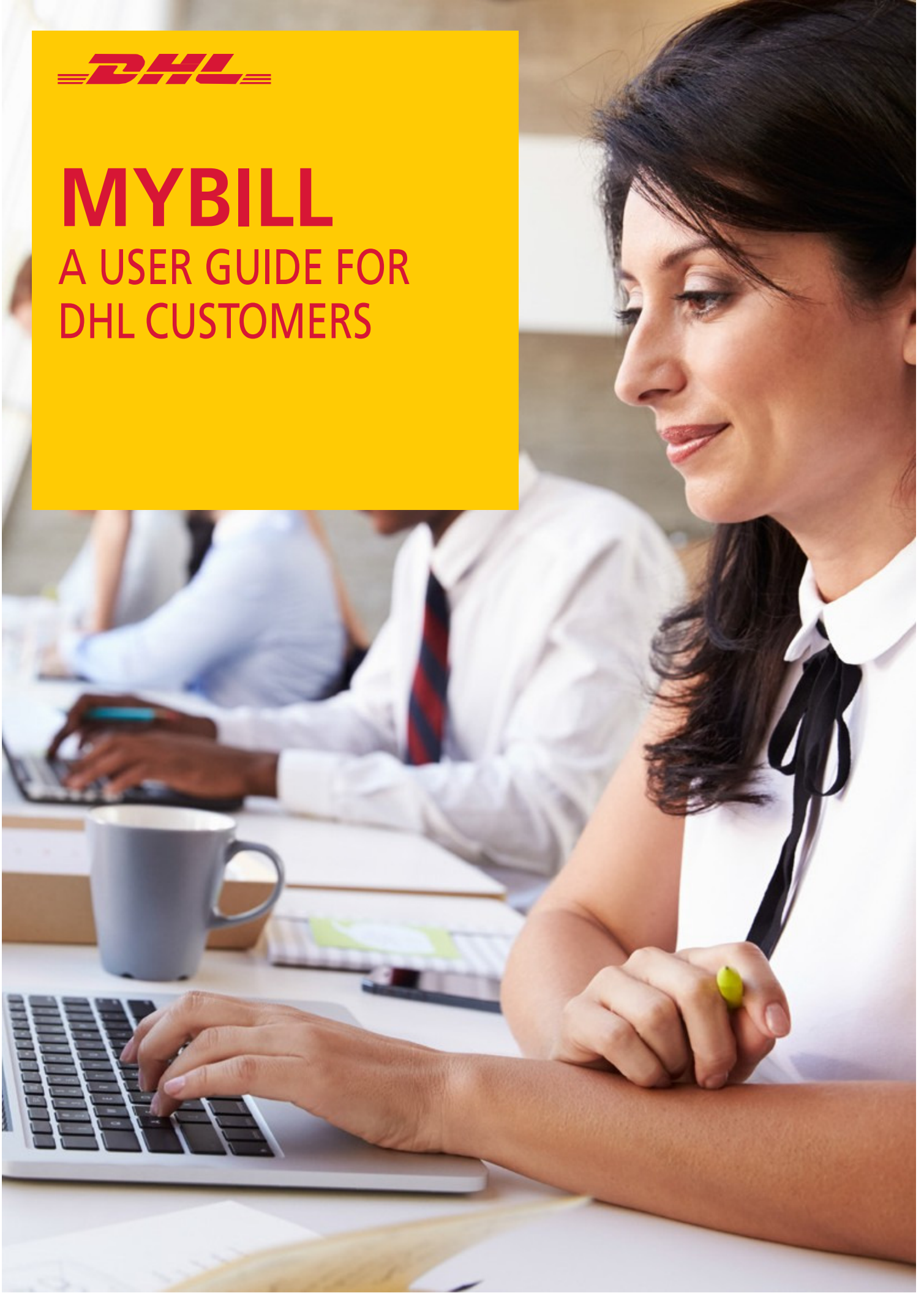




MYBILL

A USER GUIDE FOR
DHL CUSTOMERS



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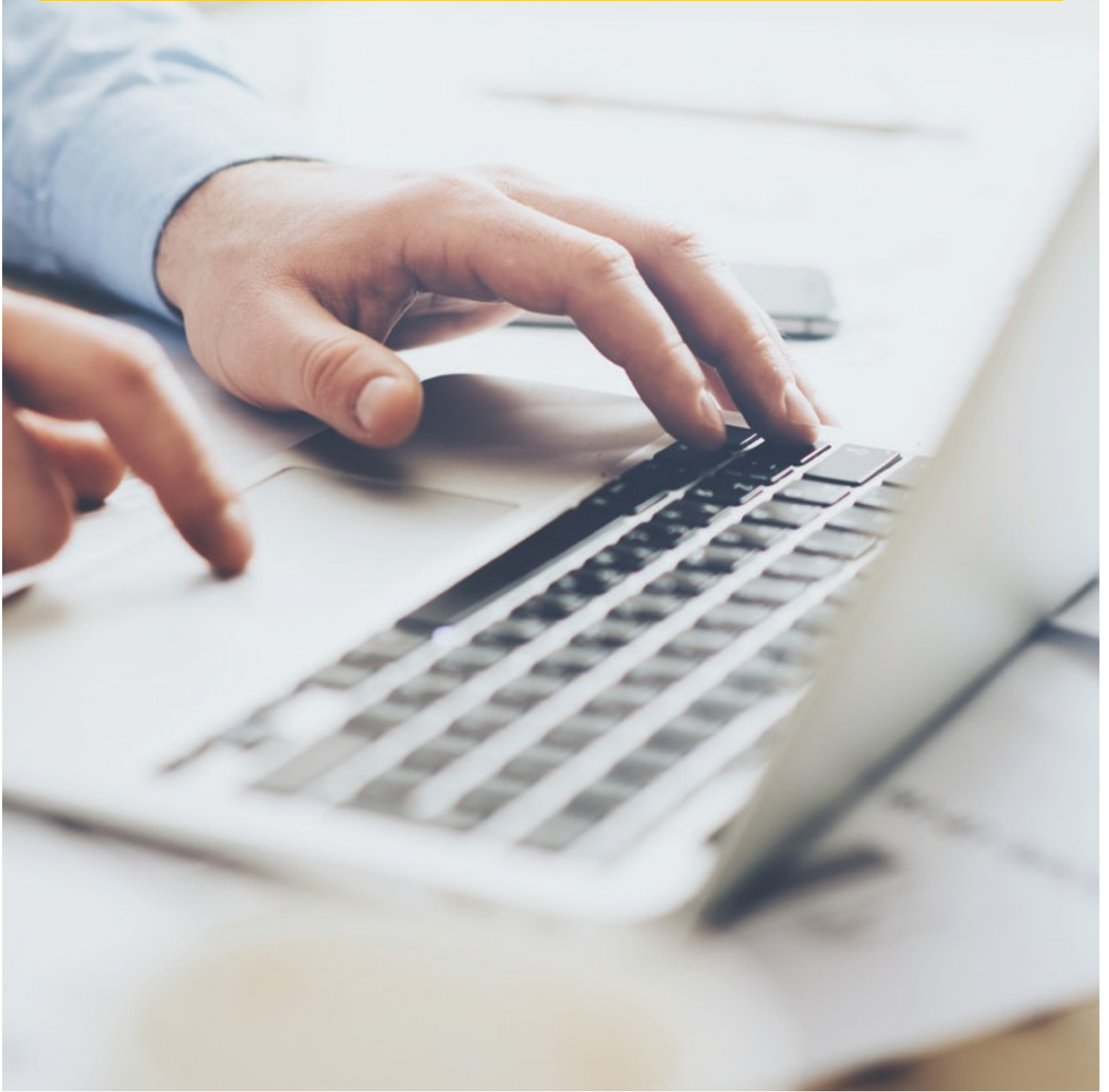
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DHL MYBILL

