

MyBill



DHL EXPRESS

MyBILL USER GUIDE

Global Order to Cash



TABLE of CONTENTS

Introducing MyBill	03
What does MyBill offer?	
Logging in	
Signing-up to MyBill	
MyBill Screens	08
Title Bar	
The Dashboard	
Archive, Reports & Download Screens	
Letter of Acceptance	
Enrolment	
My Account	
How to Add & Remove User	
Search	
Help	
Viewing and Downloading Invoices	18
How to view/download a Single Invoice	
How to view/download Multiple Invoices	
How to Customize your CSV file	
Logging a Dispute	21
How to log a dispute	
How to update a dispute	
Making a Payment	22
One-Time Payment	
Pay using My Wallet	
Setup My Wallet under My Account	
How to Setup Autopay for Multiple Accounts	
How to Setup Autopay via an Invoice Payment	
MyBill Password Auto-Expiry	32

INTRODUCING MyBILL

This guide describes the functionality provided by the DHL Global MyBill system for DHL Express customers.

What does MyBill offer?

DHL MyBill is a simple and effective tool for reviewing invoices, paying your DHL invoices and downloading reports. Our secure online environment saves time, eliminates paperwork and is easy to use for all our customer DHL Express accounts. It combines the convenience of an online interface with the speed and security of electronic banking 24 hours a day, 7 days a week.

How can you benefit from Online Billing?

You maintain full control of all your export and import 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 notifications 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.

Logging in

To log into the DHL MyBill system, open <https://mybill.dhl.com/login/>

Already a MyBill user: Enter your email address in the email address box and type your password in the 'Password' box and then click **Login**.

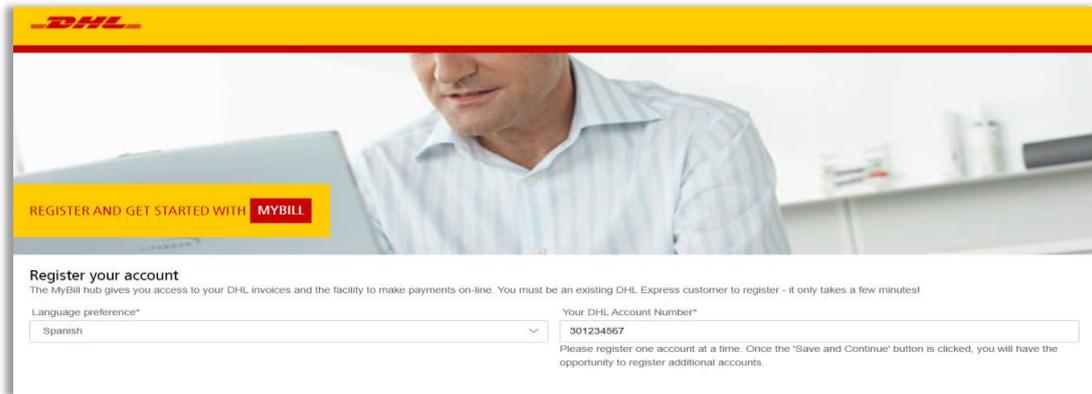
You're not yet a MyBill user; click on the **Sign-up to MyBill** button.

Signing-up to MyBill

To begin the process of signing up to MyBill, click on the **Sign-up** to MyBill

You will now be asked to select your **billing country**. Once you have selected your country, insert the account, and click the **Continue** button.

You will now be taken to the **Register your account** screen:



Here you will be asked to provide the following information:

- **Language Preference:** The language you prefer to use to view the DHL MyBill system.
- Your DHL Account Number

Company Details

- **Company Name:** Your Company Name
- **Company Address:** The postal address of your company; up to three lines are provided for the address.
- **Town/City:** The town or city your company is located in.
- **Postcode/Zip:** The postcode or zip code for your company's address.

Contact Details

These details refer to the person who should be contacted regarding invoices.

- **First Name:** Contact's first name.
- **Last Name:** Contact's last name.
- **Telephone Number:** The Contact's telephone number.
- **Position:** The Contact's position within your company.
- **Email Address:** The Contact's email address, this will be used to send them electronic invoice documents and notifications.
- **Confirm Email:** The same email address again to confirm that it has been correctly typed.

Your last DHL bill

This information is used to help verify your account.

- **Latest DHL Invoice Number:** The invoice number of your latest DHL bill.
- **Grand Total:** The grand total of your last DHL bill.

The **first check box** is checked by default and states that you are happy to stop receiving paper invoices and only receive invoices via the electronic MyBill system. If you are happy to do this, please leave this box ticked.

The **second box** is not checked by default and states that you agree to the DHL Terms and Conditions. You can view the terms and conditions by clicking the red 'Terms and Conditions' text next to the check box. This will open in a new tab or window depending on your internet browser settings. You must tick this box before you can progress with your sign-up to MyBill.

> Save and Continue * Indicates a mandatory field

Once you have finished entering your details, click the 'Save and Continue' button. Your request for registration will then be sent to DHL for processing. You will then be given the option to **Enroll Another Account** or **Login to MyBill**.

You should receive an email within 24 hours with the status of your request.

There will be an email address displayed on the confirmation where the text <email address here> is shown in the image.

Customer Enrollment

Thank you for registering for DHL MyBill. Your request is being processed.

