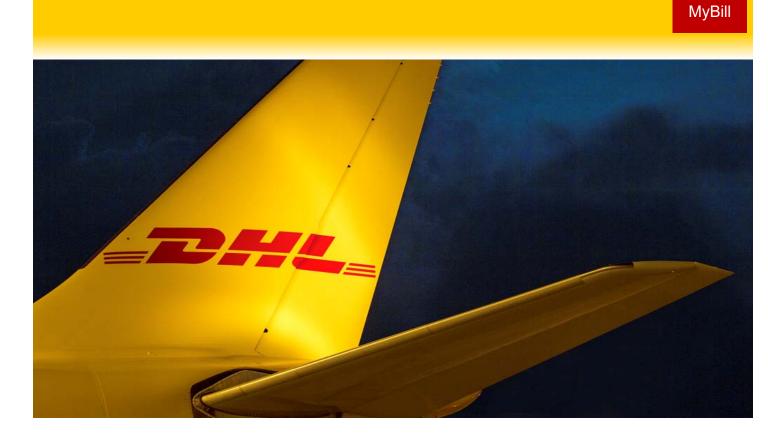
MyBill

DHL MyBill User Guide

EN-PX4985



Content Page

DHL MYBILL INTRODUCTION What does MyBill offer?

Registering via MyBill

THE SCREENS

The Dashboard The Archive, Reports & Download Screens The Search Screen The My Account Screen The Help Screen

STEP BY STEP

Viewing an Invoice Viewing Multiple Invoices CSV Configuration Waybills & Documentation Disputing an Invoice Updating a Dispute Making a Payment Rated but not Invoiced (RBNI) Tariff Enquiry Track & Trace

DHL INVOICES

CONTACT DETAILS



What does MyBill offer?

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. 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.
- Pay invoices online via credit and debit card.
- Review payment history online.
- 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: <u>https://mybill.dhl.com/login</u> 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.

Customer Enrollment	
Thank you for registering for DF	L MyBill. Your request is being processed.
Upon registration confirmation, MyBill the first time. To ensure e	24 hours to inform you about the status of your request, you will be required to set your password to access DHL email delivery to your inbox, please add to your address book or your safe list.
Sincerely,	
The DHL MyBill team	
Enroll Another Account	> Login to MyBill



Don't show this message again

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

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.

HI	Hilan	y Hendrik	s, wel	come to MyBill				Search by	ecouré, involve e	r eigdd				٩
								Dilling	System.			ERP Account		
-				•				.4					A Statement of J	
	5 30 J\$ 6	384,242 Deet Transaction 1,251.25 per Transaction ,941,008 per Transaction	.03	S 112.2 1 Disputed Invol		RM 165,3 005 Due No J\$ 6,620,1 54 Due No	02.81							
	-		-	und All Open Transact	978			7:00	records 1810	20 per page \sim	« First » Pro	nicus Page 1 of S	it Net	Lest
	≙	ACCOUNT NO. Account Rece	-table fits	ACCOUNT MADE	INVOICE NO.	INVOICE TYPE	INVOICE DATE: ①	DUE DRITE	IWUI	10184	II IPUTID	PAIDIAD	BALANCE	OURRE
	6	Hidden	1	Print and Post Account	" Hiddin	Invoice	Sept. 23, 2018	Nev 22, 2016	Linguist	61.64	0.00	0.00	64.64	RM N
	۲	for fecurity		Print and Post Account	for becurity	 Invoice 	Sept. 23, 2016	Nex 22, 2016	Urgeld	143.09	0.00	0.00	143.09	RM N
	0	for necurity	:	Print and Post Account	Hiddlin for security	Involte	Sept. 23, 2016	Nov 22, 2016	Unpaid	52.07	0.00	0.00	52.47	RMN
	0													
	8	, Hidden for security		Print and Post Account	, Hidden for security	. Invoice	Sept. 23, 2016	Nex 22, 2016	Urpaid	76.66	0.00	0.00	76.66	HM N

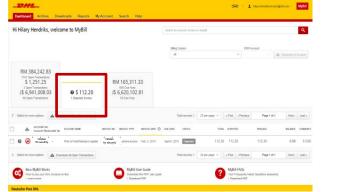
In the main **Dashboard** your invoices are divided into 3 categories:

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.



Hi	Hilary	Hendriks, welco	me to MyBill				Search by	ncourt, indite i	r wegdd				٩
							Billing	System		ERPA	Account 1		
							All				- 14	a Statement of	Accord
	J\$ 6,9	1,251.25 in Transactions 341,008.03 in Transactions	© \$ 112.20		RM 165,31 685 Due Now J\$ 6,620,10 54 Due Now	0.05							
	Select for e	tore options 🔺 Draw	niced All Open Transaction	L	1000000		Tot	directos 745	20 per page 🖂	+ First + Previous	Page 1 of 38	Net	List +
-	inect for a	nore options 🔬 Dow Account NO. Account Reservable No.	niced All Open Transactions ACCOUNT NAME	INVOICE NO.	INVOICE TIPE	INVOICE DATE	Ton Due same 💿		20 per page 🗸 TOTAL	+ First - Provious OLIPUTED	Page 1 of 38 PARDADJ	Net :	List +
j		ACCOUNT NO.	ACCOUNT NAME		3 53 6 2004	INVOICE SATE March 31, 2015	DUE DAVE 🕥						
	۵	ACCOUNT NO. Account Receivable //s.	ACCOUNT NAME	Hidden for security, Hidden	INVERSE TIPE		DUE DAVE 🕥	598545	TOTAL	0.595/12.0	PNEIAGJ	BALANCE	CURREN
	• @	ACCOUNT NO. Account Research Research Re- Holden * Ar security . Jor security .	ACCOUNT NAME Print and Post-Account	Hidden for security, Hidden for security	Invoice TIPE	Marsh 31, 2016	Due owne (0) Aquil 30, 2016	STRUS Overdue	1004L 22,612.81	DISPUTED	PHEADJ 0.00	BALANCE 22,612.81	CURREN JS JW
	* • @	ACCOUNT NO. Account Reservative //e. Product Reservative //e. Product Reservative //e. Product Reservative //e.	ACCOUNT NAME Print and Post Account Print and Post Account	NVCICE NO. Hidden for security Hidden	WOLL TIPE	March 31, 2016 May 19, 2016 May 19, 2016	DUE DATE ③ April 30, 2018 Arres 18, 2016 Arres 18, 2016	Silverdua Overdua Dverdua	12.319.86	0.994mto 0.00 0.00	PHERADJ 0.00 0.00	BALANCE 22,612,81 12,319,86	CLANES 15 JU 15 JU

