



Customer Information Change Request Form

Account Name :	
DHL Account No. :	
Contact Person :	
Contact Phone No.	

Request Date : _____

Effective Date : _____

(DD-MMM-YY)

*Please ✓ appropriate and provide information for changes.

<input type="checkbox"/>	Account Name (*Please provide BR copy)	
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<input type="checkbox"/>	General Information	Add 1 (RM / FL / BLDG)			
		Add 2 (STREET)			
		Add 3 (DISTRICT)			
		Contact Person	First Name	Last Name	
		Phone No.			
		Email Address			

(Please provide the billing information if different from the General Information)					
<input type="checkbox"/>	Billing (Invoice / Statement)	Add 1 (RM / FL / BLDG)			
		Add 2 (STREET)			
		Add 3 (DISTRICT)			
		Contact Person	First Name	Last Name	
		Phone No.			
		Email Address			

<input type="checkbox"/>	eSecure Change CA Information		Change From	Change To
		Contact Person		
		Phone No.		
		Email Address		

<input type="checkbox"/>	eSecure Add CA Information	Contact Person	First Name	Last Name	
		Phone No.			
		Email Address			

<input type="checkbox"/>	MyDHL+		Change From	Change To
		Email Login ID		
		Contact Person		
		Phone No.		

<input type="checkbox"/>	MyBill	Add / Delete	*System Role	First Name	Last Name	Register / Login Email Address	** Receive Invoice by Email Method

***System Role**

- AR manager has all access to manage MyBill (add/ delete user), receive invoice of all accounts by email, view account summary, raise dispute case in MyBill
- User has access to view account information which was assigned, receive invoice by email, raise dispute case in MyBill

****Receive Invoice by Email Method**

- (1) - PDF and link = normal setting, email with attaching invoice in pdf format and link
- (2) - link only = no invoice attachment, only link of invoice
- (3) - PDF and standard CSV = attach invoice in PDF and standard excel format
- (4) - No email notification = no any alert , customer can login MyBill system and retrieve AWB copy/ commercial invoice copy / DHL invoice copy

Note:Please complete the required information and email to hkgdscsc@dhl.com

After all information and supporting document have been received, your request will be proceeded and completed in 3-5 working days.

Ref#DSC220620