

WELCOME TO MYBILL

YOUR NEW ONLINE PAYMENT PORTAL



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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 anytime, anywhere via PC or Tablet. No need to purchase checks or stamps. Save a trip to the post office. By scheduling your payments you save time and avoid incurring late fees.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports.

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 invoices 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 allows you to:

- Receive email notification of new invoices
- Pay invoices online via creditcard
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in CSV, comma separated files.
- Query and submit disputes at the invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



System Requirements:

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

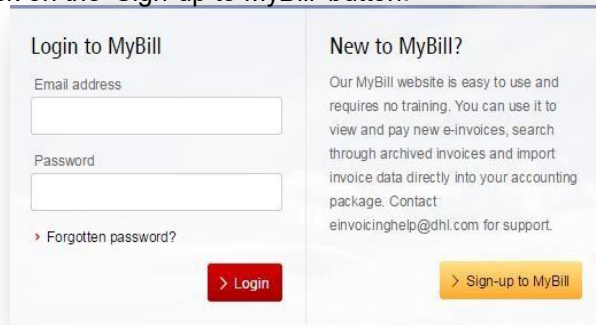
- Internet Explorer 9.0 or newer
- Google Chrome: Latest version
- Apple Safari: Latest version

MyBill Registration

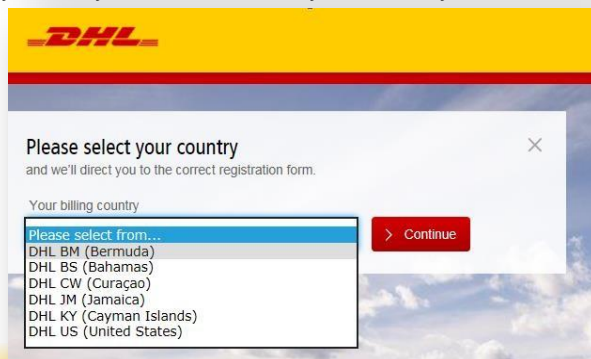
To log in to the DHL MyBill system, open the link below in your web browser
<https://mybill.dhl.com/login>



To begin the process of signing up to MyBill click on the 'Sign-up to MyBill' button.



You will now be asked to select your billing country. Once you have selected your country, click the 'Continue' button.



MyBill Registration

You will now be taken to the “Register your account” screen, here you will be asked to provide the following information:

- Language preferences – the language you prefer to use to view the MyBill system.
- Your DHL Account Number

Company Details

- Company Name – Your Company Name
- Company Address – The postal address of your company, up to three lines are provided for the address.
- Town/City – The town or city your company is located in.
- Postcode/Zip – The postcode or zip code for your company’s address.

Contact Details

- These details refer to the person who should be contacted regarding invoices.
- First Name – Contact’s first name.
- Last Name – Contact’s last name.
- Telephone Number – The contact’s telephone number.
- Position – The contact’s position within your company.
- Email Address – The Contact’s email address, this will be used to send them electronic invoice documents and notifications.
- Confirm Email – The same email address again to confirm that it has been correctly typed.

Your last DHL Bill

This information is used to help verify your account

- Latest DHL Invoice Number – The invoice number of your latest DHL bill
- Grand Total – The grand total of your last DHL bill

At the bottom of the screen are two check boxes

The first check box is ticked by default and states that you are happy to stop receiving paper invoices and only receive invoice via the electronic MyBill system. If you are happy to do this please leave this box ticked.

The screenshot shows the 'Register your account' form. At the top, there is a banner that says 'REGISTER AND GET STARTED WITH MYBILL'. Below this, the form is titled 'Register your account' and includes a sub-header: 'The MyBill hub gives you access to your DHL invoices and the facility to make payments on-line. You must be an existing DHL Express customer to register - it only takes a few minutes!'. The form is divided into several sections: 1. 'Language preference*' with a dropdown menu set to 'English - US'. 2. 'Your DHL Account Number*' with an empty text input field. 3. A note: 'Please register one account at a time. Once the 'Save and Continue' button is clicked, you will have the opportunity to register additional accounts.' 4. 'Company details' section with fields for: 'Company Name*', 'VAT Number' (with example 'e.g. GB123456789'), 'Company Address*' (three lines: 'Address line 1', 'Address line 2', 'Address line 3'), 'Town / City*', 'Postcode / Zip*', 'Country', and 'State / Region / Province'. 5. 'Contact details' section with fields for: 'First Name*', 'Last Name*', 'Telephone Number*', 'Position*', 'Email Address*', and 'Confirm Email*'. 6. 'Your last DHL bill' section with fields for 'Latest DHL Invoice Number' and '...and its Grand Total'. 7. Two checkboxes at the bottom: the first is checked and says 'I acknowledge that by checking this box, I agree to receive DHL invoices in electronic form only and I no longer will receive paper invoices.'; the second is unchecked and says 'I agree to the DHL Terms and Conditions*'. 8. A red 'Save and Continue' button with a right-pointing arrow. 9. A small asterisk note: '* Indicates a mandatory field'.



