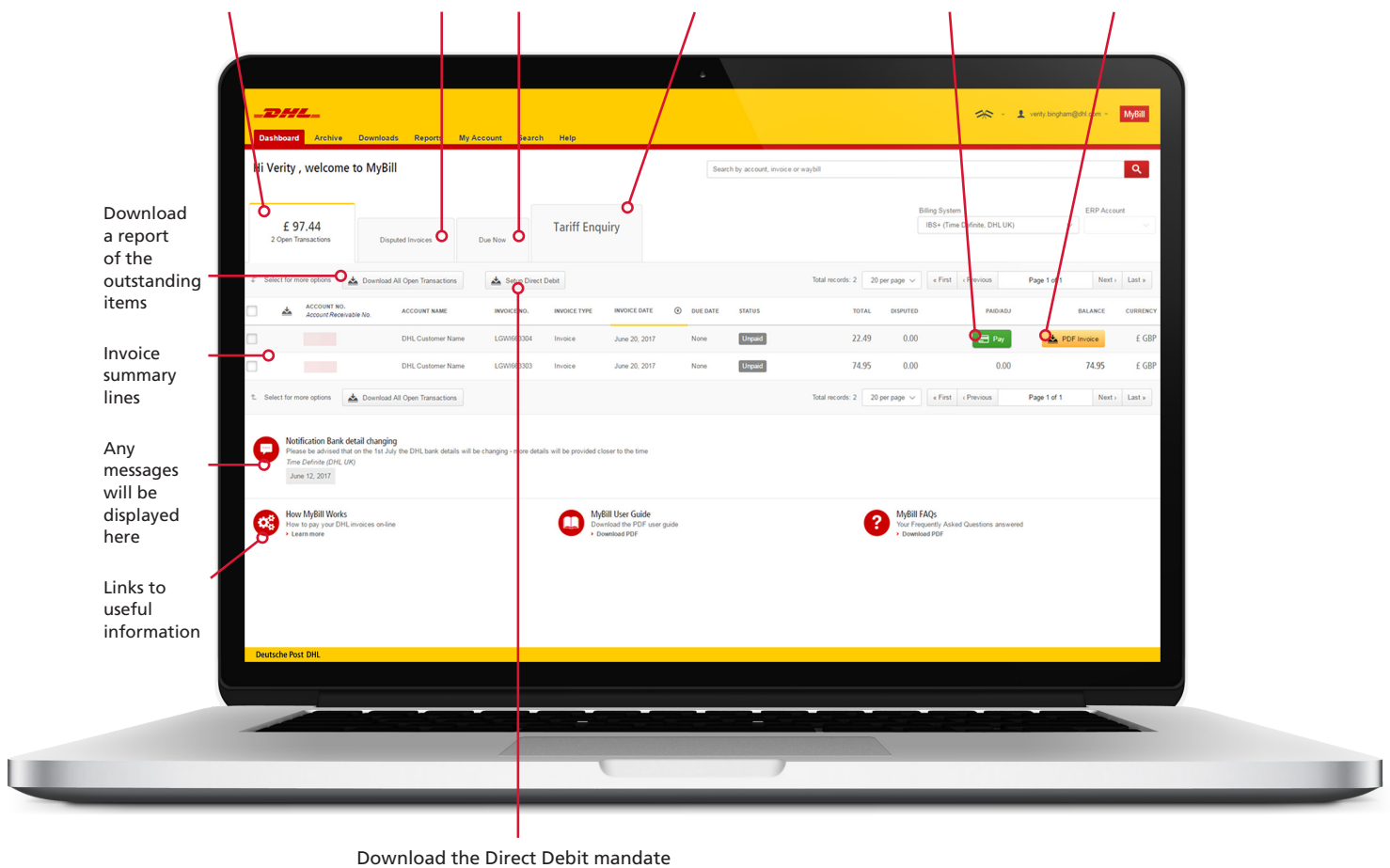# MYBILL
QUICK REFERENCE GUIDE

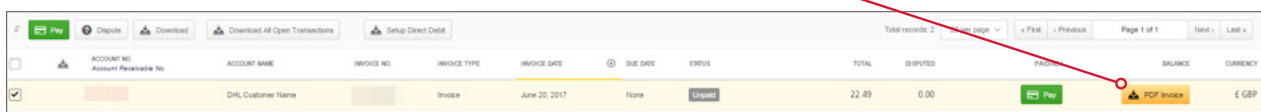DHL MyBill enables you to view and manage your DHL Express invoices online.

This guide provides a quick reference to the main points within MyBill, it includes how to view an invoice or csv file, download supporting documentation or pay the outstanding invoice. If the answer to your question is not in here, please refer to the full user guide.

