



MyBill

USER GUIDE





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
Rated but not Invoiced (RBNI)
Tariff Enquiry
Track & Trace

CONTACT DETAILS



What does MyBill offer?

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

One simple online solution

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

How can you benefit from Online Billing?

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

MyBill

MyBill will allow you to:

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



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

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

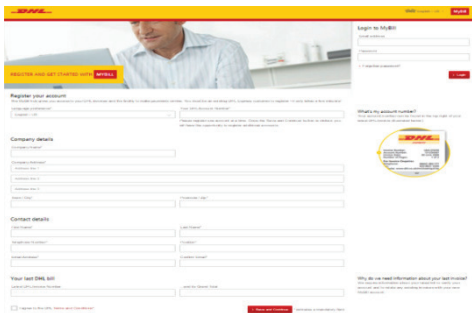
Registering for MyBill



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

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

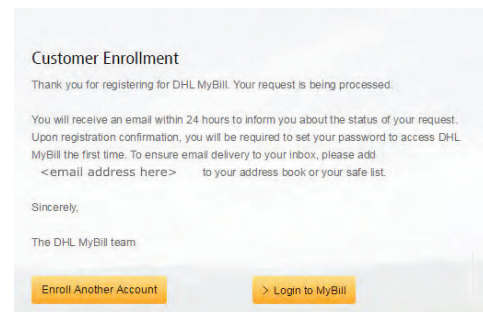
and click on the *Sign-up to MyBill* button.



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

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

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



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

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



THE SCREENS



The Dashboard

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

The screenshot shows the MyBill dashboard with a summary of transactions. A red box highlights the summary cards:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03)
- \$ 112.20 (1 Disputed Invoice)
- RM 165,311.33 (895 Due Now, JS 6,620,102.81)

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
Hidden for security	Print and Post Account	11220	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	44.41	0.00	0.00	44.41	RM MYR
Hidden for security	Print and Post Account	14309	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	143.09	0.00	0.00	143.09	RM MYR
Hidden for security	Print and Post Account	5247	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	52.47	0.00	0.00	52.47	RM MYR
Hidden for security	Print and Post Account	7666	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	76.66	0.00	0.00	76.66	RM MYR
Hidden for security	Print and Post Account	6861	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	68.61	0.00	0.00	68.61	RM MYR

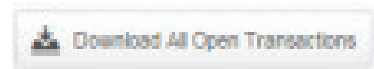
In the main **Dashboard** your invoices are divided into 3 categories:

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

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

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

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



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

The screenshot shows the MyBill dashboard with a red box highlighting the **Download All Open Transactions** button.



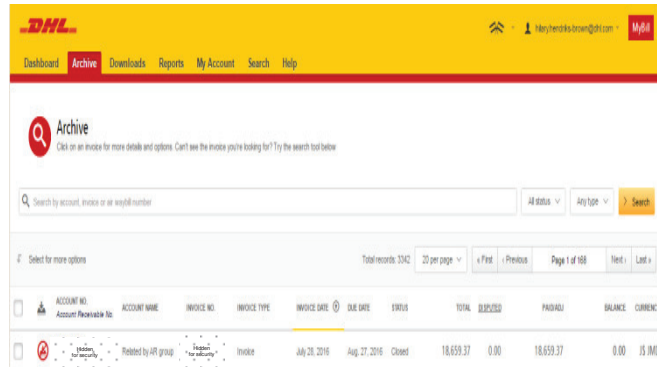
The screenshot shows the MyBill dashboard with a red box highlighting the summary cards for multiple currencies:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03)
- \$ 112.20 (1 Disputed Invoice)
- RM 165,311.33 (895 Due Now, JS 6,620,102.81)

Summary cards for multiple currencies:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03)
- \$ 112.20 (1 Disputed Invoice)
- RM 165,311.33 (895 Due Now, JS 6,620,102.81)