This guide provides an overall view of DHL MyBill; what it is, the features, advantages and benefits, how to register online and user instructions.



WHAT IS DHL MYBILL?

- n MyBill is DHL's e-invoicing portal for our customers. It is environmentally friendly and efficient way of delivering your invoice which will enable you to manage DHL's invoicing online.
- n It is a free online service.
- n It eliminates paper and processes invoices quickly, simply and securely.
- n It is a unique and powerful service that will help you save time and money.
- n Registration takes just moments so you can quickly begin to enjoy the benefits of a greener, more efficient process.

DHL MYBILL FEATURES

- n A free online user-friendly service for all customers, allowing for multiple users with 24/7 access.
- n Secure VAT compliant – all VAT compliant invoices, credit and debit notes can be viewed.
- n Compatible with existing financial systems.
- n Country-wide and multilingual.
- n Online logging of invoice queries; view historical invoices for up to 12 months.
- n View full shipper and receiver address details within the downloads.
- n Multi document download function.
- n Choice of downloadable invoice formats (PDF, CSV, XML).
- n Email notification for newly issued e-invoices by DHL. Where not oversized (exceeds 5MB), the PDF will be attached.
- n Online payment, via credit or debit card.

DHL MYBILL – ADVANTAGES AND BENEFITS

Online query	Raise a query on any invoice online, saving the need to telephone. You also have a query log to view all queries.
Quick delivery	With DHL MyBill, your invoices are delivered to the correct person/people/team. No more postal delays or missing invoices.
Multilingual	DHL MyBill portal enables you to view and manage your invoices in the language of your choice.
Instant downloads	With DHL MyBill you can save time and eliminate input errors by downloading invoice data directly into your finance systems.
E-archive	DHL MyBill provides an online history service and will automatically archive your invoices online, providing access to copies for up to 12 months, so there is no need to waste any more time searching through filing cabinets or chasing paper copies.
Ease of use	With DHL MyBill you will be able to access and view your invoices and waybills online with just a few 'clicks' thus making the approval and query process more simple and convenient to your business.
Environmentally friendly	Supports DHL to achieve their environmental goals by converting paper invoices Globally to electronic delivery.

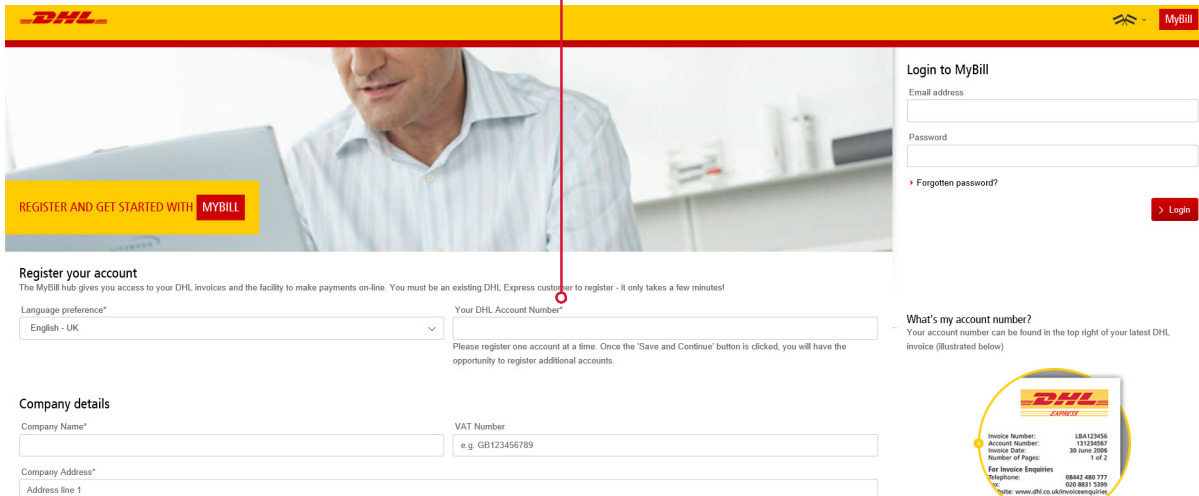


HOW TO REGISTER FOR MYBILL ONLINE

- Click or access the URL: mybill.dhl.com/login
- Click on the 'Sign up to MyBill' button.



- Select the country from the drop down box then click on 'Continue'.
- Complete the necessary information (mandatory fields indicated with an asterisk) followed by clicking 'Save and Continue'.



- Your request will then be sent to DHL to be fully registered for MyBill. Within 24 hours you will receive a notification email with the details of your username and the temporary password. You will then be able to login and amend the password.
- Please ensure the email address in the notification is added to your 'safe list of senders'.

