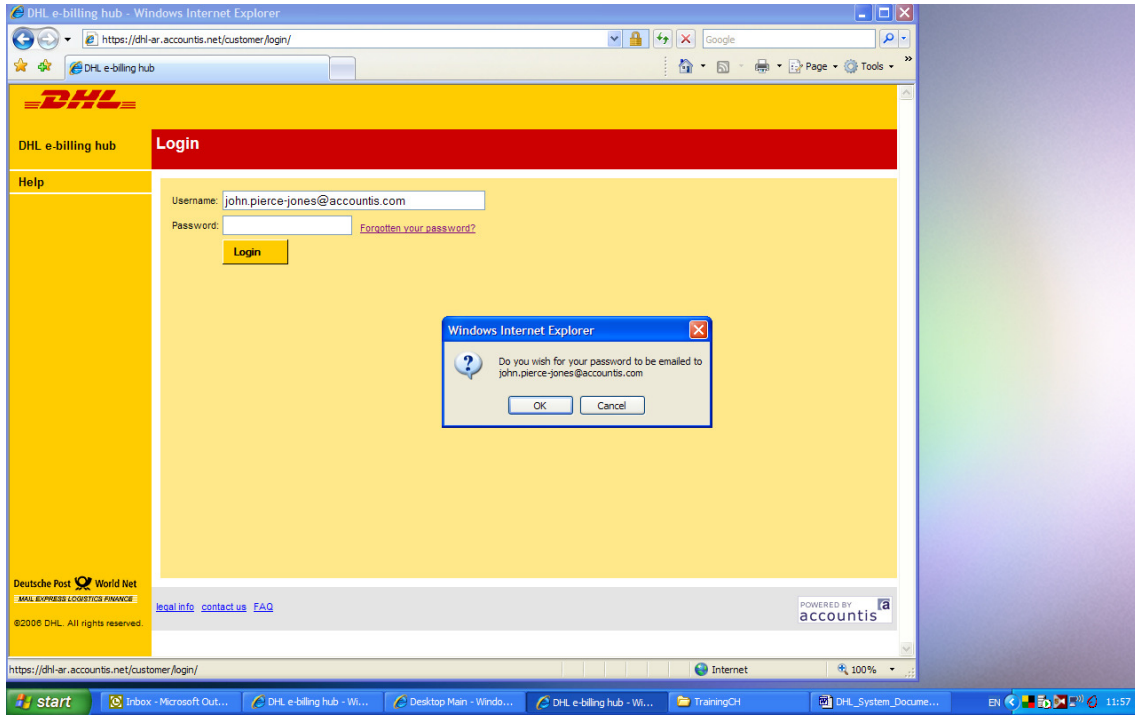


Diagram I.3b - Confirm Password Email Reminder

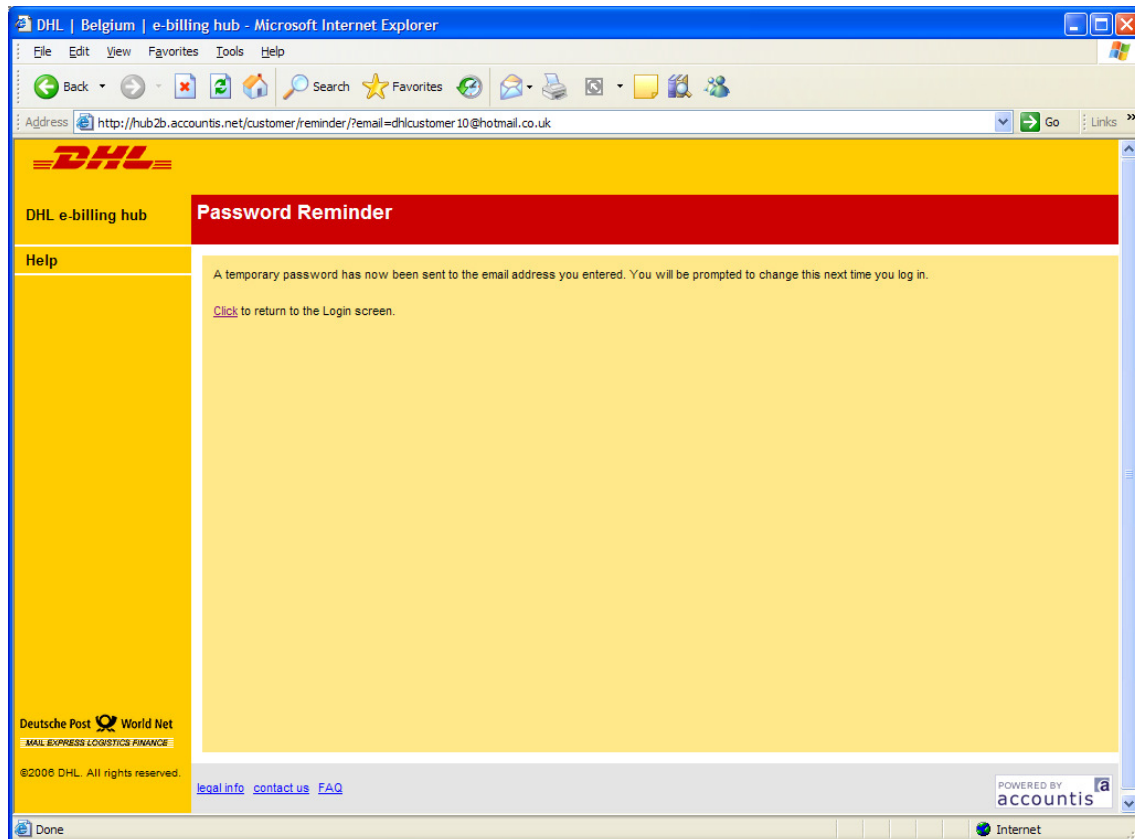


Diagram 1.3c - Password Reminder Confirmation

Assuming your email address already exists on the system then a confirmation message will be displayed (Diagram 1.3c – Please note the URL in this example is different to the one that you will see). If your email address is not recognised by the system then you will not see this message and the screen will be refreshed as per Diagram 1.3a.

The email that you receive will be very similar to the one shown in Diagram 1.3d. It will contain a temporary password that you can use to log onto the system.

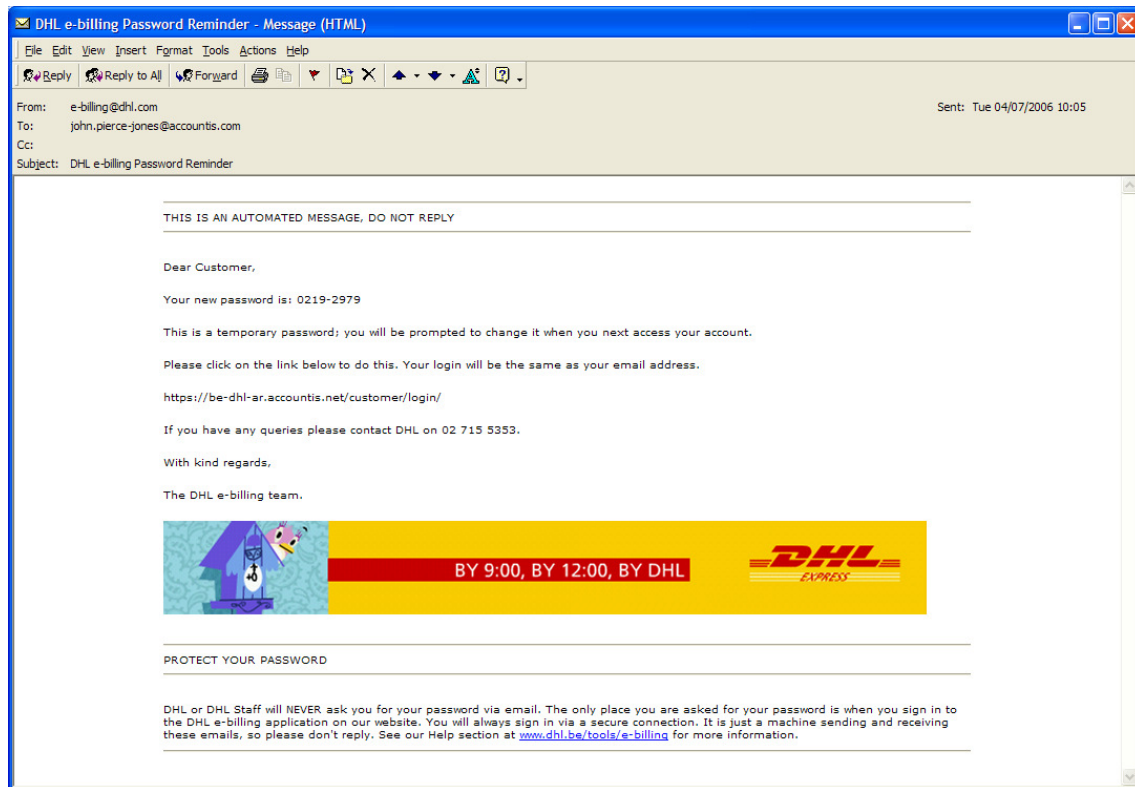


Diagram I.3d - Email Reminder

When you next login (via the screen as shown in Diagram I.3a) you will be prompted to change your password (Diagram I.3e). Type in matching passwords in both boxes and press 'Change Password'.

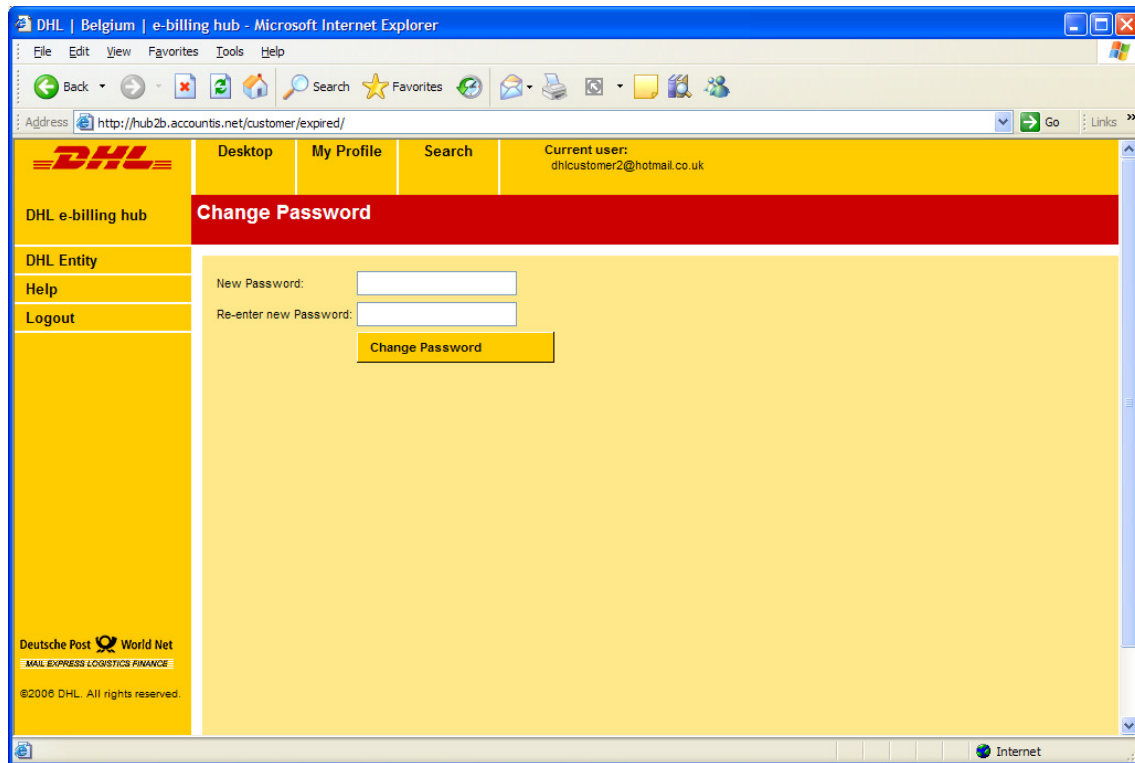


Diagram I.3e - Change temporary password

You will then be directed to the Desktop screen (similar to Diagram I.3f).