The **second box** is not ticked by default and states that you agree to the DHL Terms and Conditions. You can view the terms and conditions by clicking the red 'Terms and Conditions' text next to the check box, this will open in a new tab or window depending on your internet browser settings. You must tick this box before you can progress with your sign-up to MyBill.

Once you have finished entering your details, click the 'Save and continue' button. Your request for enrollment will then be sent to DHL for processing. You will then be given the option to 'Enroll another Account' or 'Login to MyBill'.

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

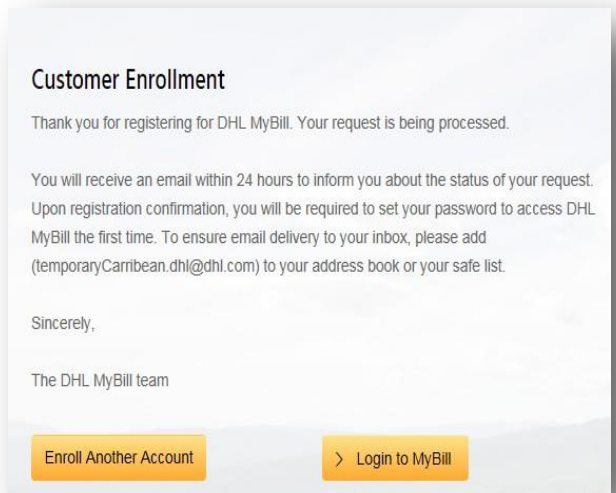
Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill.

Once you have successfully logged in to MyBill you will see a welcome message pop up.

Here you can:

Dismiss the message by clicking the 'X' in the top right of the message or by clicking the 'Get Started' button.

Select to not have the message displayed again by ticking the 'Don't show this message again' box in the lower left of the message.



MyBill Dashboard

An overview of all account, all invoices relating to these accounts, their due dates and their status. See at a glance any disputed invoices and overdue/unpaid invoices.

The screenshot displays the DHL MyBill Dashboard interface. At the top, there is a navigation bar with tabs: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. The main header area includes a welcome message for Sergio Villegas, a search bar, and filters for Billing System (SAP (DHL Express)) and ERP Account (123456789). The dashboard features three summary cards: '20,362.11 3 Open Transactions', 'Disputed Invoices', and '20,389.71 2 Due Now'. Below these cards is a table of account receivables with columns for Account No., Account Name, and Invoice No. The table lists three accounts, each with a 'Pay Now' button. A 'How MyBill Works' section is visible on the left, and the DHL logo is at the bottom left.

Once you have logged into MyBill you will be redirected to the main **Dashboard**. From here you can navigate to multiple options. Your main Tabs are: **Archive, Downloads, Reports, My Account, Search and Help**.

Your **Dashboard** invoice status shows:

- **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.

Archive, Reports & Download

The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** and will automatically be placed in the **Archive**. No further action required on these invoices and are simply available for reference/retrieval

The Archive screen displays a search bar with the text "Search by account, invoice or air waybill number". Below the search bar, there are filters for "All status" and "Any type", and a "Search" button. A table of archived invoices is shown with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. The table shows 19 total records, with 20 per page displayed. Navigation buttons for "First", "Previous", "Page 1 of 1", "Next", and "Last" are visible.

The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format.

The Reports screen displays a search bar with the text "Search for customer disputes". Below the search bar, there are filters for "All status" and "Any type", and a "Search" button. A table of reports is shown with columns: REPORT NAME, REPORT DATE, REPORT TYPE, REPORT DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. The table shows 19 total records, with 20 per page displayed. Navigation buttons for "First", "Previous", "Page 1 of 1", "Next", and "Last" are visible.

The Download

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.