A person in a dark suit and tie is shown from the chest down, sitting at a desk and typing on a laptop. The scene is brightly lit, likely by natural light from a window, creating a warm, professional atmosphere. The person's hands are the primary focus, with a ring visible on the left hand. The background is softly blurred, showing office furniture and a plant.

DHL MYBILL DESKTOP FUNCTIONALITIES

- Once logged into MyBill you will receive a welcome message which may be closed by either selecting 'Get Started' or the cross in the top right hand corner.
- This will direct you to the main dashboard where you can navigate to various screens.



- The Menu bar comprises of the following options:



1. **Dashboard** – will display the outstanding invoices, where you can view, dispute or pay the invoice(s)
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 a statement, view account permissions and add or remove users
6. **Search** – Allows you to search for particular data on specific fields or date range
7. **Help** – Provides step by step help



**DHL MYBILL
DASHBOARD**

Disputed items – currently not displayed on the dashboard but can be viewed in the 'Query Report' tab

Open Transactions – due for payment

Due Now – invoices due for payment now as per terms

Tariff Enquiry – allows you to complete a price check

Click the 'Pay' icon to pay an individual invoice

Click the 'PDF Invoice' icon to view the individual invoice

Download a report of the outstanding items

Invoice summary lines

Any messages will be displayed here

Links to useful information

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a greeting says 'Hi MyBill, welcome to MyBill'. There are several summary cards: '€ 565.15 3 Open Transactions', 'Disputed Invoices', '€ 300.53 2 Due Now', and 'Tariff Enquiry'. A search bar is present. Below the cards is a table of invoice summary lines with columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, PAID/ADJ, Balance, and Currency. The table shows three rows of invoices, one of which is 'Unpaid' and two are 'Overdue'. At the bottom, there are links for 'MyBill IE', 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'.

VIEW INVOICES

Invoices can be viewed either individually or in bulk.

→ To view a single invoice, hover your mouse over the invoice line and the 'PDF invoice' button will be displayed. Click to open the PDF.

The screenshot shows a DHL Express Invoice. At the top, it says 'DHL Express INVOICE' and the DHL logo. Below this, there are fields for 'Invoice Number:', 'Account Number:', 'VAT Number:', 'Invoice Date:', and 'Number of Pages:'. To the right, there are 'For Invoice Enquiries' details: Telephone: 0818 221188, Fax: 0818 221020, and Email: ie.invenq@dhl.com. The main part of the invoice is a table with columns: Type of Service, Number of Shipments, Total Weight, Number of Items, Standard Shipping Charge, Total of Extra Charges, VAT, and Total amount (incl. VAT). The table lists services like 'EXPRESS WORLDWIDE EU', 'ECONOMY SELECT', and 'A TAX CODE ADJUSTMENT'. Below the table, there is an 'Analysis of Extra Charges' section and an 'Analysis of VAT' section.

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	1	2.00	1	4.00	0.10	0.94	5.04
ECONOMY SELECT	7	1,759.00	76	117.80	31.45	34.35	183.60
A TAX CODE ADJUSTMENT						-0.02	-0.02
Total	8	1,761.00	77	121.80	31.55	35.27	188.62

Analysis of Extra Charges		Total
FUEL SURCHARGE		3.05
OVER WEIGHT PIECE		28.50
Total Extra Charges		31.55

Analysis of VAT		Rate	Taxable Total	VAT	Total
Code	Code Description				
A	TAXABLE	23.00%	153.35	35.27	35.27
Total VAT				35.27	35.27

Payment due date: 14-02-18	Total Amount (EUR)	Total (Excl. VAT)	VAT	Total (Incl. VAT)
		153.35	35.27	188.62

- To view multiple invoices, select the invoices by ticking the checkbox against each invoice. A selection of additional buttons will be displayed under the tabs. Select the 'Download' button. Select the 'PDF' option, followed by the 'Download' button.

The screenshot shows the DHL MyBill dashboard. At the top, there is a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and a greeting 'Hi MyBill, welcome to MyBill' are visible. A summary section shows account balances: € 565.15 (3 Open Transactions) and € 300.53 (2 Due Now). A table of invoices is displayed with columns for ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. Two invoices are selected with checkboxes. The 'Download' button is highlighted with a red circle and a red arrow pointing to it.

This screenshot shows the same DHL MyBill dashboard, but the 'Downloads' menu tab is highlighted in red. The 'Download' button from the previous screenshot is no longer visible.

Download Selection

Download Preferences

Please select your download preferences below
Please note: Summary Posting information, indicated by 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
- Waybill / Commercial Invoice
- Transaction Report

Customize Format: Current: My Invoice

Zip file Summary

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

1 files in total
PDF Invoice
137.97 KB (0.13MB) approx.
Total Download Size
137.97 KB (0.13MB) approx.

Cancel Download

- Downloads will appear in the 'Download' menu tab.

This screenshot shows the DHL MyBill dashboard with the 'Downloads' menu tab highlighted in red. The 'Download' button is no longer visible.

Active Downloads

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

€ Total records: 1 Selected: 0 20 per page < First < Previous Page 1 of 1 Next > Last >

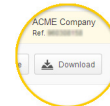
STARTED	TOTAL FILES	RETRIEVED FILES
Jan 31, 2018, 2:35 p.m. GMT	1	1

Download Zip file X Cancel

t. Total records: 1 Selected: 0 20 per page < First < Previous Page 1 of 1 Next > Last >

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).

- Click on the 'Download Zip file' button to retrieve the zip file and the PDFs.

VIEW SHIPMENT DETAILS (WAYBILL & SUPPORTING DOCUMENTATION)

→ To view shipment details, hover over the invoice line and click on any field that has a hyperlink i.e. account, invoice number or customer name. This will take you to the 'Invoice' page where you can:

1. View download options
2. View the Waybills on that invoice (this is the landing page)
3. View the history of the invoice i.e. creation date by clicking on the tab
4. View the Dispute history by clicking on the tab

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below that, the 'Invoice' section is displayed with fields for Invoice Number, Account Number, Invoice Date (Dec. 26, 2017), Status (Unpaid), and Original Amount (€ 264.62). There are download options for XML and PDF. Below the invoice summary, there are three tabs: 'Waybills', 'Invoice history', and 'Dispute history'. A table of waybills is shown below, with columns for Waybill #, Billed Weight, Ship Date, Sender, Receiver, Total Charges, and Download. A red circle highlights a waybill number in the table, with a red arrow pointing to the instruction below.

