DHL MYBILL
FREQUENTLY ASKED QUESTIONS

ACCOUNT MANAGEMENT

How do I manage my account and user settings?

In the **My Account** screen you can modify your account settings, as well as your password and user settings. If access has been restricted, the user will need to contact the AR Manager for assistance. The AR manager is listed at the bottom of your **My Account** screen. Go to the **Help** tab for further details.

How do I manage the list of additional users on my account?

If permissions are enabled a *Manage* button will be displayed at the bottom of the **My Account** tab. The *Manage* button allows the user to add and manage additional users for specific accounts. If access has been restricted, the user will need to contact the AR Manager for assistance.

Adding New Users:

- **Step 1** Go to the **My Account** tab, scroll down and select the *Manage* button located next to the account you wish to link with a new user.
- **Step 2** Click on *Add New User* (green box), type in the email address and save.
- **Step 3** Click on *Manage* again and select function permissions and delivery method.

Manage Existing Users:

- **Step 1** Go to the **My Account** tab, scroll down and select the *Manage* button located next to the account you wish to adjust.
- **Step 2** Add/ remove the checkmark in the boxes next to the functions you wish the user to access.
- **Step 2** Select the *Save* button to save your changes.

I would like to customise the email subject, is this possible?

Yes. Please email DHL for assistance at **auaccounts.query@dhl.com**

Are all of my DHL accounts automatically available through DHL MyBill when I first register?

- **For the AR Manager role:** Yes. Once your registration has been accepted all related billing accounts within the Accounts Receivable Group will be available for management.

What is the role of the Account Receivable (AR) Manager?

This is a level of access that allows the designated user/s to act as the administrator for all billing accounts linked to the same Accounts Receivable Group for a customer. The user/s can download statements for all linked accounts via the *Statement* button on **Dashboard**.

- **For the general user role:** No. You will receive a notification that you must contact the user/s in your company assigned as the AR Manager. They will need to grant access. For additional access or questions, please contact **auaccounts.query@dhl.com**

Can I add accounts to an existing registration?

Yes. Please email DHL for assistance at **auaccounts.query@dhl.com**

How do I change my MyBill password?

In the **My Account** tab you can modify your password, user information and account settings.
Go to the **Help** tab for further details.

Important note: Changing your password directly via MyBill will not change your current MyDHL+ password for online shipping. These systems are not currently linked.

What happens if I forget my password?

If you know the email address your accounts are registered under, go to **https://mybill.dhl.com/login** and click on the *Forgotten Password?* link. If you cannot locate the email address for your existing account, please contact DHL via email for support: **auaccounts.query@dhl.com**

How do I change the format of the invoice files sent to me?

- **Step 1** Go to the **My Account** tab and scroll down to the bottom of the page to your list of registered accounts.
- **Step 2** Click on the *Manage* button next to the account you wish to update.
- **Step 3** Under Mail Delivery Preference, a drop-down menu will appear. Choose the desired option.
- **Step 4** Select the *Save* button to save your changes.

PAYMENTS

What payment methods are available through DHL MyBill?

DHL accepts the following forms of payment:
- Credit card (MasterCard, Visa, American Express)
  Credit card surcharge applies: 1.1% MasterCard and Visa, 2.1% American Express
- Debit cards (No surcharge)
- PayPal (1.1% surcharge applies)

Can I save my card details for future payments?

Wallet is available via the My Account tab to save your card details for future use without having to enter card details for every payment.

Can I setup auto payment on my account?

AutoPay (direct debit on due date of invoice) is available to set up via the My Account tab once card details are saved in My Wallet.

Will I receive a payment confirmation?

Yes. A confirmation will be sent to the email address on file.

Is paying an invoice online secure?

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

Do I have to install specific software to be able to pay through the DHL MyBill system?

No. You just need access to the internet. Current versions of most major browsers are supported (Chrome, Firefox, Safari, IE etc.). If you are using Internet Explorer (IE) as your web browser, only IE 11 or higher should be used.

Is there a limit on the total value of invoices selected for payment?

Yes. The limit on the total value of invoices selected for one payment is AU$400,000.

3 ways to pay:

1. **Single invoice:** Hover over the invoice number and select the green *Pay* button.
2. **Pay all overdue invoices:** Select the green *Pay Now* button in the **Overdue** tab.
3. **Multiple invoices:** Select the check box on the left hand side of the invoices you wish to pay, then click the green *Pay* button at either the top or bottom of the dashboard.

INVOICES

Where can I view my open DHL invoices?

All open invoices are shown on the **MyBill Dashboard**.

- **Open Transactions:** Shows all unpaid invoices
- **Disputed Invoices:** Shows all invoices that have an open dispute logged against them
- **Due Now:** Shows all invoices that are due today or earlier

Why is the total on the DHL MyBill Dashboard not equal to the total of all the invoices shown?

