



MyBill

USER GUIDE





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What does MyBill offer?

There is no cost to enroll, view or pay your bills online. It's easy and secure! View your bill online any time, anywhere via PC or Tablet.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports. Our secure online environment saves time and eliminates paperwork for all our customers' DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from Online Billing?

- You maintain full control of all your export and import accounts in one profile.
- Research individual line items on your invoices.
- If you need to file a dispute for charges, it's simple to submit your request and information with DHL

MyBill

MyBill will allow you to:

- Receive email notification of new invoices.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



MyBill is a web based solution therefore the requirements for your browser are as followed:

- Apple Safari – Latest version
- Mozilla Firefox – Latest version
- Internet Explorer 9.0 or newer
- Google Chrome – Latest version

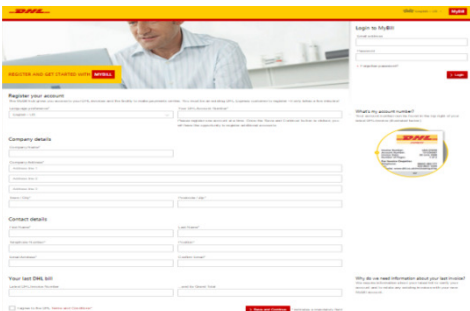
Registering for MyBill



You can register for MyBill in just a few simple steps. Go to:

<https://mybill.dhl.com/login>

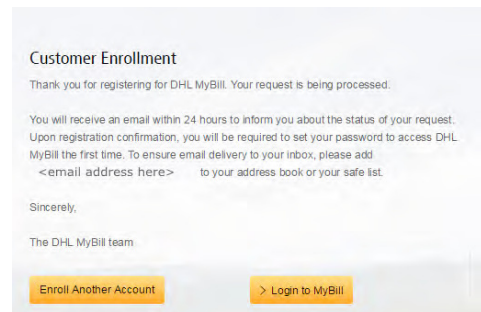
and click on the *Sign-up to MyBill* button.



In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the 'Save and Continue' button.

Your request for enrollment will then be sent to DHL for processing. You will then be given the option to 'Enroll Another Account' or 'Login to MyBill'.

You should receive an email within 24 hours to update you on the status of your request. There will be an email address displayed on the confirmation (where the text **<email address here>** is shown in the image). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk email.



Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up.

Here you can dismiss the message by clicking the 'X' in the top right of the message or by clicking the 'Get Started' button. Select to not have the message displayed again by ticking the 'Don't show this message again' box in the lower left corner of the message



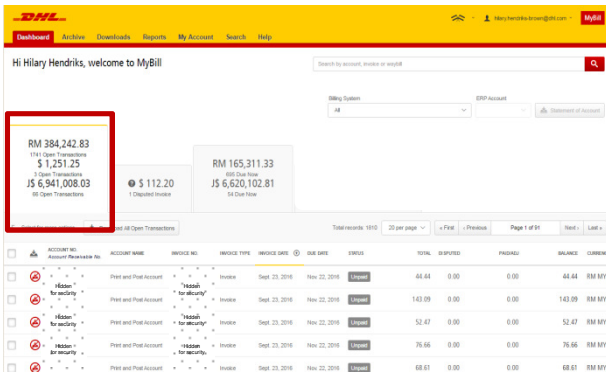
THE SCREENS



MyBill User Guide

The Dashboard

Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; **Archive**, **Downloads**, **Report**, **My Account**, **Search** and **Help**.



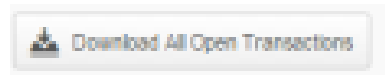
In the main **Dashboard** your invoices are divided into 3 categories:

Open Transactions - These are the invoices with outstanding balances that require payment.