The Downloads screen displays a list of active downloads. The table has columns: STARTED, TOTAL FILES, and RETRIEVED FILES. The table shows 1 total record, with 20 per page displayed. Navigation buttons for "First", "Previous", "Page 1 of 1", "Next", and "Last" are visible. A sidebar on the right contains the heading "How do I create downloads?" and a "Download" button. Below the sidebar, there is a list of invoices available for download, with a "Download" button next to each.

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

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

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

Custom search
Start a new search with custom criteria

Custom search

Search parameters

Account
All

Invoice Number
Waybill

Invoice Type
All

Status
All

Summary Posting
All

Invoice Date

Start Date
End Date

Save as "Saved Search"?
Enter a name

Search

Simply select the parameters you wish to search then 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 shipment dates

The search screen also allows you to save your search parameters. Select your search parameters, enter a name in *save a "Saved Search"* field then select *Search*.

This name of the file will appear in the *Saved Search* Section.

To use the same report parameters simply click on the saved search name.

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

My User Details
Please remember to keep your details up to date.

Email address:

First Name: Last Name:

Position: Telephone Number:

Home Group: Language Preference:

Timezone:

Change Password
Your password must meet the password policy. Changing Password directly via MyBill will not change your current DHL.com password for online shipping.

Your current password*:

Enter a new password*:

Confirm new password*:

* indicates a mandatory field Save

My User Details: In this section you can alter/update your email address, name details, telephone number, preferred language etc.

Change Password: In this section you can update/change your password should you wish to. Password change in MyBill will not change DHL Web Shipping password.

Open Invoice Summary: This section gives you an overview of the outstanding balance.

TOTAL BALANCE		TOTAL OVER DUE	
\$ 2,816.82		\$ 2,816.82	
CURRENT	30 DAYS	60 DAYS	90+ DAYS
\$ 0.00	\$ 1,570.26	\$ 1,246.56	\$ 0.00

My Accounts
You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts. [Upload new users](#)

Select for more options

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
<input type="checkbox"/> C01307220		Print & Post/Standard register	<input type="button" value="Manage"/> <input type="button" value="Me"/>

The **My Accounts** section is an overview of all the accounts you have access to and those to whom the Administrator has given access to. Here you can view user 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 "Me" provides a list of rights you have for that account.

Access rights can include: Manage users and Dispute.

In the same window you can also choose how you want invoice attachments with your email. Click on the dropdown menu to view and select available options.

Account Users Admin - Acc.created by Mass upload - 123456789
Manage and view user permissions. You may also remove users from the account, and change their email delivery preference.

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	AR MANAGER	MAIL DELIVERY PREFERENCE
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Email - PDF and link

[Back to My Account](#)

Help Screen

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

Help
Everything you need to know about DHL MyBill all in one place

Need assistance?
Contact your local support office +1- 88-888-888
Or email us at Caribbean.MyBill@dhl.com

The Dashboards

- + The Main Dashboard
- + Archive
- + Downloads
- + Reports
- + My Account

Making a Payment

- + How to setup an account in the Wallet
- + Making a payment
- + How to set up autopay on my account
- + How to remove a Wallet account
- + Who do I contact if I am experiencing problems making a payment?

Help provides additional support for **MyBill** main pages:

- Dashboard
- My Accounts
- View/Downloading Invoices
- Payments
- Disputes
- Search




For additional support DHL also provides an FAQ and User Guide available on DHL.com and at the bottom of your **Dashboard**.

If further assistance is needed please contact DHL via email at mybill.barbados@dhl.com

Viewing an Invoice

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

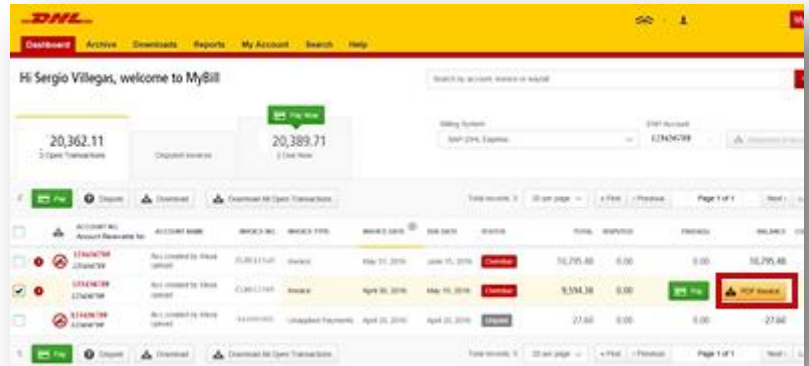
Invoice Key

-  No images available
-  Overdue invoice
-  Disputed invoice

Single invoices

Option 1:

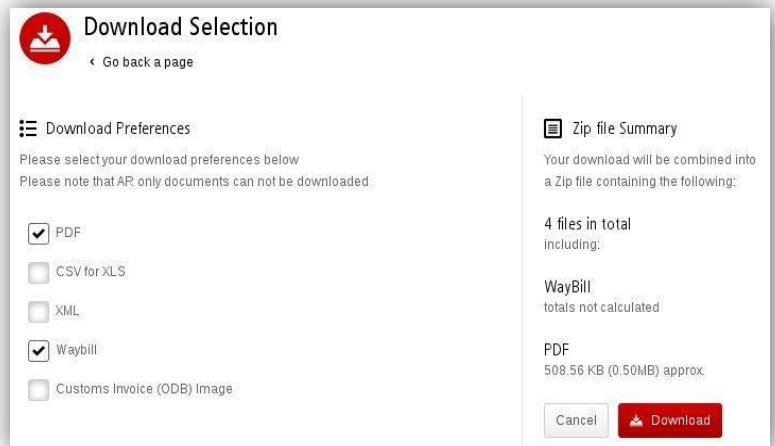
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.



Option 2:

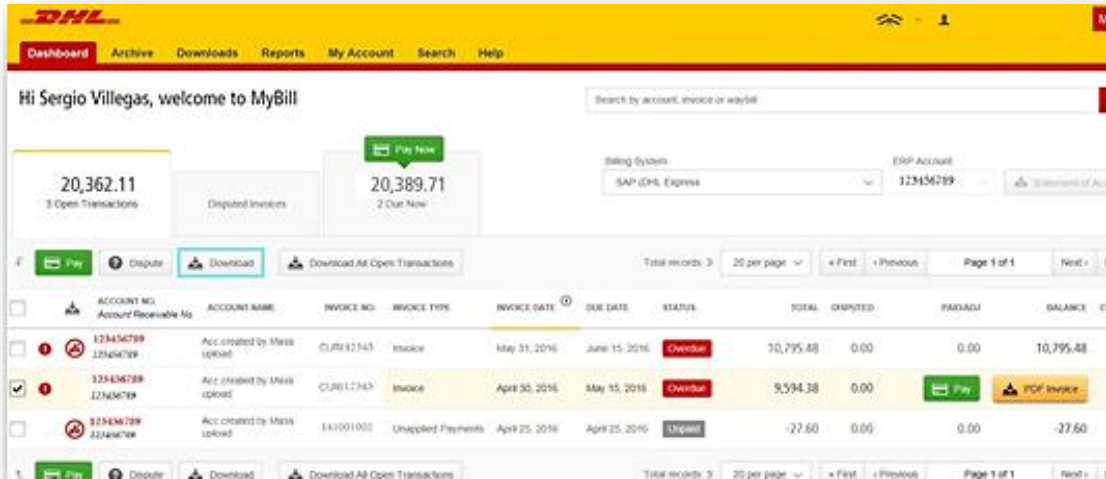
To view a single invoice, simply tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and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

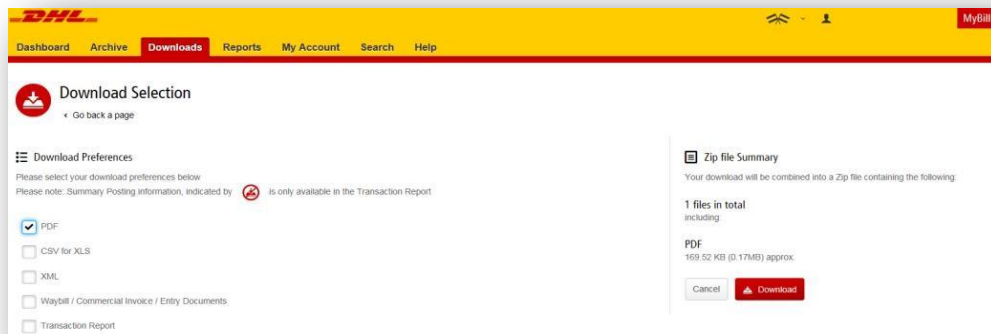


Downloads


From your **Dashboard**, select the invoices by ticking the boxes next to the invoices and select *Download*.