📥 Download All Open Transactions

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

MyBill				
IVIVBIII			D:	ш
	-1177	ПV	Б	
		1 V		

Dashboard Archive Downloads Reports My Account Search	Help						
Archive Cicli on an invoice for more details and options. Can't see the invoice you're tosting for?	Try the search tool below						
	ing an entry line place.				Al status 🗸		
Q, Search by account, invine or air weybill number					AI SENA V	Anytype ∨) Search
		Total records: 3342	20 per page 🖂	efint efter	ious Page 1	t of 168 Next	Lest
Select for more options							
Select for non-option Account field Account field Accoun	INVERCE DATE ()		TOTAL	REVER	PADADI	BRANC	CURNE

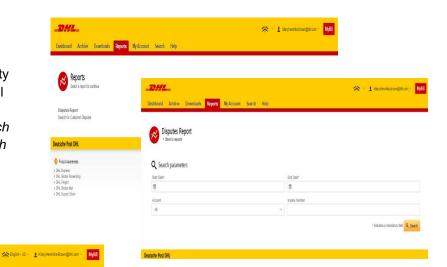
The Archive Screen

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.

All active downloads are You may continue to bro	available for one day. wse the site whilst downlo	ads are building.		ACME Correany
£	Total records: 4	20 per page 🗸 🤘	Page 1 of 1 Next> Last>	Ref 96030158
TARTED	TOTAL FILES	RETRIEVED FILES		
pril 29, 2015, 3.55 a.m. MDT	3	3	A Download Zip file X Cancel	With a list of invoices available, simply tick those you wish to download
pril 29, 2015, 7:36 a.m. MDT	3	3	A Download Zip file X Cancel	then press the Download button to start building your download file(s).
pril 29, 2015, 7:38 a.m. MDT	1	1	A Download Zip file X Cancel	
lay 6, 2015, 4:12 a.m. MDT	1	1	🛓 Download Zip file 🗙 Carcel	



DHL

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

DHL			*	hilary.hendriks-brown@dhl.com ~	MyBill
Dashboard Archive Downloads Reports My Acco	unt Search Help				
Search Invoices Did you know you can save search criteria as a saved search?					
Saved Searches	Q Search parameters				
Start with a custom search and then save your search criteria in the search	Account				
results.	All				~
	Invoice Number	Waybill			
0					
~	Invoice Type	Status			
No saved searches	All V	All			~
Use custom search to create a new saved search	Summary Posting				
	All				
	Invoice Date	1000000000			
	Start Date	End Date			
	100				
	Save as "Saved Search"?				
	Enter a name				
				٩	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

DHL				*	 L hilary.hendriks-brown@dh 	.com × Myl	Bill
Dashboard Archive Downloads Reports My Acco	unt Search Help						
My User Details Please remember to keep your details up to date.				Your pass Changing	ge Password sword must meet the password policy g Password directly via MyBill, will not HL.com password for online shipping		
hilary.hendriks-brown@dhl.com				Your current passwo	ord*		
First Name	Last Name				00		
Hilary Hendriks				Enter a new passwo	ord*		
Position	Telephone Number						
				Confirm new passw	vord*		
Home Group	Language Preference		~				
DHLUS	English - US		~		* indicates a mandatory	field 🖌 Save	
Timezone Africa/Abidjan							
∎ sw My User Details	TOTML BALANCE RM 384,242,83 \$ 1,251,25 \$ 5,941,000.03		тотял. очен RM 163. 5 0.00 JS 6.553	385 18			
-							
In this section you can	CURRENT	30 DAYS	60 DAYS		90+ DAY 5		
alter/update your Email Address,	RM 86,939.69	110000000					
Name details, Telephone	\$ 0.00	My Accounts You can have one or m	ore company accounts associated with	your user profile. You may also invite	other users to your Accounts.		
Number, Language Preference, etc.	35 0.00		elivery preference, please send accoun				
		F Select for more options					
Change Password					Total records: 29 20 per page 🗸	« First « Previous	Page 1 of 2
In this section you can update/cha		ACCOUNT NUMBER () ARA	CCDUNT COMPANY NAME	MANAGE			
password should you wish to. Plea		Hidgen - Hidgen - for security	- Related by AR group	1 Manage Me	rheesimon@gmail.com		
any changes to your pecoword	hara will not						

Related by AR group

Related by AR group

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.

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.

1 Manage Me rheesimon@gmail.com

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.

Dashboard Archive Downloads Reports My Account Search Help	🖟 – 💄 – Мува
Help Everything you need to know about DHL MyBill all in one place	Need assistance? Contact us now on 1.800.722.0081 Opening hours 8.00am to 17.30pm Or email us at online.bill@dhl.com
The Dashboards	Making a Payment
(+) The Main Dashboard	How to setup an account in the Wallet
(+) Archive	Haking a payment
(\div) Downloads	\oplus How to set up autopay on my account
(+) Reports	+ How to remove a Wallet account
(+) My Account	$\oplus\;$ Who do I contact if I am experiencing problems making a payment?
(+) Search	Logging a Dispute
Managing your Accounts	+ How to log a dispute
$(\div) \;\; {\rm How}$ to manage your User details	+ How to delete a dispute
$(\div) \;\; \mbox{How to change your password}$	Overview of disputed Invoices
⊕ Managing users rights	\oplus Who to contact if you are experiencing problems with your disputes.
$(\ensuremath{\div})$ How to add a user	How to use Search
$\left. \begin{array}{c} \oplus \end{array} \right.$ How to remove a user	(+) Search parameters
$\oplus\;$ Who to contact if experiencing difficulties logging into MyBill	Saving searches

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

- · The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- · 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



STEP-BY-STEP

Over the next few pages we will explain, step-by-step, how to use the functionality of MyBill

Viewing an Invoice

There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.

