

# DHL ACCOUNT APPLICATION FORM

New Account  
 Account Renewal



**DHL Express (Singapore) Pte Ltd**

Company Reg. No.:197700524Z

1 Tai Seng Drive, DHL Air Express Centre, Singapore 535215. Tel: +65 6880-6060 (General) Fax: +65 6288-6855

*Note to Customers : Asteriks (\*) fields are mandatory details*

## Customer Information

\* Company Name : \_\_\_\_\_

\* Company Address : \_\_\_\_\_

\* Postal Code : \_\_\_\_\_ \* Tel: \_\_\_\_\_ \* Fax: \_\_\_\_\_

\* Applicant's Name : **MR / MS** \_\_\_\_\_

Email : \_\_\_\_\_

\* Central Registration No : \_\_\_\_\_ GST Registration No: \_\_\_\_\_

\* Major Exporter Scheme (MES) : YES / NO \* MES Expiry Date: \_\_\_\_\_ D D M M Y Y Y Y

\* Customs Giro (CG) : YES / NO \* CG Effective Date: \_\_\_\_\_ D D M M Y Y Y Y

## \* Billing Information (Please fill in only if details are different from Customer Information)

Company Name : \_\_\_\_\_

Billing Address : \_\_\_\_\_

Postal Code : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Name : **MR / MS** \_\_\_\_\_

E-Billing Option : YES / NO

\* Email (required for E-Billing option) : \_\_\_\_\_

## \* Pick-up Information (Please fill in only if details are different from Customer Information)

Company Name : \_\_\_\_\_

Pick-up Address : \_\_\_\_\_

Postal Code : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Name : **MR / MS** \_\_\_\_\_

Email : \_\_\_\_\_

## \* Shipment Profile

Type of Services	Applicable Services		Est. Shipments Per Month	Est. Kilo Per Month
	YES	NO		
Export Document & Parcel	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Import Document & Parcel	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Air Cross	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Road Express Export	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Road Express Import	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Global Mail	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____

## For DHL Use Only

Tariff Rates : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

All rates in SGD unless indicated below  
 USD  
 Unique :  Yes  No

- Tariffs are subjected to a 3-month evaluation from the contract effective date and DHL reserves the right to change them based on account volume.
- Subjected to DHL's revision of tariffs.

## For Import Express (IMP) Account Applicants:

Your use of an IMP account automatically constitutes your agreement that:

- any person who has knowledge of and makes use of your IMP account number (whether or not such knowledge or use is authorized by you) is deemed to have entered into a contract with DHL on your behalf and as your agent;
- you are responsible for all shipment charges and destination duties and taxes relating to any shipment carried under your IMP account;
- all future inbound Transport Collect (T/C) shipments consigned to the account holder will be billed automatically to this IMP account without prior notification.

We have read and understood and confirm acceptance of the terms and conditions of credit and carriage set out on the reverse of this form and, if we have applied for an IMP Account, also the terms and conditions relating to IMP Account Applicants set out above. We understand that DHL reserves the right to decline an application without assigning any reason whatsoever. We confirm that all information given above is true and complete. We agree that DHL shall have the right to change the rates offered at any time if we do not meet the monthly shipment profile declared in this form.

\* Signature of Applicant/Date: \_\_\_\_\_ \* Company Stamp: \_\_\_\_\_

## For DHL Use Only

\* **Mandatory fields for account renewal**

Est. Net Billings : \_\_\_\_\_ Major Account Code (if applicable) : \_\_\_\_\_ \* Existing Account No : \_\_\_\_\_

\* Contract Effective Date : \_\_\_\_\_ Account Group Code : \_\_\_\_\_ \* Renewal Account No : \_\_\_\_\_

\* Contract End Date : \_\_\_\_\_ Site ID : \_\_\_\_\_ O/B \_\_\_\_\_

\* Sales Territory Code : \_\_\_\_\_ Segment Code : \_\_\_\_\_ I/B \_\_\_\_\_

Courier Route : \_\_\_\_\_ Service Industry Code : \_\_\_\_\_

Sales Approval	Pricing (If Applicable)	Credit	Customer Database Support
DHL Sales Manager's Authorisation and Date		CCO Code: _____ SAP AGC (✓ for selection): <input type="checkbox"/> ZBTP <input type="checkbox"/> ZINC <input type="checkbox"/> ZOTC	Account No: O/B - _____ I/B - _____
DHL Sales Representative's Name and Date	Pricing Manager's Authorisation and Date	Credit Authorisation and Date	Customer Database Support Authorisation and Date
Remarks:	Remarks:	Remarks:	Remarks:

(DHL COPY)

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Import Document & Parcel	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Air Cross	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Road Express Export	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Road Express Import	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Global Mail	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____

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Courier Route : \_\_\_\_\_ Service Industry Code : \_\_\_\_\_

Sales Approval	Pricing (If Applicable)	Credit	Customer Database Support
DHL Sales Manager's Authorisation and Date		CCO Code: _____ SAP AGC (✓ for selection): <input type="checkbox"/> ZBTP <input type="checkbox"/> ZINC <input type="checkbox"/> ZOTC	Account No: O/B - _____ I/B - _____
DHL Sales Representative's Name and Date	Pricing Manager's Authorisation and Date	Credit Authorisation and Date	Customer Database Support Authorisation and Date
Remarks:	Remarks:	Remarks:	Remarks:

(CUSTOMER COPY)

## Terms and Conditions of Credit

### Invoicing and Due Dates

- The rates payable by the Customer are stated in the Rates Schedule the contents of which are deemed incorporated here, and DHL reserves the right to make such amendments, alterations or adjustments as it deems fit from time to time without prior notice.
- For shipments under External Billing or Transport Collect arrangements (subject to prior approval by DHL), the Customer undertakes to pay for all charges, expenses or other services rendered by DHL should the consignee refuse to pay or if DHL is unable to collect payment for any reason.
- An invoice shall be issued by DHL and sent to the Customer periodically (daily, weekly or some other interval determined at the sole discretion of DHL) and shall reflect the sum payable by the Customer to DHL.
- The Customer shall pay to DHL the amount stated in the invoice on or before the Due Date stated on the invoice ("Due Date") without deduction or deferment on account of any claim, counterclaim or set-off.
- Invoices will be posted to the latest address notified to DHL in writing, and shall be deemed delivered 2 days after posting.
- The Customer shall inform DHL promptly in writing of any change in its business or postal address.
- Working days are defined as "Mondays to Fridays" only, and exclude gazetted public holidays.
- DHL reserves the right to appropriate any payments towards the settlement of earlier unpaid invoices issued by DHL.

### Finance Charge for Late Payments

- If the amount stated in the invoice is not settled in full by the Due Date, a late / overdue payment will be levied on a daily basis at the rate of 2% per month (minimum \$55.00) on the balance which is outstanding from the Due Date to the date of any payment and thereafter on the reduced balance until the date of the next Invoice when the late / overdue payment charge will be debited into the Customer's Credit Account.
- The late / overdue payment charge shall apply as well after as before Judgement.

### Invoice Queries

- The Customer shall inspect and examine the Invoice and shall notify DHL in writing of any errors, omissions, disputes or other irregularities in the Invoice. In the absence of such notification, the Invoice shall be deemed correct and shall be conclusive without further proof as against the Customer if no written objection is received by DHL within seven (7) days from date of Invoice.

### Validity

- If the Account Application is approved by DHL, it will be valid until the end of the year. Thereafter, it will be automatically renewed annually unless terminated as per clauses 13 - 15 below.
- DHL may terminate the Credit Account at any time without notice and at its absolute discretion.
- DHL reserves the right to terminate the Credit Account if invoices remain unpaid for an extended period at the discretion of DHL.
- The Customer may terminate the Credit Account by giving DHL at least 30 days' written notice.
- Upon termination of the Credit Account, all amounts shall immediately become due (notwithstanding any later Due Dates stated on any invoices which have been issued), and the Customer shall pay DHL all outstanding amounts as soon as possible, and in any event within 7 days from the date of termination.

- If any provision herein is or proves to be or becomes illegal, invalid or unenforceable in whole or in part, under any enactment or rule of law, such provision shall to that extent be deemed deleted and the legality, validity and enforceability of the remaining provisions shall not in anyway be affected thereby.
- The Credit Account is granted to the Customer upon its oral and written representations to DHL and shall be valid for use by the customer only.

- The Customer shall at all times indemnify and keep indemnified DHL and hold it harmless from any losses, damages and/or expenses sustained or incurred by DHL directly or indirectly as a consequence of granting the Credit Account to the Customer.

### Waiver

- Any failure by DHL to exercise any of its rights herein or any delay by DHL in exercising any of such rights shall not operate as waiver or variation of that or any such right and any defective or partial exercise of any of such rights shall not preclude any other or further exercise of that or any other such right and no act waiver or course of conduct or negotiation on DHL's part or on DHL's behalf shall in any way preclude DHL from exercising any such right or constitute a suspension or variation of any such right.