The Archive, Reports & Download Screens



The Archive Screen

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

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

The Report Screen

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

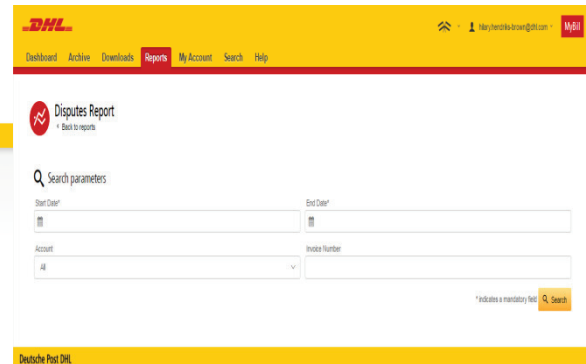


Disputes Report
Search for Customer Disputes

Deutsche Post DHL

Print-Addresses

- + DHL Express
- + DHL Global Forwarding
- + DHL Freight
- + DHL Global Mail
- + DHL Supply Chain



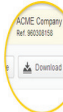
Active Downloads

All active downloads are available for one day.
You may continue to browse the site whilst downloads are building.

STARTED	TOTAL FILES	RETRIEVED FILES	
April 26, 2015, 3:55 a.m. MDT	3	3	Download Zip file Cancel
April 26, 2015, 7:58 a.m. MDT	3	3	Download Zip file Cancel
April 26, 2015, 7:58 a.m. MDT	1	1	Download Zip file Cancel
May 6, 2015, 4:12 a.m. MDT	1	1	Download Zip file Cancel

How do I create downloads?

You can build downloads within the Archive or Search facility.



With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your download file(s).

The Downloads Screen

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



The Search Screen

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

The screenshot displays the MyBill Search Invoices interface. At the top, there is a navigation bar with the DHL logo, a user profile icon for 'hilary.hendriks-brown@dhl.com', and a 'MyBill' label. Below the navigation bar, the main content area is titled 'Search Invoices' and includes a sub-header 'Search Invoices' with a tip: 'Did you know you can save search criteria as a saved search?'. The interface is divided into several sections: 'Saved Searches' (with a 'No saved searches' message and a prompt to 'Use custom search to create a new saved search'), 'Search parameters' (with dropdown menus for 'Account', 'Invoice Number', 'Invoice Type', 'Summary Posting', 'Waybill', and 'Status'), 'Invoice Date' (with 'Start Date' and 'End Date' date pickers), and a 'Save as "Saved Search"?' field with a text input 'Enter a name'. A 'Search' button is located at the bottom right of the form area. The footer of the page displays 'Deutsche Post DHL'.

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

Available search parameters include:

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

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

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

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

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

My Account Screen

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

The screenshot shows the My Account screen with three main sections:

- My User Details:** A form with fields for Email address (hilary.hendriks-brown@dhl.com), First Name (Hilary Hendriks), Last Name, Position, Telephone Number, Home Group (DHL US), Language Preference (English - US), and Timezone (Africa/Abidjan). A Save button is at the bottom.
- Change Password:** A form with fields for Your current password*, Enter a new password*, and Confirm new password*. A Save button is at the bottom right.
- Open Invoice Summary:** A table showing balance information.

TOTAL BALANCE		TOTAL OVER DUE	
RM 384,242.83		RM 163,385.18	
\$ 1,251.25		\$ 0.00	
JS 6,941,008.03		JS 6,553,151.13	

CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM 86,936.60			
\$ 0.00			
JS 0.00			