Single invoices

Option 1:

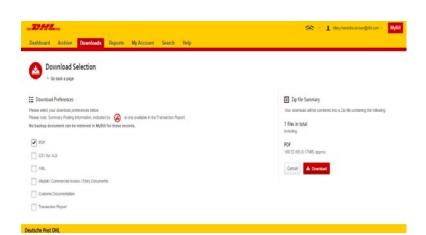
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

DHL. - 1 m MyBill shboard Archive Hi Hilary Hendriks, welcome to MyBill RM 384,242.83 \$ 1,251.25 RM 186,039.52 J\$ 6,941,008.03 J\$ 6,620,102.81 Rated But Not invoiced E Pay 0 « First / Previous Next > Last > ± 0 • Midden . for security Hidden Customs invoke July 14, 2019 Unpaid 1,150.03 0.00 81 * Hiddlin for-security Hidden for security Invoice Unpaid 101.22 0.00 0 Hidden for security 135.676.92 0.00 0.00 135.676.92 JS JMD Hidden for security

Option 2:

Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

Should you select the *Download* option you will be redirected to the **Downloads** screen where you can chose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button









Viewing Multiple Invoices

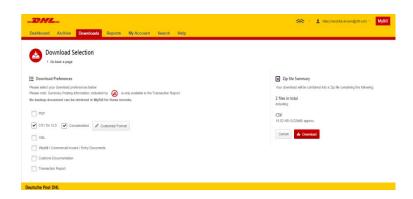
Hi Hilary Hendriks, we	lcome to MyBill				Search by aire	ount, invesion or we	iybill				٩
					Billing Sys	fam.			ERP Account		
					All			×.		de Statisment et l	Notional.
RM 384,242.83 1741 Open Transactions \$ 1,251.25 2 Open Transactions J\$ 6,941,008.03 06 Open Transactions	Disputed invoces	J\$ 6,62	6,039.52 New Now 0,102.81 ue Now	F	ated But ≬	Not invoice	d				
E Pay O Dispute	📥 Download 📥 Downl	oed All Open Transactio	one		Total rec	ords 1809 2	0 per page 🗠	e Pirst - Prev	Nove Page 1 of 9	Next -	Lost
ACCOUNT NO. Account Received	No. ACCOUNT NAME	INVOICE NO. IN	NOICE TYPE	INVOICE DATE	DUE DATE	1307/1	TOTAL	DI SPUTED	PAIDIADA	BALANCE	CLERK
- Hidden - for security	Print & Post/Standard register	Nidden, control of the security	ustoms invoke	July 14, 2015	None	Unpoid	1,150.03	0.00	0.00	1,150.03	5
Hidden Rtr seculity	Pak MAIL US837	fidden for seturity = fir	woke	Sept. 23, 2015	None	Unpeid	101.22	0.00	0.00	101.22	\$
o "Hisseh "	Print and Post Account		note	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	15

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.

Databased Archive Download Reports My Account Search Help Download Deletion - 6 tank a sage - 20 tank a sage	
Co task a sper Co task	
Plases and professional professional balance Your downlink if all a contribute of the 2.0 file contribute the balance Sees on the Sourcey and professional professional balance 3 files in boli Rob backage document can be retrieved in Mg/BII for these records. 3 files in boli Image: Sport POP	
Preserver det Summary Postog Intronation, Holdneit Ty 🙆 is volt available in the Transaction Report. 3 files in total including.	
Careel & Dounted	aing
Vkp4f Communit Invite: Catanas Documentation Catanas Documentation Transaction Report	

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



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 the be redirected to the **Download** screen from where you can download your file.



CSV Configuration

CSV Configuration		
 Go back a page 		
Pre-saved configurations (2)		
Pre-saved configurations	✓ ► Load	Delete
	Coad	Delete
Excluded Column Header 🛛 🔞	Included Column Header	Export options
	Billing Account	*
	Invoice Number	 Sort order
	Shipment Number	Please select the order in which invoice data is to be listed within your expo
	Billing Country	
	Billing Source	By Product, followed by Origin
	Invoice Type	
	Invoice Date	■+ Concatenated
	Payment Terms	produces one CSV file containing multiple invoices of the same typ Downloading CSVs of different structures (i.e. different invoice typ
	Due Date	will generate separate files within the same Zip download - one file
	Parent Account	CSV structure.
	Billing Account Name	
	Billing Address 1	Save all settings for later?
	Billing Address 2	
	Billing Address 3	S
	Billing Postcode	

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.

One 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

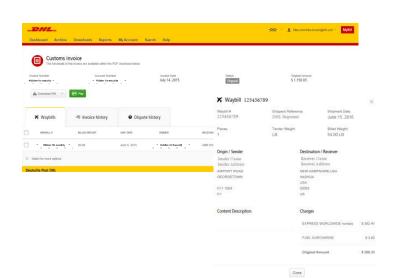
Waybills and Customs paperwork

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

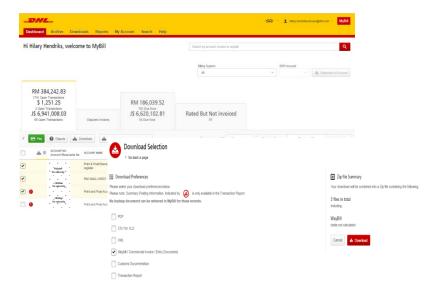
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.

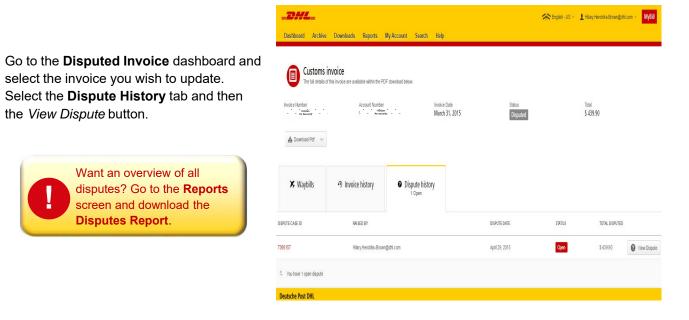
	s, welcome to MyBill	ts My Account Search	Constant P					
				Search by account, invoice or waybill		Q		
				Billing System All	ERP Account	 Statisment of Account 		
RM 384,242.8 1741 Open Transaction \$ 1,251.25 3 Open Transactions J\$ 6,941,008.0 66 Open Transactions	03 @\$112		Now 102.81	Rated But Not invoiced				
f 🕞 Pay 🗿 Dispu	ute 📥 Download 🛓	Download All Open Transactions		Total records: 1810 20 per	page V + First + Previous	Page 1 of 91 Next > Last >		
ACCOUNT NO. Account Receive			E INVOICE DATE (Sept. 23, 201) due darte status 	TOTAL DISPUTED PA	IDIADU BALANCE CURRENCY	*	L hlasyhendrika-brown@dhl.com - MyBill
Veddin for facurity	Print and Post Account		Sept. 23, 201	Dashboard Archive Downlo	ads Reports My Account	Search Help		
🔲 🥝 Hidden Israecurty	Print and Post Account		Sept. 23, 201	Dispute invoices				
D C	Print and Post Account	Noden for accurby Minutice	Sept. 23, 201	If you think you have been charg A Back to dashboard screen	ged in error, or wish to dispute an invoice ple	tase follow the instructions below.		
Pidden , for security , Hidden , for security ,	Print and Post Account		Sept. 23, 201					
🔲 🥝 . Hidden for pecurity	Print and Post Account		Sept. 23, 201	INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
Diasen Tor security	Print and Post Account	lessen Invoice	Sept. 23, 201	risden * Ko	Fijidan . for security	Sept. 23, 2016	Unpaid	RM 44.44
D C Protection	Print and Post Acroun	ledon, for accuty Imvoice	Sept. 23, 201	brachty 🙆	- Niddon - for security	Sept. 23, 2016	Unpaid	RM 143.09
				Add a Comment Please provide the reason for your dispute an	d any further comments below.			
				Select a dispute reason Add a comment				~
								> Submit dispute
				How MyBill Works How to pay your DHL invoices on-la , Learn more	ne	MyBill User Guide Download the POF user guide + Download PDF	Your Frequently + Download PDF	Asked Questions answered
				Deutsche Post DHL				Accessibility : Term & Conditions Princep & Contines 2014 & D-R. International Order Air open reserved