→ Click on the hyperlink of the Waybill number to display the shipment details.

The screenshot shows the 'Waybill' details page. It includes a close button (X) in the top right corner. The page is divided into several sections:

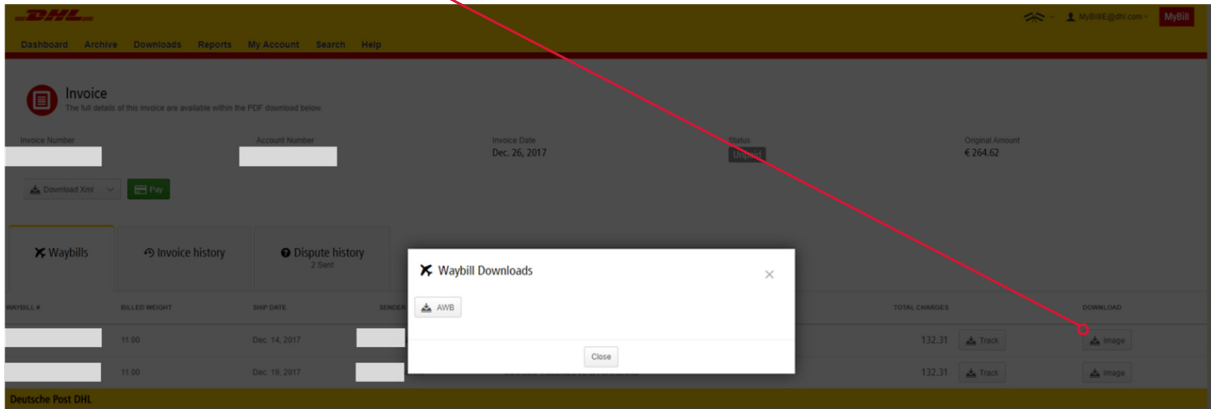
- Waybill #**: [Redacted]
- Shippers Reference**: [Redacted]
- Shipment Date**: Dec. 14, 2017
- Pieces**: 1
- Tender Weight**: 10.00 KG
- Billed Weight**: 11.00 KG

Below these are two large grey boxes representing the **Origin / Sender** and **Destination / Receiver**.

The **Content Description** section is empty. The **Charges** section lists the following items and amounts:

EXPRESS 12:00 doc	€ 105.51
FUEL SURCHARGE	€ 14.5
DRY ICE UN1845	€ 12.3
PREMIUM 12:00	€ 0.0
Original Amount	€ 132.31

→ Alternatively, you can click on the 'Image' button to open the actual waybill (AWB) image and any supporting documentation (like commercial invoice).



→ Click on the relevant button to display the document.



PLACING AN INVOICE INTO QUERY

An invoice can be placed into query in two ways:

1. Click on any field that has a hyperlink i.e. account number which will open the 'Invoice' page.
2. Click on the Dispute History tab.

DHL MyBill

Dashboard Archive Downloads Reports My Account Search Help

Invoice
The full details of this invoice are available within the PDF download below.

Invoice Number: [Redacted] Account Number: [Redacted] Invoice Date: Dec. 26, 2017 Status: Unpaid Original Amount: € 264.62

Download Xml Pay

Waybills Invoice history **Dispute history** 2 Sent

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
41	MyBillE@dhl.com	Jan. 26, 2018	Sent	€ 264.62
40	MyBillE@dhl.com	Jan. 26, 2018	Sent	€ 264.62

Create Dispute

→ Within this section you can view existing queries or click on 'Create Dispute' to register a new query.

DHL MyBill

Dashboard Archive Downloads Reports My Account Search Help

Dispute Invoice
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
[Redacted]	[Redacted]	Dec. 26, 2017	Unpaid	€ 264.62

Add a Comment
Please provide the reason for your dispute and any further comments below.
All fields with * are required

Select a dispute reason*

Contact Telephone *

Add a comment *

Submit dispute

→ Click on the 'Submit dispute' button to register your query.

→ A dispute reference will be displayed.

The screenshot shows the DHL MyBill dashboard. At the top, there is a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, the user is greeted with 'Hi MyBill, welcome to MyBill' and a search bar. The main content area features several summary cards: '€ 565.15 3 Open Transactions', 'Disputed Invoices', '€ 300.53 2 Due Now', and 'Tariff Enquiry'. A green notification bar at the bottom of the summary cards states: 'Dispute with case_id 43 for invoice with number [redacted] has been successfully created.' Below this, there is a table with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PADIADJ, BALANCE, and CURRENCY. The table is currently empty, with a 'Download All Open Transactions' button below it.

→ The alternative method is to tick the checkbox against the invoice, which will display the additional buttons under tabs. Select the 'Dispute' button.

This screenshot shows the same DHL MyBill dashboard, but with an invoice selected in the table. The 'Dispute' button is now visible under the 'Play' tab. The table has one row with the following data:

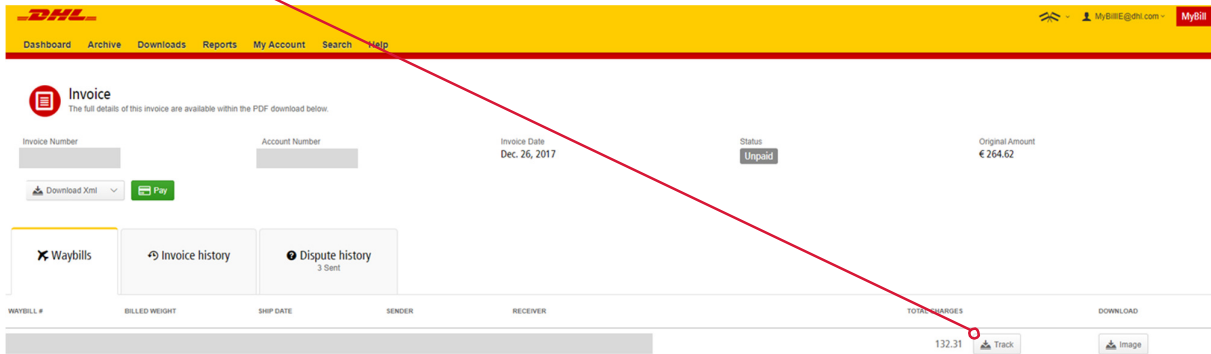
ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PADIADJ	BALANCE	CURRENCY
Account Receivable No						None	264.62	0.00	0.00	264.62	€ EUR

The 'Dispute' button is highlighted in blue. The table also shows pagination controls: 'Total records: 3', 'Selected: 1', '20 per page', and 'Page 1 of 1'.