My User Details

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

Change Password

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

Open Invoice Summary

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

My Accounts

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

My Accounts

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

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

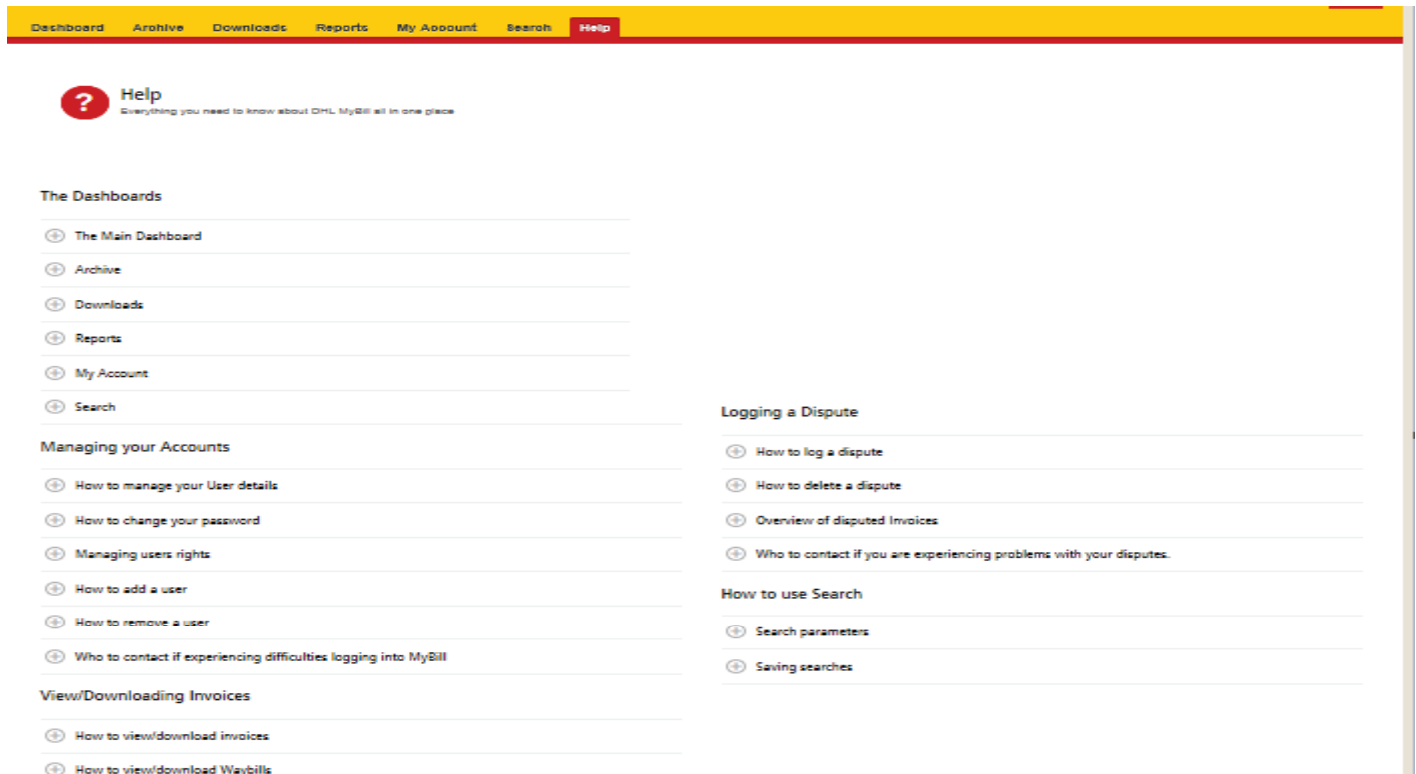
If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button will provide you with a list of rights you have for that account which include: *Manage users*, and *Dispute*.