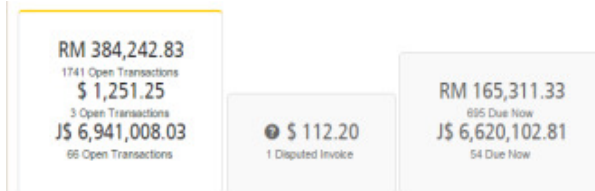
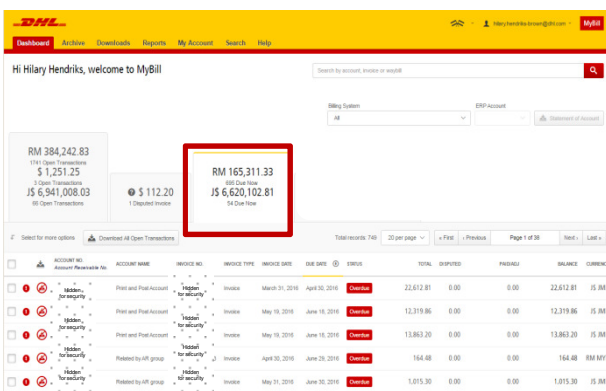
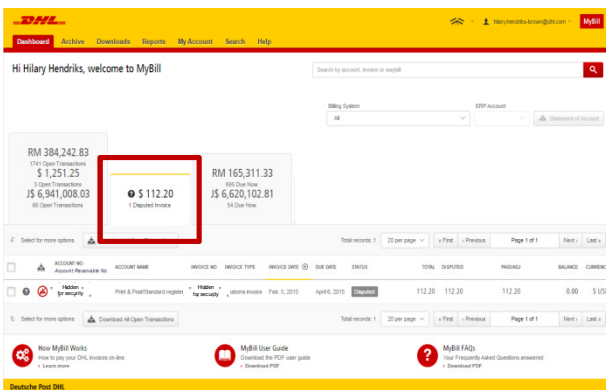
Disputed Invoices - All open disputed invoices and their corresponding dispute information can be found here.

Due Now - Here you will find an overview of invoices for which payment is due or overdue.

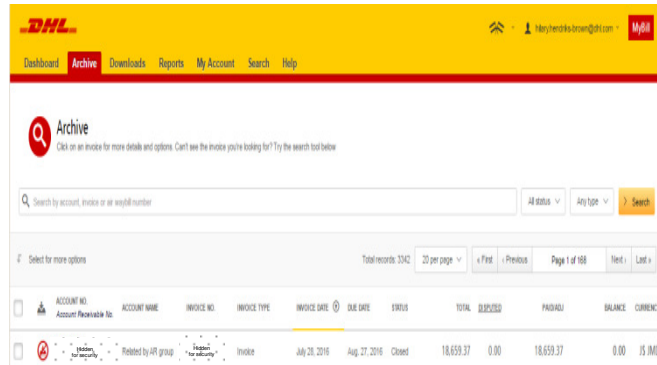
All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situation at the top and the bottom of each overview.



In the event that you use MyBill for multiple countries the totals will subsequently be shown separately in the invoice currency of each country (see the below example).



The Archive, Reports & Download Screens



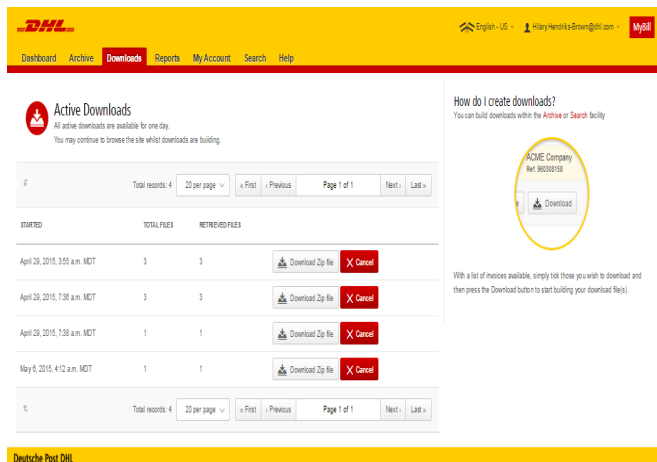
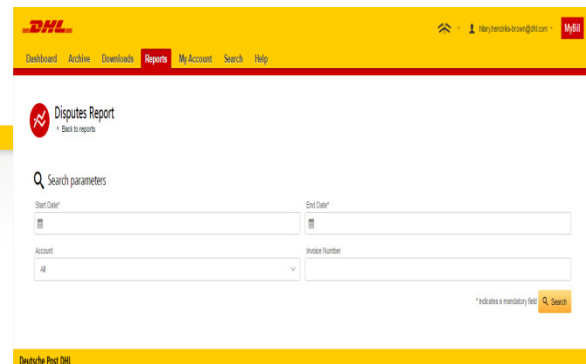
The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