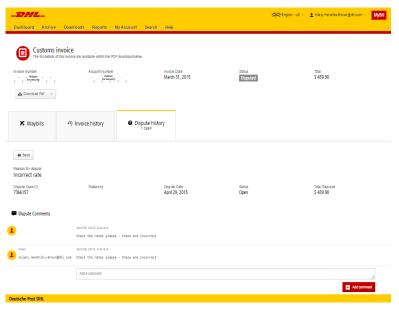
Note: Only one dispute can be logged per invoice



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.





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**



Making a Payment

MyBill allows you to make quick and secure payments online

Invoices can be paid by clicking on *Pay Now* on your **Dashboard** "*Due Now*'.



RM 384,242.83 1741 Open Transactions Disputed Invoices 792 Due Now

Or hover your mouse over the invoice line and click on the *Pay* button that appears

Or select the invoices you want to pay and then click *Pay* for each invoice

	<u>*</u> 0	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDIADJ	BALANCE	CURRENCY
0		Hidden- for security	Print and Post Account	. blidden ,for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	🖃 Pay 🛓	PDF Invoice	RM MYR
0		Hidden for security	Print and Post Account	Hidden for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
0		• Hidden • for security	Print and Post Account	Hidgen for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR

					3 Paylow								
		4,242.83 Transactions	Deputed Invices		86,039.52 2 Due Now		Rated But	Not invoid #7	ed				
¢ E	1 1	O Depute	A Download	kad All Open Tran	sectors.		704	recette 1741	20 per page $ \sim$	«Pint. (Pr	netus Page 1 d	tient i	Let
3	▲ 0	ACCOUNT NO. Account Paces	ative No. ACCOUNT MANE	INVOICE NO.	MOCE THE	INVOLUE SALE	THE DATE	iterus	tora,	o seven	PROVADA	BALACE	CARENCY
. 0		"Hash for fecurity"	Print and Post-Account	"Hissel for slourity"	Incia	Ady 25, 2016	Sept. 27, 2018	Orester	54.34	0.00	E w	A FOF Incks	RM MYS
• •	Ň.	11idden for security	Print and Post Account	Hidden for security-	Inoke	Aly 29, 2016	Sept 27, 2016	Overdue	142.70	0.00	0.00	142,70	RM MYR
. 0	6	i Hidden for şecurity	Pret and Post Account	iflidden for spcurity	Insta	July 29, 2518	Sept. 27, 2018	Overdue	95.58	0.00	0.00	95.58	RM MYR
		Hidden for security	Print and Post Account	Hidden för secuitty	31624	Aly 29, 2016	Sept. 27, 2016	Overshall	54.34	0.00	-0.01	54.35	MMNR

Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details select *Confirm*

Pay You ha	\$15.00 ave selected the following involce	is for payment. Please rev	few your selection be	elow and press "Confi	m" to proceed to the p	ayment process.			
ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAIDIADJ	BALANCE
9999999999	Print and Post Account	KIN12345	Invoice	Oct. 30, 2015	Nov. 29, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00
× Cancel									Confirm



Step 1: Please select your payment method

then select the Pay button.

to read confirmation message will ap	COUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE		PAYMENT AMOUNT	
A confirmation message will ap A confirmation message will	999	Print and Post Account	KIN12345	Oct. 30, 2015	Nov. 29, 2015		\$ 15.00	
receptor the credit of details and then select the Participation of the select the Participati						Total to pay	\$ 15.00	
trrore rotos torrore torror	Credit Card Card Number Card Holder Name Card Expiry Date CVV		Pay					requested to enter the credit
nor rotos 🛓 Duess A Open Tessados Totar routs 25 20 pr page v (Fist (Penus Page 1 d2 Net) Lat) successfully submitted a confirmation message will ap A confirmation email will be s								Once the payment has been
	_			al records: 25 20 per page 🗸	« First « Previous	Page 1 of 2	Next > Last >	successfully submitted a confirmation message will ap

\$ 47.43 \$ 47.43 A0 DUE DATI STATUS (2) 15.00 0.00 S MD

Dashboard shows *Payment(s)* in progress until bank confirmation of payment then it will move to Archive



Concerned about making payments online? Don't be!

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.



