DHL

Customer Information Change Request Form

Account Name :		Request Date :
DHL Account No. :		Effective Date :
Contact Person :		(DD-MMM-YY)
Contact Phone No.		

Please✓appropriate and provide information for changes.

☐	Account Name (*Please provide BR copy)	

☐	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)

☐	Billing (Invoice / Statement)	Add 1 (RM / FL / BLDG)	
		Add 2 (STREET)	
		Add 3 (DISTRICT)	
		Contact Person	First Name	Last Name
		Phone No.	
		Email Address	

☐	eSecure Change CA Information		Change From	Change To
		Contact Person		
		Phone No.		
		Email Address		

☐	eSecure Add CA Information	Contact Person	First Name	Last Name
		Phone No.	
		Email Address	

☐	MyDHL+		Change From	Change To
		Email Login ID		
		Contact Person		
		Phone No.		

☐	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

Ref#DSC260225

Note:
This form is for Hong Kong Account Customer only.
Please complete the required information and email to hkgdscssc@dhl.com
After all information and supporting document have been received, your request will be proceeded and completed in 3-5 working days.