TRACK AND TRACE

When viewing an invoice you can track a shipment without leaving MyBill.

- Click on the hyperlink on any field i.e. invoice, account number or company name which will take you to the 'Invoice page'.
- Click on the 'Track' button on the HAWB in question.



- This will open the tracking details.

> DHL Ireland | > Express | Tracking

Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

Result Summary

<input checked="" type="checkbox"/>	Waybill:	Friday, December 15, 2017 at 09:29	1 Piece
	Signed for by:	Origin Service Area:	
	> Get Signature Proof of Delivery	> SHANNON - CLARE - IRELAND, REPUBLIC OF	
		Destination Service Area:	
		> PARIS - VILLENEUVE LA GARENNE - FRANCE	

Friday, December 15, 2017		Location	Time	Piece
11	Delivered - Signed for by :	VILLENEUVE LA GARENNE	09:29	1 Piece
10	With delivery courier	PARIS - FRANCE	09:22	1 Piece
9	Arrived at Sort Facility PARIS - FRANCE	PARIS - FRANCE	07:11	1 Piece
8	Departed Facility in PARIS - FRANCE	PARIS - FRANCE	06:38	1 Piece
7	Processed at PARIS - FRANCE	PARIS - FRANCE	06:10	1 Piece
6	Departed Facility in LEIPZIG - GERMANY	LEIPZIG - GERMANY	03:56	1 Piece
5	Processed at LEIPZIG - GERMANY	LEIPZIG - GERMANY	02:18	1 Piece
4	Arrived at Sort Facility LEIPZIG - GERMANY	LEIPZIG - GERMANY	00:21	1 Piece
Thursday, December 14, 2017		Location	Time	Piece
3	Departed Facility in SHANNON - IRELAND, REPUBLIC OF	SHANNON - IRELAND, REPUBLIC OF	19:46	1 Piece
2	Processed at SHANNON - IRELAND, REPUBLIC OF	SHANNON - IRELAND, REPUBLIC OF	19:35	1 Piece
1	Shipment picked up	SHANNON - IRELAND, REPUBLIC OF	14:46	1 Piece

> Hide Details

> Try a new search

Print >>

PAYING AN INVOICE

Within MyBill the invoices can be paid via three options:

1. Invoices due as per the payment terms.
2. Single invoice.
3. Multiple invoices.

1. Via the 'Due Now' button

3. Pay multiple invoices

	ACCOUNT NO. Account Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAY/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>								264.62	0.00	<input type="checkbox"/>	199.14	€ EUR
<input checked="" type="checkbox"/>								199.14	0.00	0.00	199.14	€ EUR
<input checked="" type="checkbox"/>								101.39	0.00	0.00	101.39	€ EUR

2. Pay an individual invoice

- Select the invoices for payment and select the 'Pay' button.
- Within the next screen, the invoices selected will be displayed along with a list of invoices that are almost due for payment should you wish to include any additional invoices.
- Click on the 'Confirm' button to proceed to enter the card details.

Pay €264.62
You have selected the following invoices for payment. Please review your selection below and press "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
							€ 264.62	€ 0.00	€ 264.62
								Total to pay	€ 264.62

The below invoice(s) are almost due, would you like to include them in the payment envelope?
Please review your selection below and click "Add" to add these invoice to the payment envelope.

	ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
<input checked="" type="checkbox"/>								€ 199.14	€ 0.00	€ 199.14
<input checked="" type="checkbox"/>								€ 101.39	€ 0.00	€ 101.39

- Once the payment has been processed a confirmation email will be sent to your email address.

Order summary

Payment reference: 306
Description:
Amount (EUR): €565.15

Payment details
* Indicates a required field

AMERICAN EXPRESS JCB mastercard VISA Diners Club International maestro

Card number *

Cardholder's name *

Expiry date *
Month Year

Security code 3 digits on the back of the card or 4 digits on the front of card

- The invoice status will be reflected as 'payment in progress' until the payment is received from your card payment provider.

TARIFF ENQUIRY

Tariff Enquiry provides the rate per product based on your contractual agreement

- Select the 'Tariff Enquiry' tab.
- Enter the required information followed by selecting the 'Search' button.

The screenshot shows the DHL MyBill dashboard with the 'Tariff Enquiry' tab selected. The form includes sections for 'From' (Origin Country, Origin City, Origin Suburb), 'To' (Destination Country, Destination City, Destination Suburb), 'Shipment Details' (Shipping Class), 'Account Details' (Account Number), and 'Piece Details' (Number of Pieces, Units, Dimensions). A red arrow points from the 'Search' button in the top right corner to the 'Search' button at the bottom right of the form.

↓

2018-02-01, 12:00		12:30	
SERVICE\$	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS 12:00 DOC	EUR [REDACTED]		10.00 KG
12:00 PREMIUM			10.00 KG
TOTAL			10.00 KG

2018-02-01, 23:59		12:30	
SERVICE\$	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS WORLDWIDE EU	EUR [REDACTED]		10.00 KG
TOTAL			10.00 KG

- The prices for the relevant products, as per your contract, will be displayed.

CUSTOMISED CSV FILES

A full CSV file of the billing data is available, however, should you only require selected fields there is the flexibility to customise the file thereby reducing the extract to your specification and displaying the data in a set order. In addition, if you receive numerous invoices you are able to concatenate (consolidate) the files making it easier to import into your accounting systems.