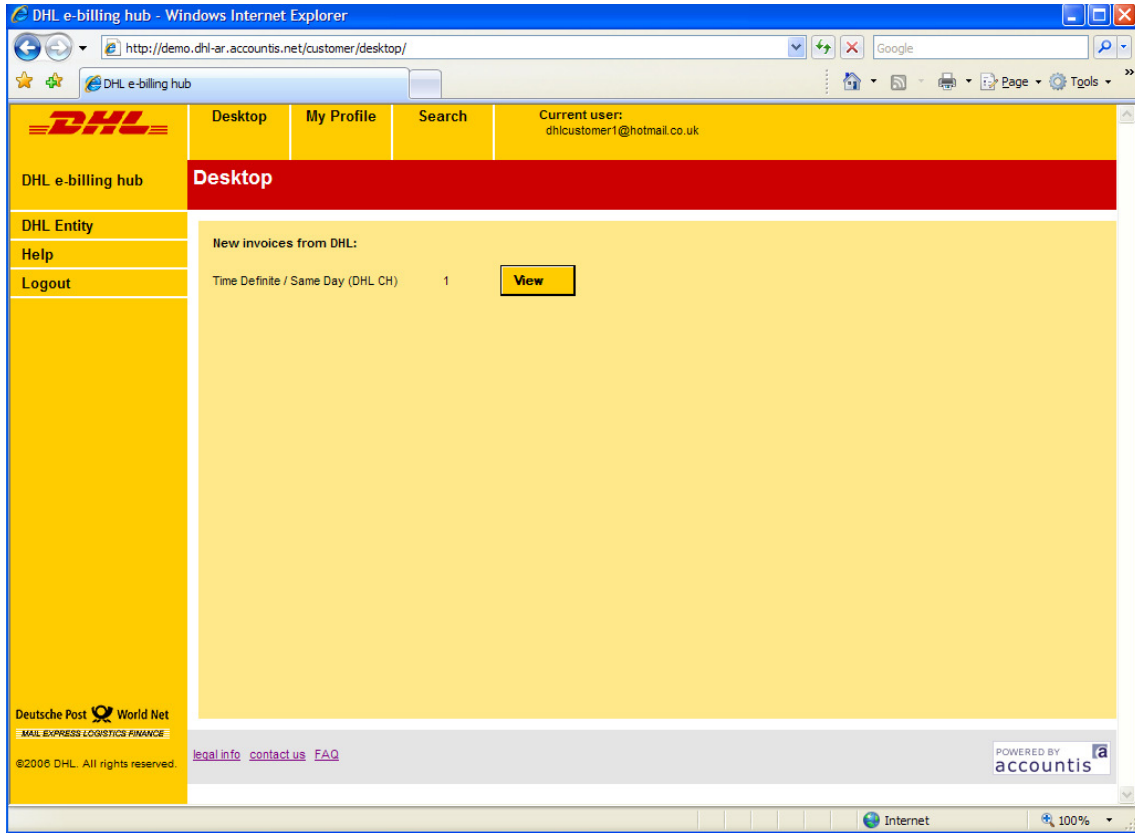


Diagram I.3f - A Typical Desktop screen

1.4 The Desktop Screen

This is the first screen you will see when you have successfully logged in. Diagram 1.4a describes the various parts of the screen

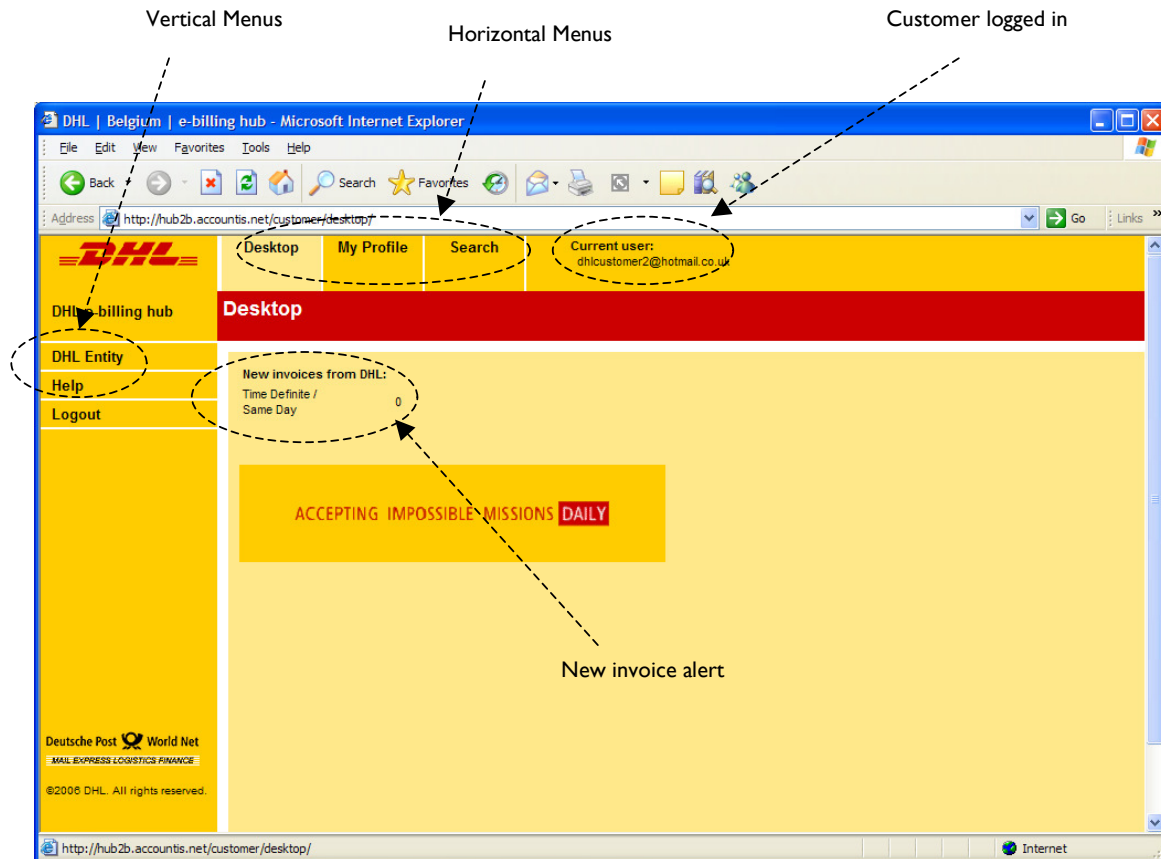


Diagram 1.4a - The Desktop Screen

The 'New invoice from DHL' alerts you to any new documents that exist on the system for you. "New Invoices" are defined as invoices which you or someone else as a representative of your particular customer account have not viewed online. You may well have viewed them as PDF attachments to the email alert you would have received when the invoice was created. A document will be regarded as no longer being new after you or someone else working for your organisation has viewed the invoice directly on the e-Billing system. So be aware that the actions of others within your department or company with access to e-Billing will affect what you see here.

On any screen on the e-Billing system the login account that you are using to access the system is displayed at the top right-hand corner.

The menus are displayed along the top and down the left-hand side of the screen. We will look at each of the following sections (1.5 onwards)

This customer does not have any new invoices from DHL (Diagram 1.4a). The screen may appear differently if this is not the case (Diagram 1.4b). When any new invoices are available then the 'View' button appears. Clicking on this button displays the invoice summary view (Diagram 1.4c). This displays a one-line summary for each 'new' invoice available to the customer. Please note that some fields have been airbrushed out.

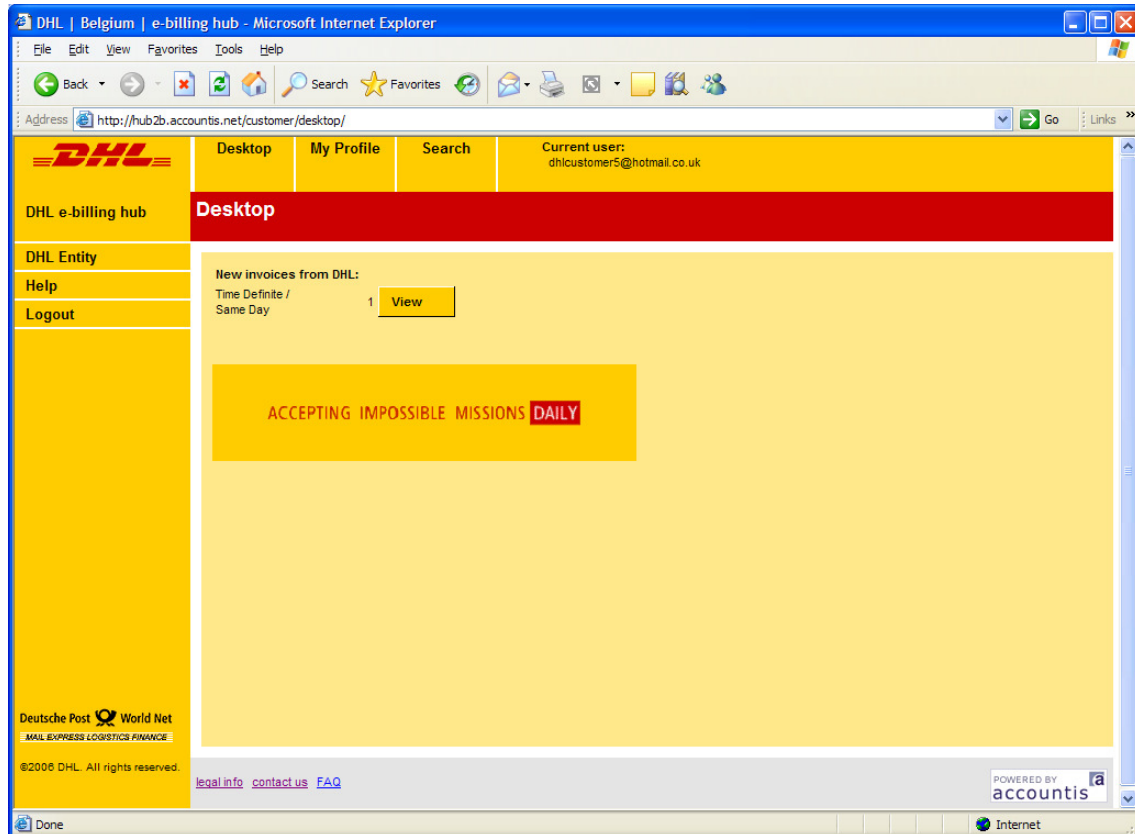
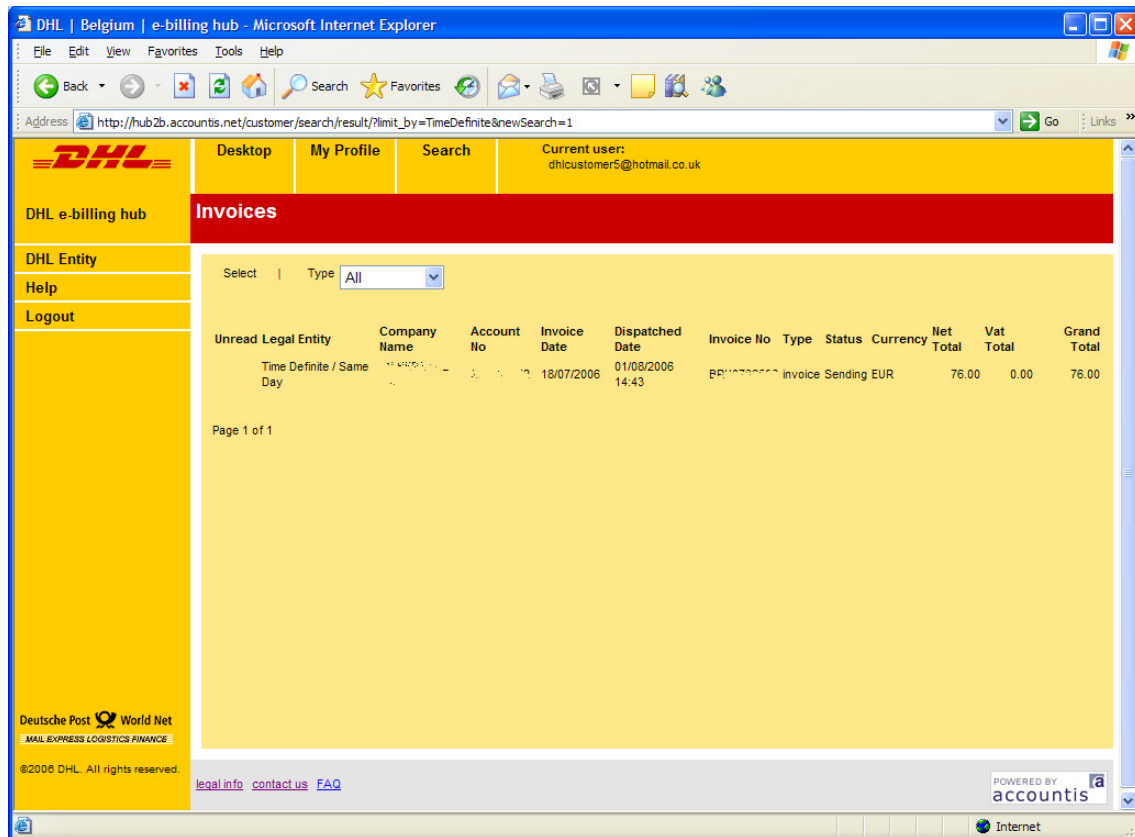


Diagram 1.4b - The Desktop Screen with Unread Invoices



The screenshot shows a web browser window displaying the DHL e-billing hub. The page has a yellow header with the DHL logo and navigation tabs for Desktop, My Profile, Search, and Current user: dhlcustomer5@hotmail.co.uk. Below the header is a red banner for 'Invoices'. A sidebar on the left contains links for DHL Entity, Help, and Logout. The main content area features a table with columns: Unread, Legal Entity, Company Name, Account No, Invoice Date, Dispatched Date, Invoice No, Type, Status, Currency, Net Total, Vat Total, and Grand Total. A single invoice is listed with a net total of 76.00 EUR. The footer includes the Deutsche Post World Net logo, copyright information, and links for legal info, contact us, and FAQ. The page is powered by accountis.

Unread	Legal Entity	Company Name	Account No	Invoice Date	Dispatched Date	Invoice No	Type	Status	Currency	Net Total	Vat Total	Grand Total
	Time Definite / Same Day			18/07/2006	01/08/2006 14:43	BRM1730000	Invoice Sending		EUR	76.00	0.00	76.00

Diagram 1.4c - The Invoice summary list

Clicking anywhere on the invoice line brings up an HTML view of the invoice (Diagram 1.4d). Again, please note that some fields have been airbrushed out.

The screenshot shows the DHL e-billing hub interface in a Microsoft Internet Explorer browser window. The address bar shows the URL: <http://hub2b.accountis.net/customer/document/31/>. The current user is identified as `dhlcustomer5@hotmail.co.uk`.

The interface features a navigation menu on the left with options: **DHL Entity**, **Help**, and **Logout**. The top navigation bar includes **Desktop**, **My Profile**, and **Search**. The main content area is titled **Details : invoice** and includes a **Download** button and a **Status** dropdown menu set to **Sending**. A **History** button is also present.