### Variation

- DHL shall be entitled at its sole discretion to vary any of the terms herein and such variations shall be communicated to the Credit Customer by written notice sent by ordinary post to the Credit Customer and such written notice shall be effective upon the expiry of forty-eight (48) hours of the date of dispatch/date of notice. Variation by DHL of any of the terms herein shall not affect existing invoices or invoices received by the Credit Customer prior to the receipt of such notice of variation or affect transactions accepted by DHL prior to receipt by the Credit Customer of the written notice.

### Deposit or Security

- DHL may request the Customer to furnish a cash deposit and/or bank guarantee in favour of DHL in such form, wording and amount as DHL may determine from time to time.
- The Customer agrees that in the event of any default by the Customer of any provision in these Terms and Conditions of Credit and/or the Terms and Conditions of Carriage, DHL shall be entitled to set-off, without any notice, any sum owing to it by the Customer and/or any loss, damage or expenses suffered by it from the cash deposit, and/or call upon the bank guarantee without notice to the Customer, as the case may be depending on whether a cash deposit and/or a bank guarantee is furnished by the Customer to DHL.
- If the Customer fails to comply with any of these provisions, DHL may commence legal action against the Customer in which case the Customer shall be responsible for all charges and fees leading to and arising from the legal action, including all legal costs on an indemnity basis as between lawyer and client.

### Governing Law and Jurisdiction

- Any dispute arising under or in any way connected with these Terms and Conditions of Credit shall be subject, for the benefit of DHL, to the non-exclusive jurisdiction of, and governed by the law of Singapore. The Customer hereby irrevocably submits to such jurisdiction, unless contrary to applicable law.

### Customer Trading Volume

- A Shipper shall maintain such minimum trading volume per month (Revenue/ Shipments/ Weight) as DHL may stipulate, to continue to have a credit facility. If such minimum trading volume is not maintained, DHL reserves the right to cancel the credit facility and account.

## Terms and Conditions of Carriage

### IMPORTANT NOTICE

When ordering DHL's services you, as "Shipper", are agreeing, on your behalf and on behalf of anyone else with an interest in the Shipment, that the Terms and Conditions shall apply from the time that DHL accepts the Shipment unless otherwise agreed in writing by an authorised officer of DHL. Your statutory rights and entitlements under any defined service feature (for which additional payment has been made) are not affected.

"Shipment" means all documents or parcels that travel under one waybill and which may be carried by any means DHL chooses, including air, road or any other carrier. A "waybill" shall include any label produced by DHL automated systems, air waybill, or consignment note and shall incorporate these Terms and Conditions. Every Shipment is transported on a limited liability basis as provided herein. If Shipper requires greater protection, then insurance may be arranged at an additional cost. (Please see below for further information). "DHL" means any member of the DHL Express Network.

### 1 Customs, Exports and Imports

DHL may perform any of the following activities on Shipper's behalf in order to provide its services to Shipper: (1) complete any documents, amend product or service codes, and pay any duties or taxes required under applicable laws and regulations, (2) act as Shipper's forwarding agent for customs and export control purposes and as Receiver solely for the purpose of designating a customs broker to perform customs clearance and entry and (3) redirect the Shipment to Receiver's import broker or other address upon request by any person who DHL believes in its reasonable opinion to be authorised.

### 2 Unacceptable Shipments

- Shipper agrees that its Shipment is acceptable for transportation and is deemed unacceptable if:-
  - it is classified as hazardous material, dangerous goods, prohibited or restricted articles by IATA (International Air Transport Association), ICAO (International Civil Aviation Organisation), any applicable government department or other relevant organisation;
  - no customs declaration is made when required by applicable customs regulations; or
  - DHL decides it cannot transport an item safely or legally (such items include but are not limited to: animals, bullion, currency, bearer form negotiable instruments, precious metals and stones, firearms, parts thereof and ammunition, human remains, pornography and illegal narcotics/drugs).

### 3 Deliveries & Undeliverables

Shipments cannot be delivered to PO boxes or postal codes. Shipments are delivered to the Receiver's address given by Shipper (which in the case of mail services shall be deemed to be the first receiving postal service) but not necessarily to the named Receiver personally. Shipments to addresses with a central receiving area will be delivered to that area. If Receiver refuses delivery or to pay for delivery, or the Shipment is deemed to be unacceptable, or it has been undervalued for customs purposes, or Receiver cannot be reasonably identified or located, DHL shall use reasonable efforts to return the Shipment to Shipper at Shipper's cost, failing which the Shipment may be released, disposed of or sold by DHL without incurring any liability whatsoever to Shipper or anyone else, with the proceeds applied against service charges and related administrative costs and the balance of the proceeds of a sale to be returned to Shipper.