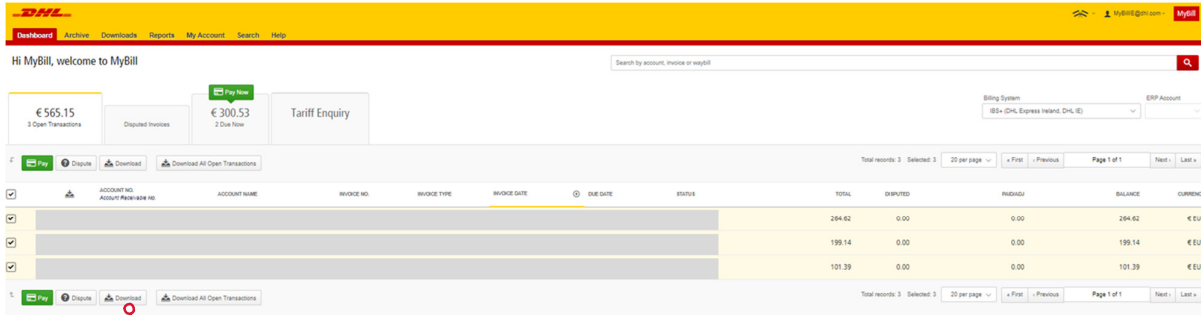
NOTE:

Customs invoices (invoices prefixed with DBI, DBC, DBD, DCI) cannot be included with the freight customisation.

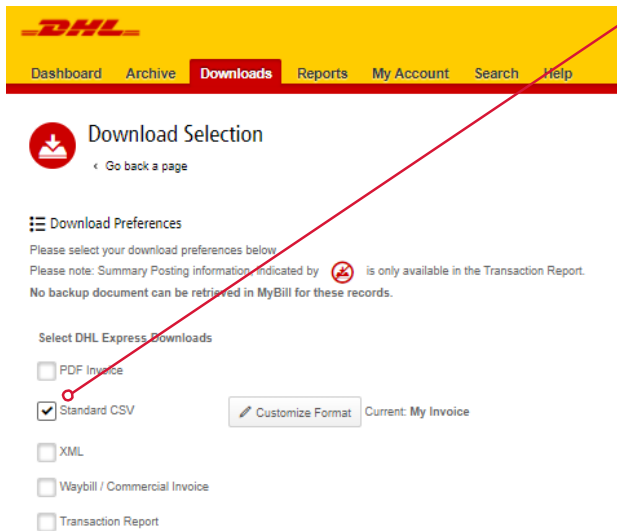


CREATE A NEW CUSTOMISED CSV TEMPLATE

→ Within the 'Dashboard' tab, select the invoice(s) you wish to download the CSV file(s) for by ticking the checkbox against the invoice(s) in question.



- Select the 'Download' button to initiate the 'Download Selection' page.
- Select the requirement by ticking the checkbox, followed by the 'Standard CSV' option.



→ Then click on the customise format button.

- Within the CSV Configuration section you can create your template by selecting the data and order in which to display.
- To remove the headings click on the title in the 'Selected Column Header' and drag it across to the 'Available Column Header'.
- To change the order, click on the title in the 'Selected Column Header' and drag it to the position you require i.e. up or down.

The screenshot shows the DHL MyBill dashboard's CSV Configuration page. The interface is divided into several sections:

- Navigation:** A top navigation bar with links for Dashboard, Archive, Downloads, Reports, My Account, Search, and Help.
- Page Header:** A yellow bar with the DHL logo on the left and the user's email (MyBillE@dhl.com) and MyBill logo on the right.
- Configuration Area:**
 - Pre-saved configurations:** A dropdown menu showing 'My Invoice' with 'Load' and 'Delete' buttons.
 - Excluded Column Header:** A list of columns that will not appear in the file, including Billing Account Name, Billing Address 1-3, Billing Postcode, Billing City, Billing State/Province, Billing Country Code, Billing Contact, VAT Number, Shipment Number, Shipment Date, Country Specific Label, Country Specific Value, and Shipment Reference 1.
 - Included Column Header:** A list of columns that will appear in the file, including Line Type, Billing Source, Original Invoice Number, Invoice Number, Station Code, Invoice Identifier, Invoice Type, Invoice Date, Payment Terms, Due Date, Parent Account, Billing Account, Weight Flag, and Discount 1 Amount.
 - Export options:**
 - Sort order:** A dropdown menu set to 'By Product, followed by Origin'.
 - Concatenated:** A checkbox for 'Concatenated' with a description: '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.'
 - Use for email attachments:** A checkbox.
 - Save all settings for later?:** A section with a dropdown menu set to 'My Invoice' and a 'Save' button.
 - Done, apply settings:** A red button with a checkmark.
 - Cancel:** A button.

Annotations with red lines point to various elements:

- 'Display any pre-saved configurations' points to the 'Pre-saved configurations' dropdown.
- 'Column headings that will not appear in the file' points to the 'Excluded Column Header' list.
- 'Column headings that will appear in the file' points to the 'Included Column Header' list.
- 'Data sort order can be selected' points to the 'Sort order' dropdown.
- 'Consolidate several invoices (must be selected)' points to the 'Concatenated' checkbox.
- 'This will attach the customised CSV file to the new invoice notification' points to the 'Use for email attachments' checkbox.
- 'Save the template for future use' points to the 'Save' button in the 'Save all settings for later?' section.

- Once the settings have been selected and saved, click on the 'Done, apply settings' button.



ARCHIVE AND DOWNLOADS

ARCHIVED INVOICES

All paid invoices will be removed from the Dashboard and visible in the 'Archive' tab. From this tab you are still able to view / download invoices, shipment history and register queries.

Follow the same steps as with the Dashboard instructions.

DOWNLOADS

All downloads are available for a 24 hour period within this tab.

→ To view the details, click on the 'Download Zip file' button to open the zip file.

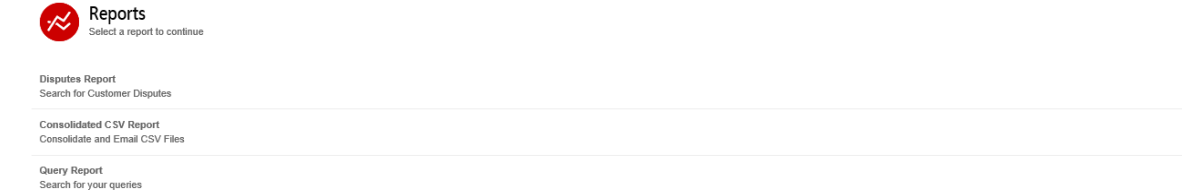
STARTED	TOTAL FILES	RETRIEVED FILES	
Jan. 31, 2018, 5:49 p.m. GMT	2	2	Download Zip file Cancel
Jan. 31, 2018, 2:35 p.m. GMT	1	1	Download Zip file Cancel



REPORTS

Within this section you can generate a report detailing the queries registered and their current status.

