

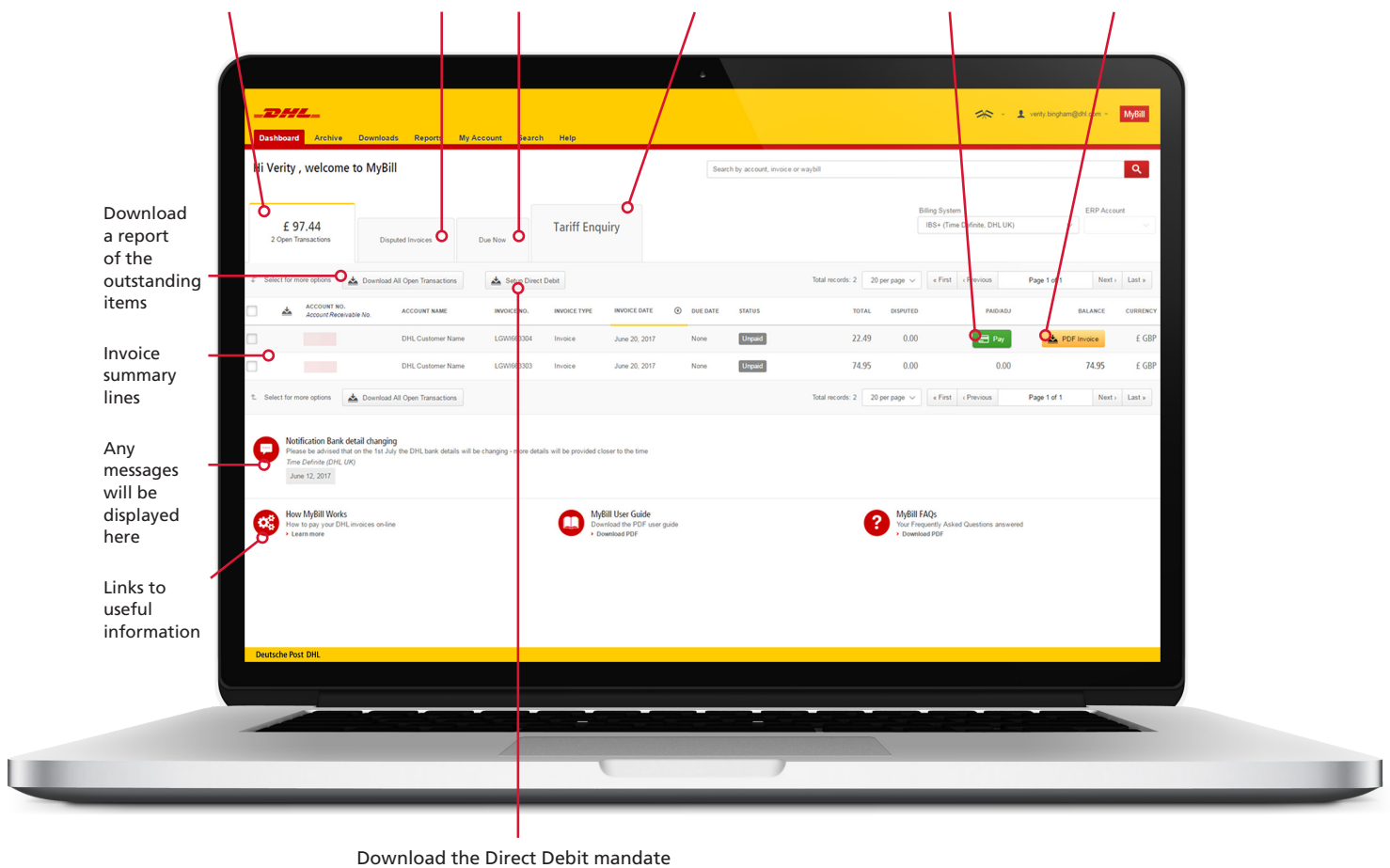
MYBILL

QUICK REFERENCE GUIDE

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

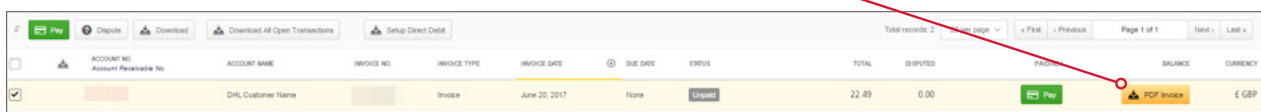
This guide provides a quick reference to the main points within MyBill, it includes how to view an invoice or csv file, download supporting documentation or pay the outstanding invoice. If the answer to your question is not in here, please refer to the full user guide.

