



DHL MYBILL A USER GUIDE FOR DHL CUSTOMERS



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DHL INVOICES

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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
- Review payment history online
- View and download copies of all invoices, including corresponding PDF and TIF documentation
- Download invoice and shipment transaction data in customised 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 follows:

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



DHL MYBILL

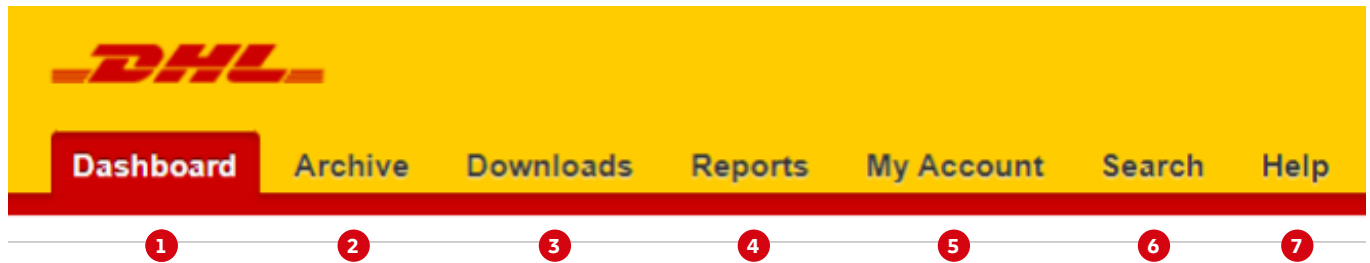
DESKTOP FUNCTIONALITIES





DESKTOP FUNCTIONALITIES

The menu bar comprises of the following options:



1. Dashboard – will display the outstanding invoices where you can view, dispute or pay the invoices(s), download a statement
2. Archive – will display the closed/paid invoices
3. Downloads – will display your previous downloads (retained for a 24 hour period)
4. Reports – can generate a query report
5. My Account – allows you to change your password, view account permissions, add or remove users, set up payment wallet, set up auto pay function
6. Search – allows you to search for particular data on specific fields or date range
7. Help – provides step-by-step help



DHL MYBILL

DESKTOP DASHBOARD



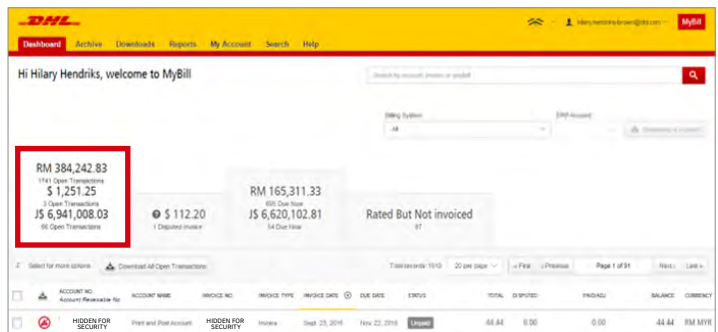


DASHBOARD

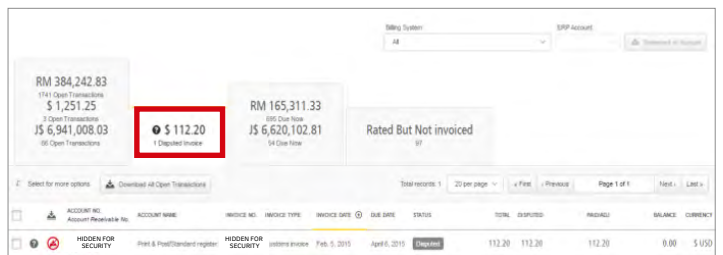
Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; Archive, Downloads, Report, My Account, Search and Help.

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

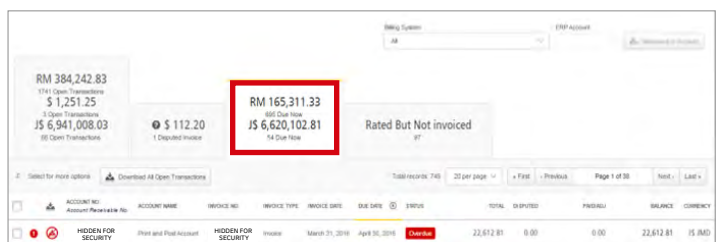
Open Transactions – These are the invoices with outstanding balances that require payment.



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



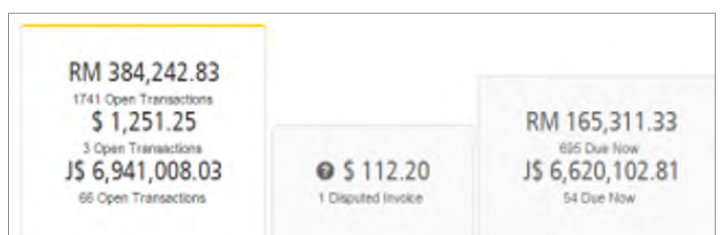
Due Now – Here you will find an overview of invoices for which payment is due or overdue.



All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situated 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 example).



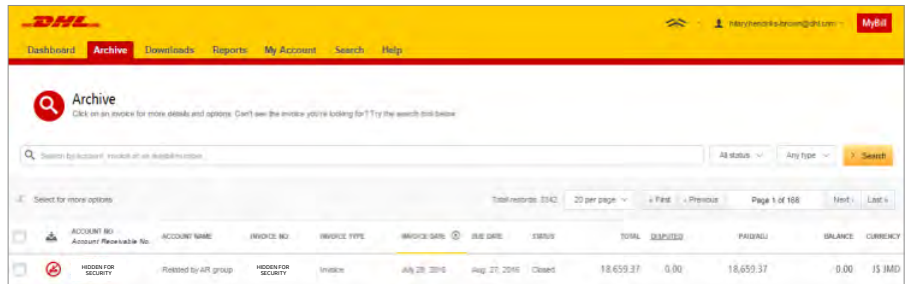


ARCHIVE, REPORTS & DOWNLOAD SCREENS

Archive screen

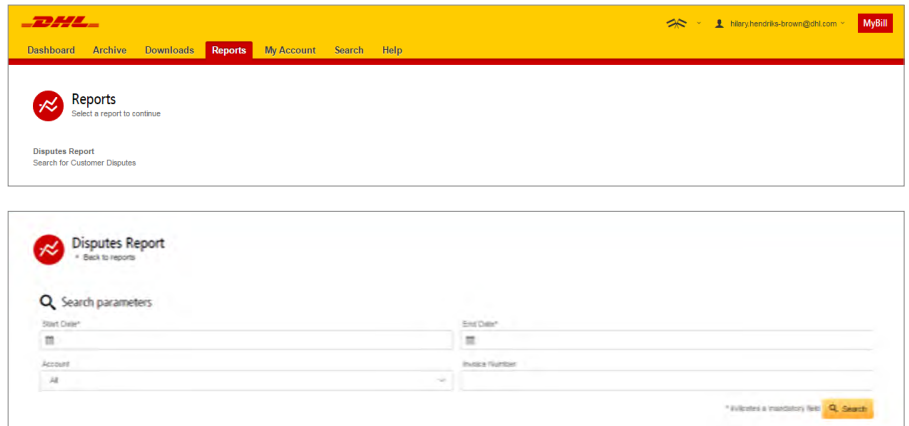
When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

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



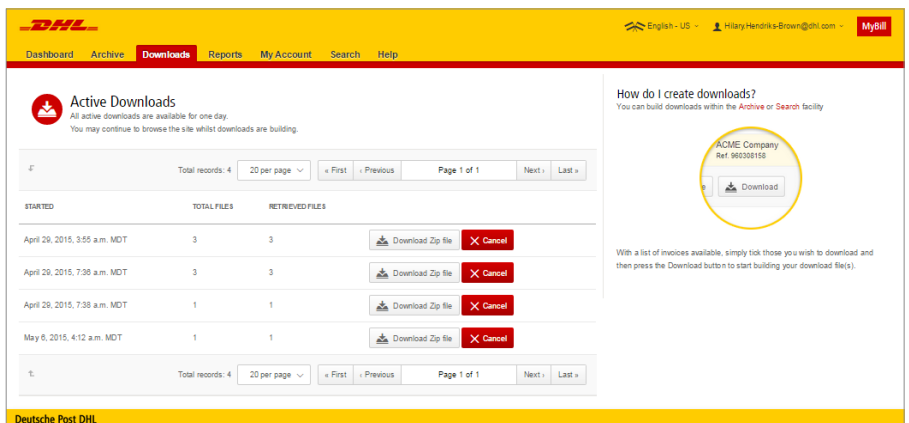
Report screen

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.