The invoice details are displayed in a table format:

```

***** INVOICE *****

Your VAT Number: 0123456789
Date: 16/07/06
AWB No: 4397232976
Sender: Extra Charge SPECIAL CLEARANCE C
Weight Kilos: 76.00
Weight Charge: 76.00
VAT & Code: B
Total: 76.00

***** Duty/VAT Invoice *****

Total          76.00    0.00    76.00

TOTAL          EUR    76.00
  
```

The page number is indicated as **Page: 1**.

Diagram 1.4d - The HTML view of the invoice

If the invoice has multiple pages then you can click on the relevant 'Page:' number to go to that page. In the example in Diagram 1.4d is of a single page invoice.

1.4.1 Downloading the Invoices

From this page you can choose to download the invoice in various formats. This is particularly useful because it gives you the opportunity to import the invoice data into your own financial package. You do not have to retype all the data. For example, the following procedure describes how you can open the data in MS Excel. Click on the dropdown list next to the download button. Select 'Download as CSV' and click on the 'Download' button. This should display an 'Open' or 'Save' option. Clicking on the 'Open' should open up the file in Excel for you (Diagram 1.4e). Your computer settings may not allow you to open CSVs directly in MS Excel. If you would like to change the setting so that this happens please refer to the instructions in Appendix A.

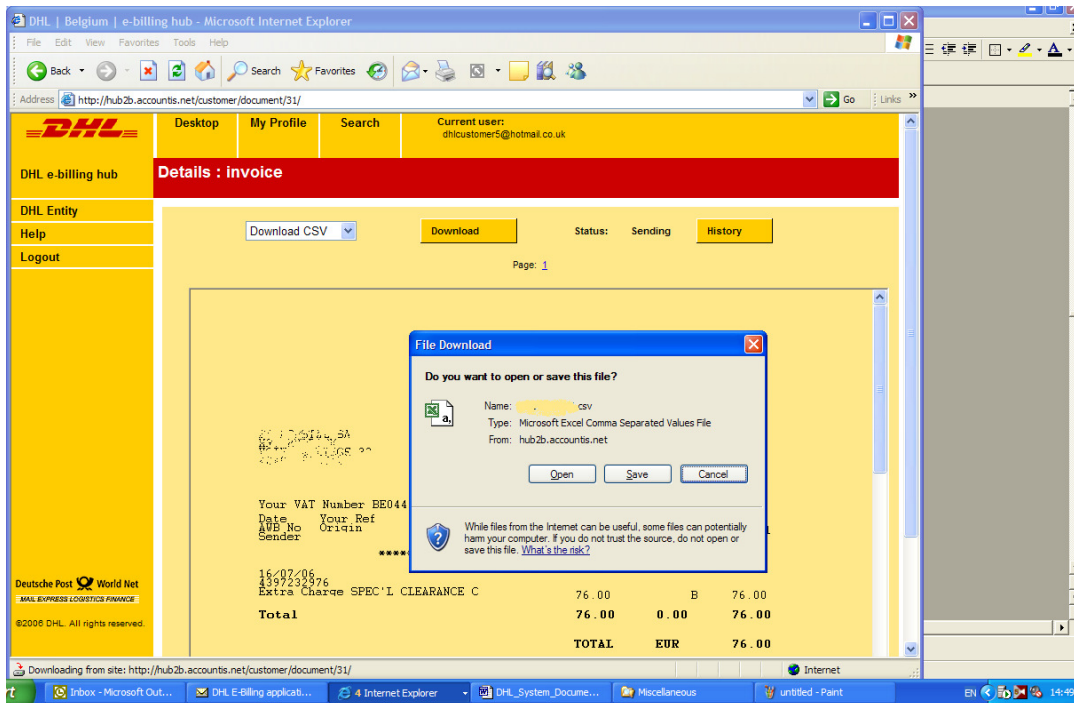


Diagram I.4e - The HTML view of the invoice

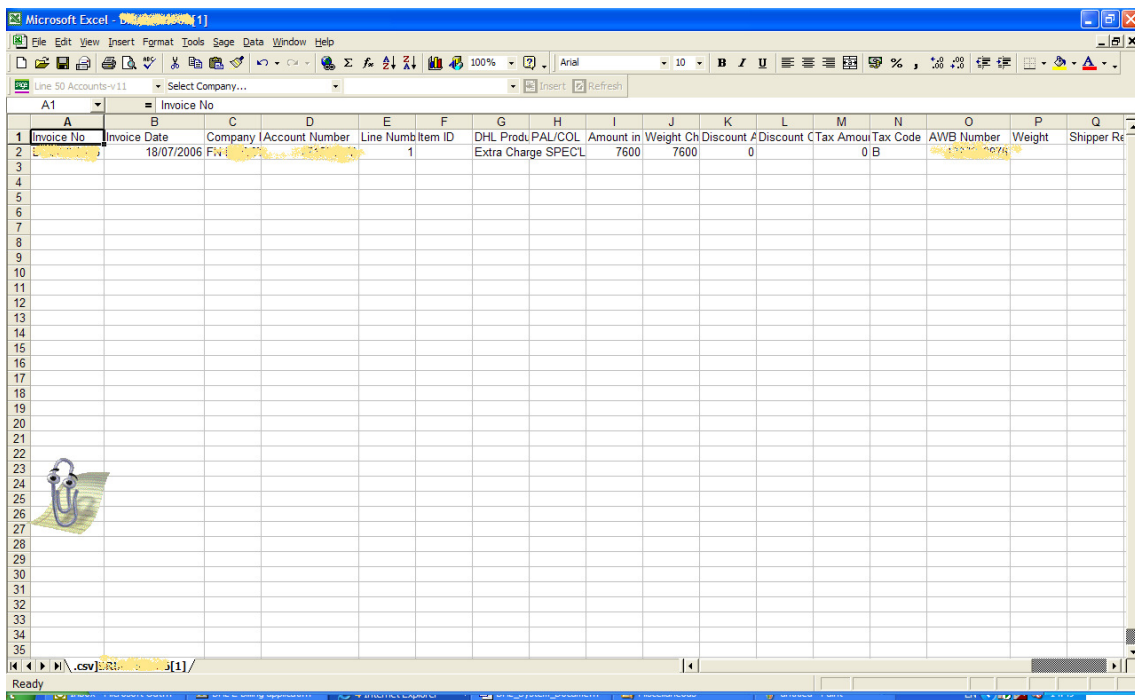


Diagram I.4f - The CSV representation of the invoice opened in Excel

This invoice was very small and the download option is not particularly useful in this particular case. However the benefits of not having to retype line items from larger invoices (time saved and typing errors avoided) will be evident.

A PDF download option is also available. This produces the same PDF as is emailed in the notification of a new invoice being available from DHL. Diagram I.4g shows the PDF representation of this invoice:

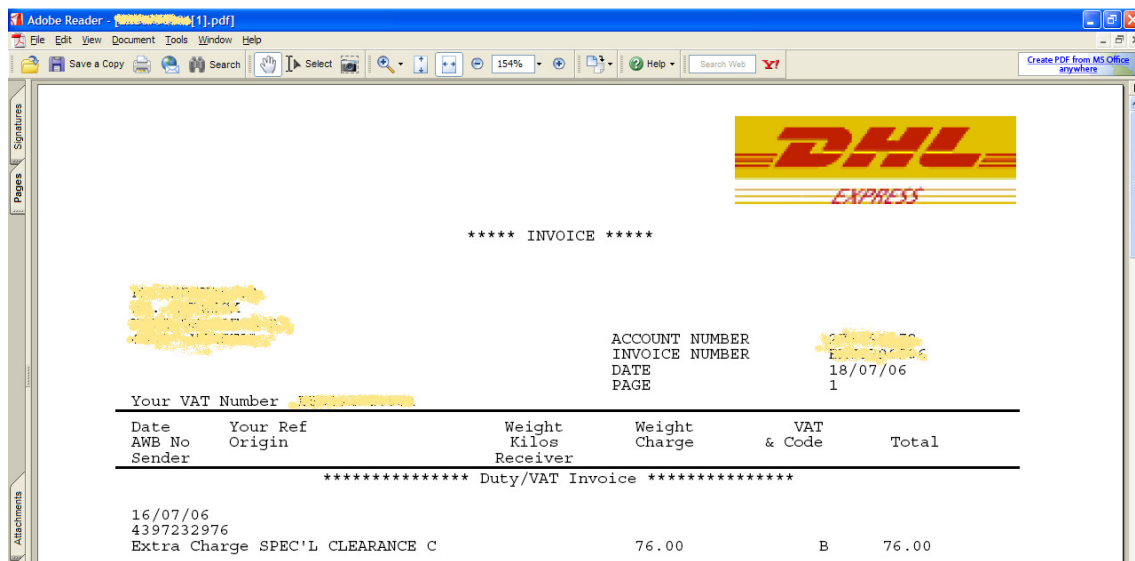


Diagram I.4g - The PDF representation of the invoice opened in Excel

1.4.2 Querying an Invoice

The e-Billing application allows you to raise queries against your invoices online. This is done by accessing the invoice summary view (Diagram I.4h) and then clicking on the relevant invoice to access the invoice view (Diagram I.4i).

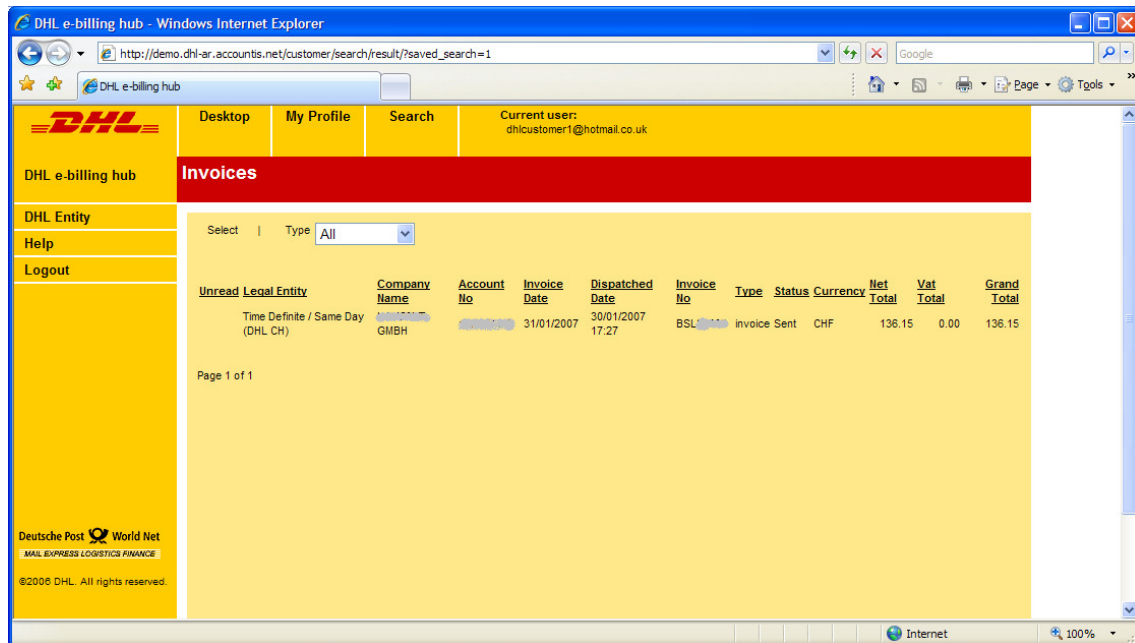


Diagram I.4h - Invoice Summary View

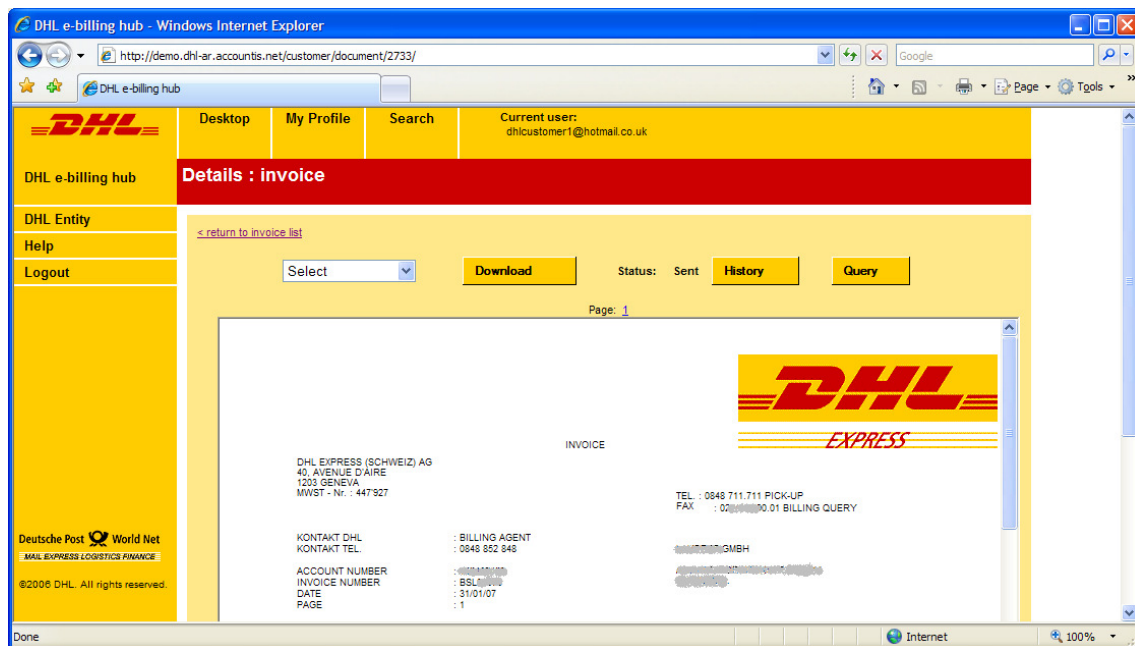


Diagram I.4i - Invoice View

By clicking on the 'Query' button that appears above the invoice, to the right hand side, the screen shown in Diagram I.4j is displayed. The information displayed on this screen depends on whether a query has already been raised against the invoice. There are no queries in this example.