### 4 Inspection

DHL has the right to open and inspect a Shipment without prior notice to Shipper.

### 5 Shipment Charges & Billing

DHL's Shipment charges are calculated according to the higher of actual or volumetric weight and any Shipment may be re-weighed and re-measured by DHL to confirm this calculation. Shipper shall pay or reimburse DHL for all Shipment charges, storage charges, duties and taxes owed for services provided by DHL or incurred by DHL on Shipper's or Receiver's or any third party's behalf and all claims, damages, fines and expenses incurred if the Shipment is deemed unacceptable for transport as described in Section 2.

### 6 DHL's Liability

DHL contracts with Shipper on the basis that DHL's liability is strictly limited to direct loss only and to the per kilo/lb limits in this Section 6. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business), whether such loss or damage is special or indirect, and even if the risk of such loss or damage was brought to DHL's attention before or after acceptance of the Shipment since special risks can be insured by Shipper. If a Shipment combines carriage by air, road or other mode of transport, it shall be presumed that any loss or damage occurred during the air period of such carriage unless proven otherwise. DHL's liability in respect of any one Shipment transported, without prejudice to Sections 7-11, is limited to its actual cash value and shall not exceed the greater of \$US 100 or:

\$US 20.00/kilogram or \$US 9.07/lb for Shipments transported by air or other non-road mode of transportation; or

\$US 10.00/kilogram or \$US 4.54/lb for Shipments transported by road (not applicable to the US).

Claims are limited to one claim per Shipment settlement of which will be full and final settlement for all loss or damage in connection therewith. If Shipper regards these limits as insufficient it must make a special declaration of value and request insurance as described in Section 8 (Shipment Insurance) or make its own insurance arrangements, failing which Shipper assumes all risks of loss or damage.

### 7 Time Limits for Claims

All claims must be submitted in writing to DHL within thirty (30) days from the date that DHL accepted the Shipment, failing which DHL shall have no liability whatsoever.

### 8 Shipment Insurance\*

DHL can arrange insurance for Shipper covering the actual cash value in respect of loss of or physical damage to the Shipment, provided the Shipper completes the insurance section on the front of the waybill or requests it via DHL's automated systems and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused by delays.

### 9 Delayed Shipments

DHL will make every reasonable effort to deliver the Shipment according to DHL's regular delivery schedules, but these are not guaranteed and do not form part of the contract. DHL is not liable for any damages or loss caused by delays.

### 10 Circumstances beyond DHL's control

DHL is not liable for any loss or damage arising out of circumstances beyond DHL's control. These include but are not limited to:- "Act of God" - e.g. earthquake, cyclone, storm, flood, fog; "Force Majeure" - e.g. war, plane crash or embargo; any defect or characteristic related to the nature of the Shipment, even if known to DHL; riot or civil commotion; any act or omission by a person not employed or contracted by DHL e.g. Shipper, Receiver, third party, customs or other government official; industrial action; and electrical or magnetic damage to, or erasure of, electronic or photographic images, data or recordings.

### 11 Warsaw Convention

If the Shipment is transported by air and involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention, if applicable, governs and in most cases limits DHL's liability for loss or damage.

### 12 Shipper's Warranties and Indemnity

Shipper shall indemnify and hold DHL harmless for any loss or damage arising out of Shipper's failure to comply with any applicable laws or regulations and for Shipper's breach of the following warranties and representations:-

- all information provided by Shipper or its representatives is complete and accurate;
- the Shipment was prepared in secure premises by Shipper's employees;
- Shipper employed reliable staff to prepare the Shipment;
- Shipper protected the Shipment against unauthorised interference during preparation, storage and transportation to DHL;
- the Shipment is properly marked and addressed and packed to ensure safe transportation with ordinary care in handling;
- all applicable customs, import, export and other laws and regulations have been complied with; and
- the waybill has been signed by Shipper's authorised representative and the Terms and Conditions constitute binding and enforceable obligations of Shipper.

### 13 Routing

Shipper agrees to all routing and diversion, including the possibility that the Shipment may be carried via intermediate stopping places.

### 14 Governing Law

Any dispute arising under or in any way connected with these Terms and Conditions shall be subject, for the benefit of DHL, to the non-exclusive jurisdiction of the courts of, and governed by the law of, the country of origin of the Shipment and Shipper irrevocably submits to such jurisdiction, unless contrary to applicable law.

### 15 Severability

The invalidity or unenforceability of any provision shall not affect any other part of these Terms and Conditions.

\*Not available for mail service.