Downloads screen

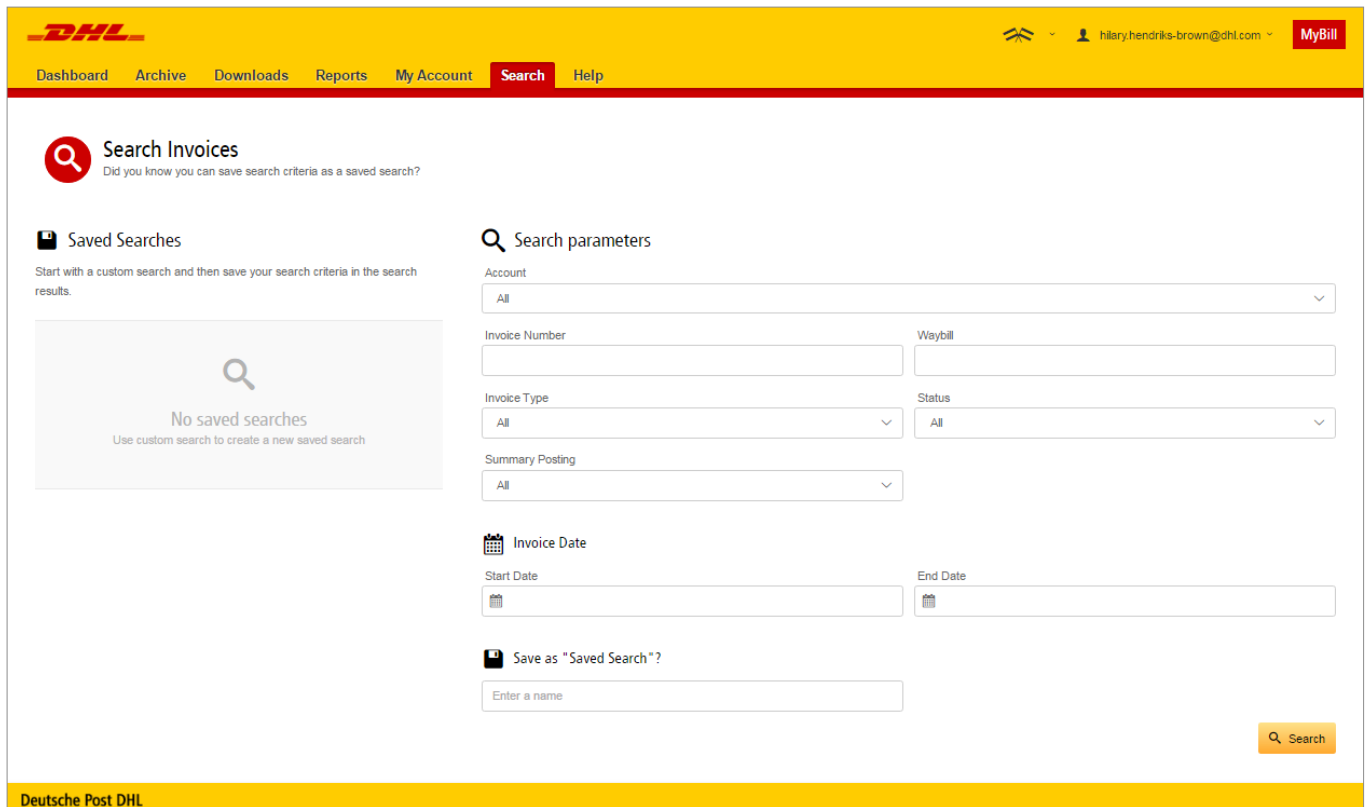
In the **Downloads** screen you will find all your recent downloads created using the **Archive** or **Search** facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads then select the *Cancel* button.





SEARCH SCREEN

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



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

Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type:
 Invoice = Freight invoice,
 Customs = Local AU customs charges,
 Duty = Overseas Duties and Taxes
- Status
- Start & End dates

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.

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



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' section of the DHL MyBill interface. It features a navigation bar with 'My Account' highlighted. The main content area is divided into two columns. The left column, titled 'My User Details', contains a profile icon and a reminder to keep details up to date. Below this are several input fields: 'Email address' (filled with 'hilary.hendriks-brown@dhl.com'), 'First Name' (filled with 'Hilary Hendriks'), 'Last Name' (empty), 'Position' (empty), 'Telephone Number' (empty), 'Home Group' (filled with 'DHL US'), 'Language Preference' (dropdown menu set to 'English - US'), and 'Timezone' (filled with 'Africa/Abidjan'). A 'Save' button is at the bottom left. The right column, titled 'Change Password', includes a key icon, a password policy note, and three password input fields: 'Your current password*', 'Enter a new password*', and 'Confirm new password*'. A 'Save' button is at the bottom right.

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.

The screenshot shows the 'Open Invoice Summary' section with a table of invoice data:

TOTAL BALANCE	TOTAL OVER DUE
RM 384,242.83	RM 183,385.18
\$ 1,251.25	\$ 0.00
JS 6,941,008.03	JS 6,553,151.13

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*.

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

The screenshot shows the 'My Accounts' section with a table of account information:

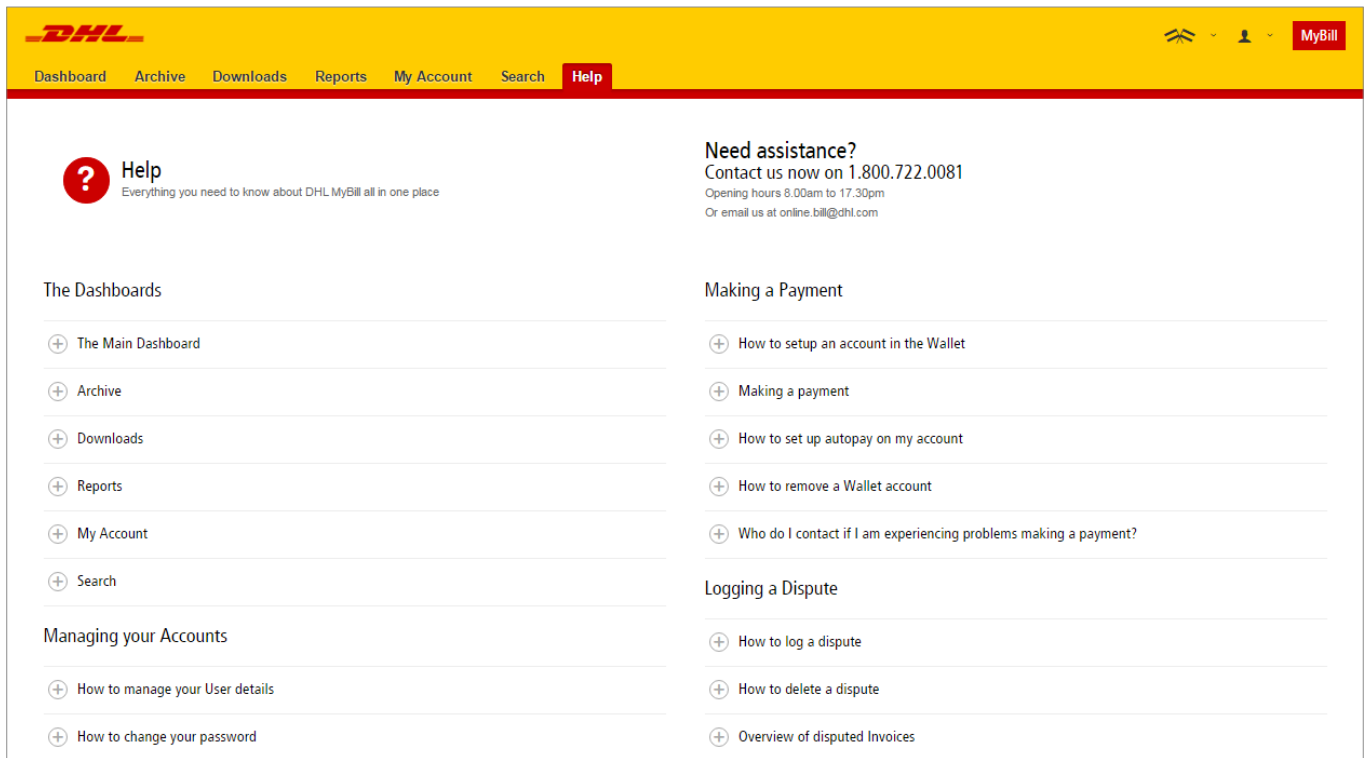
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
<input type="checkbox"/>	HIDDEN FOR SECURITY	Related by AR group	<input type="button" value="Manage"/> <input type="button" value="Me"/> rhesimon@gmail.com

Additional text in the screenshot includes: '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 1.800.722.0081. Upload new users' and 'Total records: 29'.



HELP SCREEN

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



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

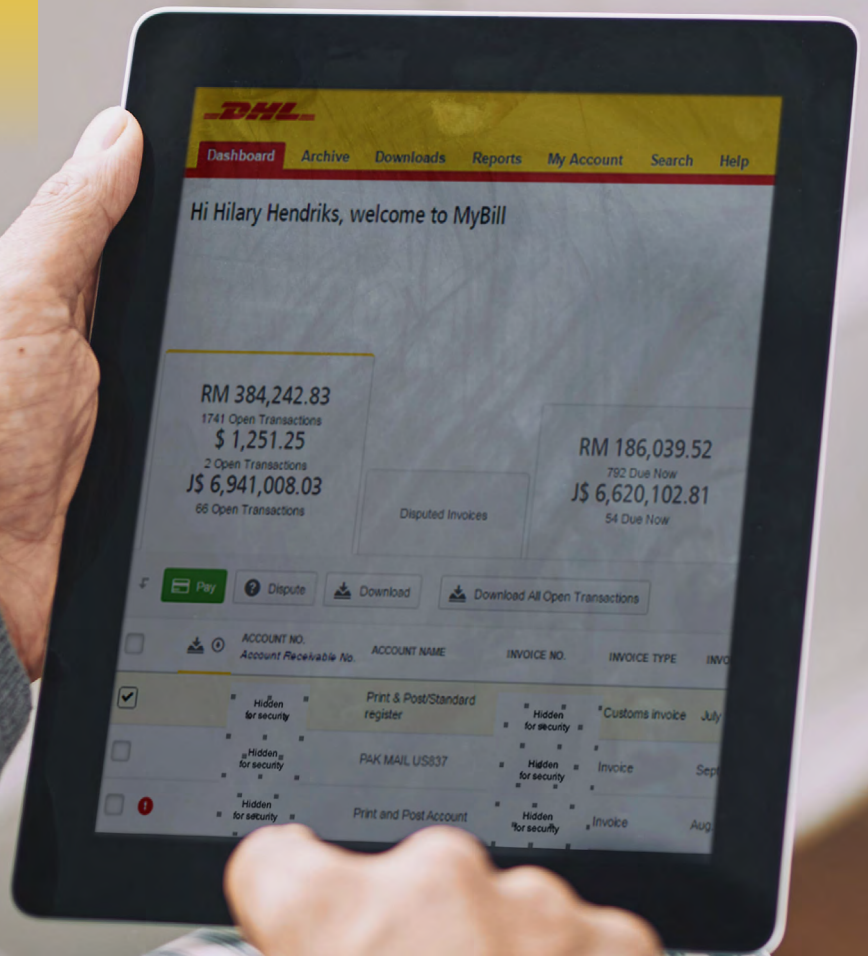
- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- Logging a Dispute
- How to use Search