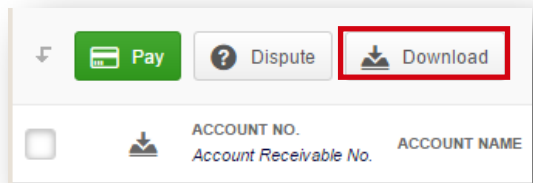


For a single invoice, you will be redirected to **Downloads** where you can choose your download preference. For invoices where a symbol is shown the only available report will be the “Transaction Report”.



If available and you choose the CSV for XLS format, you can customize the file. To customize the file, select *Customize Format*; otherwise, select *Download* to continue with the standard format. You will then be redirected to the *Download* screen where you can download your file.

 **Note: If a Download Option does not appear next to Dispute/Pay Contact DHL at:**
mybill.barbados@dhl.com



Download Selection
◀ Go back a page

Download Preferences
Please select your download preferences below
Please note: Summary Posting information, indicated by is only available in the Transaction Report

PDF
 CSV for XLS Concatenated
 XML
 Waybill / Commercial Invoice / Entry Documents
 Transaction Report

Zip file Summary
Your download will be combined into a Zip file containing the following:

CSV Configuration
◀ Go back a page

Pre-saved configurations

Load Delete

Excluded Column Header

Included Column Header

Export options

Sort order
Please select the order in which invoice data is to be listed within your export.
By Product, followed by Origin

Concatenated
produces one CSV file containing multiple invoices of the same type.
Downloading CSVs of different structures (i.e. different invoice types)
will generate separate files within the same Zip download - one file per
CSV structure.

Save all settings for later?

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 selected fields, customize the file to your specification.

To customize the set order, select the column header from the *selected columns* field and drag across to the *Available columns* field.

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

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

To save your settings, enter a preferred file name in “*Save all settings for later?*” then select *Done, apply settings* button.

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

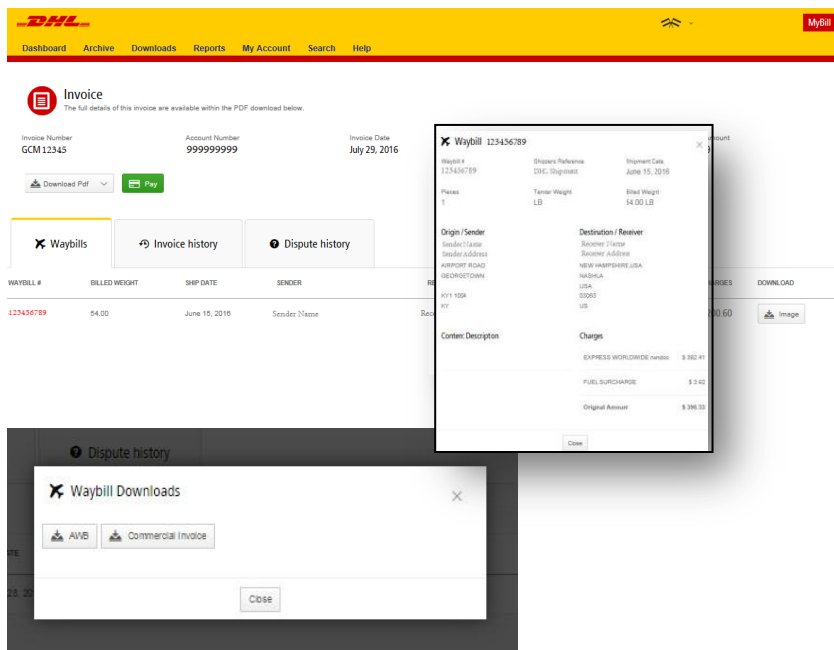
Once *Done, apply settings* are selected you will be redirected to **Downloads** where you can *Download* your file (see page 15).

Waybills and Customs paperwork

As with invoices, there are several ways to view Waybills and/or customs paperwork.

Single invoices Waybill (AWB) only

From your **Dashboard**, select the invoice. Click on the **Waybill** number; the Waybill details will appear in a new window.