REPORTS



- Click on the 'Reports' tab then select the 'Dispute Report'.
- Enter the required details followed by the 'Search' button.



Start Date*

End Date*

Account

Invoice Number

* indicates a mandatory field

Search



Download Report

Total records: 2 Selected: 0 20 per page

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE TOTAL	DISPUTE DATE	AMOUNT DISPUTED	DISPUTE CASE ID	DISPUTE STATUS	REASON
			Invoice			264.62	41	Sent	?
			Invoice			264.62	40	Sent	?

Download Report

Total records: 2 Selected: 0 20 per page

- Click on the 'Download Report' button to open the file in Excel.



MY ACCOUNT

Within the section you are able to change your password, view your open invoice summary and manage the users on your account.

OVERVIEW OF YOUR ACCOUNTS

This screen provides an overview of your account.

→ My User Details – change the password & decimal indicator.

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

Email address: MyBill@dhl.com

First Name: MyBill | Last Name: IE

Position: DHL | Telephone Number:

Home Group: DHL IE | Language Preference: English - UK

Timezone: Europe/Dublin

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 System Settings

CSV Decimal Separator Override
Entity Default

Save

NOTE:

If the password is changed this will not update the MyDHL.

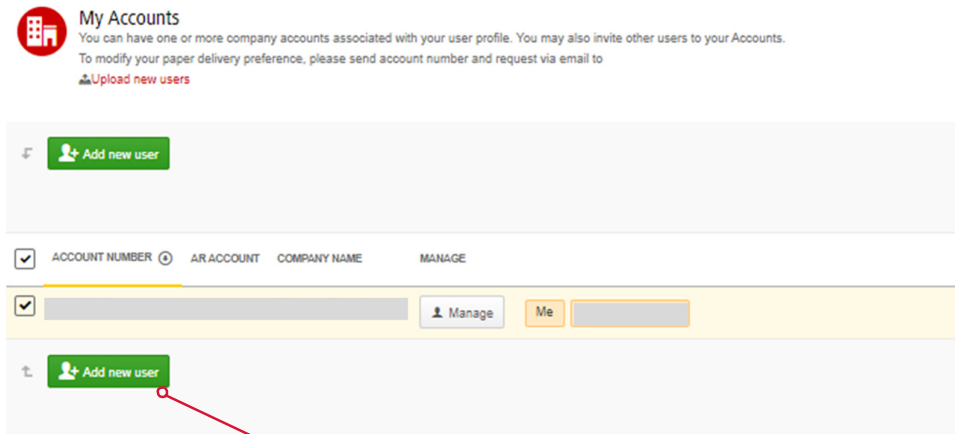
→ Open invoice summary – ageing statement of the account(s).

Open Invoice Summary

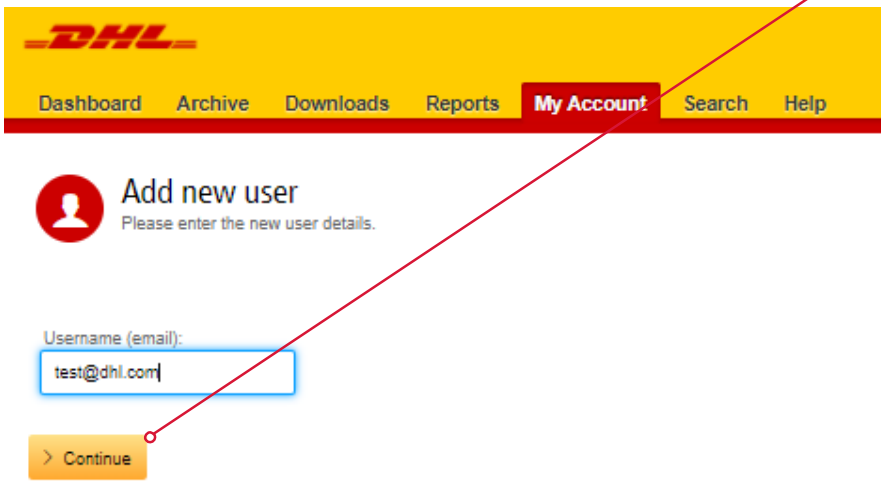
TOTAL BALANCE		TOTAL OVER DUE		
€ 585.15		€ 300.53		
CURRENT	30 DAYS	60 DAYS	90+ DAYS	

MANAGE RIGHTS

→ My Accounts – in this section if you have manage rights, you can add or remove email addresses.



→ To add a new user click on the 'Add new user' button. Enter the details and select 'Continue' followed by 'Save'.



- Within the 'Account Users Admin' section you can assign the necessary rights i.e. to manage, to log queries and the type of notification to receive.

DHL MyBillIE@dhl.com MyBill

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

Account Users Admin - Print and Post Account - 309307853

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
MyBillIE@dhl.com	MyBill IE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Email - PDF and link
iemybill@dhl.com	john smith	<input type="checkbox"/>	<input type="checkbox"/>		Email - PDF and customised CSV

Deutsche Post DHL

- You can also remove an email address within this section by hovering over the email address and clicking on the 'Remove' button.

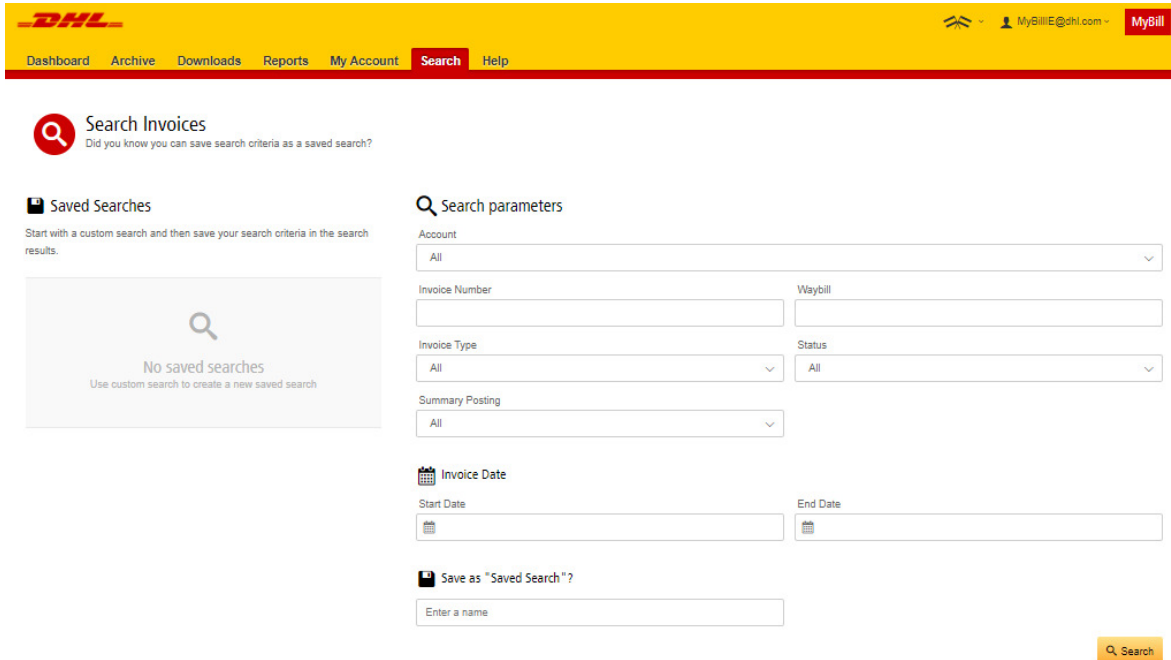
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE
MyBillIE@dhl.com		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