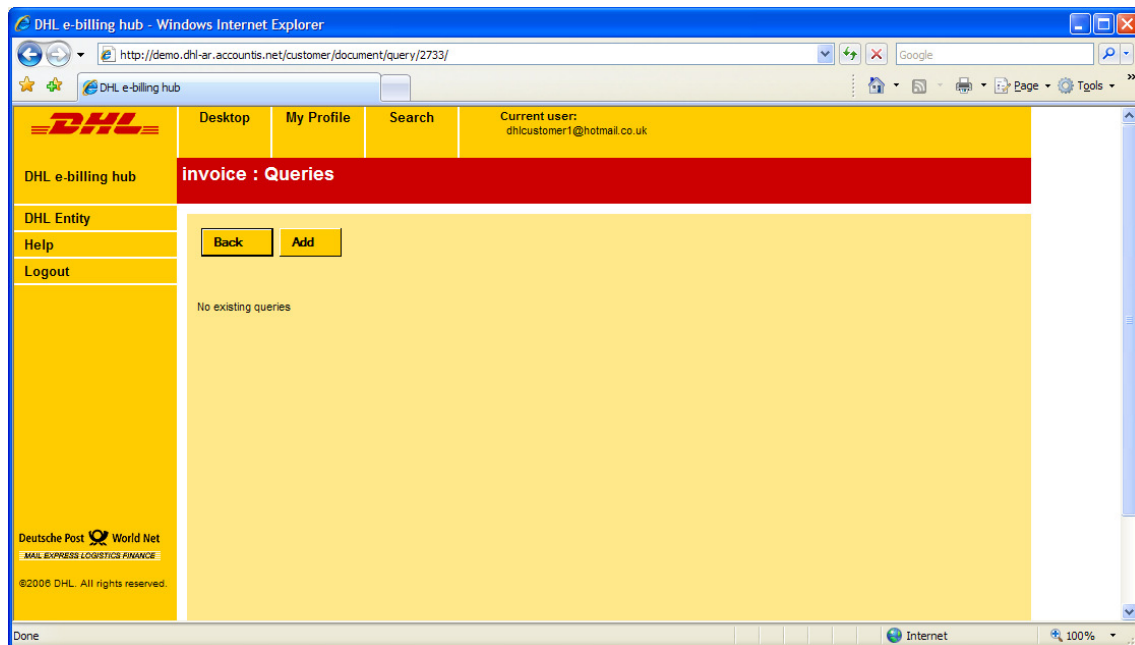


Diagram I.4j - Viewing or adding Queries

Clicking on 'Add' displays the screen to allow you to enter your details and details of the query (Diagram I.4k)

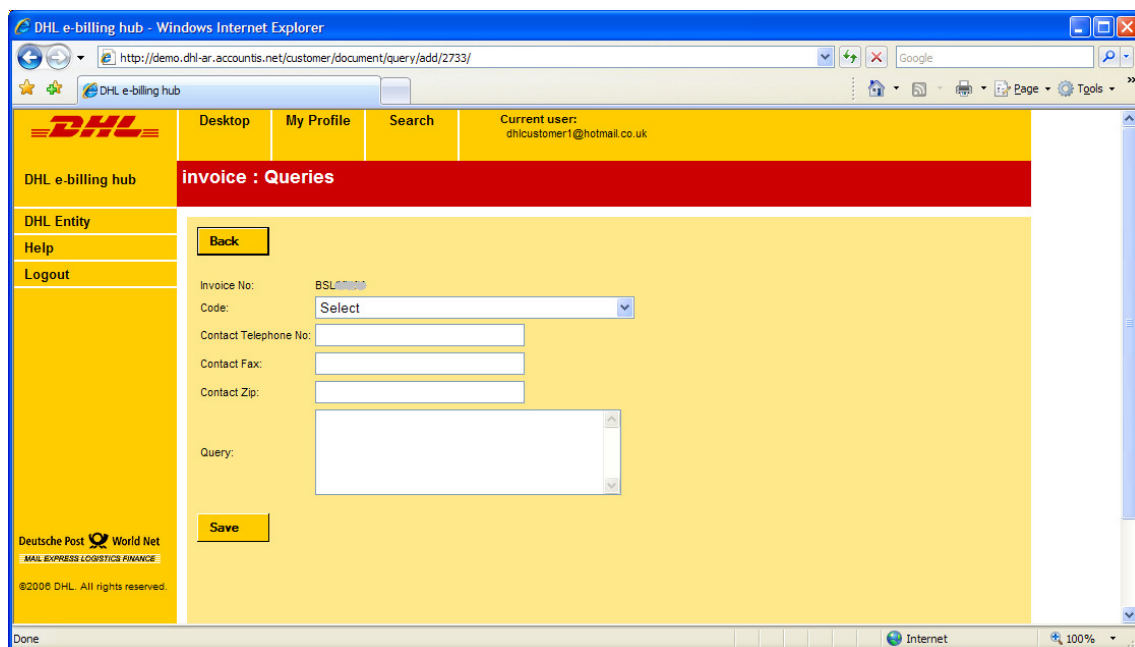
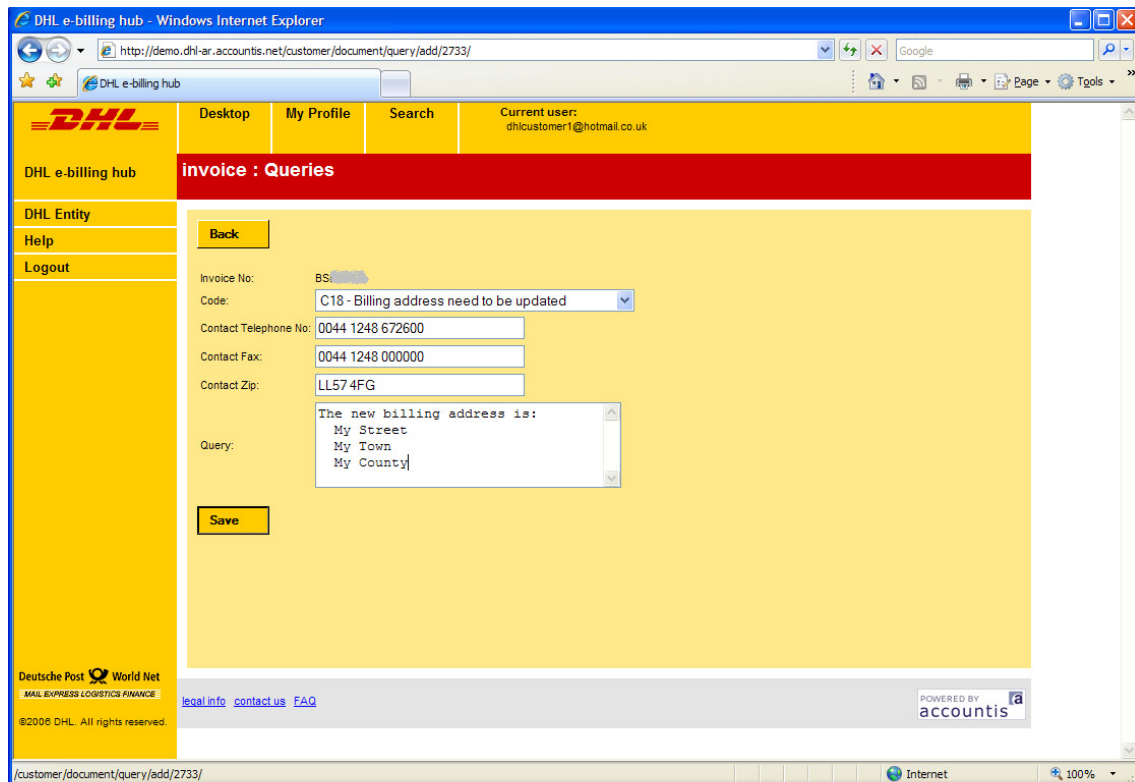


Diagram I.4k - Entering the Query

First select the code that best describes the nature of your query. If you cannot find an appropriate code please use 'C90 – others'. Then enter your details. DHL may use the information you provide to contact you. An example screen is shown in Diagram I.4l.



The screenshot shows a web browser window titled "DHL e-billing hub - Windows Internet Explorer". The address bar displays "http://demo.dhl-ar.accounts.net/customer/document/query/add/2733/". The page features a yellow navigation bar with the DHL logo and menu items: "Desktop", "My Profile", "Search", and "Current user: dhicustomer1@hotmail.co.uk". Below the navigation bar, a red banner reads "invoice : Queries". The main content area is a form with a yellow background. It includes a "Back" button at the top left. The form fields are: "Invoice No:" with a "BS:" dropdown; "Code:" with a dropdown menu showing "C18 - Billing address need to be updated"; "Contact Telephone No:" with the value "0044 1248 672600"; "Contact Fax:" with the value "0044 1248 000000"; "Contact Zip:" with the value "LL57 4FG"; and "Query:" with a text area containing "The new billing address is: My Street, My Town, My County". A "Save" button is located at the bottom of the form. The footer contains the Deutsche Post World Net logo, "MAIL EXPRESS LOGISTICS FINANCE", "legal info contact us FAQ", and "POWERED BY accountis". The browser status bar shows the URL "/customer/document/query/add/2733/" and "Internet" with a 100% zoom level.

Diagram I.4l - Entering the query details

Click 'Save' when you have finished. The screen shown in Diagram I.4m is displayed.

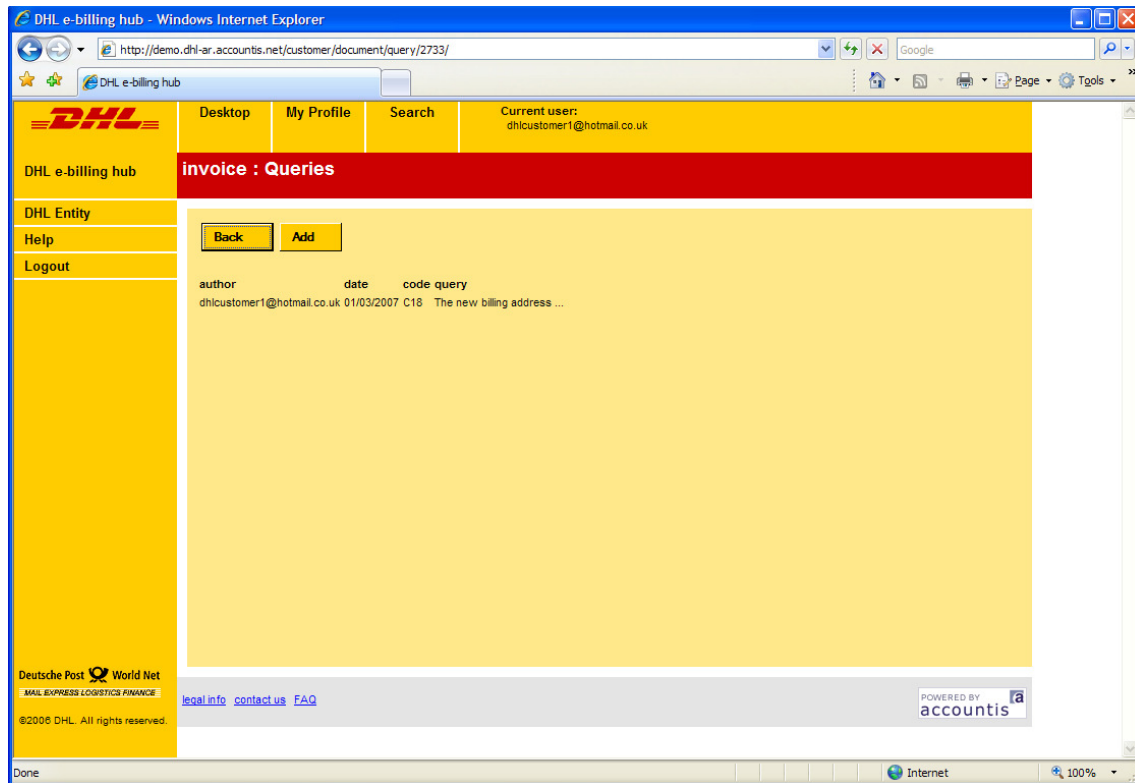


Diagram I.4m - One query has been registered.

If you hover with your mouse over the first few words of the query then the full text will be displayed (Diagram I.4n). You cannot edit or retract a query once you have raised it and your query will remain associated with the particular invoice against which it was raised. DHL will seek to resolve the query with you by email or by phone.

