

20 April 2026: 30-day Credit Request Window from Invoice Date, effective 1 May 2026

Please see the below update from DHL regarding the Carnet handling process.

Our carriers have advised that they are reducing the credit request lodgement window from 60 days to 30 days from invoice date.

Carriers are unable to continue honouring a 60-day dispute window. Unfortunately, this timeframe is creating challenges with their investigation process, particularly when they need to conduct driver recall interviews or review CCTV footage to validate credit requests, as this information is not always available after such an extended period.

Please note that the 30-day claim window will apply immediately for domestic and international shipments and we will need to adhere to this moving forward.

While standard Terms and Conditions of carriers stipulate a 14-day notification period, they have agreed to 30 days in support of InXpress.

We request that you continue to submit any credit disputes with evidence at your earliest convenience.

If you have any questions, please reach out to your dedicated freight consultant or account manager.

Thank you.