No further action is required for these invoices and they will remain available for your reference/retrieval.

The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report



The Downloads Screen

In the **Downloads** screen you will find all your recent downloads created using the **Archive** or **Search** facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads then select the *Cancel* button.



The Search Screen

MyBill Search offers dynamic search capabilities to easily and quickly search your accounts and invoices

Search Invoices
Did you know you can save search criteria as a saved search?

Saved Searches
Start with a custom search and then save your search criteria in the search results.

No saved searches
Use custom search to create a new saved search

Search parameters

Account: All

Invoice Number:

Waybill:

Invoice Type: All

Status: All

Summary Posting: All

Invoice Date

Start Date:

End Date:

Save as "Saved Search"?
Enter a name:

Search

Deutsche Post DHL

Simply select the parameters you wish to search on and select the *Search* button

Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type
- Status
- Start & End dates

Note: Start & End dates refer to the invoices dates and not to shipment details.

The **Search** screen also offers the possibility to save your search parameters.

All you have to do is select the necessary search parameters, then enter a name in the *Save a "Saved Search"* field and finally select the *Search* button.

This name you entered in the *Save as "Saved Search"* field will then appear in the *Saved Search* Section. Next time you wish to carry out a search using these saved parameters simply click on the *Saved Search* name.

My Account Screen

In the **My Account** screen you will find an overview of your account details. From this screen you can update your user details, change your password, view your open invoice summary and manage your accounts

The screenshot shows the My Account screen with a yellow header containing the DHL logo and navigation links: Dashboard, Archive, Downloads, Reports, My Account (highlighted), Search, and Help. The user's email is hiliary.hendriks-brown@dhl.com. The My User Details section includes fields for Email address, First Name (Hiliary Hendriks), Last Name, Position, Telephone Number, Home Group (DHL US), Language Preference (English - US), and Timezone (Africa/Abidjan). The Change Password section has fields for current, new, and confirm passwords. The Open Invoice Summary table shows balances in RM, \$, and JS for different periods.

TOTAL BALANCE		TOTAL OVER DUE			
RM 394,242.83		RM 163,385.18			
\$ 1,251.25		\$ 0.00			
JS 6,941,008.03		JS 6,553,151.13			

	CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM	86,939.69			
\$	0.00			
JS	0.00			

My User Details

In this section you can alter/update your Email Address, Name details, Telephone Number, Language Preference, etc.

Change Password

In this section you can update/change your password should you wish to. **Please note that any changes to your password here will not align with your MyDHL password. This will need to be altered/changed separately.**

Open Invoice Summary

This section gives you an overview of the outstanding balance as well as the aging of the current open and outstanding invoices. The overview is broken down by invoice currency.

My Accounts

The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

My Accounts
You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts. To modify your paper delivery preference, please send account number and request via email to 1.800.722.0281
[Upload new users](#)

Select for more options

Total records: 29 | 20 per page | First | Previous | Page 1 of 2 | Next | Last

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
	Rebilled by AR group		Manage Me thesimon@gmail.com
	Rebilled by AR group		Manage Me
	Rebilled by AR group		Manage Me thesimon@gmail.com