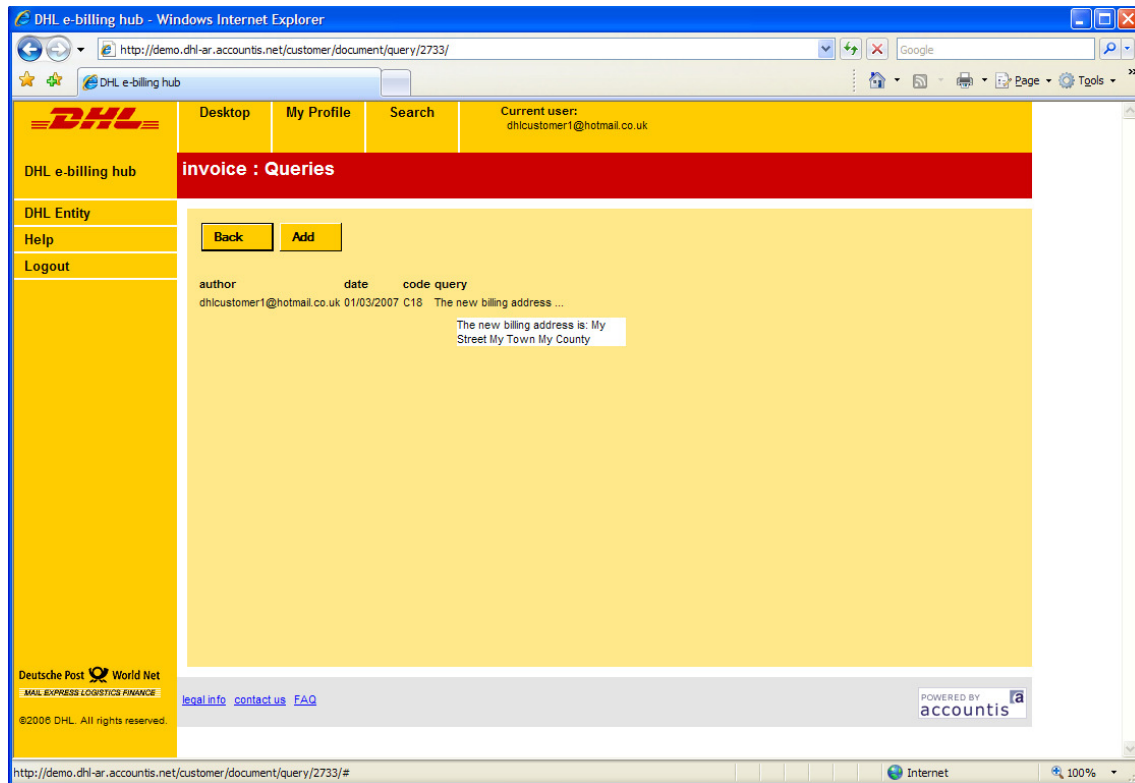


Diagram 1.4n - Hovering to see the query text.

You can add any number of queries against an invoice. Just click on 'Add' for each new query. Diagram 1.4o shows three queries raised against the same invoice.

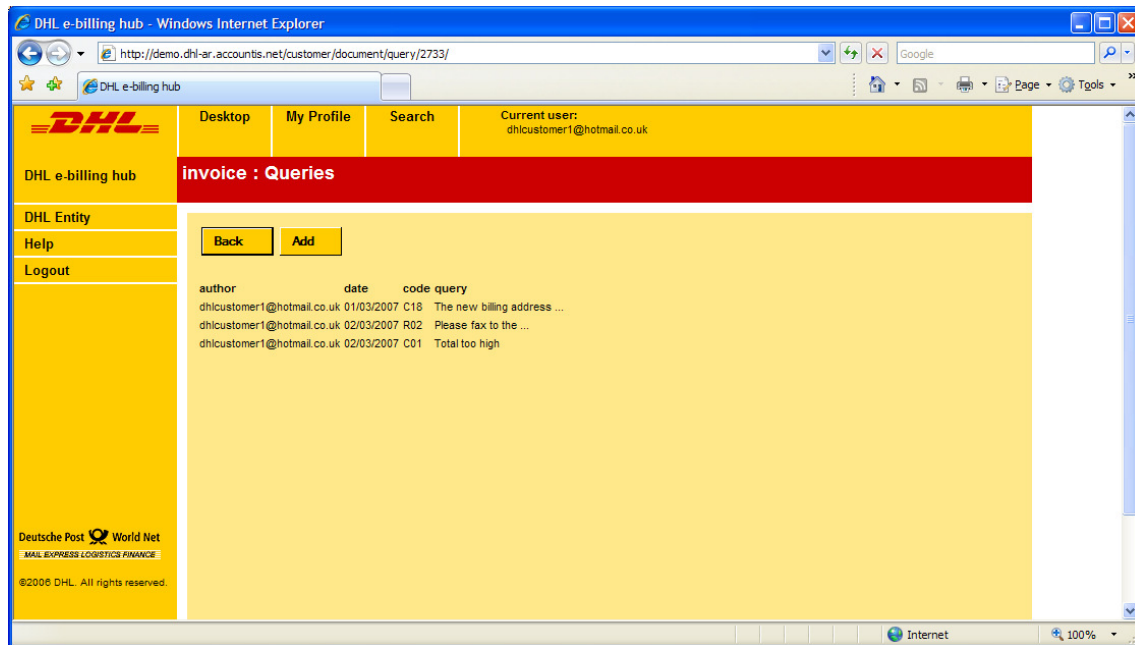


Diagram I.4o - Multiple queries raised against one invoice

1.5 My Profile

Clicking on the 'My Profile' menu displays the 'My Profile' screen (Diagram I.5a).

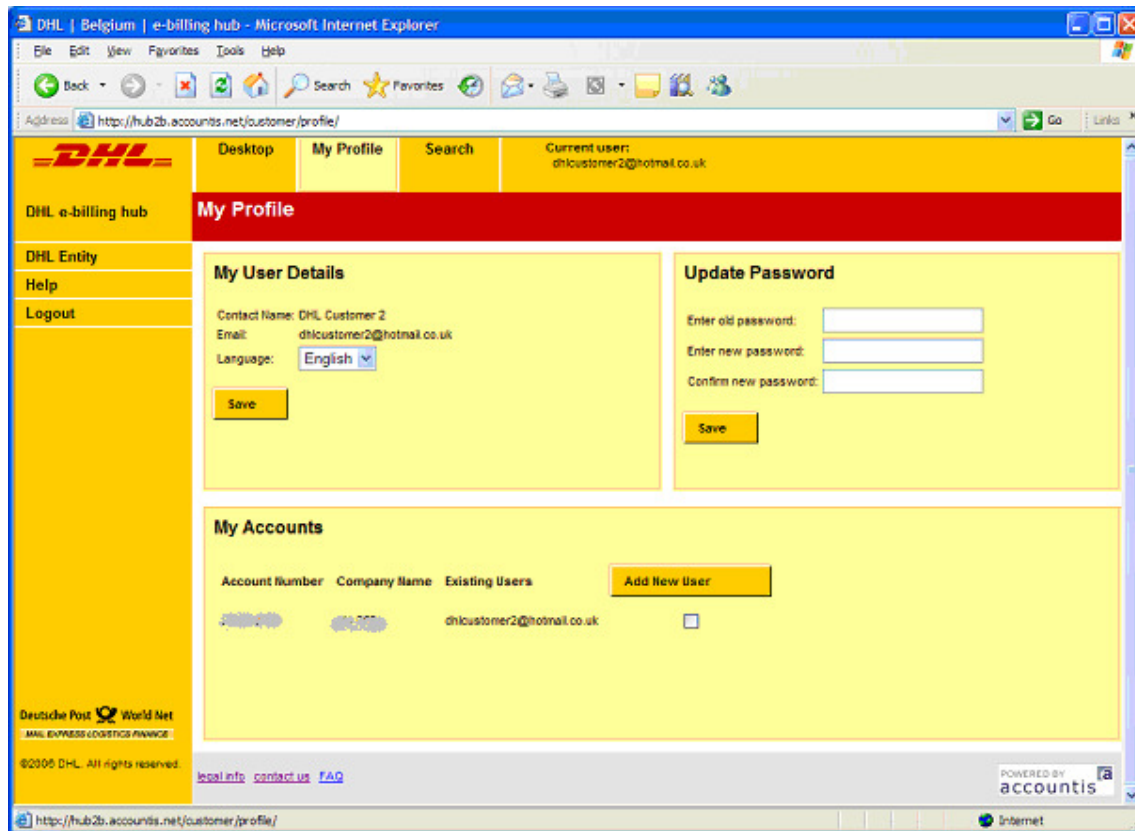


Diagram 1.5a - The My Profile Screen

In this screen you can change your language preference to one of the five languages English, Dutch, French, German or Italian and change your password. It is also the screen where you can add new users to those customer account number(s) to which you have access. We will look at each of these in turn.

1.5.1 Changing your Language Preference

Click on the drop down list next to language (Diagram 1.5b), select the appropriate option and click the 'Save' directly underneath. The screen will be translated instantly (to Dutch in Diagram 1.5c) and the setting will be saved and carried through into your next session. It will only be changed if you repeat the procedure and select a different language.

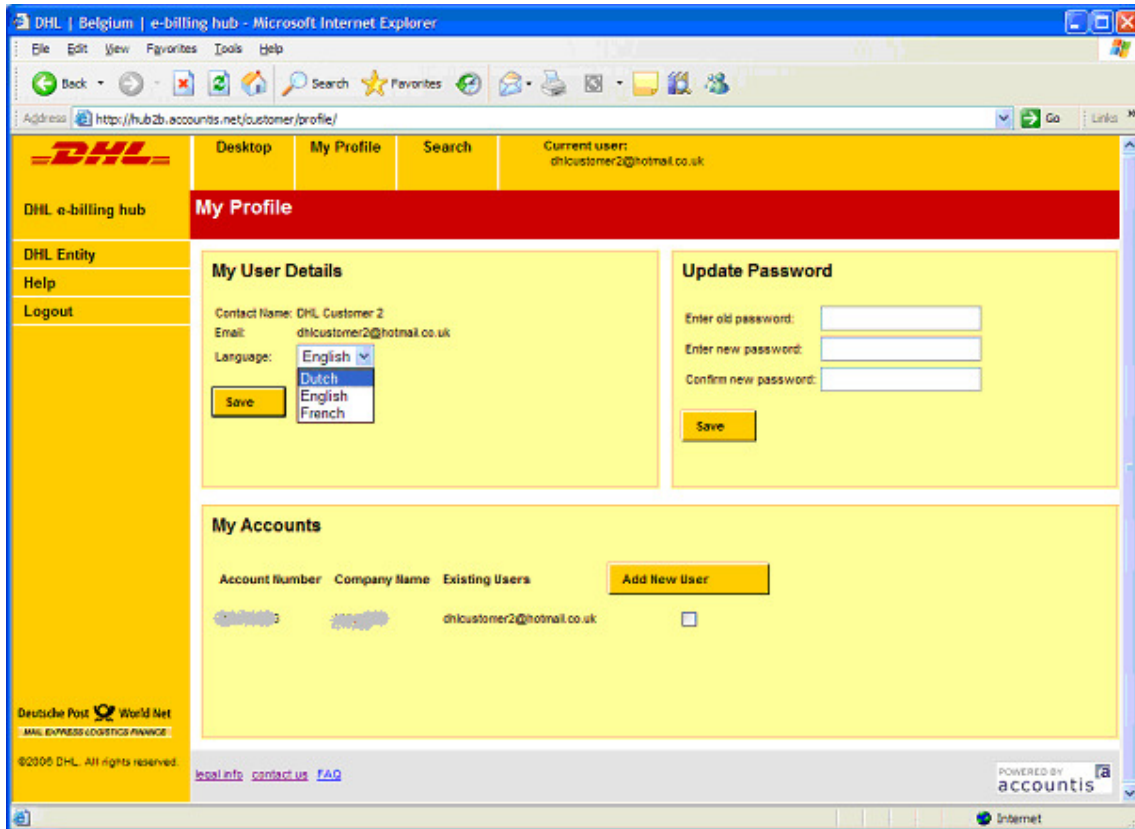


Diagram 1.5b - The My Profile Screen

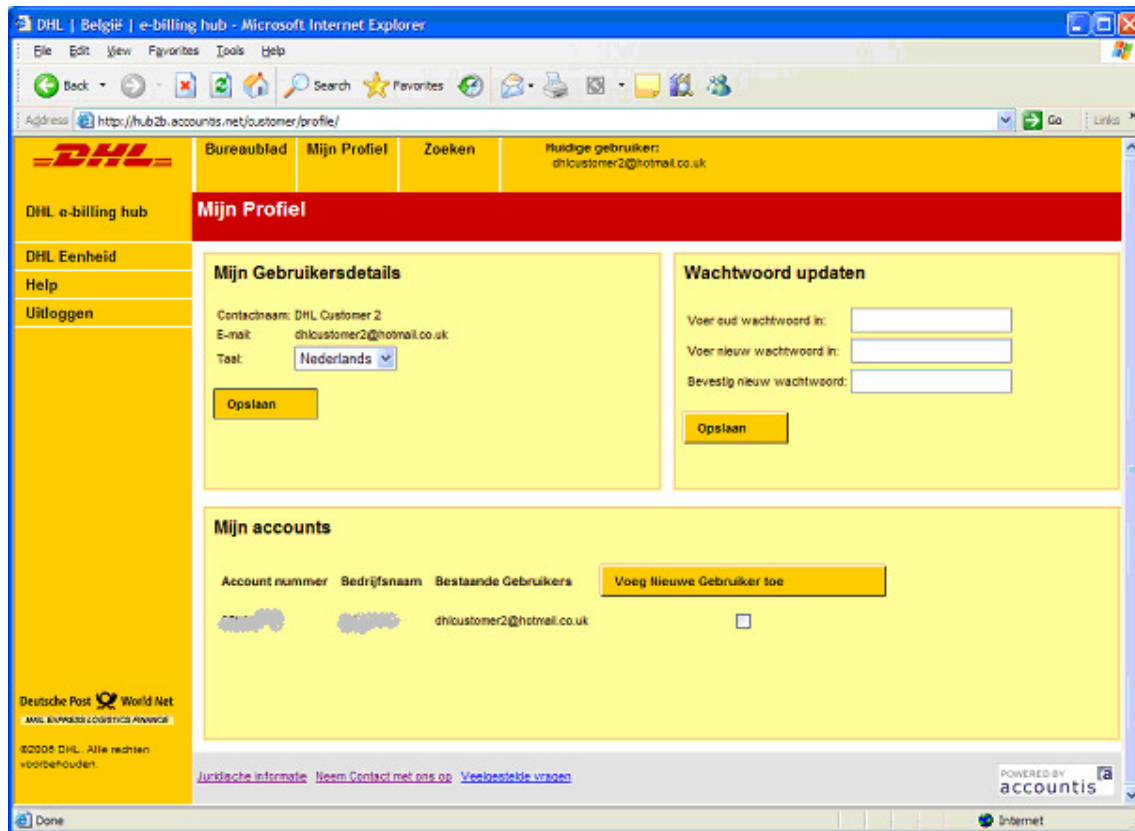


Diagram 1.5c - The My Profile Screen shown in Dutch

1.5.2 Changing you password

Under the 'Update Password' section type in your old password in the first box followed by the new password in the second and third boxes (Diagram 1.5d). Then click 'Save' directly underneath. If the old password was correct AND the new password matched in the second and third boxes, then you will receive a 'Password Updated' message (Diagram 1.5e). If either of these conditions are not met then you will receive a 'Password not updated, please try again' message (Diagram 1.5f).