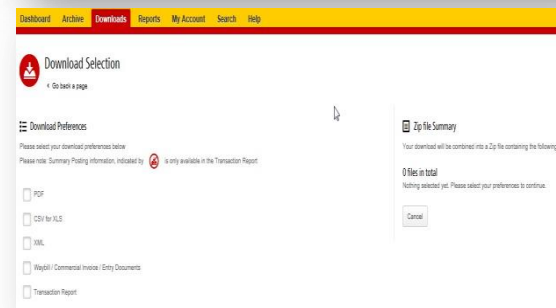
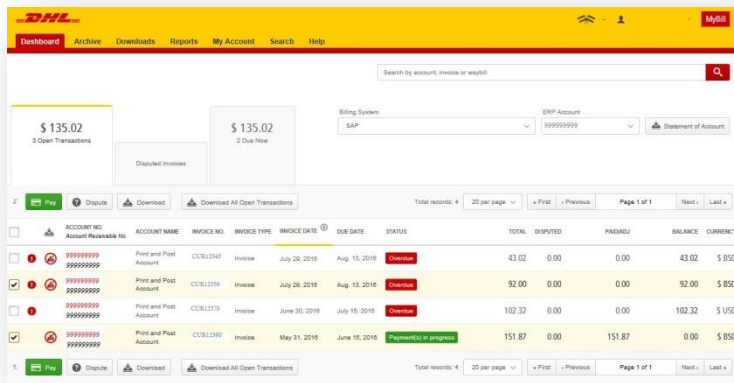


Waybill/other available documents

Click on the **Image** button in the **Download** column. A new window will list the available paperwork. Select the option you wish to view. If no paperwork available for Waybill chosen and additional help is needed please contact DHL.

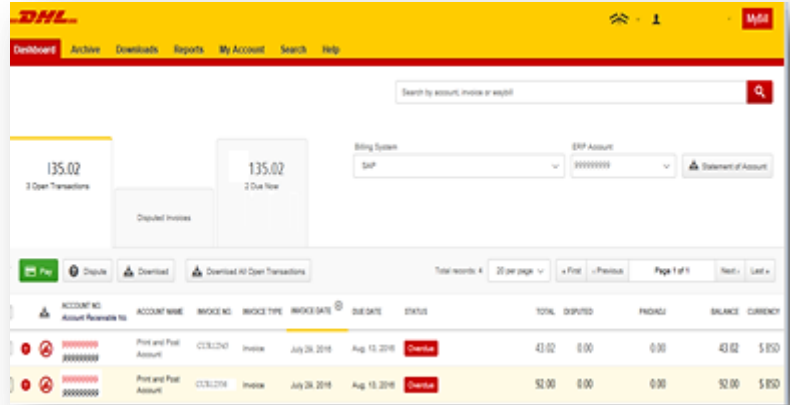
Multiple Invoices

From your **Dashboard** select the invoices and select the **Download** button. You will then be directed 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.

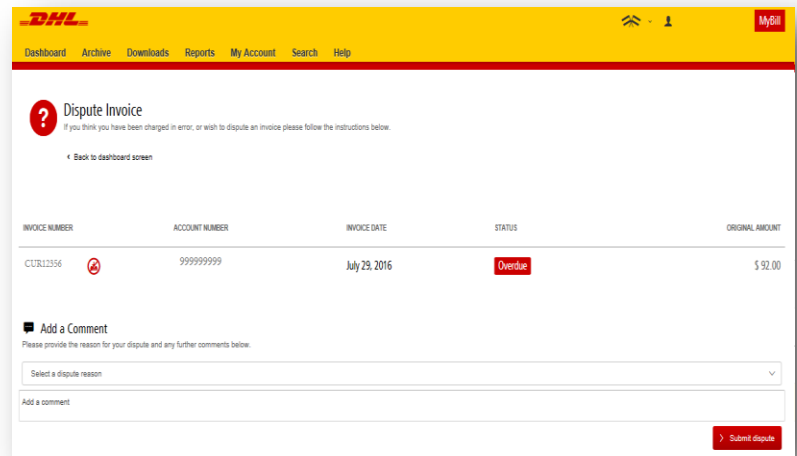



MyBill offers online dispute of an invoice

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.



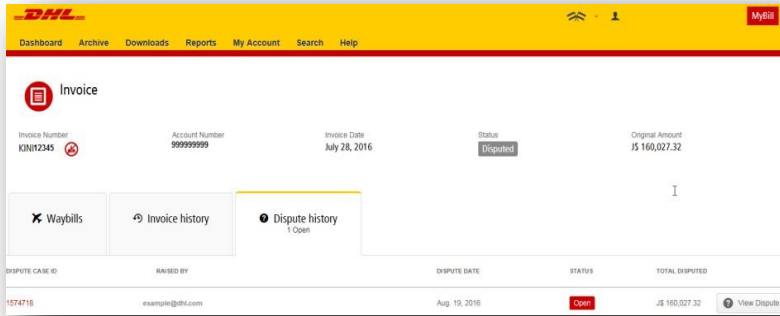
You will be directed to the *Dispute Invoice* screen where you can enter the details of your dispute by selecting a dispute reason from the dropdown menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.