SEARCH AND HELP

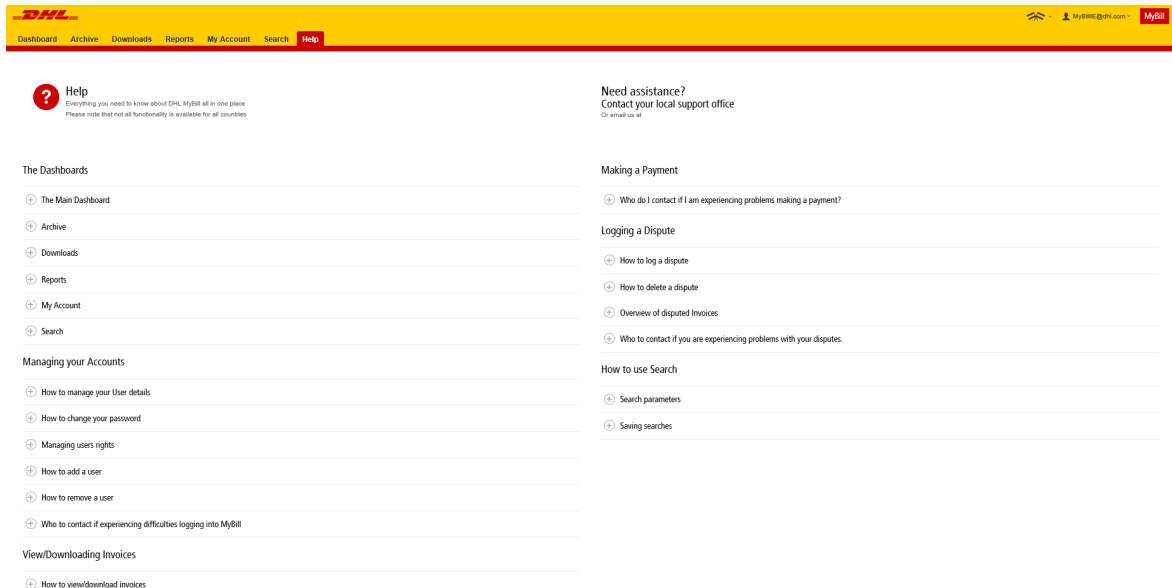
SEARCH

Within the search functionality you are able to quickly search for an invoice, HAWB or by a date range for multiple invoices. You can also save your search criteria for future use.



HELP

The help function provides online step by step instructions to complete tasks i.e. view invoices, make payments, downloads etc. Additional help can also be found in the MyBill FAQ document.





APPENDIX

MYBILL E-INVOICE FAQs



We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

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 USERNAME AND PASSWORD. WHAT DO I DO?

Your username will be the e-mail address you registered. Your password is personal to you. If you have forgotten your password, simply enter your username in the MyBill website and click on the 'Forgotten your password' hyperlink. An email will be sent to you with a temporary 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 username 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:

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

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

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: express-laskutus@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
109.234.201.208

Domain names we send from 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. For MyBill questions call us on **020 533 8024** or alternatively email fi.billingsupport@dhl.com

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.

AM I ABLE TO VIEW WAYBILLS ONLINE?

Simply click on the hyperlink for the waybill to view the image. Should an image not be available, a request will automatically be logged and passed to our Customer Enquiries team for action. The query response will be sent via email. Please note that for security reasons you will not be able to access waybill images from the email version of your invoices you will need to log into the website.

CAN I QUERY MY INVOICE ONLINE?

Yes to register an enquiry against your invoice(s) please complete the following actions:

- Click on the invoice number in question
- Click on the 'Create Dispute' icon
- Complete the information within the query details screen followed by the 'Submit dispute' button.

The information you enter will be sent to DHL for full investigation. For a more detailed explanation of how to follow this process, please refer to the user guide section "Placing an invoice into query".

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 My Account tab).

HOW CAN I PAY FOR MY E-INVOICE ONLINE?

1. Login into MyBill using your login details (email address)
2. Indicate the invoice(s) to be paid
3. Select the 'Pay Now' option
4. Enter your card details and submit your payment

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.

IS E-PAYMENT SECURE?

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

CAN I SEE THE PAYMENT DETAILS ON MYBILL?

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

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.

IS THERE A LIMIT FOR THE TOTAL AMOUNT OF INVOICES SELECTED FOR PAYMENT?

The total limit of invoices selected must not exceed € 99,999.98.

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.

WHAT CREDIT CARDS CAN I MAKE A PAYMENT ON?

Payments can be made via Credit or Debit Card i.e. Master Card, Visa.

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

No.

CAN I SETUP DIRECT DEBIT THROUGH MYBILL?

For the time being this is not possible. Please send an email to our Customer Accounting team on express-laskutus@dhl.com and they will contact you with more details.

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?

Call us on **020 533 8024** for general information and technical support or you can email the eSupport team directly on express-laskutus@dhl.com

DHL Express (Finland) Oy
Tullimiehentie 10
01530 Vantaa
FINLAND

www.dhl.fi

Y-tunnus: 2717767-4