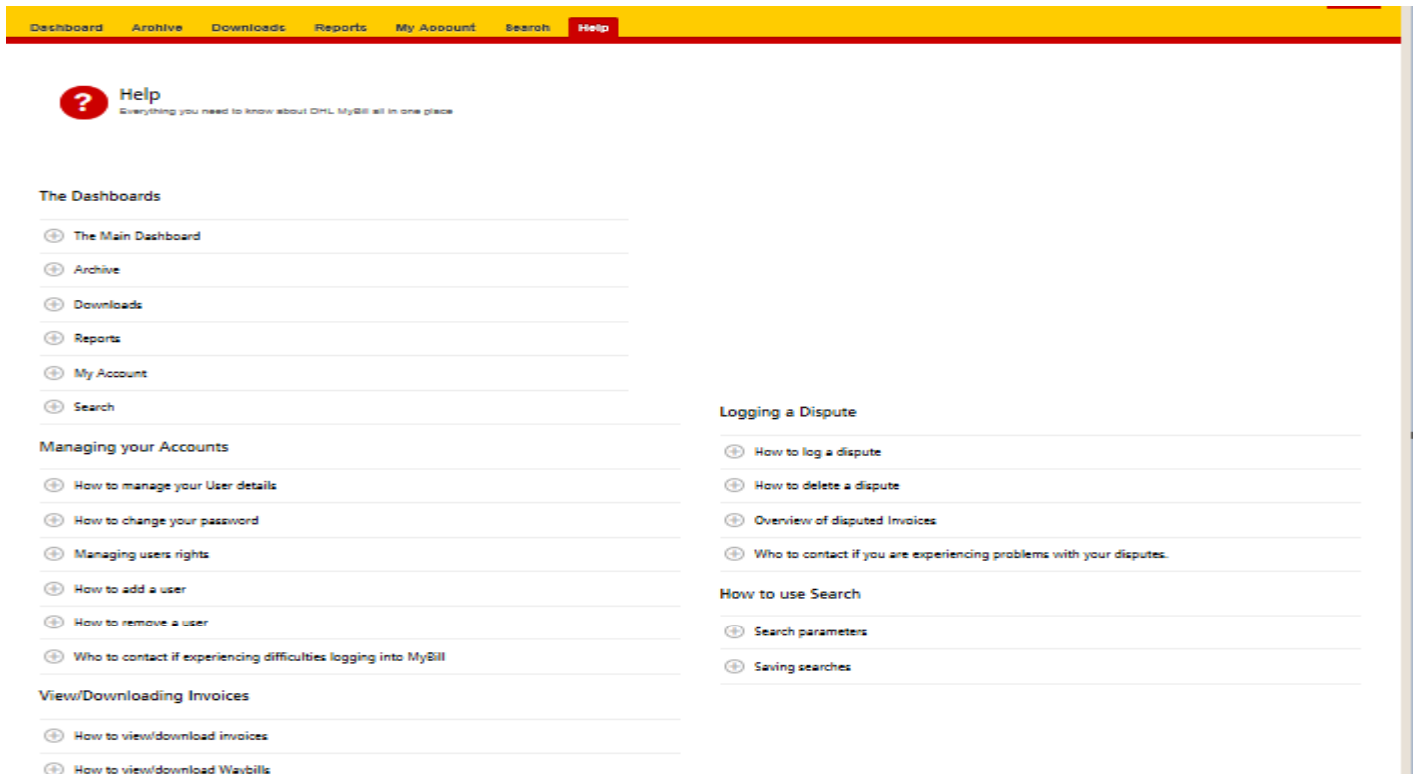
If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button will provide you with a list of rights you have for that account which include: *Manage users*, and *Dispute*.

In the same window you can also choose the method by which you will receive you invoices by email. Click on the dropdown menu to view and select the available options.



The Help Screen

The **Help** screen is intended to help you maneuver your way through **MyBill** and provides simple step-by-step instructions.