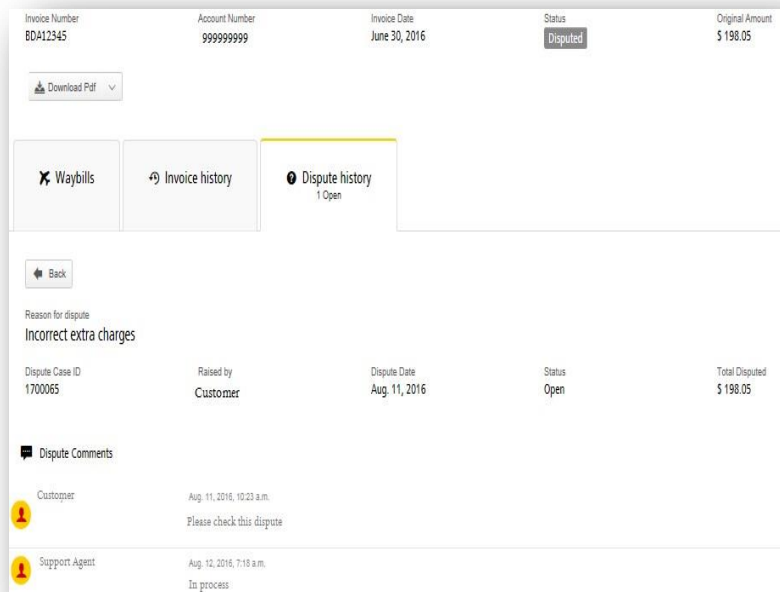
 Note: Only one dispute can be logged per invoice

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.



From the **Dashboard** select *Disputed Invoice* tab then select the invoice you wish to update. Select the *Dispute History* tab and then the *View Dispute*.



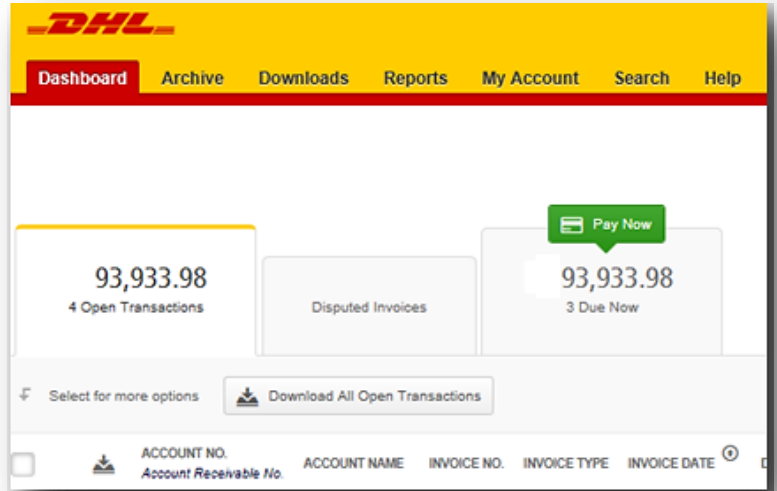
Want an overview of all disputes?
Go to the **Reports** screen and download the **Disputes Report**.

Here you will find the details of your dispute as well as the option to add a comment to your dispute.

Note: DHL updates take a minimum of 24 hours before available in **MyBill**



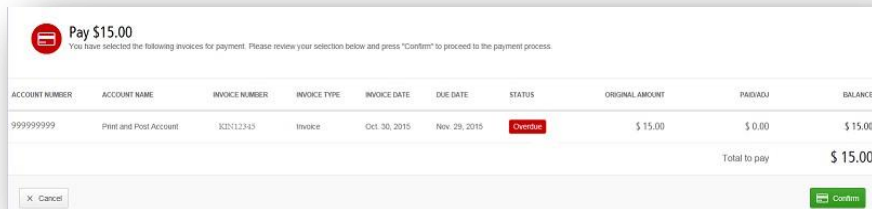
Invoices can be paid by clicking on *Pay Now* on your **Dashboard** “Due Now”.