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



DHL MYBILL STEP-BY-STEP

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



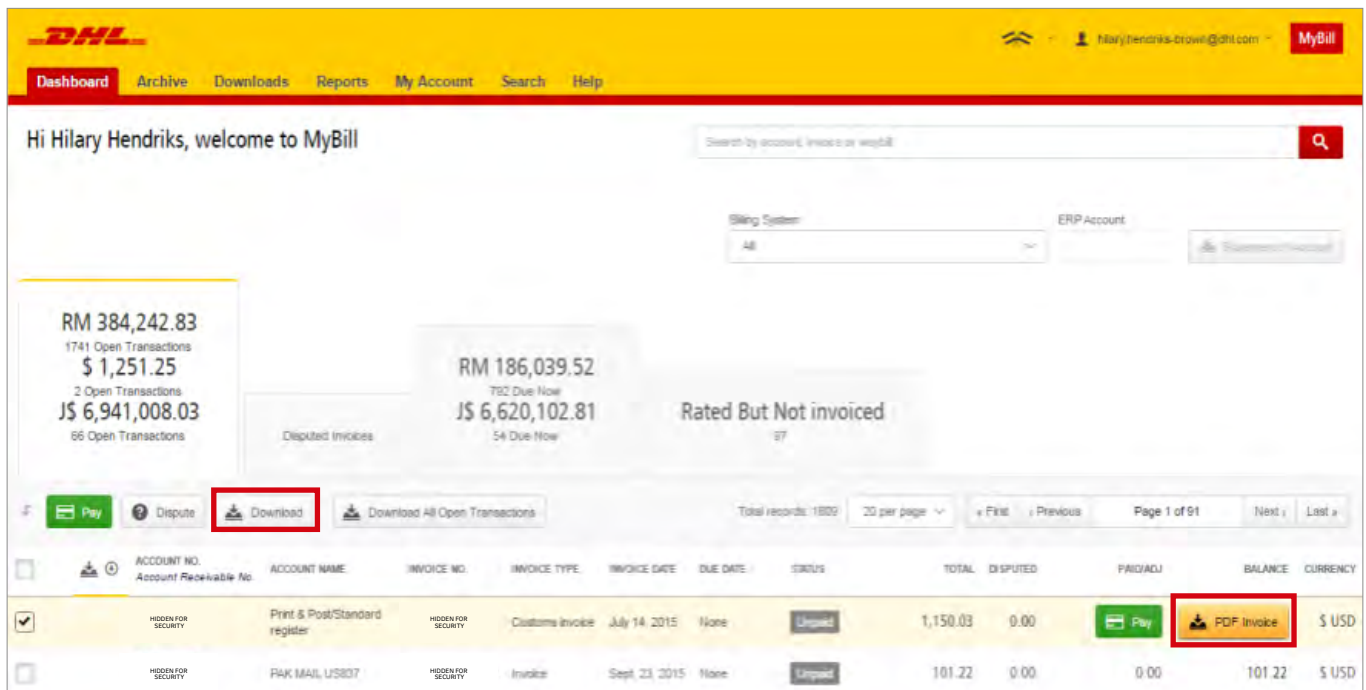


VIEWING AN INVOICE

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

Invoice Key

- No images available
- Overdue invoice
- Disputed invoice



Single invoices

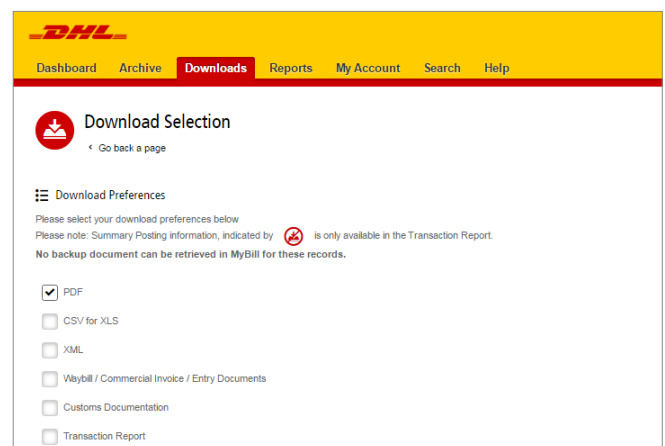
Option 1:

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

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 choose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button.





VIEWING MULTIPLE INVOICES

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
2 Open Transactions
J\$ 6,941,008.03
66 Open Transactions

Disputed Invoices

RM 186,039.52
790 Due Now
J\$ 6,620,102.81
34 Due Now

Rated But Not Invoiced
37

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ.	BALANCE	CURRENCY
HIDDEN FOR SECURITY	Print & Post/Standard register	HIDDEN FOR SECURITY	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
HIDDEN FOR SECURITY	PAK MAIL USEST	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ JMD

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.

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

Please note: Export Justification = Overseas Customs clearance documents.

Download Selection
Go back a page

Download Preferences
Please select your download preferences below
Please note: Summary Posting information, indicated by [red circle with slash] is only available in the Transaction Report. No backup document can be retrieved in MyBill for these records.

Select DHL Express Downloads

PDF Invoice
 Standard CSV
 XML

Concatenated

Should you choose the CSV for XLS format you will be offered the possibility to customise the format. Should you wish to customise the format of the CSV file then select the *Customise 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.

Download Selection
Go back a page

Download Preferences
Please select your download preferences below
Please note: Summary Posting information, indicated by [red circle with slash] is only available in the Transaction Report. No backup document can be retrieved in MyBill for these records.

Select DHL Express Downloads

PDF Invoice
 Standard CSV
 Concatenated



CSV CONFIGURATION

Should you wish to customise 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 customise the file thereby reducing the extract to your specification and displayed in a set order. In order to customise 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.

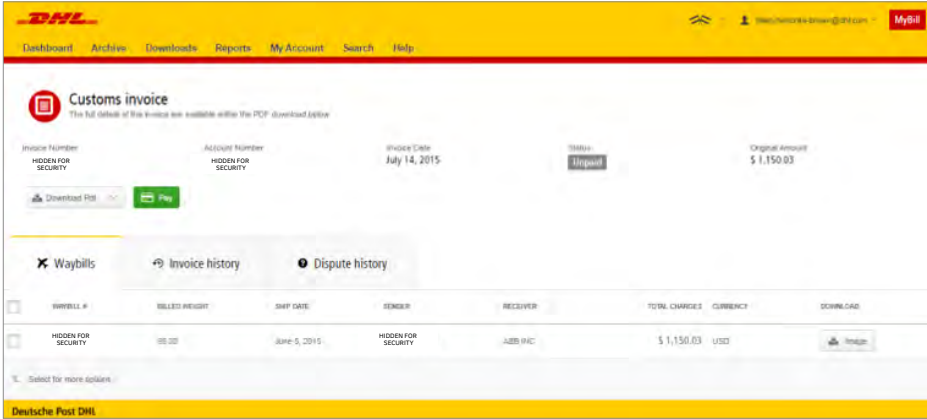
Once you have finished customising your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.



WAYBILLS & SUPPORTING DOCUMENTATION

Waybills and customs paperwork

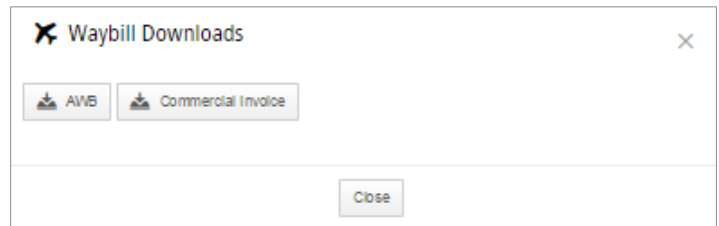
As with invoices, there are several ways in which you can view Waybills and/or customs paperwork.



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.

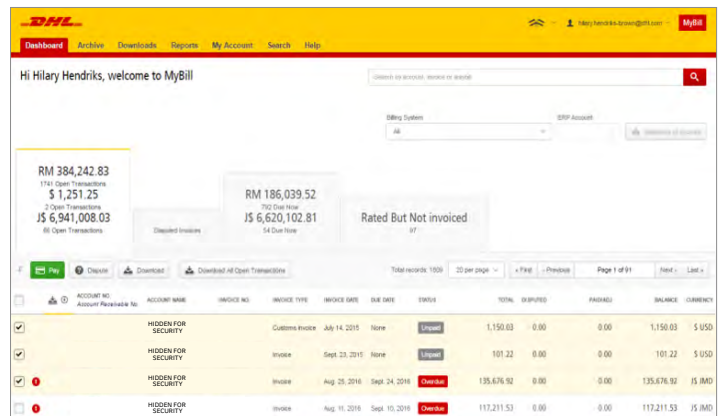


Option 2

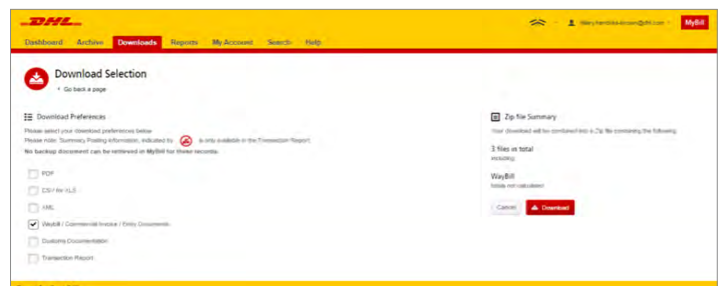
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.