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



The Help Screen

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



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

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

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



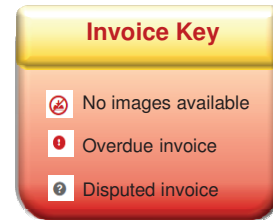
MyBill

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



Viewing an Invoice

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



Single invoices

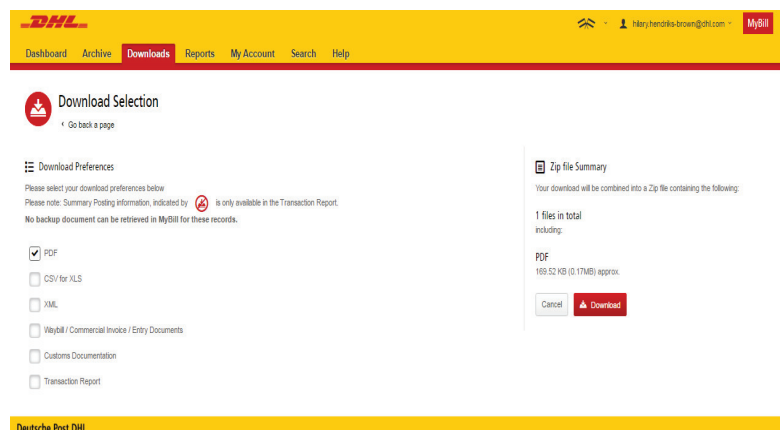
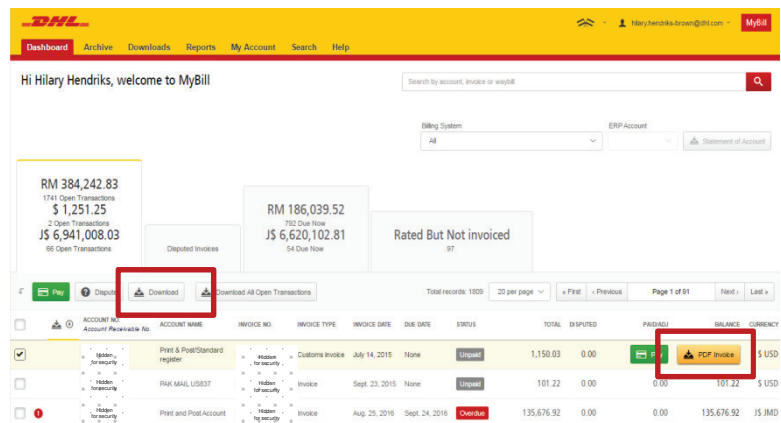
Option 1:

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

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

The screenshot shows the DHL MyBill dashboard for user Hilary Hendriks. It features a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. A search bar is present with the text 'Search by account, invoice or unpaid'. Below this, there are summary cards for account balances: RM 384,242.83 (1741 Open Transactions), \$ 1,251.25 (23 Open Transactions), and J\$ 6,941,008.03 (66 Open Transactions). A table of invoices is displayed with columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Partially, Balance, and Currency. The table contains four rows of invoice data.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUO DATE	STATUS	TOTAL	DISPUTED	PARTIALLY	BALANCE	CURRENCY
11411111111111111111	Print & Post/Standard regular	11411111111111111111	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
11411111111111111111	Print & Post/Standard regular	11411111111111111111	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
11411111111111111111	Print and Post/Account	11411111111111111111	Invoice	Aug. 23, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
11411111111111111111	Print and Post/Account	11411111111111111111	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.

The screenshot shows the 'Download Selection' screen in the DHL MyBill interface. It includes a 'Download Preferences' section with checkboxes for PDF, CSV for XLS, XML, Waybill / Commercial Invoice / Entry Documents, Custom Documentation, and Transaction Report. A 'Zip file Summary' section indicates that the download will be combined into a Zip file containing 3 files in total: PDF (506.56 KB) and two other files. A 'Download' button is visible.

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

This screenshot is similar to the previous one but shows the 'Download Selection' screen with the 'Customize Format' option selected under the 'CSV for XLS' checkbox. The 'Zip file Summary' now indicates that the download will be combined into a Zip file containing 2 files in total: CSV (16.02 KB) and another file.