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

i Hilary Hen	driks, welco	ome to MyBill					Search by acco	unt, invoice or waybill					۹
							Billing System			~ B	P Accust	📥 Staturnart (d Account
RM 384,2 1741 Open Tree \$ 1,251	resect items			RM 16	5,311.3	3							
3 Open Trans J\$ 6,941,0 88 Open Trans	actors 008.03	S 112		J\$ 6,62	Las Now		Rated But	Not invoiced					
This data is not f	inal until billed.	📥 Doentoed All Ope	n Transaction	R V			Total rec	ords: 97 20 per pag		nd (Previou	Pige 1	of 5 Next	> Last
ING ACCOUNT	SHIPMENT N	MBER PRODUCT	WEIGHT	SHIPMENT DATE	ORGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
iden scurity	Hidden fer security	P	1.50 W	Sept. 13, 2018	HKG	PEN	USD	15.58	0.00	0.00	0.00	16.84	Men Im
iden icurtij iden ::	Hidden for seculity "Hidden for excurity,	P	2.50 V	Supl. 8, 2018	SHA	PEN	uso	19.27	0.00	0.00	0.00	20.82	Mean Im
iden " ecurity	"Hiddeh for mounty"	P	2.00 W	Sept. 8, 2018	BGN	PEN	uso	31.80	0.00	0.00	0.00	34.38	Mean Im
iden Iden Iden	Hidden for excurity Hidden - for security	N	3.50 B	Sept. 14, 2018	KUL	PEN	uso	22.92	0.00	0.00	1.49	28.28	Measuring
lden icuntif	Hidden for seculity	P	18.50 W	Sept. 12, 2018	BROK	PEN	uso	52.40	0.00	0.00	0.00	58.82	Mean Im
iden icurtiý	Hidden för seculty =Hidden	P	1.00 W	Sept. 12, 2018	HKG	PEN	uso	13.89	0.00	0.00	0.00	15.01	Meas for
lden = ecurity Iden [®] ecurity	+Hidden for security. Hidden for security	р	1.50 W	Sept. 8, 2018	SGN	PEN	uso	28.37	0.00	0.00	0.00	30.68	Men In
iden icurtig	Hidden - for security	р	1.50 W	Supt. 8, 2018	SGN	PEN	uso	28.37	0.00	0.00	0.00	30.68	Measuring
iden icurtij iden * icurtij	Hidden for security "Hidden for security.	р	6.00 B	Sept. 13, 2018	SIN	PEN	uso	30.28	0.00	0.00	0.00	32.70	Meas Int
iden iden	Hidden for security	р	1.50 W	Sept. 8, 2018	SGN	PEN	USD	28.37	0.00	0.00	0.00	30.68	Measuring
iden	Hidden - for security	N	11.00 B	Sept. 14, 2018	KUL	PEN	USD	50.54	0.00	0.00	3.27	57.88	Measuring
iden icurtif	Hidden för seculity	P	1.50 W	Sept. 8, 2018	SGN	PEN	USD	28.37	0.00	0.00	0.00	30.66	Measuring
iden *	for security- Hidden for security	N	3.00 B	Sect. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	Men In
tden	Hidden för secultity												
Iden "	"Hiddeh	р	19.00 W	Sept. 8, 2018	BLR	PEN	USD	113.71	0.00	0.00	0.59	133.35	Meas Int
iden icurty icurty	Hidden for security Hidden for security	P	13.00 8	Sept. 8, 2018	SGN	PEN	uso	75.92	0.00	0.00	0.00	82.12	Ment Int
icurty Iden icurty	for security Hidden for security	P	4.00 B	Sept. 8, 2016	SGN	PEN	uso	44.02	0.00	0.00	0.00	47.84	Mew Irro
tden " scurity	#Hiddep for security	N	2.50 W	Sept. 15, 2018	KUL	PEN	uso	18.58	0.00	0.00	1.20	21.28	Meas Int
iden " scurity iden "	"Hiddeh for micurity" Hidden	P	1.50 W	Sept. 8, 2018	SGN	PEN	uso	28.37	0.00	0.00	0.00	30.68	Meas In
icuity Idin icuity	for security Hilden for security	N	1.00 W	Sept. 15, 2018	PEN	PEN	uso	12.02	0.00	0.00	0.78	13.77	Meas In
iden icurity	, Hiddep for security	P	1.50 W	Sept. 8, 2018	SGN	PEN	uso	28.37	0.00	0.00	0.00	30.68	Meas Int
This data is not f	inal until billed.	📥 Doenload All Ope	n Transactor	а 🗸			Total rec	ords: 97 20 per pag	eri	nit (Privitaa	e Pige 1	of 5 Next	b Last
How MyBi How to pay I Learn mo	your DHLinvoiosis o	n-ina		0	MyBill User Download the Download	POF user cuide				MyBill FAQ: Yaz Frequently > Download P	Asked Questions an	ponervad	

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.

0

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



Rated but not Invoiced - RBNI

Hi Hilary H	lendriks, welco	me to My	/Bill				Search by and	olari, invoice or wayfi					٩
							Dilling Dy All	alers		v	EPIP Account	· [4 :==	rant of Account
1741 Ope	4,242.83 1 Transactions 251.25			RM 1	65,311.3	3							
3 Open J\$ 6,94	Transactions 41,008.03 Transactions		112.20 Ind Invoice	J\$ 6,6	Due Now 20,102.8 Due Now		Rated Bu	t Not invoice	đ				
This data is	not final until billed.	A Dourised A	4 Open Trans	actions 🗠			Total	records 97 20 pr	r page ~	Fint (P	entria Pe	ge 1 of 5	Next / Lest /
NILLING ACCOUNT	DHPMENT NUMBER	PRODUCT	WEIGHT	SHEMENT DATE	O ORON	DESTINATION	CURRENCY	WEIGHT CHARGE	INTURINCE	DISCOUNT	TOTAL DUCES	TOTAL CHARGE	VIEW
	Hidden	3N)	11.50 B	Sept. 15, 2016	PEN	KUL.	U50	51.63	0.00	0.00	3.36	59.37	Sectors
Hidden for security	for security					BKK	Utp	23.45	0.00	0.00	1,12	45.10	Vew Image
Hidden for security Hidden	för security Hidden for security	P	5.00 W	Sept. 15, 2016	PEN	BKK	0.00						
Hidden for security Hidden for pecurity Hidden for hecurity	Hidden for security Hidden for security	P D	5.00 W	Sept. 15, 2016 Sept. 15, 2016	PEN	BUR	USD	6.10	0.00	0.00	0.28	11.53	Vew image
Hidden for security Hidden for security Hidden for security Hidden s	-Hidden , for security , Hidden , for security , Hidden , for security , Hidden							s 10 47 56	0.00	0.00	0.28 3.11	11.53 54.94	
Hidden for security Hidden for excurity Hidden for tecurity Nedden + for security Hidden +	Hidden for security Hidden for security Hidden for security Hidden	D	0.50 B	Sept. 15, 2016	PEN	BUR	USD						View Image
Hidden for security Hidden for security Hidden for security Hidden + Jor security Hidden +	Hidden Hidden for security for security Hidden for security Hidden for security	D N	0.50 B 10.00 W	Sept. 15, 2016 Sept. 15, 2018	PEN PEN	BLR KUL	USD USD	47.96	0.00	0.00	3.11	54.94	Vew Image Vew Image Vew 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.