The **Help** screen is there to provide additional support for **MyBill**. The **Help** screen is made up of several sections:

- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Logging a Dispute
- How to use Search

Should you find not the answer you were looking for in the **Help** screen you can also refer to the **FAQ** document



MyBill

USER GUIDE - step-by-step, how to use the functionality of MyBill



Viewing Multiple Invoices

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation bar, the user is greeted with 'Hi Hilary Hendriks, welcome to MyBill'. There are search and filter options. The dashboard displays account balances: RM 384,242.83 (1741 Open Transactions), \$ 1,251.25 (23 Open Transactions), and J\$ 6,941,008.03 (66 Open Transactions). There are also boxes for 'Disputed Invoices', 'Rated But Not Invoiced', and another balance: RM 186,039.52 (702 Due Now), J\$ 6,620,102.81 (54 Due Now). Below this is a table of invoices with columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Invoiced, Partially, Balance, and Currency. The table shows several invoices, some with checkboxes in the left margin.

Multiple invoices

To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.

The screenshot shows the 'Download Selection' screen. It has a 'Download Preferences' section with checkboxes for PDF, CSV for XLS, XML, Waybill / Commercial Invoice / Entry Documents, Custom Documentation, and Transaction Report. There is a 'Zip file Summary' section on the right that says 'Your download will be combined into a Zip file containing the following: 3 files in total including: PDF 506.56 KB (0.50MB) approx.' and has 'Cancel' and 'Download' buttons.

As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.

This screenshot is similar to the previous one but shows the 'Download Preferences' section with 'CSV for XLS' selected and a 'Customize Format' button. The 'Zip file Summary' section now says 'Your download will be combined into a Zip file containing the following: 2 files in total including: CSV 16.02 KB (0.02MB) approx.' and has 'Cancel' and 'Download' buttons.

Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will be redirected to the **Download** screen from where you can download your file.

CSV Configuration

CSV Configuration

Should you wish to customize the format of your CSV file then you will be redirected to the **CSV Configuration** screen.

If you only require particular fields there is the flexibility to customize the file thereby reducing the extract to your specification and displayed in a set order. In order to customize the set order select the column header from the *Selected columns* field and drag across to the *Available columns* field; place columns in the order which best suit your needs.

In addition there is option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box and select the *Done, apply settings* button.

If you simply want to change the sort order of the CSV file then select one of the options available in the *Sort order* drop down menu.

Should you wish to save your settings then enter the name by which you wish to save these settings in the *Save all settings for later?* field before selecting the *Done, apply settings* button.

These saved settings can then be found back in the *Pre-saved configurations* drop-down menu.

Once you have finished customizing your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.

Waybills & Supporting Documentation

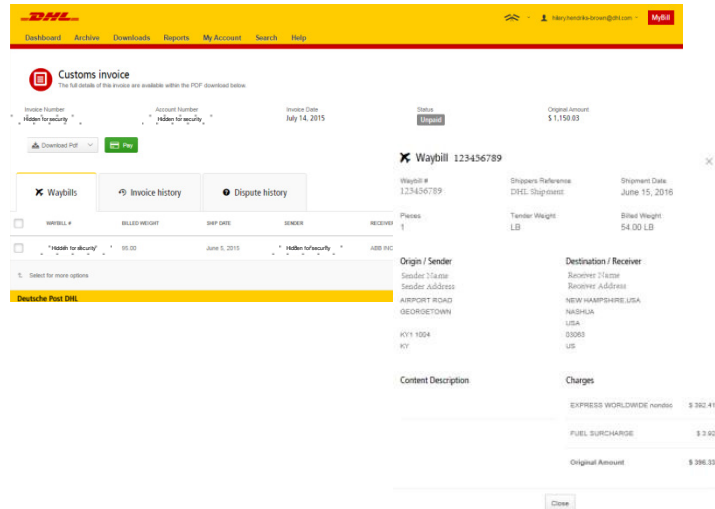
Waybills and Customs paperwork

As with invoices, there are several ways in which you can view Waybills and/or customs paperwork.

Single invoices

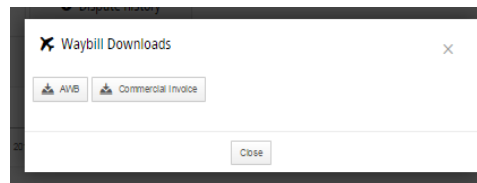
Option 1

Click on the invoice row and you will be redirected to the invoice screen. Click on the *Waybill* number and the Waybill details will appear in a new window.