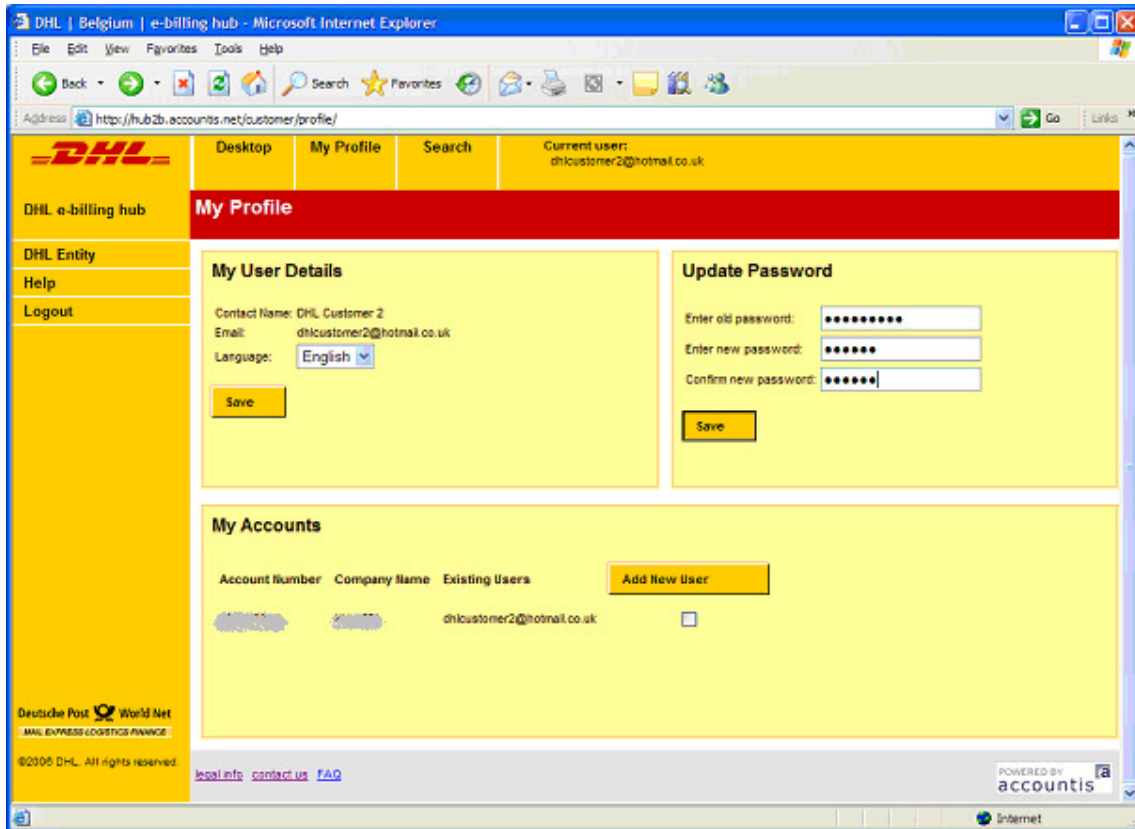


Diagram 1.5d - The My Profile Screen , changing the password

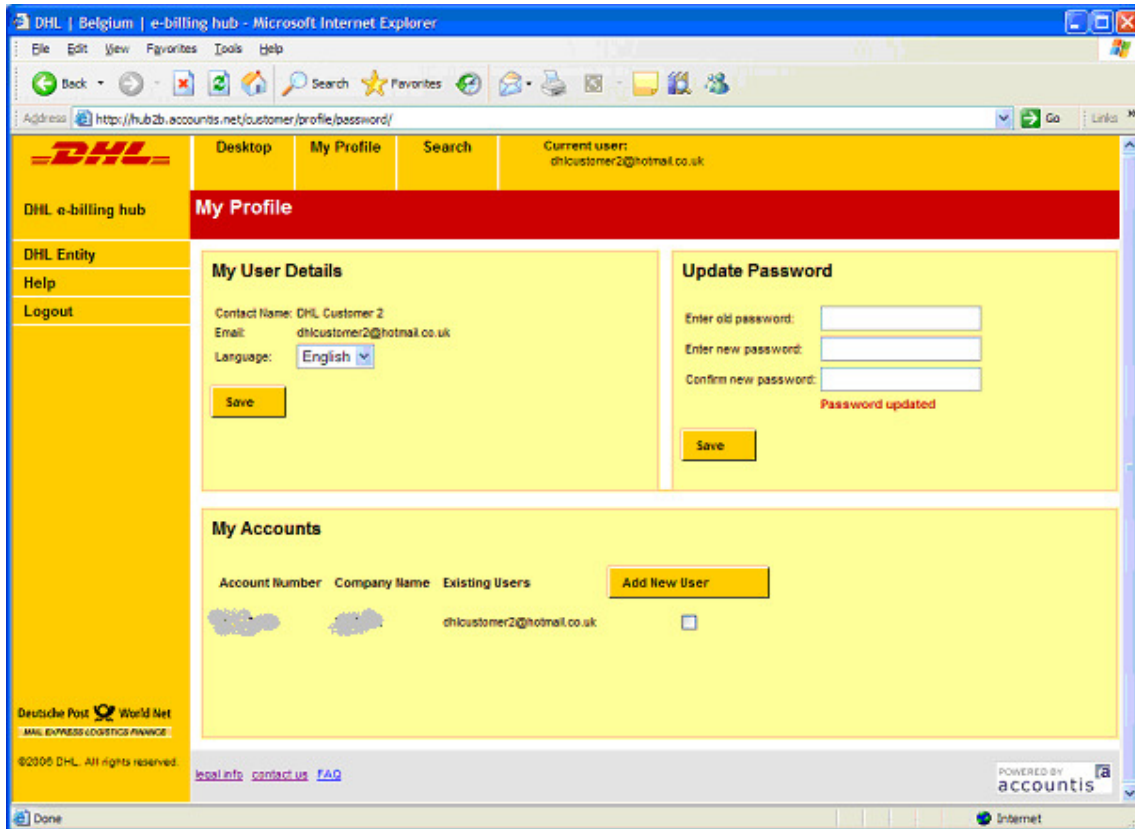


Diagram 1.5e - The My Profile Screen , password changed successfully

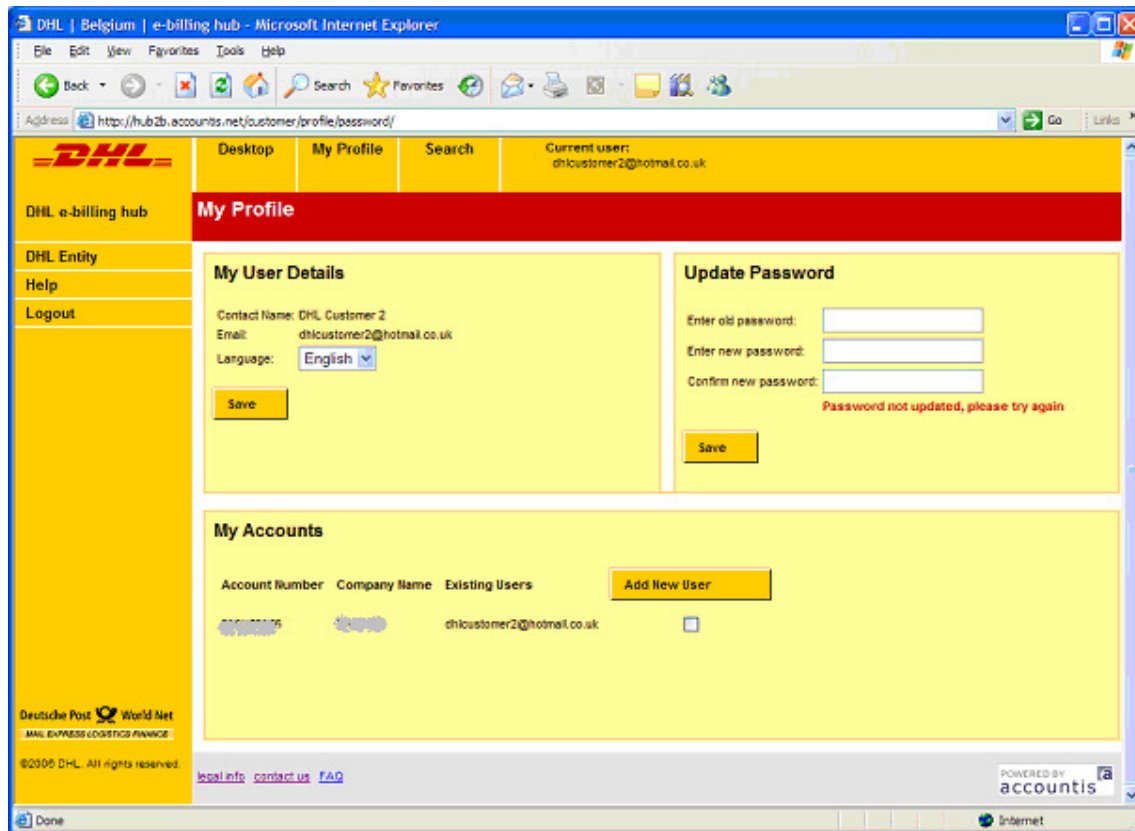


Diagram 1.5f - The My Profile Screen , password not changed

1.5.3 Adding a new user login to a customer account

After the first customer login has been added to a customer account number, you can add many additional logins to this account number as you like. You do not need DHL to do this for you as can do this yourself. From the 'My Profile' screen (Diagram 1.5b). Simply use the tickbox to select those customer account numbers to which you would like to add a new customer login (Diagram 1.5g). Tick as many boxes as you require, i.e. if you have three customer account numbers and you would like to add a new login to add of them then just tick all three boxes and click on 'Add New User'. The screen in Diagram 1.5h is displayed. Type in the email address in the box displayed. Click 'Continue' and enter the contact name in the next screen (Diagram 1.5i). Select the language preference and click on 'Save'. The 'My Profile' screen will be redisplayed (Diagram 1.5j) and a message returned towards the bottom left of the screen to confirm the addition.

The screenshot shows the 'My Profile' page of the DHL e-billing hub. The browser window is titled 'DHL | Belgium | e-billing hub - Microsoft Internet Explorer'. The address bar shows the URL 'http://hub2b.accounts.net/customer/profile/'. The page features a yellow and red header with the DHL logo and navigation tabs: Desktop, My Profile, and Search. The current user is identified as 'dhlcustomer3@hotmail.co.uk'. The main content area is divided into three sections: 'My User Details', 'Update Password', and 'My Accounts'. The 'My User Details' section includes fields for Contact Name (DHL Customer 3), Email (dhlcustomer3@hotmail.co.uk), and Language (English). The 'Update Password' section includes fields for Enter old password, Enter new password, and Confirm new password. The 'My Accounts' section includes a table with columns for Account Number, Company Name, and Existing Users, and an 'Add New User' button. The footer includes the Deutsche Post World Net logo, copyright information, and links for legal info, contact us, and FAQ.

Account Number	Company Name	Existing Users	
[REDACTED]	[REDACTED] DC	dhlcustomer3@hotmail.co.uk	<input checked="" type="checkbox"/>

Diagram 1.5g - The My Profile Screen , selecting an account number to which an user will be added.