- 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



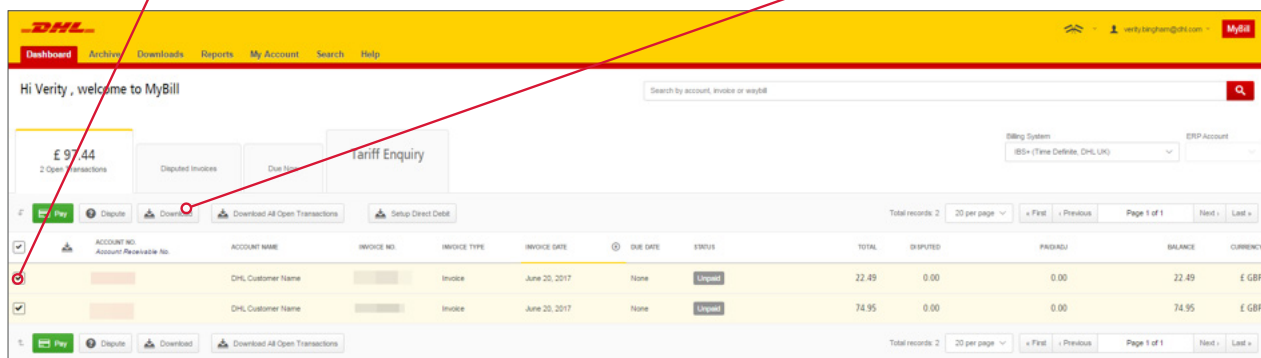
TO VIEW AN INVOICE

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

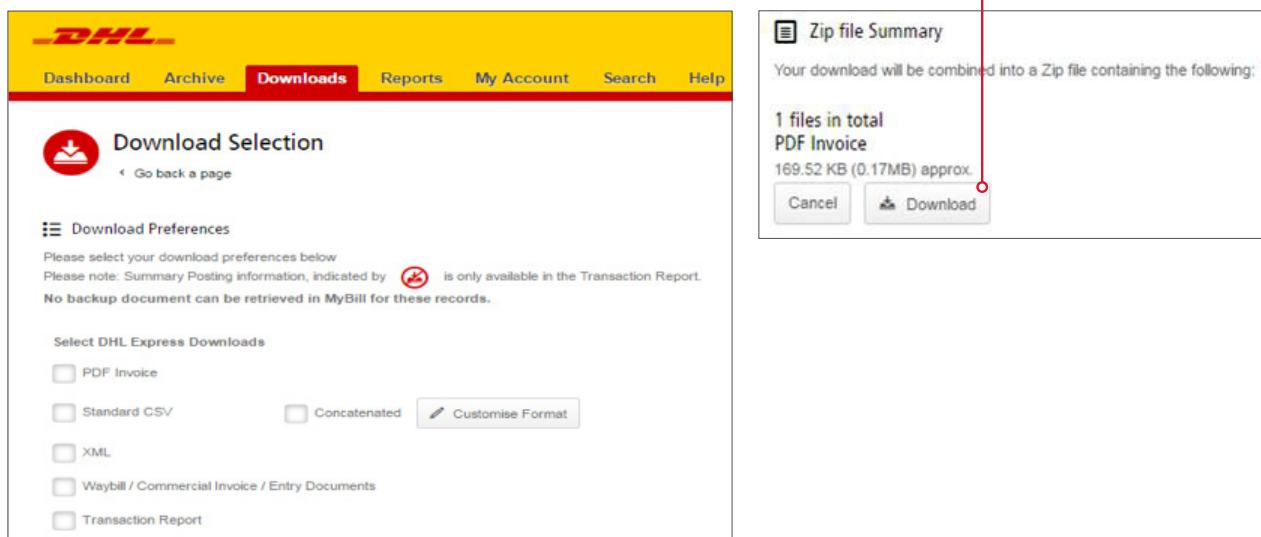


TO VIEW MULTIPLE INVOICES AND OR CSV FILE

→ 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.



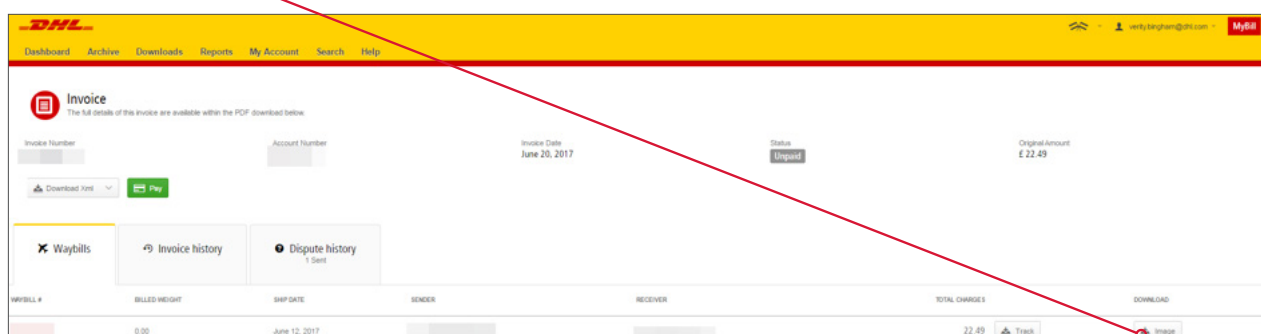
NOTE:

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.

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
		June 20, 2017	Unpaid	£ 22.49

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

Incorrect weight charged

5208 831 5346

The weight should be kg. Please investigate!

Submit dispute

TO PAY AN INVOICE

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

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/DU	BALANCE	CURRENCY
Account Payable No.	DHL Customer Name		Invoice	June 20, 2017	None	Unpaid	22.49	0.00			£ GBP

- **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).

Pay Now

£ 58,557.01
551 Open Transactions

Disputed Invoices

£ 52,857.60
336 Due Now

Tariff Enquiry

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

Pay £61.96
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/DU	BALANCE
		LHR	Invoice	May 17, 2016	June 16, 2016	Overdue	£ 6.17	£ 0.00	£ 6.17
		AJM	Customs debt note	July 19, 2017	None	Unpaid	£ 55.79	£ 0.00	£ 55.79
Total to pay									£ 61.96

Cancel Confirm

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

Select for more options

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/DU	BALANCE
		LHR	Invoice	July 19, 2016	Aug 17, 2016	Overdue	£ 99.54	£ 0.00	£ 99.54
		LHR	Invoice	July 26, 2016	Aug 25, 2016	Overdue	£ 21.59	£ 0.00	£ 21.59
		LHR	Invoice	Aug 8, 2016	Sept 7, 2016	Overdue	£ 17.69	£ 0.00	£ 17.69