

FAQ - MYBILL ELECTRONIC BILLING

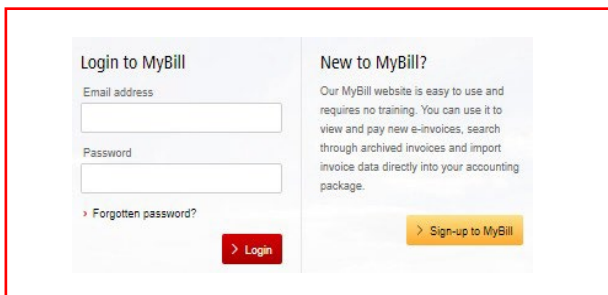
We hope that the following frequently asked questions will clear up any ambiguities. If you have questions that are not covered here, we will be happy to help you.

HOW DOES MYBILL WORK?

MyBill is DHL's e-invoicing portal that allows you to view, dispute and pay your invoices online in a user-friendly manner. When an invoice has been raised an email notification is sent to you with the invoice attached in a PDF format and contains the link to the MyBill website where you can view and download your invoice in several formats.

I AM REGISTERED, BUT I HAVE FORGOTTEN MY USER NAME AND PASSWORD. WHAT DO I DO?

Your user name will be the e-mail address you registered. Your password is personal to you. If you have forgotten your password, simply enter your user name in the MyBill website and click on the "Forgotten password" hyperlink. You will then be sent an email with a link to the MyBill site where you can log in with your user name and change your password.



HOW CAN I VIEW MY INVOICE ONLINE?

Step 1 Click on the MyBill link mybill.dhl.com/login/; this will take you directly to the DHL MyBill website. Enter your user name and password.

Step 2 Within MyBill you can view your invoice online.

Step 3 Click on the invoice to import the data downloads and view your invoice from the list.

WHAT FORMAT CAN I RECEIVE MY INVOICE IN?

Invoices can be downloaded in a variety of formats, including PDF, XML, CSV file (for importing into other applications such as Excel). Please see below different types of CSV available in MyBill:

STANDARD CSV – details presented all in one line built for future development.

CSV – details with multiple lines per waybill to split freight and surcharge on individual rows.

DUTY AND VAT – details presented all in one line for the customers' charges.

IS MYBILL SECURE?

Yes, it is. We use a combination of digital signatures and powerful encryption technology to protect your account information and card payment details.

IS IT VAT COMPLIANT?

DHL e-invoices are certified and legally compliant in the country the invoice is issued in. It meets the relevant EU and Swiss VAT legislation laws, whereby the e-invoice will have a form of electronic signature attached to the data that enables the invoice to be uniquely identifiable from DHL. This electronic authentication allows the signatory (i. e. DHL) to detect any changes that may have been made to the data. This can be viewed in the PDF image of the invoice.

WHAT SOFTWARE / HARDWARE MUST I HAVE TO USE MYBILL?

Access to the internet is the only requirement you need to log into MyBill and Adobe Acrobat to view the invoice.

HOW DO I KNOW THE INVOICE ORIGINATES FROM DHL?

The invoice in PDF has an electronic signature. The electronic signature guarantees, through its technology, that the invoice is issued by DHL.

I AM NOT RECEIVING MY INVOICE

Please ensure that your spam/junk filter will not block emails from the following address: e-billing.ch@dhl.com

If you continue to experience difficulties please "white-list" the following IP addresses and domain names that are used for sending out invoices:

85.90.252.62	Stack A server
109.234.201.208	Stack B server
85.90.252.61	Stack A server
109.234.201.207	Stack B server

Domain names used by us for shipping are: fundtech.com, accountis.com, accountis.net and dhl.com

WILL I STILL RECEIVE MY PAPER INVOICE?

DHL will not supply a paper invoice but you have the option to print.

MY EMAIL ADDRESS HAS CHANGED. WHAT DO I NEED TO DO TO ENSURE I STILL RECEIVE MY INVOICES?

You can amend your email address online via the "My Account" tab on the MyBill website and this should be done as quickly as possible. However, we strongly recommend that you contact DHL to confirm changes, so that we can remove any old email addresses from the system to avoid any issues.

HOW DO I ADD OR REMOVE EMAIL ADDRESSES?

You can go to "My Account" and add / remove multiple users.

WHAT INVOICES WILL BE AVAILABLE ONLINE?

Your online history will start with the first invoice you receive electronically. There will be no history available for invoices received prior to registration.

WHY HAS MY INVOICE BEEN REMOVED?

Once the invoice has been paid it will be moved to the "Archive" tab.

CAN I VIEW WAYBILLS AND OTHER DOCUMENTS ONLINE?

Simply click on the invoice number in the invoice overview and on "Documents" in the line showing the relative waybill. You can then click on the desired document to display its image.

CAN I DISPUTE MY INVOICE ONLINE?

Yes. To register a dispute against your invoice(s), please complete the following steps:

- Click on the invoice number in question.
- Click on the "Create Dispute" icon.
- Complete the information within the dispute details screen, and then click on the "Submit dispute" button.

Your details will be sent to DHL for comprehensive verification and a dispute case will be created.

CAN I UPDATE MY COMPANY DETAILS ONLINE?

For the time being any change to your official company data has to be done via Customer Accounting team or your Account Manager. You can change your language preference for MyBill and your password online (see the "My Account" tab).

HOW CAN I SETTLE MY INVOICE ONLINE?

There are two methods for settling an invoice:

1. One-off payment
 - Choose the invoice(s) to be paid in the "Dashboard".
 - Click on "One-Time Payment", select your preferred payment method and submit the payment.
2. Payment using "My Wallet"
 - Under "My Account", you can register your credit card by clicking on "Go to my wallet".
 - Go back to the invoice overview in the "Dashboard" and choose the invoice(s) to be paid.
 - Select the option "Pay using my Wallet", click on the desired credit card and confirm the payment process.

WHAT MEANS OF PAYMENT CAN I USE?

Payments can be made using a credit card (Visa, Mastercard, PayPal, TWINT or Postcard (Swiss)).

ARE CREDIT CARD DATA REGISTRATION AND E-PAYMENT SECURE?

Yes, they are. We use a combination of digital signature and powerful encryption technologies to protect all your card payment details.

CAN I AUTOMATE MY PAYMENTS?

To activate automatic payment for your account, please select the relevant account number in the "My Account" tab and click on "Make me AutoPay Admin". In a second step, you can then select the credit card and confirm your choice.

HOW CAN I SEE THAT MY INVOICE HAS BEEN PAID?

Once an invoice has been paid the invoice will be marked as closed and will be moved to the "Archive" tab.

CAN I SEE THE PAYMENT DETAILS ON MYBILL?

Yes. The online history will display the payment transaction reference and total paid.

HOW CAN I MAKE SURE THAT I WILL NOT DUPLICATE A PAYMENT?

The system will not allow a payment to be processed on a closed invoice.

HOW LONG WILL IT TAKE TO SUBMIT THE PAYMENT?

Timing will depend on your card payment provider and the status of the invoice will be updated on receipt of payment confirmation.

ARE THERE ANY ADDITIONAL CHARGES WHEN USING THE ONLINE PAYMENT SERVICE?

No.

CAN I SET UP DIRECT DEBIT THROUGH MYBILL?

For the time being this is not possible.

IF I PAY ONLINE, DO I HAVE TO USE THIS METHOD EVERY MONTH?

There is no requirement to pay by this method every month you can pay by various methods when using DHL Express. For ease of use we recommend this method.

STILL HAVE A QUESTION?

For general information and technical support you can send an email to the eSupport team directly on: e-billing.support.ch@dhl.com