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

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

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

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

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

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

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

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

Waybills & Supporting Documentation

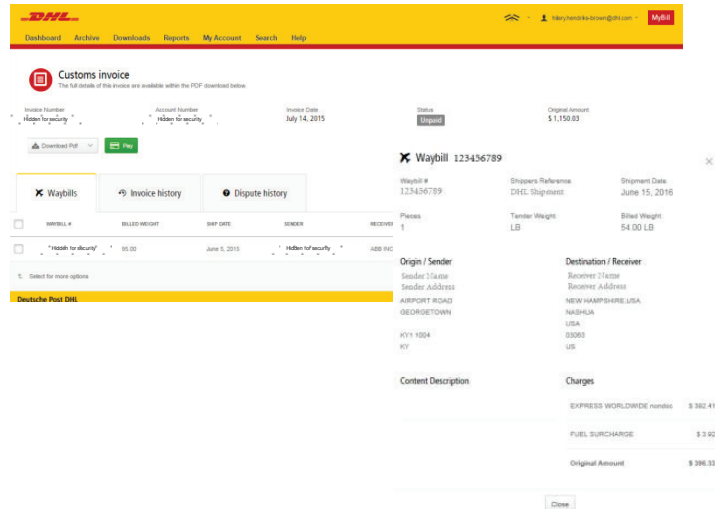
Waybills and Customs paperwork

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

Single invoices

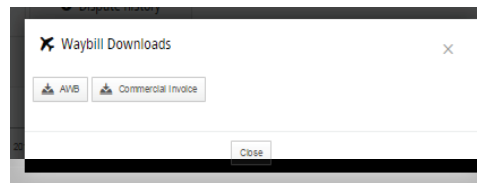
Option 1

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



Option 2

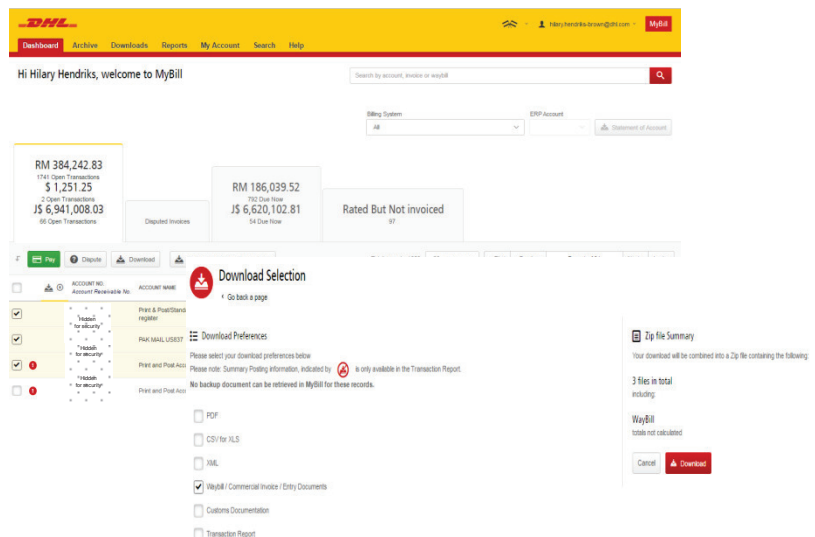
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

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

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



Disputing an Invoice

MyBill offers the possibility to log dispute invoices online.

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

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

The screenshot displays the DHL MyBill user interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and filters for 'Billing System' and 'ERP Account' are visible. A summary section shows financial data: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), RM 179,405.91 (736 Due Now, JS 6,620,102.81), and 1 Disputed Invoice. A table lists transactions with columns for 'Pay', 'Dispute', and 'Download'. The 'Dispute Invoices' section is active, showing a list of invoices with columns for 'INVOICE NUMBER', 'ACCOUNT NUMBER', 'INVOICE DATE', 'STATUS', and 'ORIGINAL AMOUNT'. Two invoices from Sept. 23, 2016 are listed as 'Unpaid' with amounts of RM 44.44 and RM 143.09. Below the list is a form to 'Add a Comment' with a dropdown for 'Select a dispute reason' and a text area for 'Add a comment'. A 'Submit dispute' button is at the bottom right. Footer links include 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. A 'Deutsche Post DHL' section lists 'Fraud Awareness' with links to DHL Express, Global Forwarding, Freight, Global Mail, and Supply Chain. Legal links for 'Accessibility', 'Terms & Conditions', 'Privacy & Cookies', and '2014 © DHL International GmbH' are also present.