Hi Hilary H	lendriks, welc	ome to M	Bill				Search by no	court, investo or weybi					٩
							Dilling Sy All	(fert)			ERP Account	- A 100	net of Account
1741 Opt	34,242.83 n Transactors 251.25			RM 1	55,311.3	3							
J\$ 6,9	Transactions 41,008.03 Transactions		112.20 ted Invoice	J\$ 6,6	Due Now 20,102.8 Due Now	11	Rated Bur	t Not invoice	i				
This data is	not final until billed.	📥 Downkada	1				Total	records 97 20 pe	chaba ~	(Pest) (Pe	vitus Pr	age 1 of 5	Next: Las
	not final until billed. SHPMENT NUMBER	Downkada	1	ownload) (001N	DEITHNICOS	Total	veconds 97 20 pe	intrance	e Past e Pos piscolar	NUN P	nge 1 of 5 307AL CHARGE	VEW
LING ACCOUNT	Hidden " following		*		0 000N 3N	DESTINATION KLIL							VEN
Ind Account Networky Helden -	SHEPMENT MARKER	PRODUCT	*	beolined) (2208 (24 (24		CLEMENCY	WEIGHT OWNER	INSURANCE	DISCOUNT	TOTAL DATES	307AL OHARGE	VEW
Indiaccount Neden Inskearty Neden Neden Inskearty Indian	Hiden Niden Hiden	PRODUCT	Contigue	ownload	D CODIN DV DV PEN	RLL	CLIMPELINCY USD	WEIGHT DWHIGE 51.83	INCLUMANCE	DI SCOLINT 0.00	70794 99481 2.36	107AL CHARGE	VEW
Hidden Hidden Hidden - Hidden - Hidden - Hidden	INFRANT NUMBER Hidden for excently Hidden for expertly Nidden	PRODUCT N P	Contigue	Sept. 15, 2015	9N 9N	KLL BKK	CLANNELINCY USD USD	VEIDIT DWIGE 51.83 23.49	INTURANCE 0.00 0.00	0.00	30194 39481 2.36 1.12	307AL CHANGE 59-37 45.10	VEW Vew Imp Vew Imp
Hidden Intecetty Hidden Hidden Intecetty Hidden Intecetty Hidden Intecetty Hidden Intecetty	DEPART HARES * Holan for security * for security * for security * Holan * for security * Holan * for security * Holan * for security	PRODUCT N P D	Contigues	Sept. 15, 2016	N N PEN	KUL BHK BLR	CUMMENCY USD USD USD	WEIGHT DWNGE 51.83 23.48 6.10	INCORPANCE 0.00 0.00 0.00	DI SCOLINT 0.00 0.00 0.00	10114 34483 3.56 1.12 0.28	1074L COMISE 59:37 45:10 11:53	VEN Ven Ins Ven Ins Ven Ins
Hadan Tradon Torakouty Hadan - tyrakouty Hadan - tyrakouty Hadan Francuty	DEPART REAGEN Notion for aquarty Notion for aquarty Notion for aquarty Notion for aquarty Notion	PRODUCT N P D N	Configure 5.00 W 0.50 B 10.00 W	Sept. 15, 2016 Sept. 15, 2016 Sept. 15, 2016	PEN PEN	KUL BRK BLR KUL	сынкыст USD USD USD USD	мезан омиае 51.83 23.48 6.10 47.96	INTURANCE 0.00 0.00 0.00 0.00	0.00 0.00 0.00	10784 34481 3.06 1.12 0.25 3.11	107AL CHARGE 59-37 45-10 11-53 54-54	

Dashboard Archive Downloads Report	n My Account Search Help	
Report Configuration		
Go back a page		
Pre-saved configurations		
	V 🍃 Lood 🗂 Delete	
Excluded Column Header 🛛 😡	 Included Column Header 	Expert options
	Airway 58 No	
	tsiling Account	 Sort order
	tilling Country Name	Please select the order is which invoice data is to be lated within your export
	Billing Country Code	
	Billing Durrently Code	By Product, followed by Origin
	Billing Service Area Code	
	Diling Service Area Name	
	Consignee Address Line One	E Export format
	Consignee Address line Two	Please select the file formed for your export
	Consignee City	
	Consignee Contact Name	EN
	Consignee Country Code	
	Consignee Name	Save all settings for later?
	Consignee PRVN	Sea
	Consignee Zp Code	
	Destination Country Code	

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.

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



Tariff Enquiry provides account specific tariff information based on the contractual agreements on your account.

1	Ashboard	Archive	Downloads Reports	My Account	t Search H	lelp							
Hi	Hilary,	welcom	e to MyBill				Search by acc	ount, invoke	or weybill				۹
							Billing Syst	lem :		E	RP Account		
					E Pay Now		SAP (D	HI, Express N	feleysia, DHL MV)	×		A Statement of J	lecourt.
		2,540.66 Transactions	Disputed Invoices	RM	12,540.66 31 Due Now	Tari	ff Enquiry						
	Select for mo	re options	A Download Al Open Transaction	ns			Total	records: 31	20 per page 🗸 🛛	First (Previ	ous Page 1 of 2	Next +	Lest »
j	4	ACCOUNT NO Account Rec		INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	status	TOTAL	D SPUTED	PADADJ	BALANCE	CURREN
	0 @	Hidden for security	Acc created by Mass upload	Hidden for security	Customs invoice	June 9, 2016	June 16, 2016	Overdue	132.73	0.00	0.00	132.73	RM M
	0 @	Håden for secarity	Acc. created by Mass upload	"Hiddeh for incurity:	Customs invoice	May 28, 2016	June 27, 2016	Overdue	643.97	0.00	0.00	643.97	RM M
	0 @	Hidden for security	Acc created by Mass, upload	Hidden for security	Customs Invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00	RM M
	0 @	Hidden for security	- upcas	Höden fer security	Customs invoice	May 19, 2016	May 26, 2016	Overdue	438.19	0.00	0.00	438.19	RM M
	0 @	Hidden for security	Acc created by Mass upload		Customs involce	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96	RM M
	0 @	Hildden for security	upload		Customs invoice	May 13, 2016	May 20, 2016	Overdue	245.66	0.00	0.00	245.66	RM M
	0 @	Hidden	Acc created by Mass	Hidden	Customs invoice	May 13, 2016	Mity 20, 2018	Overdue	423.65	0.00	0.00	423.65	RM M
	0 @	for security	Acc created by Mass spload	for security	Customs invoice	May 12, 2010	May 19, 2016	Overdue	\$37.83	0.00	0.00	537.83	RM M
	0 @	for security Hidden	Acc created by Mass upload	for security	Customs invoice	May 10, 2016	May 17, 2016	Overdue	1,460.31	0.00	0.00	1,460.31	RM M
	0 @	for security	Acc created by Mass upload		i invoice	April 29, 2016	May 6, 2016	Overdue	1.592.58	0.00	0.00	1,592.58	RM MY
	0 3	for security Hidden	 Act created by Mass upload 	. for security.	Customs invoice	April 23, 2016	April 30, 2016	Overdue	103.74	0.00	0.00	103.74	RM M

The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

Once in the **Tariff Enquiry** screen you will need to enter numerous details on which to base your enquiry.

Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

Tariff enquires can be carried out on account level by selecting the applicable account in the Account Details drop down menu.

You can enter the piece weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.

Hi Hilary, welcome to M	yBill		Search by account, invoice or waybill		٩
			Diling System SAP (D-L Express Malaysia, D-L M?)	CRP Account	 A Statement of Account
RM 12,540.66 31 Open Transactions	Disputed Invoices	RM 12,540.66 st Due Now	Tariff Enquiry		
Grigin Country'	~		Destination Country'		
Origin Zp			Destination Zp Code		
Origin City'	v		Destination City*		
Origin Suburb	Ÿ		Destination Suburb		
Shipment Details Shipping Date*			Account Details Account Number 50000000 ~		
Piece Details			Durable Material Declared Valve Units		
1 v			ig on ++ bin		
		67×634		HOGHT (24)	cm.

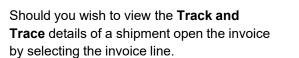


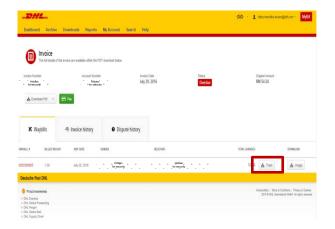
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

		Archive													
н	i Hilary He	ndriks	, welcom	e to MyBill					(Insertible)	account, boraco	w weget				٩
								l	Bling System SAP (DHL Expre	na Malaysia, 214	MI)	ERP Acc ↓ 13011		▲ Statement of	Account
	RM 384			Disputed Involves	RM	186,03	39.52		Rated But	Not invoi	ced				
÷	Select for yours	opiera	A Dourio	ed All Open Transactions					710	irecords: 1741	20 per page \sim	+ Pest - 1	Tevitos Page 1 d	186 Nexts	Let v
	≛ ⊙	ACCOUNT Account A	NO Repetuable No.	ACCOUNT NAME	INVOICE NO	INVOIC	2 TYPE (10	WORCE DRIVE	DUE DIETE	19715	1217	6 0.95750	PADAG	INJAKE	CURREN
	0	Higder for secur	iy'	Print and Post-Account	Hidden for security	i inves	4	ay 29, 2016	Sept. 27, 2016	Overdue	54.3	0.00	-0.01	54.35	IMM
	0	Higden for secur Higden	by .	Print and Post-Account	Hidden for security Hidden	i insta		ay 29, 2016	Sept. 27, 2016	Overdue	142.7	0.00	0.00	142.70	IM M
	0	for secur Hidden	ty .	Print and Post-Access	for security Hidden for security	f Insis		ay 20, 2016	Sept. 27, 2016	Dentus	95.5	8 0.00	0.00	95.58	IM M
	•	Higder for secur		Print and Post-Account	Hidden for security	t insta		Ay 29, 2016	Sept. 27, 2016	Ownitie	54.3	4 0.00	-0.01	54.35	RM MS
	•	Higder for secur	ty .	Print and Post-Account	jidden, for security Hidden.	i inde	, a	Ay 29, 2018	5ept. 27, 2016	Overdue	122.9	8 0.00	0.00	122.98	IM MY
	0	fgr secur Hidden	ey .	Print and Post-Account	for security .	i inski		Ay 29, 2016	5ept. 27, 2016	Overdue	168.2	9 0.00	0.00	168.29	RM MY
		for secur	i.	Print and Post-Account	for security , Middens for security ,	1 Invoice		ay 29, 2016	Sept. 27, 2016	Overdue	120.0	4 0.00	0.00	120.04	SM MY
		Hidden for secur	ty .	Print and Post Account	Hidden ^a . for security .	1 Invola		ley 27, 294	Aly 26, 2016	Overdue	1.262.6	9 0.00	0.00	1.262.69	BM MY
		Fidder for secur	εγ	Print and Post-Account	Hiddens . for security . Hidden'	Invoite		ay 27, 2016	Aly 28, 2016	Overdue	5,883.9	0.00	0.00	5.883.91	8M MY
		fer secur Hidden	εγ	Print and Post-Account	- for security - Hidden ¹	7 Invato		wy 31, 2216	Aly 30, 2016	Overdue	84.3	1 0.00	0.00	84.31	8M MY

Once redirected to the **Invoice** screen select you will be present with a breakdown of all the shipments for that invoice. On each shipment line you will find a *Track* button. Select the *Track* button next to the shipment you wish to view.