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

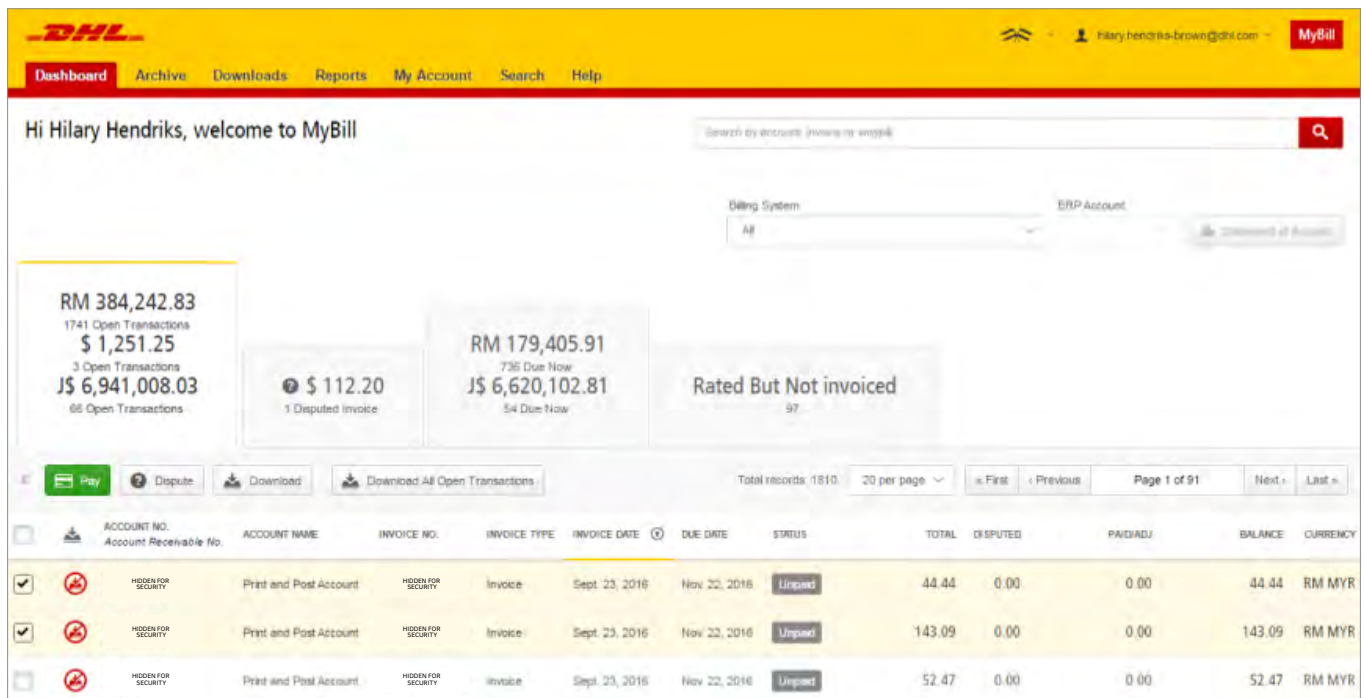
MyBill offers the possibility to log disputed invoices online.

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.



Note: Only one dispute can be logged per invoice.



Hi Hilary Hendriks, welcome to MyBill

Search by account (including unpaid)

Billing System: All ERP Account: [Dropdown]

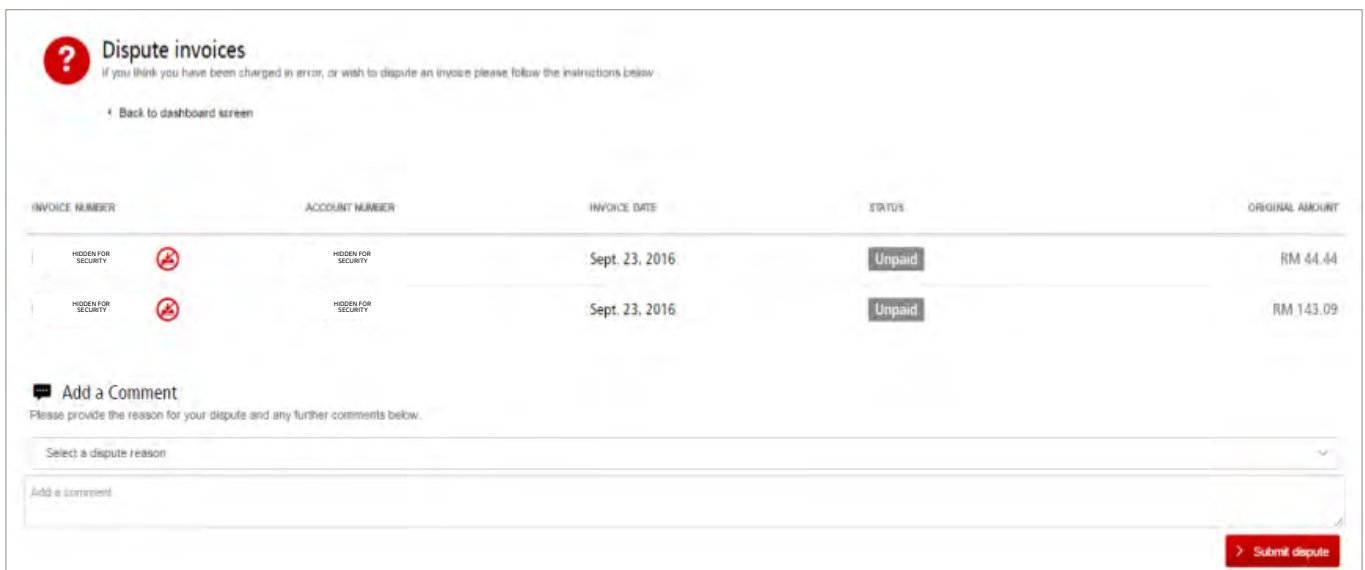
Summary Cards:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, 3 Open Transactions, J\$ 6,941,008.03, 66 Open Transactions)
- \$ 112.20 (1 Disputed Invoice)
- RM 179,405.91 (736 Due Now, J\$ 6,620,102.81, 54 Due Now)
- Rated But Not invoiced (97)

Buttons: Pay, Dispute, Download, Download All Open Transactions

Total records: 1810 | 20 per page | Page 1 of 91

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ.	BALANCE	CURRENCY
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2016	Nov. 22, 2016	Unpaid	44.44	0.00	0.00	44.44	RM MYR
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2016	Nov. 22, 2016	Unpaid	143.09	0.00	0.00	143.09	RM MYR
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2016	Nov. 22, 2016	Unpaid	52.47	0.00	0.00	52.47	RM MYR



Dispute invoices

If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.

Back to dashboard screen

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	Sept. 23, 2016	Unpaid	RM 44.44
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	Sept. 23, 2016	Unpaid	RM 143.09

Add a Comment

Please provide the reason for your dispute and any further comments below.

Select a dispute reason [Dropdown]

Add a comment [Text Area]


Submit dispute [Button]



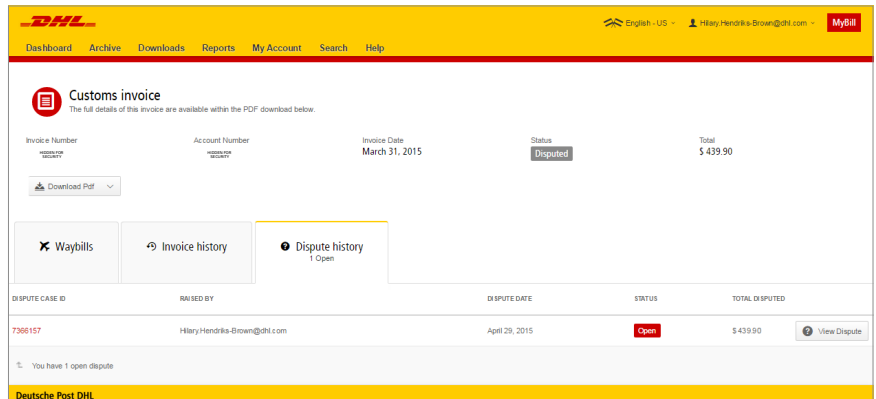
UPDATING A DISPUTE

Once you submit a dispute it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, 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.

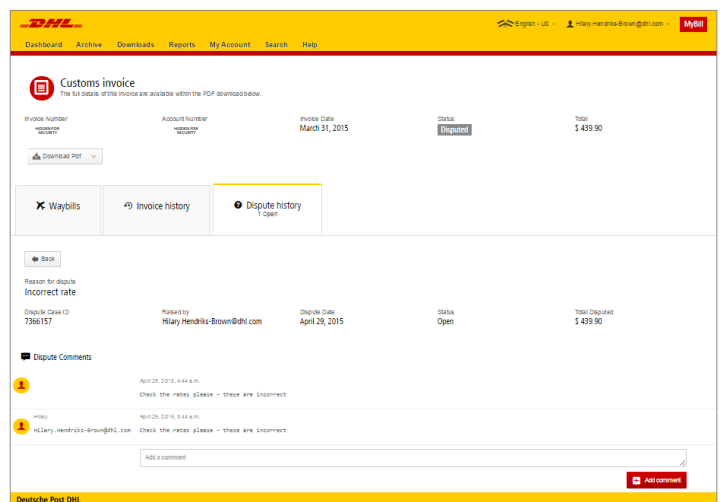


Want an overview of all disputes? Go to the **Reports** screen and download the **Disputes Report**.



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**.

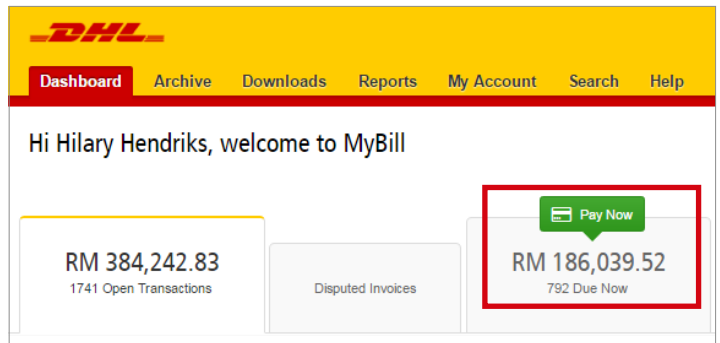




MAKING A PAYMENT

MyBill allows you to make quick and secure payments online.