Open Transactions – due for payment

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

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

Download the Direct Debit mandate

TO VIEW AN INVOICE

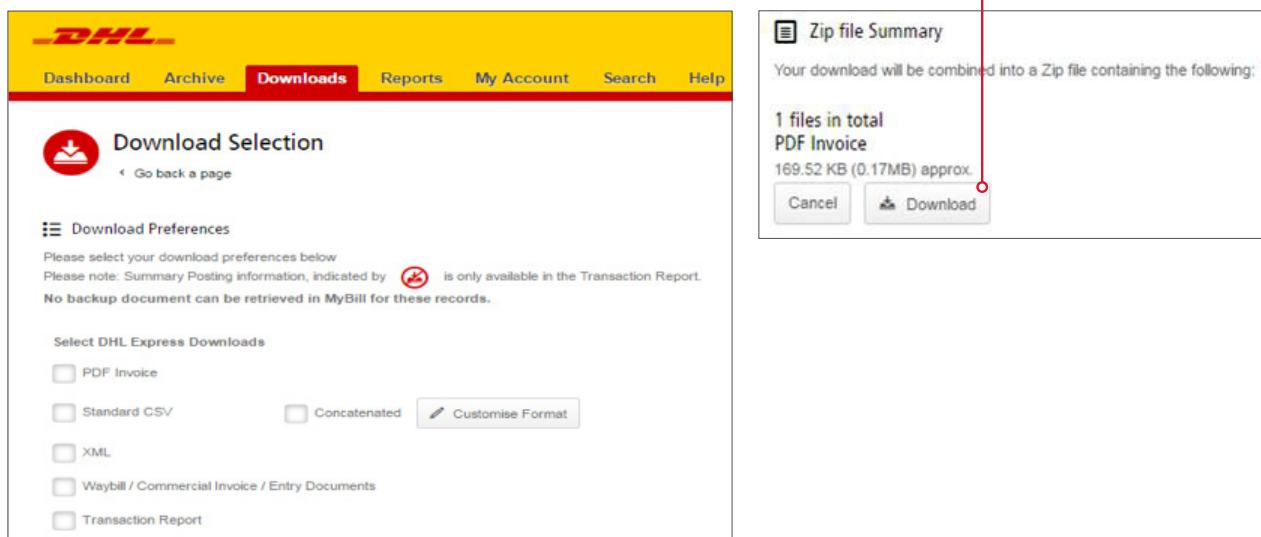→ Hover your mouse over the invoice and click on the 'PDF Invoice' button.

TO VIEW MULTIPLE INVOICES AND OR CSV FILE

➜ Tick the check box against the required invoices and then click the 'Download' button.
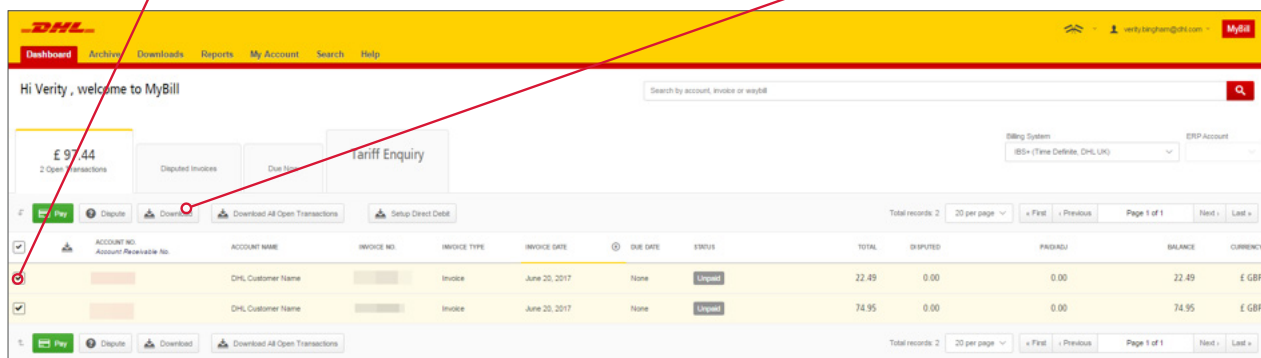
➜ Within the 'Download' screen select the required document and then click the 'Download' button on the right hand side of the screen.
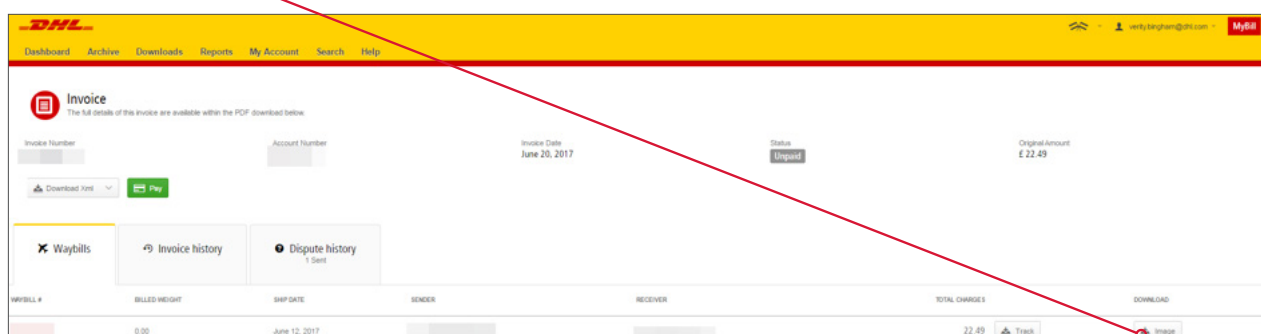

NOTE:
Downloads are retained for 24 hours and can be retrieved in the 'Download' tab on the menu bar.

TO VIEW HAWB DETAILS OR SUPPORTING DOCUMENTATION

➜ To view the HAWB details, click on the hyperlink on the invoice line and the transaction details will be displayed.

➜ Click on the 'Image' button to retrieve the supporting documentation including the HAWB image.

TO DISPUTE AN INVOICE

➔ Tick the check box for the relevant invoice, and then click the 'Dispute' button.
  ➔ Enter the details of the query and then click the 'Submit Dispute' button.

TO PAY AN INVOICE

➔ **SINGLE** – Hover or tick the check box against the invoice and then click the 'Pay' button.

➔ **MULTIPLE** – Click on the 'Pay Now' tab, this will default to the invoices due as per payment terms. (You can also select additional invoices to pay).

➔ Once the invoice(s) are selected, click on the 'Confirm' button to process through to enter the card details and 'Confirm the payment'.