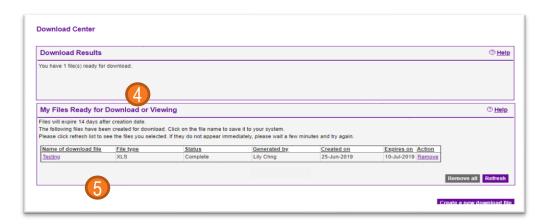


Search / Download - Invoice(s)

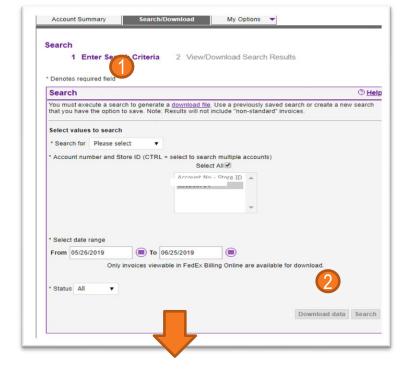
You can search and download the invoices/tracking ID/payment reference by the preferred file type under 'Search/Download' option.

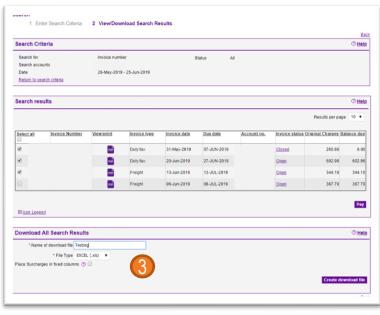
The steps are as follow,

- 1. Click on the 'New Search or download' under 'Search/Download' and provide the values for search.
- 2. Click on the 'Search' button.
- 3. It will re-direct to the View/Download Search Results page. Please select the result(s) and click on the 'Create Download File'.
- 4. It will re-direct to download centre page, your download file will be prepared.
- 5. Once the file is ready, you can click on it and download.









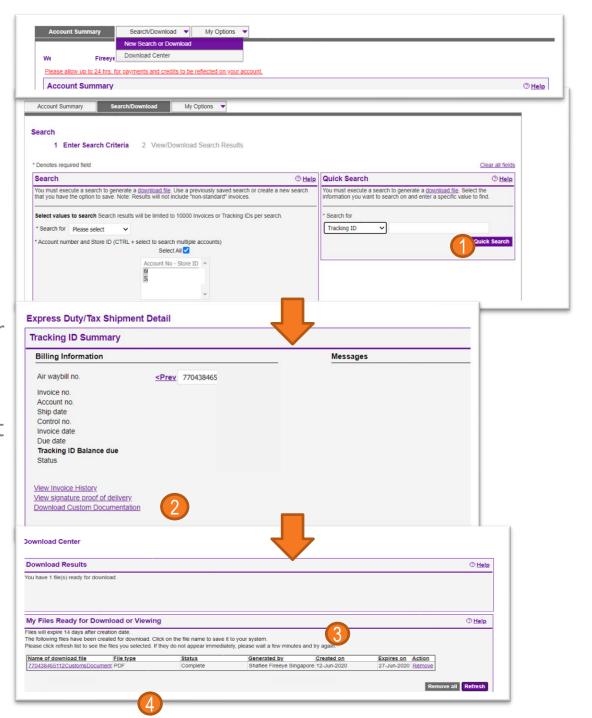
Search / Download - Custom Documentation

You can search and download your customs document (paperwork) for your duty/tax shipments.

The steps are as follow,

- 1. Click on the 'New Search or download' under 'Search/Download', select 'Tracking ID' as the search criteria and key in the air waybill number and click 'Quick Search'.
- 2. Select the duty/tax shipment record and you will re-direct to the Express Duty/Tax Shipment Detail screen. Click on the 'Download Custom Documentation' link.
- 3. It will re-direct to download centre page, your download file will be prepared.
- 4. Once the file is ready, you can click on it and download.

Note: The availability of custom documentation may vary by countries or territories.



Search / Download - Credit Note

You can search and download the Credit Note for your invoice with credit adjustment.

The steps are as follow,

- 1. Click on the invoice that has the adjustment on the summary page.
- 2. Click on the 'View Invoice History' button.
- 3. Scroll down to the section 'Invoice Adjustment and Payment Applied'
- 4. Click on the PDF icon for the credit note.
- 5. The PDF Credit Note will be opened via their Adobe Reader software in another window.

Note: The availability of credit note may vary by countries or territories.