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

	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE							
<input type="checkbox"/>	55088889 130028019	Acc created by Mass Upload	KUL0001431148	Invoice	June 10, 2016	Aug. 9, 2016	Unpaid	1,419.82	0.00	0.00	1,419.82	RM MYR
<input type="checkbox"/>	55088889 130028019	Acc created by Mass Upload	KUL0001431145	Invoice	June 10, 2016	Aug. 9, 2016	Unpaid	33.43	0.00	0.00	33.43	RM MYR
<input checked="" type="checkbox"/>	55088889 130028019	Acc created by Mass Upload	KUL0001431148	Invoice	June 10, 2016	Aug. 9, 2016	Unpaid	413.96	0.00			RM MYR
<input type="checkbox"/>	55088889	Acc created by Mass										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 review, select *Confirm*



Making a Payment

Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
999999999	Print and Post Account	SDN12345	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?

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

Select for more options Download All Open Transactions Total records: 25 20 per page First Previous Page 1 of 2 Next Last

Your payment was successful. Your transaction reference number is: 20160816220514-1687089. Thank you for choosing DHL.

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

47.43 1 Open Transactions

47.43 1 Due Now

Billing System: SAP ERP Account: 999999999

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPATED	PAYABLE	BALANCE	CURRENCY
999999999	Print and Post Account	SDN12345	INVOICE	Oct 30, 2015	Nov 29, 2015	Payments in progress	15.00	0.00	15.00	0.00	5 MD

Dashboard shows Payment(s) in progress until bank confirmation of payment then it moves 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 credit card information.

Enrollment approval email

After you complete the registration and that registration is approved, you will receive this email that activates your account. Is very important that you go to the link in this email as soon as possible since is only active for **24 hours**.



BY 9:00, BY 12:00, BY DHL



THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY

Dear DHL Customer,

Thank you for registering for DHL MyBill. We are pleased to inform you that your enrollment has been approved.

To access your account the first time, click the link below to set your password *: Visit <https://mybill.dhl.com/enrol/confirm/password/14rsp-4ee-698c2c10ea09575f26b9/>

Your login name is: example@dhl.com

If you have any invoice related questions, please contact +1-345-623-8575.

Thank you for choosing DHL.

Sincerely,

The DHL MyBill Team


*Note: Password reset through the above link will not change your current DHL.com password for online shipping.

Please do not reply to this email; it is used to send automated emails and is not monitored for responses. If you have any questions, please contact DHL Billing Support.



Email with invoice

This is the email that comes with the invoice. It contains the PDF file with the image of the invoice and it comes with a URL that will take you straight to the pay section of this invoice in case you want to pay.



The header of the email features a yellow background. On the left is a cartoon illustration of a DHL delivery truck. In the center, a red banner contains the text "BY 9:00, BY 12:00, BY DHL". On the right is the DHL Express logo.

Invoice	Inv. Date	Total
XXX12345	Feb. 29, 2016	\$ 31.77

THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY

Dear DHL Customer,

Please find attached your current invoice in PDF format, dated Feb. 29, 2016 for shipments and services supplied by DHL.

If you are unable to open this attachment, or have any invoice related questions, please contact +1

To download your invoice in a different format, visit [DHL MyBill](#). You can also view invoice/payment history and review your account details.


We look forward to receiving your payment within the agreed credit terms as stated on your invoice.

Thank you for using DHL.

Sincerely,

The DHL MyBill Team


[Click here to download Adobe Acrobat Reader](#)



The footer of the email features the DHL logo on a yellow background.

Payment confirmation email

After you complete an online payment you will receive an email like this with all the information of your payment , date, amount and confirmation number



THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY

Dear DHL Customer,

This is an automatically-generated email to inform you about your recent payment. If you have any questions or wish to contact DHL, please read below for instructions.

Payment Information

Date:	Aug. 18, 2016, 9:35 a.m.
Email Address:	example@dhl.com
Number of Invoices Selected for Payment:	1
Total Requested Payment Amount:	\$ 15.00
Number of Invoices Paid:	1
Total Amount for Invoices Paid:	\$ 15.00

Payment Details

Payment Status	Account Number	Invoice Number	Confirmation Number	Payment Amount
Authorized	999999999	KIN12345	1714715345428352	\$ 15.00

Thank you for choosing DHL


Please do not reply to this email; it is used to send automated emails and is not monitored for responses.

If you have any questions please contact +1-345-623-8575.

With kind regards,

The DHL e-Billing Team

Please do not reply to this email; it is used to send automated emails and is not monitored for responses. If you have any questions, please contact DHL Billing Support.





Need further assistance?

Go to the [Help](#) section in MyBill or send an email to mybill.barbados@dhl.com