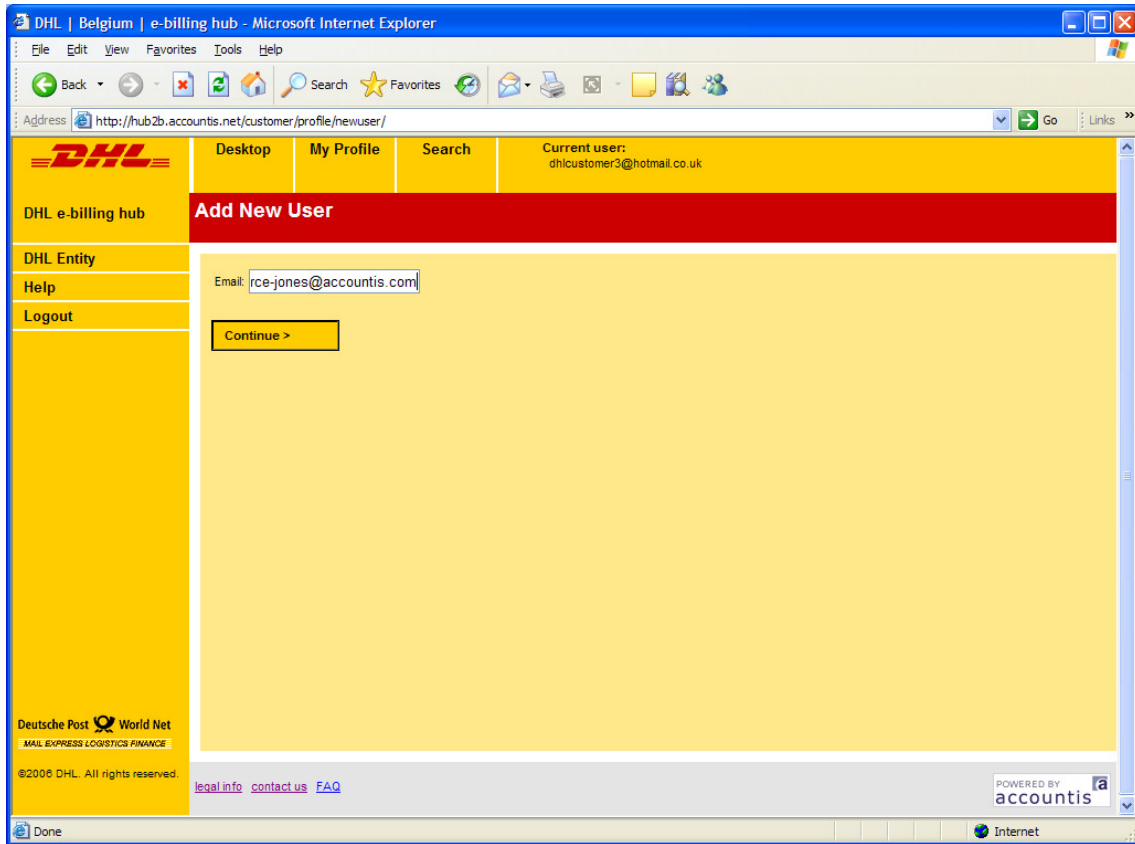


Diagram I.5h - Adding a New user screen, entering an email address

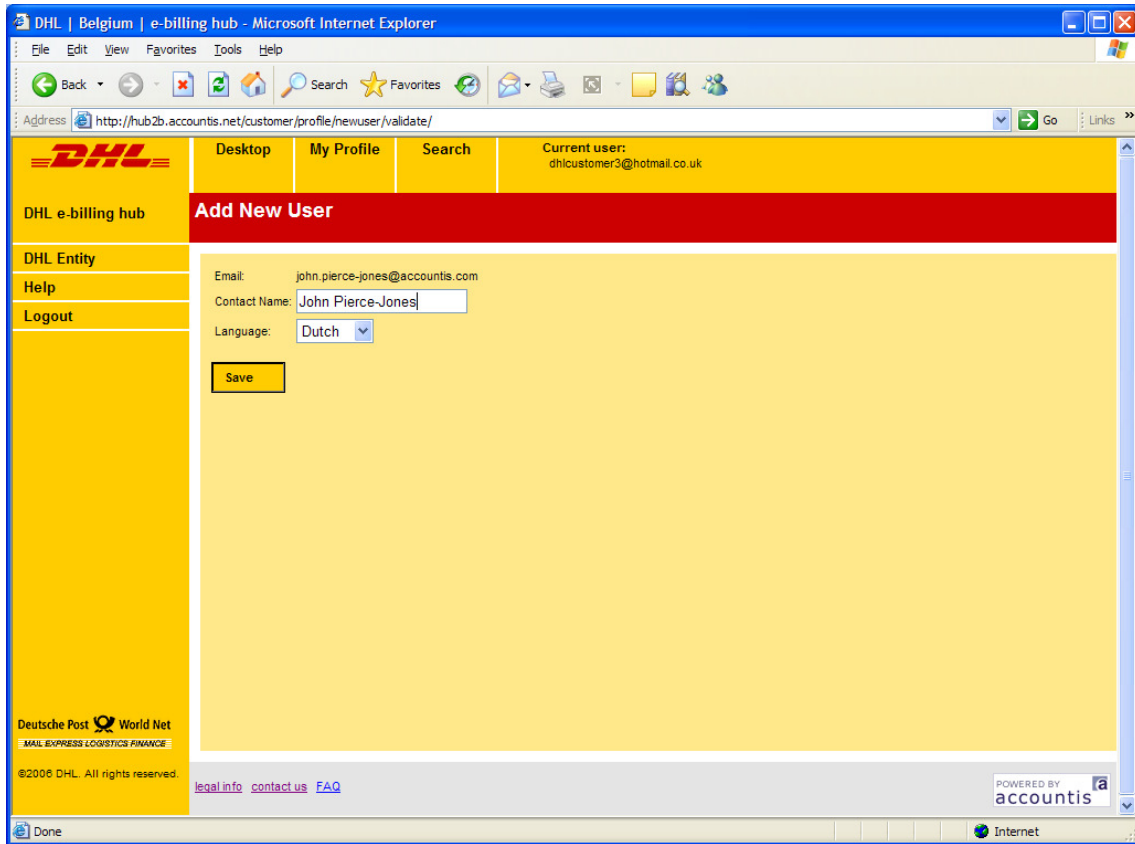


Diagram 1.5i - Adding a New User, entering a contact name and setting the language preference

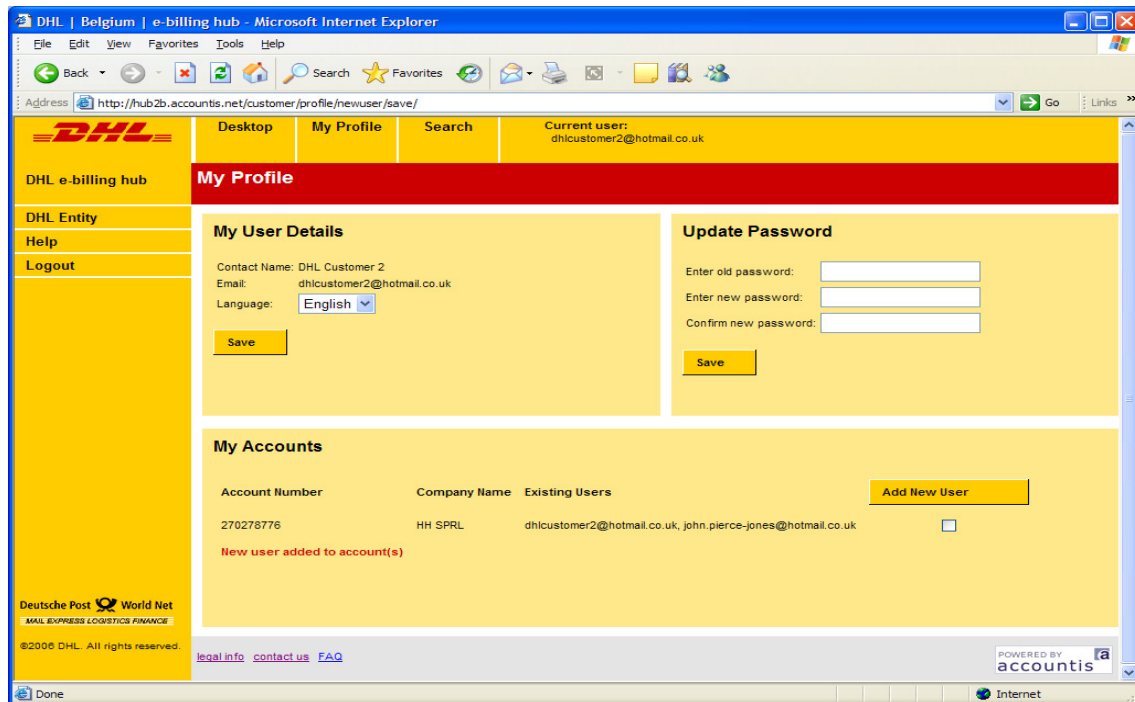


Diagram I.5j - The My Profile screen confirming the addition of a new customer login to the account

1.6 Search

Clicking on the Search Menu brings up the 'Invoice Search' screen (Diagram I.6a). This gives you the option to specify one or more search criteria. The following criteria are available:

- Account Number (available as a drop down list for the account numbers to which you have access)
- Invoice Number
- Unread (ticked for yes, unticked for no; therefore unticked means those that have been read¹)
- Invoice Type (drop down list of all possible invoice types)
- Invoice Status (Failed to Send², Sending³ and Sent⁴)
- Date From and Date To (date range for invoice date)

¹ An invoice will be deemed to have been read when you or anyone else within your organisation with a login and access to your customer account number has read the invoice. The actions of others within your company may well affect which documents appear as having been read.

² Failed to send – email containing the invoice not sent out to customer but is available online only. You can request that DHL resend you this.

³ Sending – email containing the invoice in the process of being sent out to customer. The customer will not receive the email unless the status has change to 'Sent'.

⁴ Sent- email containing the invoice has been sent to customer. Please note that this does not guarantee delivery.

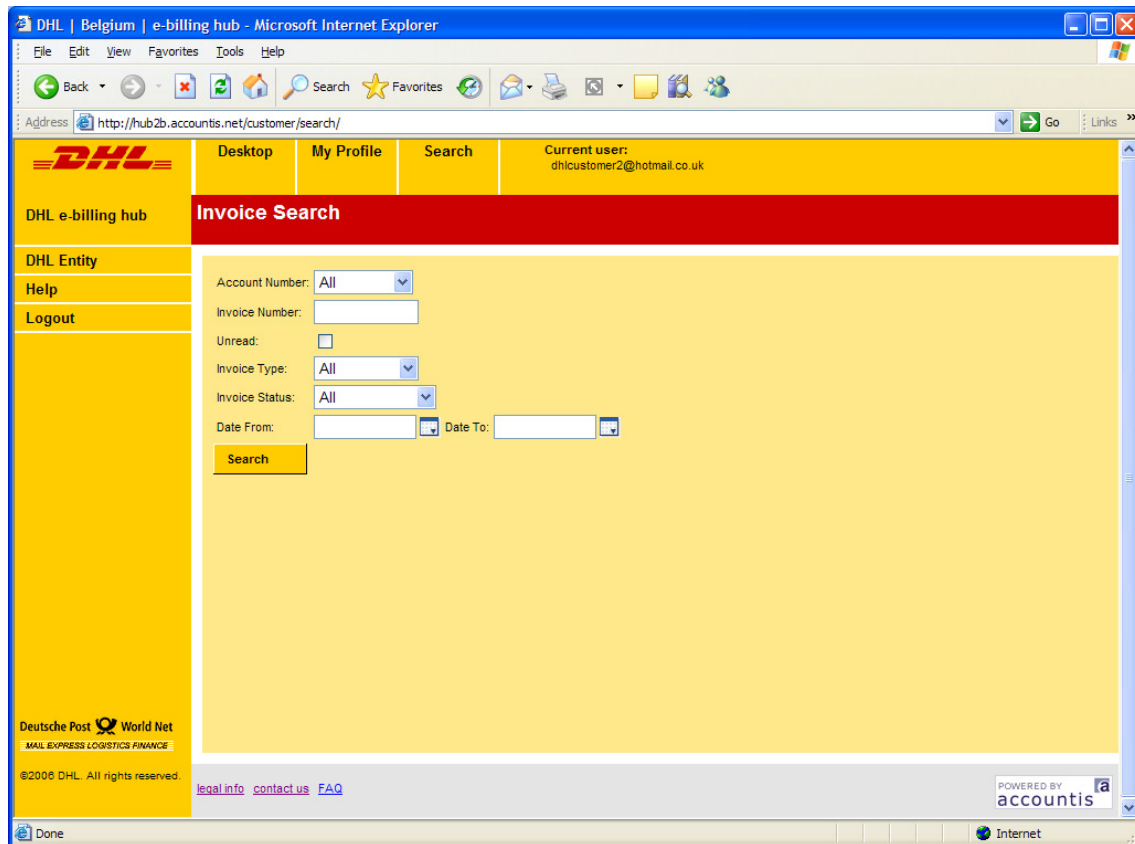


Diagram I.6a - The Invoice Search screen

1.7 DHL Entity

The DHL Entity screen gives the customer an overall view of the number of invoices that have been received from the various DHL Entities (Time Definite/Same Day, Day Definite, DHL Express). As a customer you may well have one or more account with one legal entity and one or more accounts with another legal entity. The screen in Diagram 1.7a shows a customer with one or more accounts with Time Definite/Same Day only. The two columns show the total number of invoices available on the e-Billing system for the customer and the number of these invoices that have not been read by the customer. Clicking on 'View' shows all the invoices not just the new ones. Contrast what can be seen from this screen with what can be seen from the 'Desktop' screen. The latter shows only the unread invoices. Clicking on the view gives an invoice summary view (Diagram 1.7b).

