

MyBill



DHL EXPRESS

# MyBILL FAQ's

Global Order to Cash





## What is MyBill?

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. It's free, easy, and secure.

### What does MyBill offer?

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 customer 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 operational accounts in one profile. Specify the dates you would like to make a payment and determine the amount for each payment. Research individual line items on your invoices. If you need to file a dispute for charges, it's simple to submit your request and information with DHL MyBill.

#### MyBill will allow you to:

- ✓ Receive email notification of new invoices.
- ✓ Pay invoices online via credit card or bank funds transfer.
- ✓ Review payment history online.
- ✓ View and download copies of all invoices, including corresponding PDF and TIF documentation.
- ✓ Download invoice and shipment transaction data in spreadsheet format.
- ✓ 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.

### How can I register for DHL MyBill?

If you are already enrolled to use [DHL MyBill](#): Enter your email address in the Email address box and type your password in the Password box and then *click* Login. If you are not yet enrolled to use MyBill *click* on the Sign-up to MyBill button.

### What do I do if I forgotten my password?

If you have forgotten your password, simply enter your e-mail address as your username in the log in field on [DHL MyBill](#) and click on "Forgotten password?". Please enter your e-mail address on the following page. Once completed, an email containing instructions and a link for resetting your password will be sent.

If you cannot locate the email address for your existing account, please contact DHL via your country email for support.

## Account Management

In the My Account screen, you can modify your account settings, as well as your password, user details & Payment settings. If access has been restricted, the user will need to contact the AR Manager for assistance. Go to the Help screen for further details.

### How do I manage the list of additional users?

If permissions are enabled, a Manage button will be displayed at the bottom of the My Account screen. The Manage button allows the user to add and manage additional users for specific accounts. If access has been restricted, the user will need to contact the AR Manager for assistance.

### Are all my DHL accounts automatically available through DHL MyBill when I first register?

For **Account Receivable (AR) Manager** role: Yes. Once your registration has been accepted, all related billing accounts within the Accounts Receivable Group will be available for management. If you are not an AR Manager role, you will receive a notification that you must contact the user in your company assigned as the AR Manager. They will need to grant access.

#### What is the role of the Account Receivable (AR) Manager?

This is a level of access that allows the designated user(s) to act as the administrator for all billing accounts linked to the same Accounts Receivable Group for a customer.

The **Account Receivable (AR) Manager** can:

1. View all invoices and transactions in the AR Group
2. Dispute and autopay invoices
3. Manage users on all billing accounts part of the AR Group
4. Grant permissions to other users

#### How do you decide who is the AR Manager?

This role is automatically assigned to the first user who registers for a billing account within the Accounts Receivable Group. If you are an existing customer with a previous registration, the user email address with the earliest registration date has been set as AR Manager.

### How do I change my password?

In the **My Account** screen, you can modify your password, user information and account settings. Go to the Help screen for further details.

## Invoices

### Where Can I view my open invoices?

- **Open Transactions** – Shows all paid/outstanding invoices.
- **Disputed Invoices** – All open disputed invoices can be found here.
- **Due Now** – Here you will find an overview of invoices for which payment is due or overdue.

### In what formats can I receive my invoices?

**Invoices** can be downloaded in a variety of formats including *PDF, Standard CSV, Customs Standard CSV, Customized CSV, XML & cXML*.

**Standard CSV/Customs Standard CSV** is the global standard. However, if a customer wants to have less fields available in the download, the customer can use the **Customized CSV**.

**Note:** this needs to be setup on user level, meaning, email address needs to be linked to the account to be able to create the customized CSV format. If the person who created the Customized CSV would leave the company, the template disappears as well.

### How do I search for an Invoice?

Using the Search tab (at top of screen) enter in any of the parameters to search all MyBill data. This is separate to the search bar displayed in Dashboard and Archive tabs which only display results specific to those tabs.

### How do I view/download my invoices?

There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously. You may refer further details on how to view/download these supporting documents via the Global Customer User Guide that can be downloaded in the Help & Main Dashboard screen.

### Can I retrieve supporting documentation for an invoice?

You may be able to download waybills, commercial invoices & customs paperwork. You may refer further details on how to view/download these supporting documents via the Global Customer User Guide that can be downloaded in the Help & Main Dashboard screen.

### What happens to my invoices once they've been paid?

Once an invoice has been paid, it will no longer show on the MyBill Dashboard. It can be found in the Archive screen.

## Rated But Not Invoiced (RBNI) & Tariff Enquiry

### Why the Rated But Not Invoiced (RBNI) tab is not visible on the Main Dashboard?

There are two reasons why you might not see the RBNI tab on the main Dashboard screen:

**Option 1:** There may not be any shipments to view. Only when there are available shipments will the RBNI tab be available for viewing.

**Option 2:** The RBNI functionality may not have been activated for your account. Should you want access to RBNI then send an email to your country support team to request for an activation.

### Are the rates in the RBNI fixed and final?

No. While we aim to be as accurate as possible you should be aware that no charges seen in the RBNI functionality are final until invoiced.

### Is the Tariff Enquiry results account specific?

Yes. By selecting an account number, you will receive tariff enquiry results specifically for that account number.

### I don't know the dimensions of my shipment – can I still perform a search?

Yes. Shipment dimensions are not mandatory to carry out a tariff enquiry however including shipment dimensions does increase the accuracy of the results. Note: while the dimensions are not mandatory, the shipment weight is.

## Payments

Every country has different payment methods/options.

DHL accepts the following forms of payment:

- Credit Card/Debit Cards (MasterCard®, VISA®, American Express®, etc.)
- Bank Transfers

### Can I save my card details for future payments?

My Wallet is available via the My Account tab to save your card details for future use without having to enter card details for every payment. You may refer this further in the Global Customer User Guide for detailed steps.

### Can I set-up AutoPay on my account?

AutoPay is available to set-up via the My Account tab once card details are saved in My Wallet.

### Is paying an invoice online secure?

Yes. We use a combination of digital signatures and current standard encryption to protect all your credit card payment details. No one at DHL has access to your credit and/or debit card information.

### Will receive a payment confirmation?

Yes. A confirmation will be sent to the email address on file.

### Do I have to install specific software to be able to pay through the DHL MyBill system?

No. You just need access to the internet. Current versions of most major browsers are supported (Chrome, Firefox, Safari, IE etc.). If you are using Internet Explorer (IE) as your web browser, only IE 11 or higher should be used.

## Disputes

### How can I dispute a charge on my invoice?

If you should need to log a dispute on an invoice simply select the invoice(s) that require disputing by clicking on the checkbox left of the invoice. Once you have selected the invoice you wish to dispute three options will appear: Pay, Dispute, Download – select the Dispute button. For step-by-step instructions on how to log a dispute, go to the Help tab and follow the steps as described in the Logging a Dispute section.

**Note:** Payments cannot be processed via MyBill for invoices with a dispute in progress.

When an invoice is disputed, the status of the invoice will change to Disputed. Once a dispute has been resolved the status will be updated. You can also select Dispute History and then select View Dispute to get further details.