Note: Only one dispute can be logged per invoice

Updating a Dispute

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

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

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

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

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



Rated but not Invoiced - RBNI

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

The screenshot displays the DHL MyBill interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a welcome message for 'Hi Hilary Hendriks' is shown. The main content area features several summary boxes: 'RM 384,242.83' (1441 Open Transactions), '\$ 1,251.25' (1 Open Transactions), 'RM 165,311.33' (851 Open Transactions), and '\$ 6,941,008.03' (88 Open Transactions). A 'Rated But Not Invoiced' box is highlighted, showing 'RM 165,311.33' and '\$ 6,620,102.81'. Below this, a table lists individual shipments with columns: BILLING ACCOUNT, SHIPMENT NUMBER, PRODUCT, WEIGHT, SHIPMENT DATE, ORIGIN, DESTINATION, CURRENCY, WEIGHT CHARGE, INSURANCE, DISCOUNT, TOTAL TAXES, and TOTAL CHARGE. The table contains multiple rows of shipment data. At the bottom, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'.

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

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

Available shipment details include :

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

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



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

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1516 Open Transactions
\$ 1,251.25
1 Dispatched Invoice

RM 165,311.33
85 Open Transactions
\$ 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	N	Hilary Hendriks for security	11.50 B	Sept. 15, 2016	PEN	KUL	USD	51.83	0.00	0.00	0.36	52.19	View Image
Hilary Hendriks for security	N	Hilary Hendriks for security	3.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks for security	D	Hilary Hendriks for security	0.00 B	Sept. 15, 2016	PEN	BLR	USD	6.10	0.00	0.00	0.20	11.53	View Image
Hilary Hendriks for security	N	Hilary Hendriks for security	10.00 W	Sept. 15, 2016	PEN	KUL	USD	47.96	0.00	0.00	3.11	54.94	View Image
Hilary Hendriks for security	N	Hilary Hendriks for security	3.00 B	Sept. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks for security	N	Hilary Hendriks for security	2.50 W	Sept. 15, 2016	KUL	PEN	USD	18.56	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks for security	N	Hilary Hendriks for security	1.00 W	Sept. 15, 2016	PEN	PEN	USD	12.02	0.00	0.00	0.78	13.77	View Image

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

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

Download All Open Transactions

Configure Download options

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

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

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

Report Configuration

Pre-saved configurations

Excluded Column Header

Included Column Header

Export options

Set order: By Product, followed by Origin

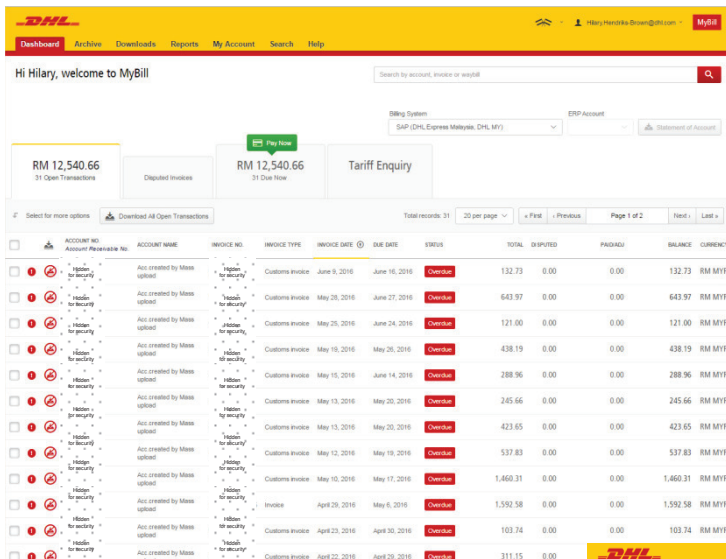
Export format: CSV

Save all settings for later?