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



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

<input type="checkbox"/>	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ.	BALANCE	CURRENCY
<input type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	<input type="checkbox"/>	54.34	RM MYR
<input type="checkbox"/>	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
<input type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR

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

Summary cards: RM 384,242.83 (1741 Open Transactions), Disputed Invoices, RM 186,039.52 (792 Due Now), Rated But Not Invoiced (97)

Buttons: Pay, Dispute, Download, Download All Open Transactions

<input type="checkbox"/>	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ.	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	<input type="checkbox"/>	54.34	RM MYR
<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR
<input type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR

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 \$15.00

You have selected the following invoices for payment. Please verify your selection and click "confirm" to proceed to the payment process.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ.	BALANCE
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Oct. 06, 2016	Nov. 20, 2016	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00

Buttons: Cancel, Confirm



MAKING A PAYMENT

CONTINUED

Once you confirm you will be requested to enter the credit card details and then select the *Pay* button.

Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Oct. 30, 2015	Nov. 29, 2015	\$ 15.00
Total to pay					\$ 15.00

Total payment amount MD 15.00

Credit Card

VISA

Card Number:

Card Holder Name:

Card Expiry Date: /

CVV: What is CVV?

Pay

Previous

Once the payment has been successfully submitted a confirmation message will appear. A confirmation email will be sent to the email address set up in your profile.



Search by account, invoice or waybill

\$ 47.43 1 Open Transactions | Disputed Invoices | \$ 47.43 1 Due Now

Billing System: SAP | ERP Account: 999999999 | Statement of Account

Select for more options | Download All Open Transactions | Total records: 17 | 20 per page | First | Previous | Page 1 of 1 | Next | Last

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD

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



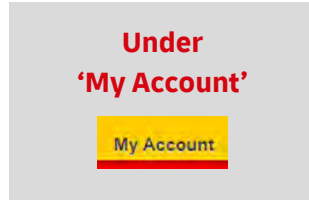
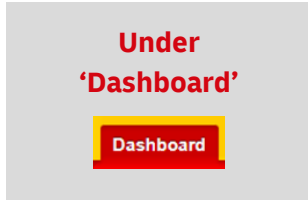
Concerned about making payments online? Don't be!

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.



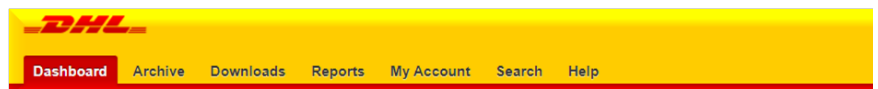
HOW TO SET UP E-WALLET

E-wallet can be set up in two ways



Set up e-wallet under Dashboard

Go to the **Dashboard** tab.



Select the account number/
invoice(s) that you want to pay
then click on *Pay*.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
1741 Open Transactions	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	0.00	54.34	RM MYR
	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
	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR
	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR

The system will bring you to this
screen and you will need to click
on *Confirm*.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	INVOICE	OCT 30, 2015	Nov 28, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00



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.

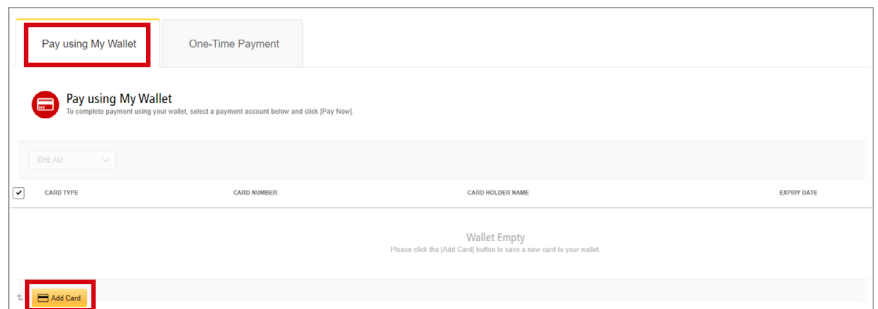


HOW TO SET UP E-WALLET CONTINUED

Set up e-wallet under Dashboard – continued

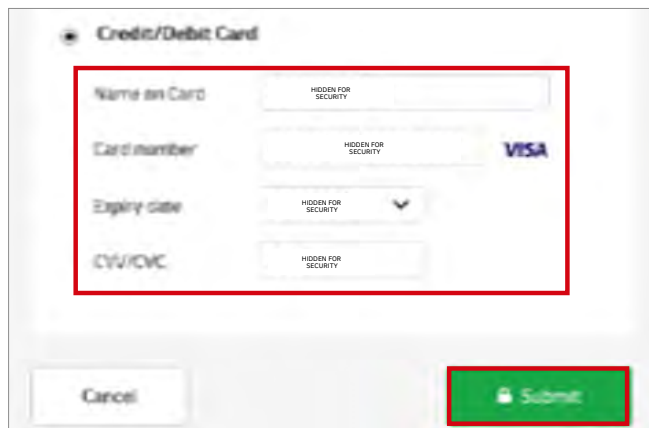
Select *Pay using my Wallet* tab.

Click on *Add Card*.

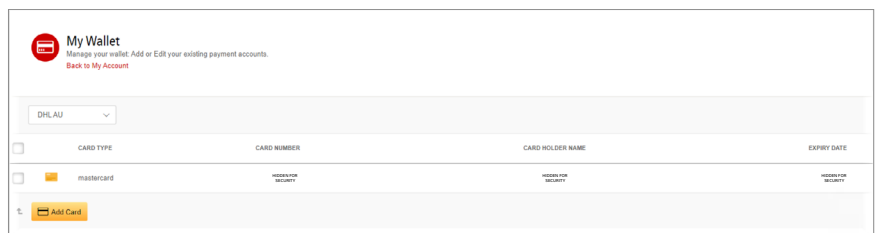


Enter the credit card details that you would like to save.

Click on *Submit*.



Card will be successfully saved.





HOW TO SET UP E-WALLET CONTINUED

Set up e-wallet under My Account

Go to the **My Account** tab.

Click on **Go to my wallet.**

The screenshot shows the 'My Account' page with a navigation bar at the top containing 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The 'My Account' tab is active. Below the navigation bar, there are three main sections: 'My User Details', 'Change Password', and 'Payment Settings'. The 'Go to my wallet' button in the 'Payment Settings' section is highlighted with a red box.

Click on **Add Card.**

The screenshot shows the 'My Wallet' page. At the top, there is a dropdown menu for 'DHL AU'. Below it is a table with columns for 'CARD TYPE', 'CARD NUMBER', 'CARD HOLDER NAME', and 'EXPIRY DATE'. The table is currently empty, with the text 'Wallet Empty' and 'Please click the [Add Card] button to save a new card to your wallet.' Below the table, the 'Add Card' button is highlighted with a red box.

Enter the credit card details that you would like to save.

Click on **Submit.**

The screenshot shows the 'Credit/Debit Card' form. The form fields are: 'Name on Card' (with a 'HIDDEN FOR SECURITY' label), 'Card number' (with a 'HIDDEN FOR SECURITY' label and a 'VISA' logo), 'Expiry date' (with a 'HIDDEN FOR SECURITY' label and a dropdown arrow), and 'CVV/CVC' (with a 'HIDDEN FOR SECURITY' label). At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box.

Card will be successfully saved.

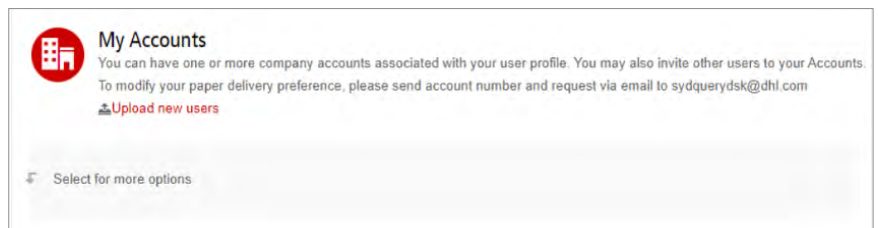
The screenshot shows the 'My Wallet' page after a card has been saved. The table now contains one entry: a 'mastercard' with 'HIDDEN FOR SECURITY' labels for the card number, holder name, and expiry date. The 'Add Card' button is still visible at the bottom.



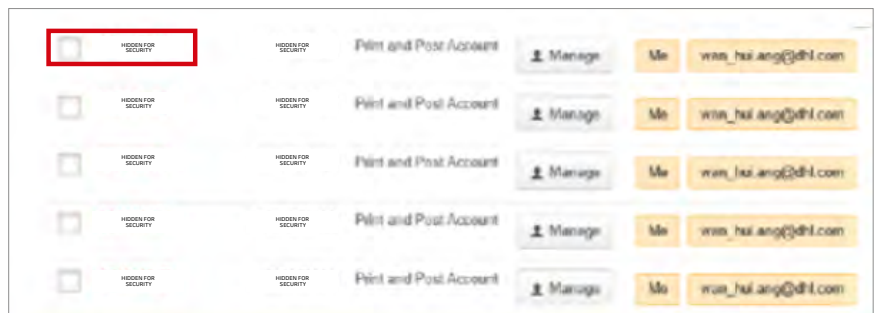
HOW TO SET UP AUTOPAY

This will auto deduct the amount due for payment on the invoice due date.

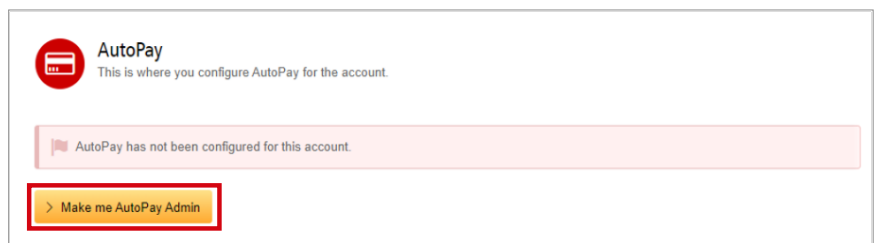
Go to the **My Account** tab and scroll down until you come to *My Accounts*.



Click on the account number that you want to set on autopay.



Click on *Make me AutoPay Admin*.





HOW TO SET UP AUTOPAY CONTINUED

Select the card you want to use for autopay and click on *Confirm*.