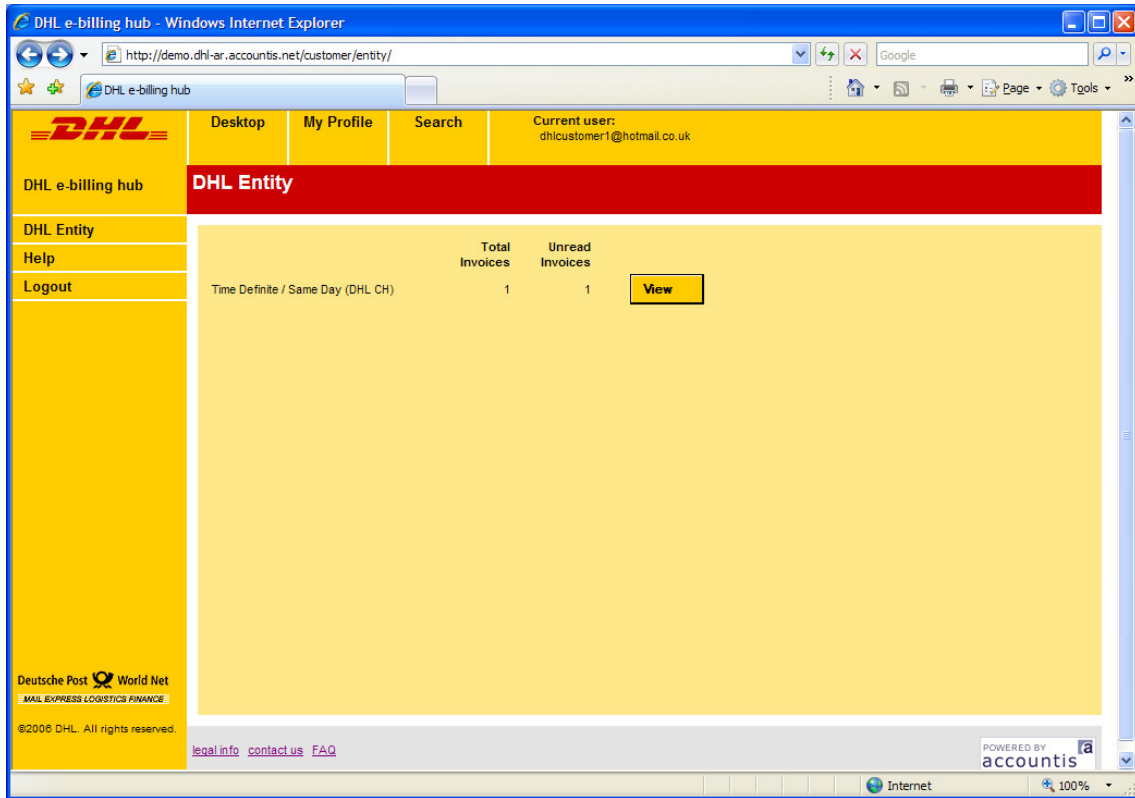
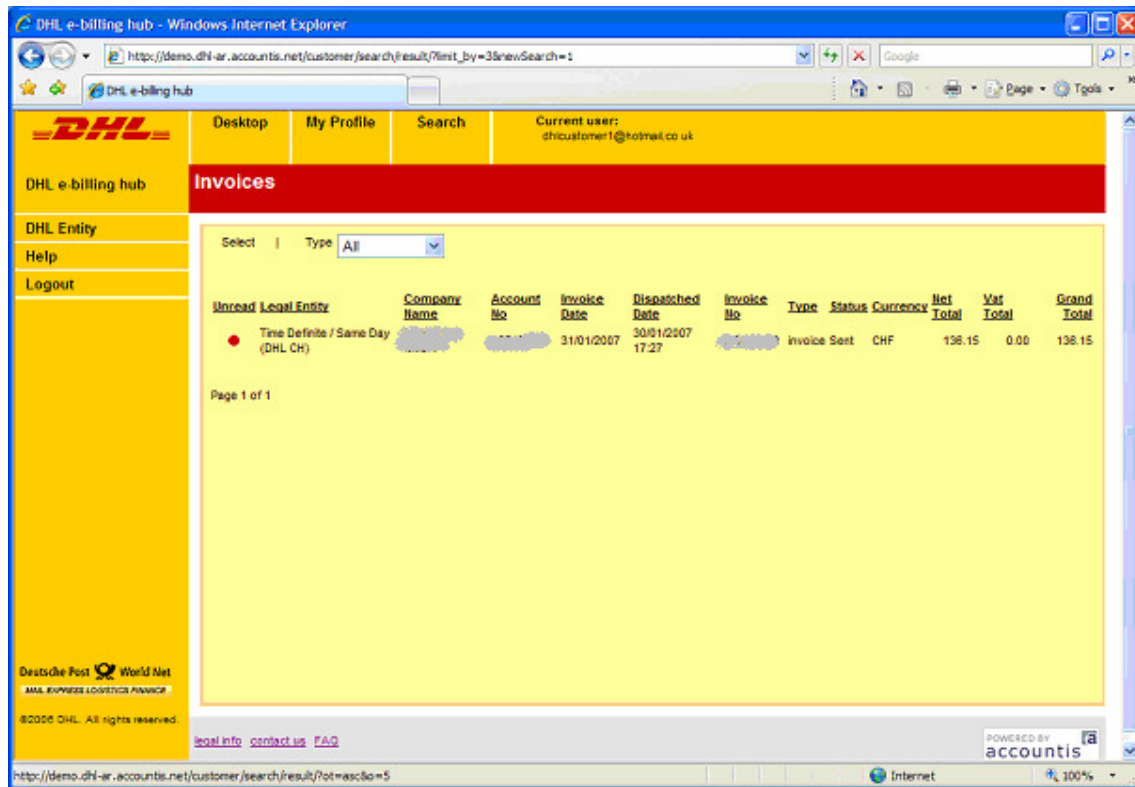


Diagram I.7a - The DHL Entity Screen



The screenshot shows the DHL e-billing hub interface in a Windows Internet Explorer browser. The page title is "DHL e-billing hub - Windows Internet Explorer". The address bar shows the URL: http://demo.dhl-ar.accounts.net/customer/search/result?limit_by=3&newSearch=1. The page features a navigation menu with "Desktop", "My Profile", and "Search" options. The current user is identified as "chcustomer1@tntmail.co.uk". The main content area is titled "Invoices" and displays a table of invoice data. The table has columns for "Unread", "Legal Entity", "Company Name", "Account No", "Invoice Date", "Dispatched Date", "Invoice No", "Type", "Status", "Currency", "Net Total", "Vat Total", and "Grand Total". A single invoice is listed with the following details:

Unread	Legal Entity	Company Name	Account No	Invoice Date	Dispatched Date	Invoice No	Type	Status	Currency	Net Total	Vat Total	Grand Total
<input checked="" type="radio"/>	Time Define / Same Day (DHL CH)	[REDACTED]	[REDACTED]	31/01/2007	30/01/2007 17:27	[REDACTED]	Invoice Sent	CHF	138.15	0.00	138.15	

Below the table, it indicates "Page 1 of 1". The footer includes the DHL logo, "Deutsche Post World Net MAIL EXPRESS LOGISTICS FINANCE", "©2006 DHL. All rights reserved.", and links for "local info", "contact us", and "FAQ". The page is powered by "accountis".

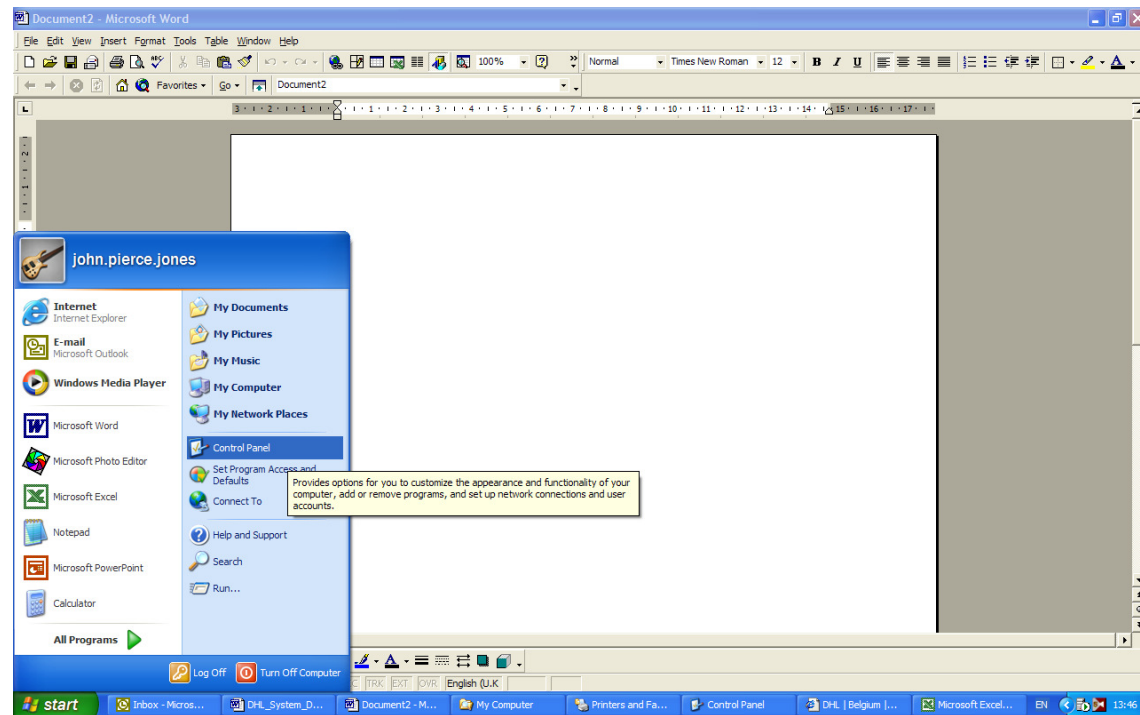
Diagram 1.7b - The DHL Entity Screen

You can click anywhere on the invoice line to bring up a HTML view of the invoice or credit note.

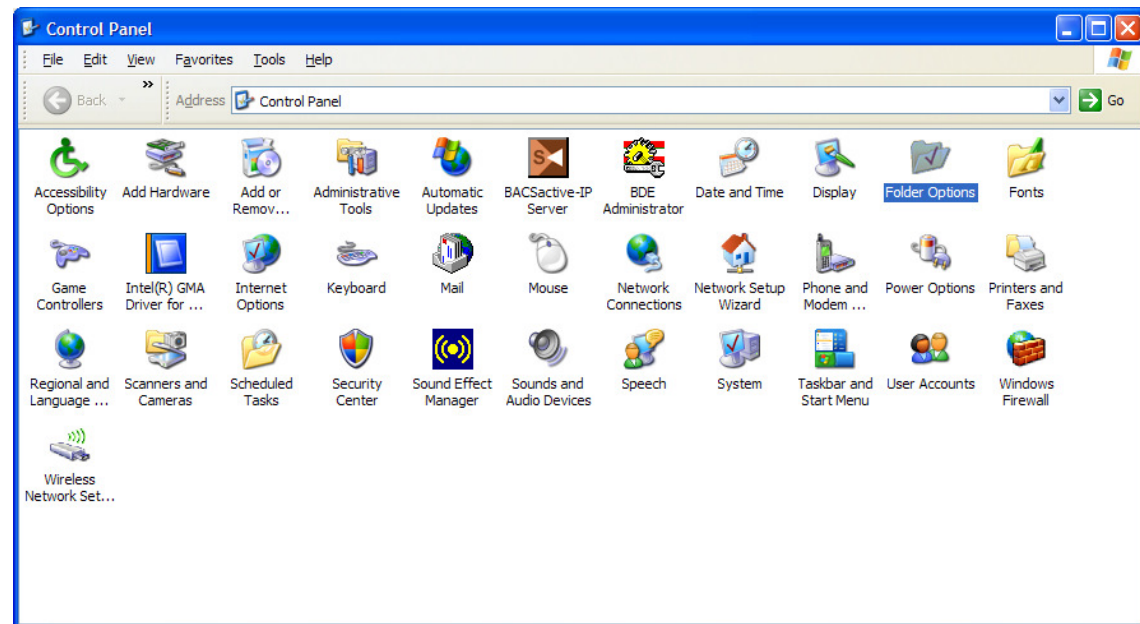
Appendix A

What to do if your CSV file does not open automatically in Excel.

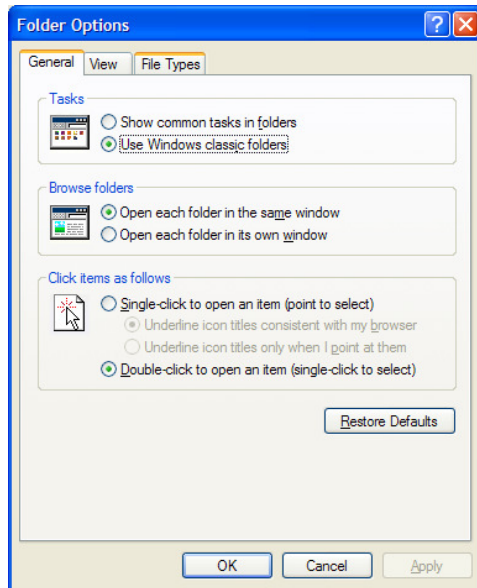
Start..... Control Panel



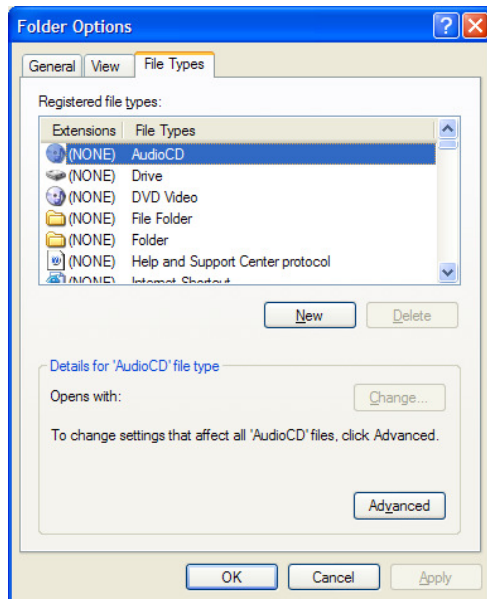
Select Folder Options...



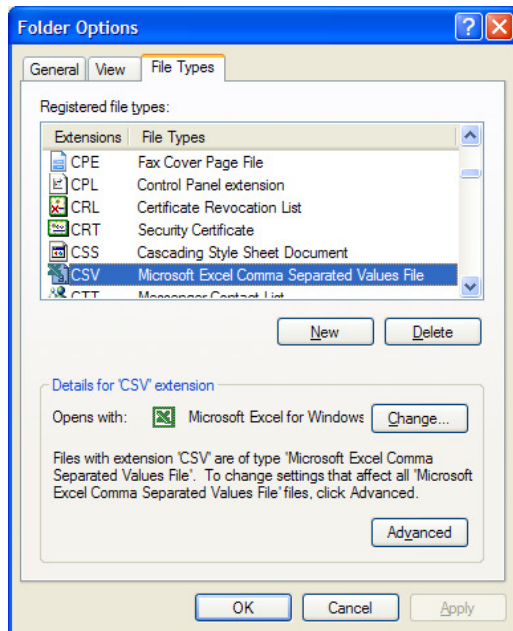
Folder Options



Select 'File Types' tab



Scroll down the list until you get to an extension of CSV



This shows that any file with a CSV extension is opened automatically using Microsoft Excel. Your setting may be different. If you need to change this setting please click on 'Change...' and chose the appropriate program (Microsoft Excel) from the list displayed.