Done, apply settings

Tariff Enquiry

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



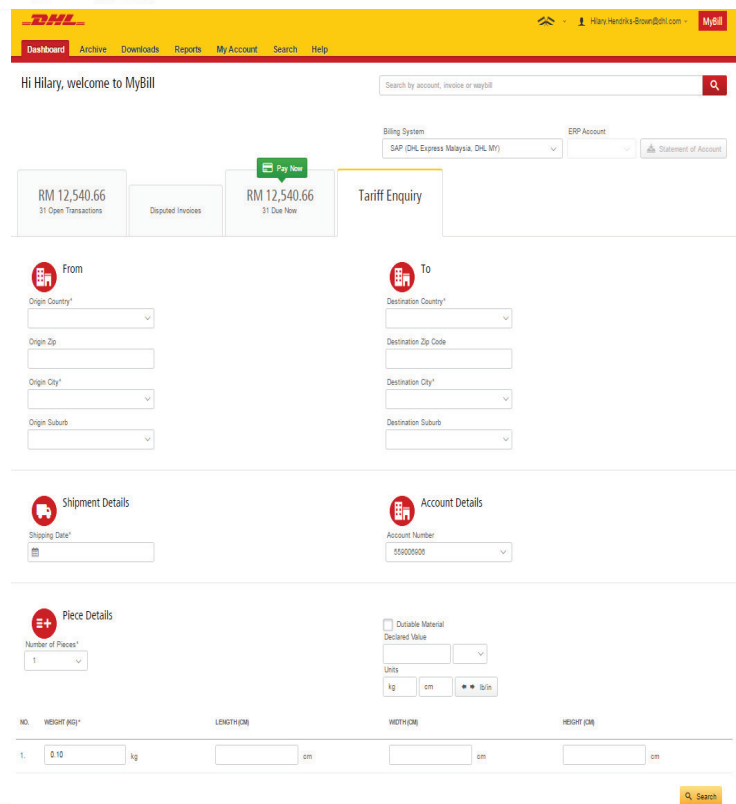
The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

Once in the **Tariff Enquiry** screen you will need to enter 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.



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

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83 (191 Open Transactions) | Disputed Invoices: RM 185,029.52 (70 Disputed) | Rated But Not Invoiced

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	TOTAL	SHIPPED	PAID/AVG	BALANCE	CURRENCY
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	142.70	0.00	0.00	142.70	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	95.58	0.00	0.00	95.58	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	122.98	0.00	0.00	122.98	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	168.29	0.00	0.00	168.29	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	JAN 29, 2016	Complete	120.04	0.00	0.00	120.04	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	MAY 27, 2016	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	MAY 27, 2016	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
Hendon - No security	Print and Post Invoice	Hendon - No security	Invoice	MAY 31, 2016	Complete	84.31	0.00	0.00	84.31	RM MYR

Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.

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.

Invoice

Invoice Number: Hendon - No security | Account Number: Hendon - No security | Invoice Date: July 25, 2016 | Status: Overdue | Original Amount: RM 54.34

Waybills | Invoice history | Dispute history

WAYBILL #	BILLER WEIGHT	SHIP DATE	ENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
485208886	1.52	JULY 25, 2016	Hendon - No security	Hendon - No security	54.34	Track Invoice

Deutsche Post DHL

- Fixed Address
- DHL Express
- DHL Global Forwarding
- DHL Light
- DHL Global Mail
- DHL Supply Chain

Track DHL Express Shipments

Result Summary

Waysbill: Signed for by: MR T | Got Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59
Origin Service Area: HONG KONG - HONG KONG - HONG KONG
Destination Service Area: PENANG - PENANG - MALAYSIA

Date	Location	Time	Piece
Thursday, July 21, 2016			
11	Delivered - Signed for by: MR THANH TUH OIO	14:59	1 Piece
10	With delivery courier	12:04	1 Piece
9	Clearance processing complete at PENANG - MALAYSIA	09:59	1 Piece
8	Arrived at Sort Facility PENANG - MALAYSIA	09:23	1 Piece
7	Customs status updated	07:23	1 Piece
6	Departed Facility in HONG KONG - HONG KONG	03:36	1 Piece
5	Processed at HONG KONG - HONG KONG	03:26	1 Piece
Wednesday, July 20, 2016			
4	Processed at HONG KONG - HONG KONG	18:07	1 Piece
3	Arrived at Sort Facility HONG KONG - HONG KONG	15:56	1 Piece
2	Departed Facility in HONG KONG - HONG KONG	14:43	1 Piece
1	Shipment picked up	11:23	1 Piece

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





Contact Details (Bahrain)

For Invoice enquiries:

Telephone: +973 17364141

Fax: +973 17369260

Email: Billing-Query.bh@dhl.com

For MyBill specific issues and queries:

Telephone: +973 17364141

Email: Billing-Query.bh@dhl.com