AutoPay Setup
Select the payment details you wish to use for AutoPay against the account highlighted below.
[Go Back](#)

AutoPay has not been configured for this account.

DHL AU

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY LTD	HIDDEN FOR SECURITY

[Confirm](#)

Click on *Confirm* to set up the account as autopay.

Confirm AutoPay

By clicking [Confirm], you authorise DHL to automatically bill outstanding amounts to the selected payment account.

[Cancel](#) [Confirm](#)

Autopay will now be successfully set up.

Dashboard Archive Downloads Reports **My Account** Search Help

Account Permission Admin
Manage and view user permissions.

Open Invoice Summary

TOTAL BALANCE	TOTAL OVER DUE
CURRENT	30 DAYS 60 DAYS 90+ DAYS

AutoPay
This is where you configure AutoPay for the account.

You have configured AutoPay for this account and are currently the AutoPay Administrator.

[Configure AutoPay](#)

Successful autopay set up will show under the **My Account** tab.

Dashboard Archive Downloads Reports **My Account** Search Help

My Wallet
Manage your wallet. Add or Edit your existing payment accounts.
[Back to My Account](#)

DHL AU

CARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE
mastercard	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY

[Add Card](#)

AutoPay
Manage your AutoPay accounts. Edit or Remove existing AutoPay settings below.

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY D	HIDDEN FOR SECURITY

[Edit](#)



HOW TO PAY AN INVOICE USING E-WALLET

Go to the **Dashboard** tab.



Select the account number/
invoice(s) that you want to pay
then click on *Pay*.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
RM 384,242.83 1741 Open Transactions											

The system will bring you to this
screen and you will need to click
on *Confirm*.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	INVOICE	OCT 30, 2015	NOV 29, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00

Select the *Pay using My Wallet* tab.

Select the card saved in *My Wallet*
and click on *Pay Now*.

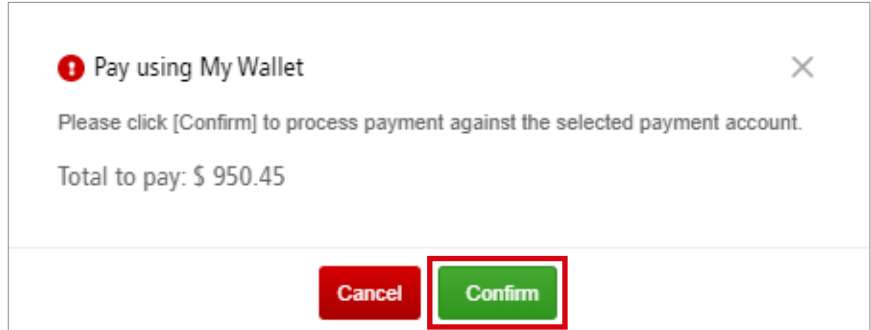
CARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE
Mastercard	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY



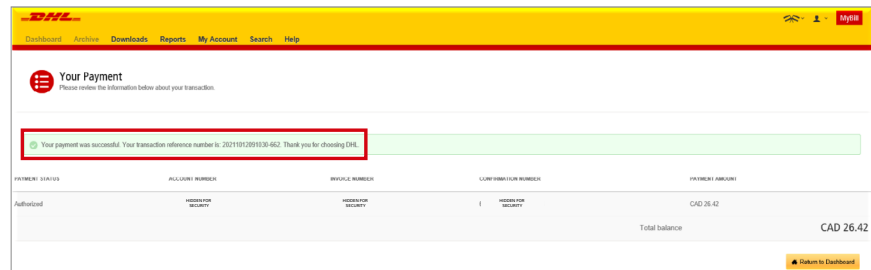
HOW TO PAY AN INVOICE USING E-WALLET

CONTINUED

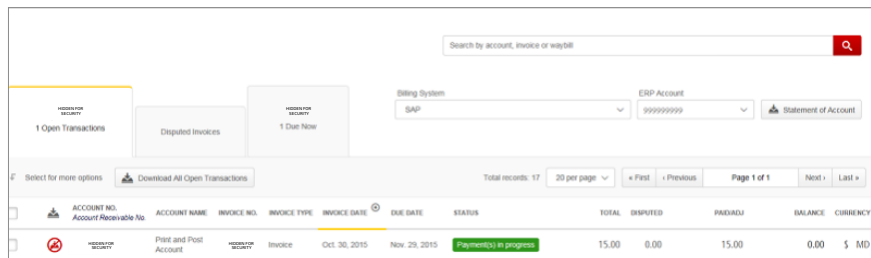
Check the amount and click on *Confirm*.



You will receive a confirmation message in green.



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

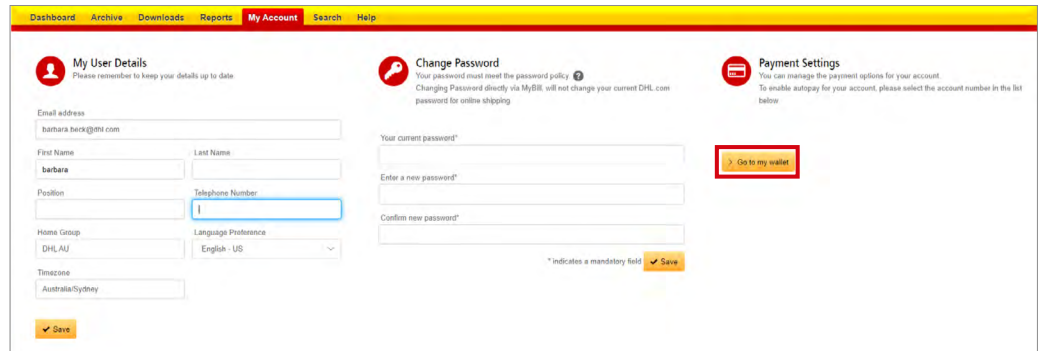




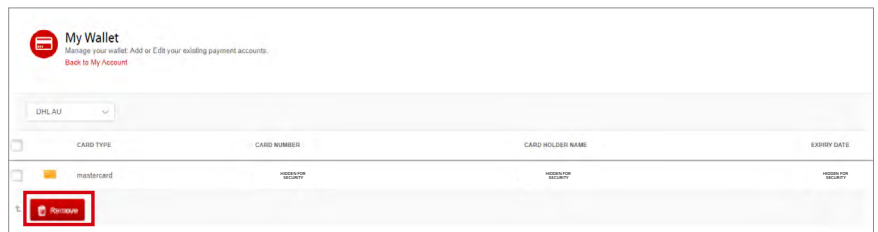
HOW TO REMOVE CARD FROM E-WALLET

Go to the **My Account** tab.

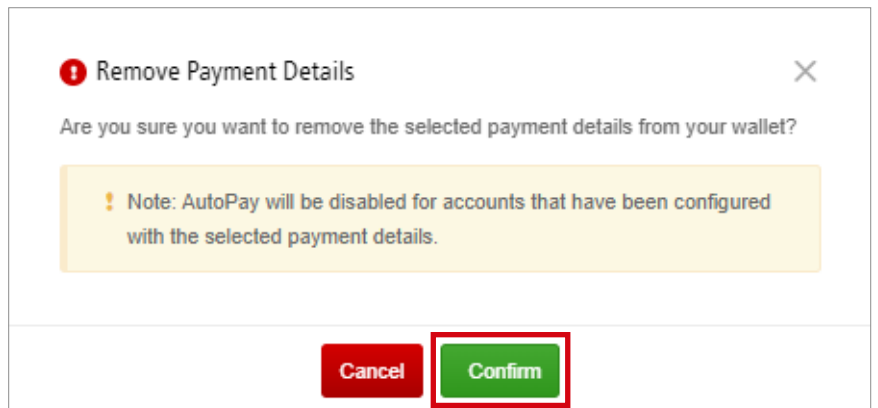
Click on *Go to my wallet.*



Select the card you want to remove and click on *Remove.*



Click *Confirm* to remove from My Wallet.

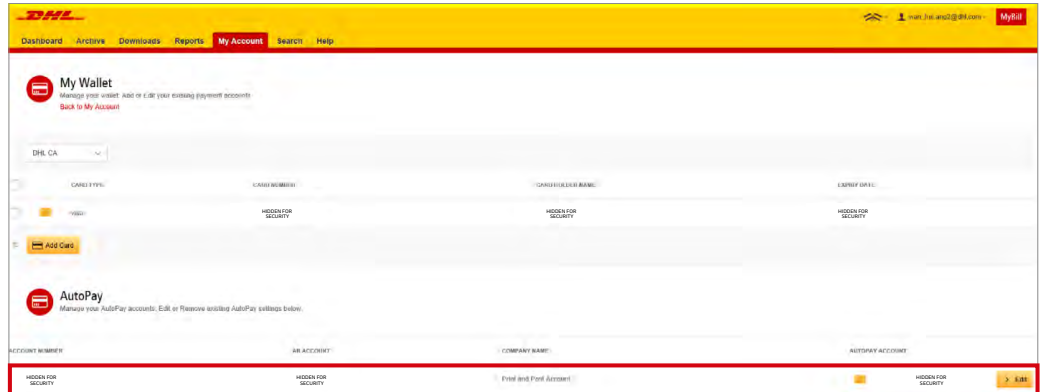




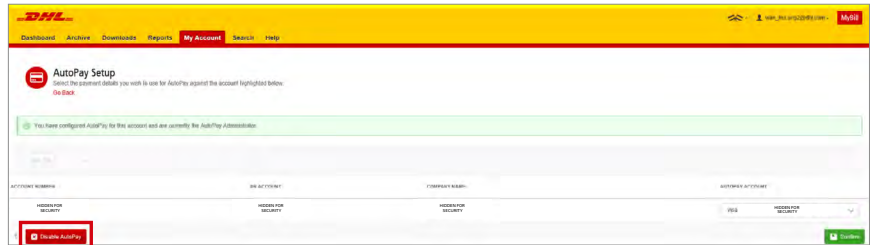
HOW TO REMOVE AUTOPAY FROM E-WALLET

Go to the **My Account** tab.