Option 2

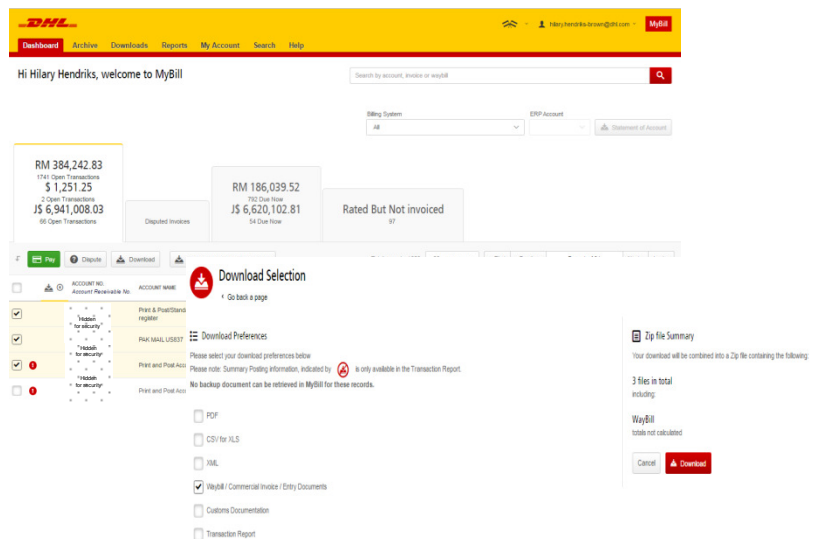
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

Tick the boxes next to the necessary invoices and select the *Download* button. You will then be redirected to the Download screen where you can select the *Waybill / Commercial Invoice / Entry Documents* option and then click the *Download* button.

As with the invoice you will be sent to the **Download** screen where you can download your file.



Disputing an Invoice

MyBill offers the possibility to log dispute invoices online.

To log a dispute on an invoice simply select the invoice(s). Once selected, three options will appear; *Pay*, *Dispute*, *Download* – select the *Dispute* button.

You will be directed to the *Dispute Invoice* screen where you can enter the details of your dispute by selecting a dispute reason from the dropdown menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation bar, a search bar and a 'Statement of Account' button are visible. The dashboard displays account summary statistics: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, 3 Open Transactions, JS 6,941,008.03, 68 Open Transactions), \$ 112.20 (1 Disputed Invoice), RM 179,405.91 (736 Due Now, JS 6,620,102.81, 54 Due Now), and Rated But Not invoiced (97). Below the summary, there are buttons for 'Pay', 'Dispute', 'Download', and 'Download All Open Transactions'. A table of invoices is shown with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/ADJ', 'BALANCE', and 'CURRENCY'. The 'Dispute invoices' screen is active, showing a message: 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' Below this, there's a 'Back to dashboard screen' link and a table of invoices with columns for 'INVOICE NUMBER', 'ACCOUNT NUMBER', 'INVOICE DATE', 'STATUS', and 'ORIGINAL AMOUNT'. Two invoices are listed, both with 'Unpaid' status and original amounts of RM 44.44 and RM 143.09. Below the table, there's an 'Add a Comment' section with a dropdown menu for 'Select a dispute reason' and a text area for 'Add a comment'. A 'Submit dispute' button is at the bottom right. At the bottom of the dashboard, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. The footer includes the DHL logo and 'Deutsche Post DHL' branding, along with a 'Fraud Awareness' section listing services like DHL Express, DHL Global Forwarding, DHL Freight, DHL Global Mail, and DHL Supply Chain. The footer also contains 'Accessibility', 'Terms & Conditions', 'Privacy & Cookies', and '2014 © DHL International GmbH. All rights reserved.'