Only invoices that are due per their current status will show in **MyBill Dashboard** totals.

How do I search for an invoice?

Using the **Search** tab (at top of screen) enter in any of the parameters to search all MyBill data.
This is separate to the search bar displayed in **Dashboard** and **Archive** tabs which only display results specific to those tabs.

In what formats can I receive my invoices?

Invoices can be downloaded in a variety of formats, including CSV file (for importing into a spreadsheet such as Excel), PDF (ideal for printing or sending as an attachment) and XML.

How can I download and print a copy of the original invoice?

For a PDF, hover your cursor over the invoice data on the right side of either the **MyBill Dashboard** or **Archive** tabs. A *PDF Invoice* button will come into view. Click it and a pop-up menu will appear at the bottom of the screen. To print immediately, click *Open* and then use the print function from your Adobe Reader program.

For alternate formats: Select Invoice from either the **MyBill Dashboard** or **Archive** tabs by clicking on the checkbox to the left of the line item. A *Download* button will appear above the invoice list. Click this button and then choose your desired file format. Once selected, click the *Download* button on right side of screen. A pop-up menu will display at the bottom of the screen. To print, click *Open*. This will create a temporary zip file from which you can open the individual documents and print.

How can I retrieve supporting documentation for an invoice?

Select Invoice from either the MyBill Dashboard or Archive tabs by clicking on the checkbox to the left of the line item. A *Download* button will appear above the invoice list.

- **To retrieve air waybills/ commercial invoices:** Select *Waybill / Commercial Invoice / Entry Documents*
- **To retrieve Australian Customs documents:** Select *Customs Invoice (ODB) Image*
- **To retrieve foreign customs paperwork:** Select *Export Justification (NBR)*

If you need further instructions, please refer to the Help tab for further details.

What happens to my invoices once they have been paid?

Once an invoice has been updated to Paid status, it will no longer show on the **MyBill Dashboard**.
It can be found in the **Archive** tab.

RATED BUT NOT INVOICED (RBNI)

The Rated But Not Invoiced tab is not visible on the main Dashboard.

There are two reasons why you might not see the RBNI tab on the main **Dashboard** screen:

1. **Option 1:** There may not be any shipments to view.
   Only when there are available shipments will the RBNI tab be available for viewing.
2. **Option 2:** The RBNI functionality may not have been activated for your account.
   Should you want access to RBNI then send an email to **auaccounts.query@dhl.com** to request activation.

Are the rates in RBNI fixed and final?

No. While we aim to be as accurate as possible you should be aware that no charges seen in the RBNI functionality are final until invoiced.

TARIFF ENQUIRY

Are the Tariff Enquiry results account specific?

Yes. By selecting an account number prefixed with "95/96/51" you will receive tariff enquiry results specifically for that account number.

I do not know the dimensions of my shipment – can I still perform a search?

Yes. Shipment dimensions are not mandatory in order to carry out a tariff enquiry, however, including shipment dimensions does increase the accuracy of the results.

Note: while the dimensions are not mandatory for an enquiry, a shipment weight is required.

Please note DHL Express will charge based on the volumetric or actual (dead) weight, whichever is the higher of the two at point of reweigh.

DISPUTES

How can I dispute a charge on my invoice?

On the MyBill **Dashboard**, select the invoice by clicking on the checkbox to the left of the line item. A *Dispute* button will appear. Click on it. You will be prompted to enter the details of your query and submit. For step-by- step instructions on how to log a dispute, go to the **Help** tab and follow the steps as described in the Logging a Dispute section.

Please note that payments cannot be processed via MyBill for invoices with a dispute in progress.

How do I know when a dispute has been resolved?

When an invoice is disputed, the status of the invoice will change to Disputed. Once a dispute has been resolved the status will be updated to reflect the current status. You can also select Dispute History and then select View Dispute to get further details.

How do I view my disputes?

- Select the Disputed Invoices tab on your **MyBill Dashboard** screen
- Click on an invoice and then on the **Dispute History** tab
- Go to the **Reports** screen and download the **Dispute Report**

MISCELLANEOUS

I would like to update my billing address, is this possible?

Not in MyBill, however it is possible by emailing DHL for assistance at **auaccounts.query@dhl.com**

How do I cancel my DHL MyBill service?

Should you wish to cancel your DHL MyBill account, please contact DHL on **1300 301 307** or email us at **auaccounts.query@dhl.com**

I have a credit that I can see in my Dashboard but when I attempt to use it to pay my invoice the system displays this message: "This document is not ready to be used for payment." What should I do?

Please review the posting date of the credit. Credits are not available for customer use for five business days after posting to prevent overlapping application with DHL internal processes.