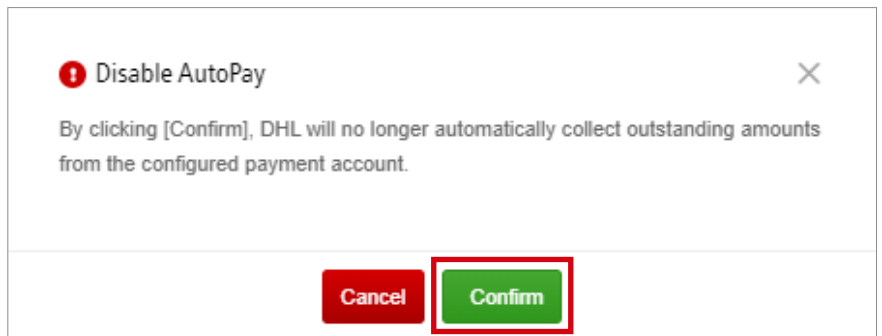
Click on *edit* on the account number that you want to remove from autopay.



Click on *Disable AutoPay*.



Click *Confirm* to remove from autopay.





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.

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.

The screenshot shows the DHL MyBill dashboard for user Hilary Hendriks. The 'Rated But Not Invoiced' section is highlighted, showing a total of 37 items. Below this, a table lists shipment details with columns for Billing Account, Shipment Number, Product, Weight, Shipment Date, Origin, Destination, Currency, Weight Charge, Insurance, Discount, Total Taxes, Total Charge, and View. The table contains 18 rows of data for 'HIDDEN FOR SECURITY' shipments.

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
HIDDEN FOR SECURITY	11	1.50 W	Sep. 11, 2018	PHG	PHN	USD	19.38	0.00	0.00	0.00	18.34	View Image	
HIDDEN FOR SECURITY	11	2.50 W	Sep. 8, 2018	PHK	PHN	USD	19.27	0.00	0.00	0.00	20.82	View Image	
HIDDEN FOR SECURITY	11	2.00 W	Sep. 8, 2018	PHN	PHN	USD	31.82	0.00	0.00	0.00	34.28	View Image	
HIDDEN FOR SECURITY	N	3.00 W	Sep. 14, 2018	HUL	PHN	USD	22.92	0.00	0.00	1.48	26.28	View Image	
HIDDEN FOR SECURITY	11	18.00 W	Sep. 12, 2018	PHK	PHN	USD	42.40	0.00	0.00	0.00	18.82	View Image	
HIDDEN FOR SECURITY	11	1.00 W	Sep. 12, 2018	PHG	PHN	USD	13.86	0.00	0.00	0.00	15.01	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	28.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	28.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	8.00 W	Sep. 11, 2018	PHN	PHN	USD	33.28	0.00	0.00	0.00	32.70	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	28.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	N	0.00 W	Sep. 14, 2018	HUL	PHN	USD	19.34	0.00	0.00	3.27	17.88	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	28.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	N	3.00 W	Sep. 10, 2018	HUL	PHN	USD	22.74	0.00	0.00	1.34	22.19	View Image	
HIDDEN FOR SECURITY	11	10.00 W	Sep. 8, 2018	PHK	PHN	USD	113.11	0.00	0.00	0.58	133.25	View Image	
HIDDEN FOR SECURITY	11	13.00 W	Sep. 8, 2018	PHN	PHN	USD	19.89	0.00	0.00	0.00	18.12	View Image	
HIDDEN FOR SECURITY	11	4.00 W	Sep. 8, 2018	PHN	PHN	USD	44.08	0.00	0.00	0.00	47.84	View Image	
HIDDEN FOR SECURITY	N	2.00 W	Sep. 10, 2018	HUL	PHN	USD	18.98	0.00	0.00	1.20	21.28	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	28.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	N	1.00 W	Sep. 10, 2018	PHN	PHN	USD	12.00	0.00	0.00	0.00	13.17	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	28.31	0.00	0.00	0.00	33.88	View Image	

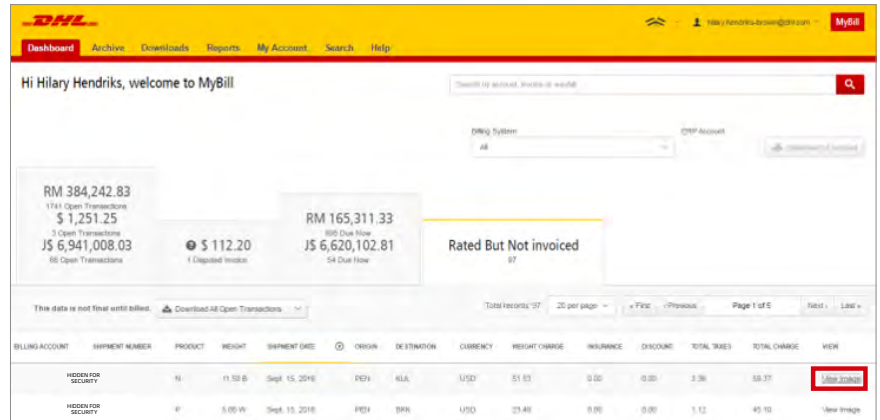


Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

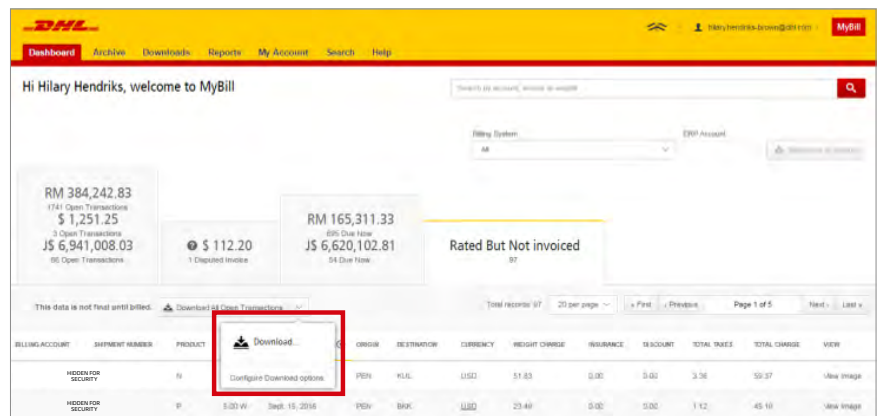


RATED BUT NOT INVOICED (RBNI) CONTINUED

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.



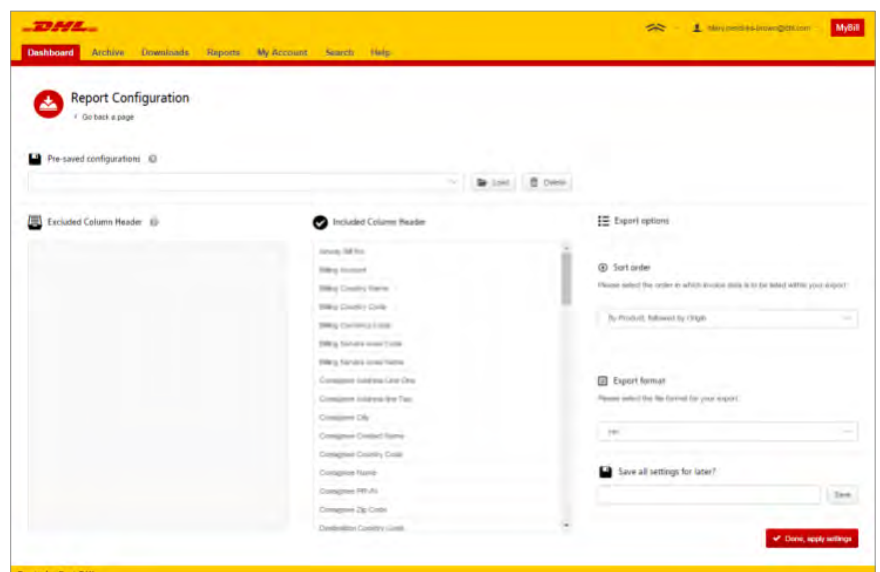
The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.



Should you wish to customise 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 customise 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.