Note: Only one dispute can be logged per invoice



Updating a Dispute

Once you submit a dispute it cannot be canceled within MyBill. In the event a dispute needs to be modified or canceled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

Go to the **Disputed Invoice** dashboard and select the invoice you wish to update. Select the **Dispute History** tab and then the *View Dispute* button.

Want an overview of all disputes? Go to the Reports screen and download the Disputes Report.

The screenshot shows the 'Customs invoice' dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below that, the 'Customs invoice' section displays details for invoice number 7366157, account number 1111111111, invoice date March 31, 2015, and a total of \$439.90. The status is 'Disputed'. A 'Download PDF' button is visible. Below the invoice details, there are three tabs: 'Waybills', 'Invoice history', and 'Dispute history' (which is active and shows '1 Open'). A table below the tabs lists the dispute details:

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
7366157	Hilary.Hendriks-Brown@dhl.com	April 29, 2015	Open	\$439.90

Below the table, there's a note: 'You have 1 open dispute' and a 'View Dispute' button. The footer of the page says 'Deutsche Post DHL'.

This screenshot shows the 'Dispute history' view for the same invoice. It includes a 'Back' button and a 'Reason for dispute' section with the text 'Incorrect rate'. Below this is a table with the same columns as the previous screenshot:

Dispute Case ID	Raised by	Dispute Date	Status	Total Disputed
7366157		April 29, 2015	Open	\$439.90

Below the table is a 'Dispute Comments' section. It shows a comment from Hilary.Hendriks-Brown@dhl.com on April 29, 2015, at 3:44 a.m., with the text 'Check the rates please - these are incorrect'. There is an 'Add a comment' input field and an 'Add comment' button at the bottom.

Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done here.

Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**



Rated but not Invoiced - RBNI

The Rated but not Invoiced (RBNI) functionality provides an overview of dispatched shipments that have been rated but not yet billed.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1141 Open Transactions
\$ 1,251.25
1 Open Transactions
J\$ 6,941,008.03
81 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
81 Dispatched Invoices
J\$ 6,620,102.81
54 Open Invoices

Rated But Not Invoiced
37

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hidden for security	Hidden for security	1*	1.50 W	Sept. 13, 2018	PRGG	PLSN	USD	15.58	0.00	0.00	0.00	16.54	View Invoice
Hidden for security	Hidden for security	1*	2.00 V	Sept. 8, 2018	DHA	PLSN	USD	19.27	0.00	0.00	0.00	20.52	View Invoice
Hidden for security	Hidden for security	1*	2.00 W	Sept. 8, 2018	SGN	PLSN	USD	31.80	0.00	0.00	0.00	34.26	View Invoice
Hidden for security	Hidden for security	N	3.00 B	Sept. 14, 2018	KUL	PLSN	USD	22.02	0.00	0.00	1.48	26.28	View Invoice
Hidden for security	Hidden for security	1*	18.50 W	Sept. 12, 2018	BKK	PLSN	USD	52.40	0.00	0.00	0.00	56.52	View Invoice
Hidden for security	Hidden for security	1*	1.00 W	Sept. 12, 2018	PRGG	PLSN	USD	13.89	0.00	0.00	0.00	15.01	View Invoice
Hidden for security	Hidden for security	1*	1.50 W	Sept. 8, 2018	SGN	PLSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hidden for security	Hidden for security	1*	1.50 W	Sept. 8, 2018	SGN	PLSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hidden for security	Hidden for security	1*	8.00 B	Sept. 13, 2018	SNV	PLSN	USD	30.28	0.00	0.00	0.00	32.70	View Invoice
Hidden for security	Hidden for security	1*	1.50 W	Sept. 8, 2018	SGN	PLSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hidden for security	Hidden for security	N	0.00 B	Sept. 14, 2018	KUL	PLSN	USD	50.54	0.00	0.00	3.27	57.88	View Invoice
Hidden for security	Hidden for security	1*	1.50 W	Sept. 8, 2018	SGN	PLSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hidden for security	Hidden for security	N	3.00 B	Sept. 15, 2018	KUL	PLSN	USD	20.74	0.00	0.00	1.34	23.75	View Invoice
Hidden for security	Hidden for security	1*	19.00 W	Sept. 8, 2018	BLH	PLSN	USD	103.71	0.00	0.00	0.99	103.26	View Invoice
Hidden for security	Hidden for security	1*	13.00 B	Sept. 8, 2018	SGN	PLSN	USD	79.90	0.00	0.00	0.00	82.12	View Invoice
Hidden for security	Hidden for security	1*	4.00 B	Sept. 8, 2018	SGN	PLSN	USD	44.00	0.00	0.00	0.00	47.84	View Invoice
Hidden for security	Hidden for security	N	2.00 W	Sept. 15, 2018	KUL	PLSN	USD	18.96	0.00	0.00	1.20	21.28	View Invoice
Hidden for security	Hidden for security	1*	1.50 W	Sept. 8, 2018	SGN	PLSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hidden for security	Hidden for security	N	1.50 W	Sept. 15, 2018	PLSN	PLSN	USD	12.02	0.00	0.00	0.78	13.77	View Invoice
Hidden for security	Hidden for security	1*	1.50 W	Sept. 8, 2018	SGN	PLSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice

In the event that your account has been enabled for Rated but not Invoiced (RBNI) you will be able to view shipments that have been sent, rated but not yet invoiced.

Such functionality not only provides you with a clear overview of all dispatched shipments in a timely manner but also assists with the rebilling to your customers should you need to.

Available shipment details include :

- Shipment Number
- Product
- Origin and Destination
- Weight
- Weight Charge
- Taxes
- Insurance

Sort your RBNI data by clicking on a particular column header . The arrow next to the header will indicate the direction of the sort order.



Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.



Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1501 Open Transactions
\$ 1,251.25
10 Open Transactions
JS 6,941,008.03
00 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
100 Open Transactions
JS 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	11 100 B	Hilary Hendriks for security	51.83	Sept. 15, 2016	PERU	KUL	USD	0.00	0.00	0.00	3.36	59.37	View Image
Hilary Hendriks for security	3 000 W	Hilary Hendriks for security	23.49	Sept. 15, 2016	PERU	BNA	USD	0.00	0.00	1.12	45.10	45.10	View Image
Hilary Hendriks for security	0 000 B	Hilary Hendriks for security	6.10	Sept. 15, 2016	PERU	BLR	USD	0.00	0.00	0.20	11.53	11.53	View Image
Hilary Hendriks for security	10 000 W	Hilary Hendriks for security	47.96	Sept. 15, 2016	PERU	KUL	USD	0.00	0.00	3.11	54.94	54.94	View Image
Hilary Hendriks for security	3 000 B	Hilary Hendriks for security	20.74	Sept. 15, 2016	KUL	PERU	USD	0.00	0.00	1.34	23.75	23.75	View Image
Hilary Hendriks for security	2 000 W	Hilary Hendriks for security	18.56	Sept. 15, 2016	KUL	PERU	USD	0.00	0.00	1.20	21.26	21.26	View Image
Hilary Hendriks for security	1 000 W	Hilary Hendriks for security	12.02	Sept. 15, 2016	PERU	PERU	USD	0.00	0.00	0.78	13.77	13.77	View Image

In the Rated but not Invoiced Dashboard you can easily view the shipment images by selecting the *View Image* link found on each shipment line. The shipment image will appear in a new window.

The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.

Download All Open Transactions

Report Configuration

Excluded Column Header

Included Column Header

Export options

Sort order: By Product, followed by Origin

Export format: xls

Save all settings for later?

Done, apply settings

Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options*.

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format.

The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen - see this section for further instructions



CONTACT DETAILS

In this final section you will learn about the main features of your DHL invoice

For Invoice enquiries:

Telephone: +9714-2924333

Fax: +9714-2995109

Email: Billing-Query.ae@dhl.com

For MyBill specific issues and queries:

Telephone: +9714-2924333

Email: Billing-Query.ae@dhl.com