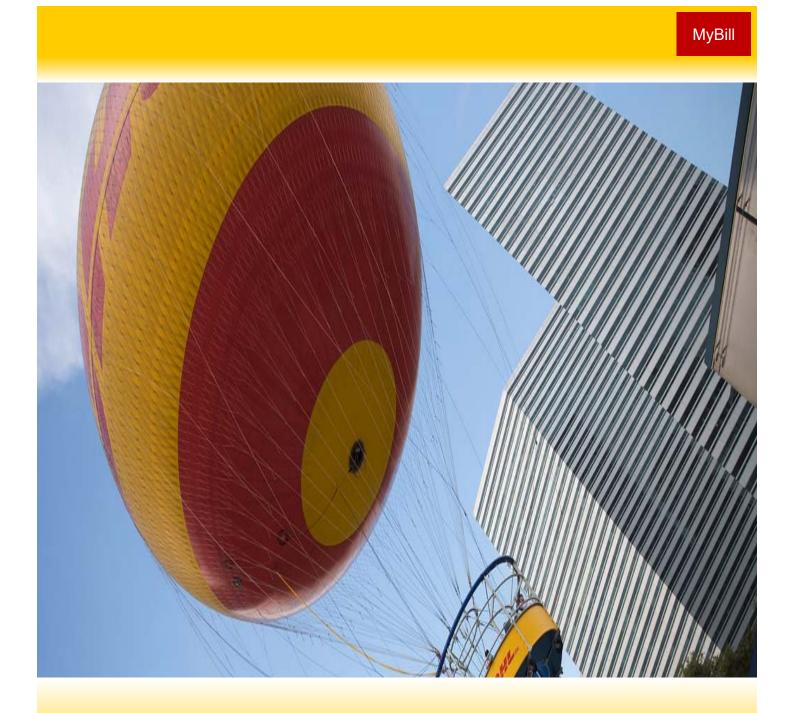
Express Par	cel & eCommerce	e Logistics Mail Pre	ss Careers	About Us			>
Cal Day) DHL	Global + Express Tracking					
St ATT	Tra	ck DHL Express Shipme	nts				
LES .		s the fastest way to check the status of y ed progress as your shipment speeds th			rice - our on	line results give you	real-time,
	Resu	Ilt Summary					
Express		Waybill:	Thursday, July	21, 2016 at 14:59		1 Piece	
MyDHL	\checkmark	Signed for by: MR 1	Origin Service > HONG KONG	Area: - HONG KONG - HONG	KONG		
Shipping		> Get Signature Proof of Delivery	Destination Se				
Tracking			PENANG - PE	MANG - MALATSIA			
 Monitor Shipme 	nts Thur	sday, July 21, 2016	Location		Time	Piece	
 Tracking FAQs Track by Shippe Reference 	ris 11	Delivered - Signed for by : MR THAN TU OO	N PENANG		14:59	1 Piece	
Tracking Tools	10	With delivery courier	PENANG - MAI	LAYSIA	12:04	1 Piece	
Electronic Proof Delivery	of 9	Clearance processing complete at PENA MALA/SIA	NG - PENANG - MA	LAYSIA	09.39	1 Piece	
Customs Services a Support	and 8	Arrived at Sort Facility PENANG - MALAY	SIA PENANG - MA	LAYSIA	09:23	1 Piece	
Export Services	7	Customs status updated	PENANG - MA	LAYSIA	07:20		
Import Services	6	Departed Facility in HONG KONG - HON KONG	IG HONG KONG	HONG KONG	03.30	1 Piece	
Optional Services	5	Processed at HONG KONG - HONG KO	NG HONG KONG	HONG KONG	03:26	1 Piece	
Industry Solutions	Weda	nesday, July 20, 2016	Location		Time	Piece	
Small Business So	lutions 4	Processed at HONG KONG - HONG KO	NG HONG KONG	- HONG KONG	18:07	D 1 Pece	
 Resource Center 	3	Arrived at Sort Facility HONG KONG - HONG KONG	HONG KONG	HONG KONG	15.56	1 Piece	
	2	Departed Facility in HONG KONG - HON KONG	HONG KONG	HONG KONG	14:43	1 Piece	
	1	Shipment picked up	HONG KONG	HONG KONG	11:23	1 Piece	
		Details					





A new window will appear with your shipment Track and Trace details. You will also find a link on the screen for the <u>Proof of Delivery</u> image.





DHL INVOICES

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

Invoice Breakdown

2 CUSTOMER CONTACT					oice Number		BDA012345 9999999999
PO BOX 123					oice Date:		22-08-1
CHURCH STREET WEST HAMILTON				Pag	ge:		1 of
BERMUDA				For	Invoice Inqu	uiries	
				Tel	ephone:		-4838 ext 221
4	5	6		7 We	ebsite: 8		1-441-295-143 I.dhl.com/logi
Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount 9	10 Tota amour (incl. VAT
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.7
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.7
Analysis of Extra Charges		Total	12 4	Analysis of D	iscounts		Tot
EXTENDED LIABILITY FUEL SURCHARGE		72.00 41.15	v	Veight Char	ge Discount (w)		-1,012.0
Total Extra Charges		113.15	т	otal Discour	nts		- <mark>1,012.0</mark>
						Т	otal (Incl. VAT
13 Payment due date: 21-09-16				14	Total Amou		746.7
PLEASE SEND YOUR REMITTANCE DHL Express Bermuda, 16 (erry Reach	St • Tel: +1-	441-294-483	B ext 2210 • Fax:		
By Credit / Debit Card	16 Pay	ment Ir	nstructio	ons			
Pay online by credit/debit card using	your DHL MyBill a	ccount. G	o to www	.mybill.dhl	.com/login to l	login and mak	e a payment.

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

Invoice No:	BDA012345
Account No:	9999999999
Amount:	746.71 USD

Remittance advices should be emailed to: AccountsReceivableBM@dhl.com Please state your DHL Invoice Number and Account Number as a reference when making a payment

THANK YOU FOR CHOOSING DHL

- **1** Type of invoice: Invoice, Credit note, etc.
- 2 Customer Name and Billing Address
- 3 Customer Billing Information: Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)
- Type of Service: Description of service
- 6 Number of Shipments: Total number of shipments within this service description and invoice
- Total Weight: total weight of all shipments within this service description and invoice period

- Standard Shipping Charge: Transportation charge
- Total of Extra Charges: Total of other charges for each service
- 9 Discount
- Total Amount (incl. VAT): Weight charge + Other Charge + SVP = Total Charge for each line
- Analysis of Extra Charges: Description of additional charges for each service
- Analysis of Discounts: Description of the discount, code and amount

- Total Amount: Total amount due for payment
- 14 Due Date
- 15 The DHL address
- Payment Instructions: instructions for the different payment methods available
- Billing information for processing: Account number, Invoice number, Amount Due.





Here's a key to reading the categories and codes found on your International Invoice:

- Customer Billing Information: Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
- 2 Type of invoice: Invoice, Credit, etc.
- 3 Air Waybill Number: Customer DHL Waybil number
- Type of Service: Description of service
- Shippers Reference: Reference information provided in the Waybill

Shipment Date: Date the shipment was sent

Origin/Consignor: Consignor name and address

- Destination/Consignee: Consignee name and address
- 8 Type of service: Description of service
- Weight in KG and Code: Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- Number of item: Total number of shipments within this service description and invoice
- Standard Charge: Transportation charge
- ¹² Discount amount and code

- Extra Charge Description: Description of additional charges for each service
- Extra Charges Amount: Total of other charges for each service
- Total Amount (incl. VAT): Standard Charge + Other Charge + SVP = Total Charge for each line
- Service Subtotal: Total of weight, items, and charges for each type of service
- 17 Weight code descriptions



Contact Details



Contact Details ANGOLA

For Invoice enquiries:<u>financequery.ao@dhl.com</u>

Telephone: +244935071233 Fax: +244935071233 Email: <u>financequery.ao@dhl.com</u> For MyBill specific issues and queries:

Telephone: +244935071233 Email:<u>financequery.ao@dhl.com</u>