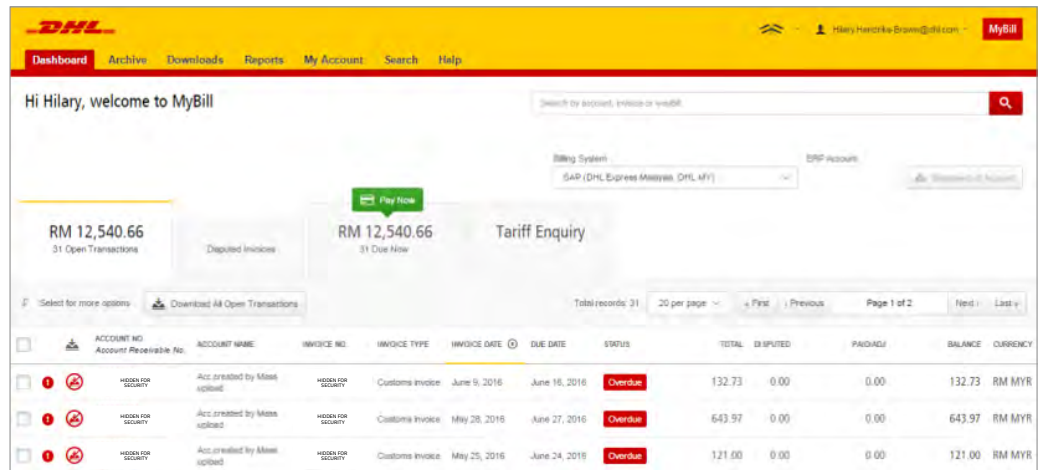


TARIFF ENQUIRY

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

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

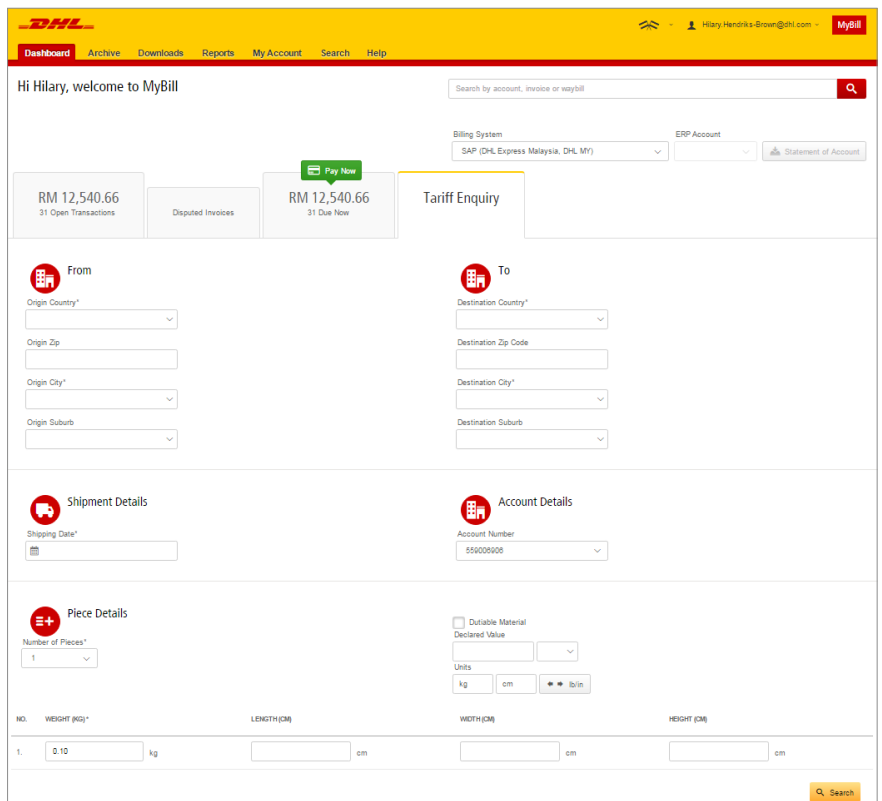
Once in the Tariff enquiry screen you will need to enter a number of details on which to base your enquiry.



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* dropdown 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.

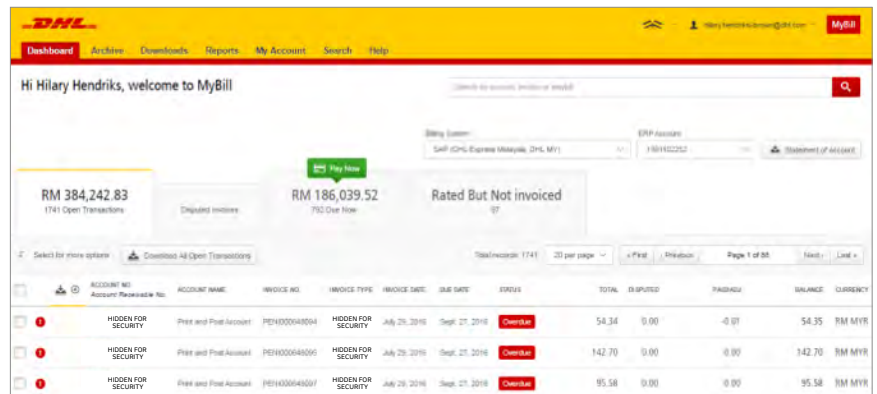




TRACK & TRACE

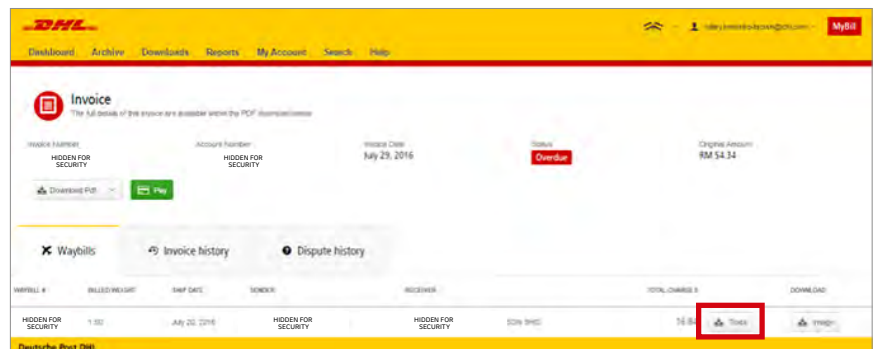
The MyBill track & trace functionality allows customers to track shipments easily and without having to leave the MyBill site.

Should you wish to view the **track & trace** details of a shipment, open the invoice by selecting the invoice line.

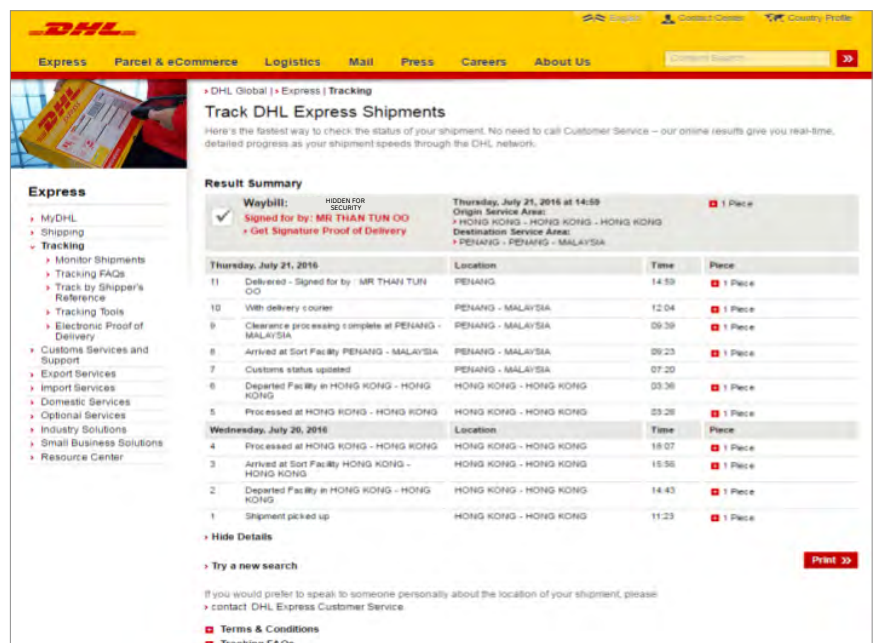


Once redirected to the **Invoice** screen, you will be presented with a breakdown of all the shipments for that invoice.

On each shipment line you will find a *Track* button. Select the *Track* button next to the shipment you wish to view



A new window will appear with your shipment track & trace details. You will also find a link on the screen – for the Proof of Delivery image.





DHL MYBILL

DHL INVOICES

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





INVOICE BREAKDOWN

DHL Express INVOICE

2 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

3 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Page: 1 of 7

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: **8** www.mybill.dhl.com/login

4 Type of Service	5 Number of Shipments	6 Total Weight	7 Number of Items	7 Standard Shipping Charge	8 Total of Extra Charges	9 Discount	10 Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

11 Analysis of Extra Charges

EXTENDED LIABILITY	72.00
FUEL SURCHARGE	41.15
Total Extra Charges	113.15

12 Analysis of Discounts

Weight Charge Discount (w)	-1,012.07
Total Discounts	-1,012.07

13 Payment due date: 21-09-16

14 Total Amount (USD) **Total (Incl. VAT)** 746.71

15 PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNXX

16 Payment Instructions

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

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

17 Invoice No:	BDA012345
Account No:	999999999
Amount:	746.71 USD

- 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)
- 4. Type of Service:** Description of service
- 5. Number of Shipments:** Total number of shipments within this service description and invoice
- 6. Total Weight:** Total weight of all shipments within this service description and invoice period
- 7. Standard Shipping Charge:** Transportation charge
- 8. Total of Extra Charges:** Total of other charges for each service
- 9. Discount**
- 10. Total Amount (incl. VAT):** Weight charge + Other Charge + SVP = Total Charge for each line
- 11. Analysis of Extra Charges:** Description of additional charges for each service
- 12. Analysis of Discounts:** Description of the discount, code and amount
- 13. Total Amount:** Total amount due for payment
- 14. Due Date**
- 15. The DHL address**
- 16. Payment Instructions:** Instructions for the different payment methods available
- 17. Billing information for processing:** Account number, Invoice number, Amount Due



INVOICE BREAKDOWN

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

1 Invoice Number: Account Number: Invoice Date: Number of Pages:		2 INVOICE		3		4		5		6		7		8		9		10		11		12		13		14		15	
Air Waybill Number	Shippers Reference	Shipment Date	Origin / Consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of Items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	Total amount (incl. VAT)																	
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BM-, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00 B	1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.20 4.00 0.58																	
Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	27.78																	
Total:						25.60	25	1,645.63	-1,012.07		113.15	591.58																	

17 A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight

- 1. Customer Billing Information:** Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
Type of invoice: Invoice, Credit, etc.
- 2. Air Waybill Number:** Customer DHL Waybill number
- 3. Type of Service:** Description of service
- 4. Shippers Reference:** Reference information provided in the Waybill
- 5. Shipment Date:** Date the shipment was sent
- 6. Origin/Consignor:** Consignor name and address
- 7. Destination/Consignee:** Consignee name and address
- 8. Type of service:** Description of service
- 9. Weight in KG and Code:** Total weight of all the shipments within this service and description and invoices period, and cod of the weight billed
- 10. Number of item:** Total number of shipments within this service description and invoice
- 11. Standard Charge:** Transportation charge
- 12. Discount amount and code**
- 13. Extra Charge Description:** Description of additional charges for each service
- 14. Extra Charges Amount:** Total of other charges for each service
- 15. Total Amount (incl. VAT):** Standard Charge + Other Charge + SVP = Total Charge for each line
- 16. Service Subtotal:** Total of weight, items, and charges for each type of service
- 17. Weight code descriptions**



CONTACT DETAILS

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For MyBill specific issues and queries:

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