You will receive an email within 24 hours to inform you about the status of your request. Upon registration confirmation, you will be required to set your password to access DHL MyBill the first time. To ensure email delivery to your inbox, please add <email address here> to your address book or your safe list.

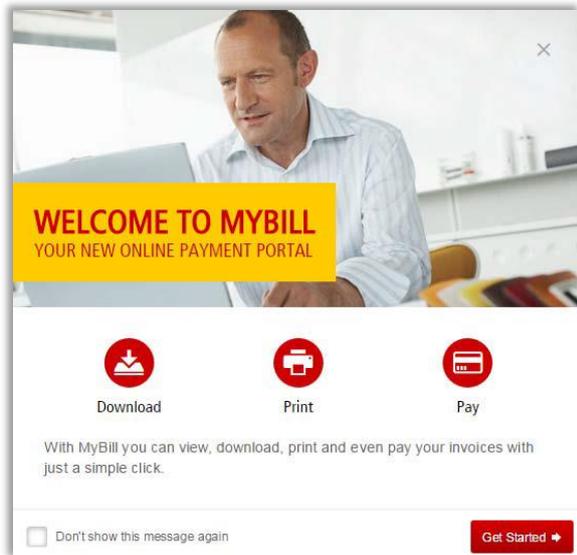
Sincerely,

The DHL MyBill team

Enroll Another Account > Login to MyBill

Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk mail. Once your request has been approved, the email will contain a link to click on to set your password for logging in to MyBill.

Once you have successfully logged in to MyBill, you will see a welcome message pop up.



Here you can:

- ✓ Dismiss the message by clicking the 'X' in the top right of the message or by clicking the 'Get Started' button.
- ✓ Select to not have the message displayed again by ticking the 'Don't show this message again' box in the lower left of the message.

MyBILL SCREENS

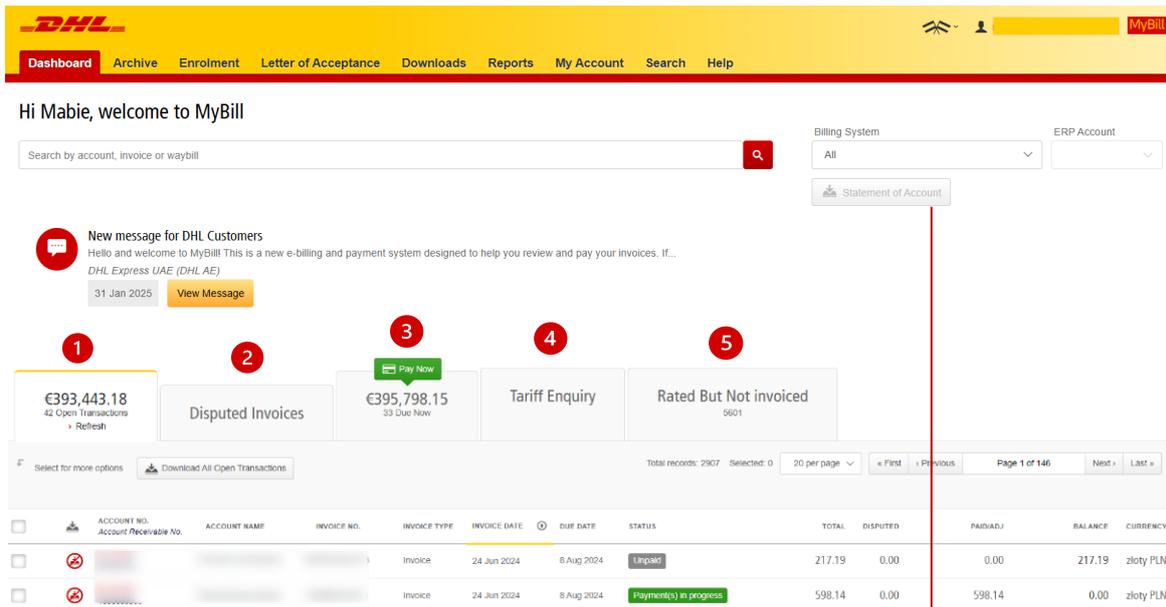
Title Bar

The title bar appears above all screens in the MyBill system and provides an easy way to navigate between the different MyBill screens. Depending on your permissions, the following tabs may be available: **Dashboard, Archive, Enrolment, Letter of Acceptance, Downloads, Reports, My Account, Search and Help.**



The Dashboard

Once you have logged into MyBill, you will be redirected to the main Dashboard screen.



In the **Main Dashboard**, your invoices are divided into **five** categories:

- 1. Open Transactions:** These are the invoices with outstanding balances that require payment.
- 2. Disputed Invoices:** All open disputed invoices can be found here.
- 3. Due Now:** Here you will find an overview of invoices for which payment is due or overdue.
- 4. Tariff Enquiry:** This replicates the functionality of DHL's DHL Capability Tool, [DCT \(dhl.com\)](http://DCT(dhl.com)) and offers shipment charges and details between two locations, such as transit times and pricing information.
- 5. Rated But Not Invoiced (RBNi):** For unbilled items to be presented for enquiry purposes.

The Customer Dashboard now provides a download of an official copy of a **Statement of Account** for the selected billing system and ERP account.

If no billing system or ERP account is selected (or "All"), then the user cannot download a statement of account.

Only customer users with Accounts Receivables (AR) Manager Privileges are presented with the Statement of Account button.

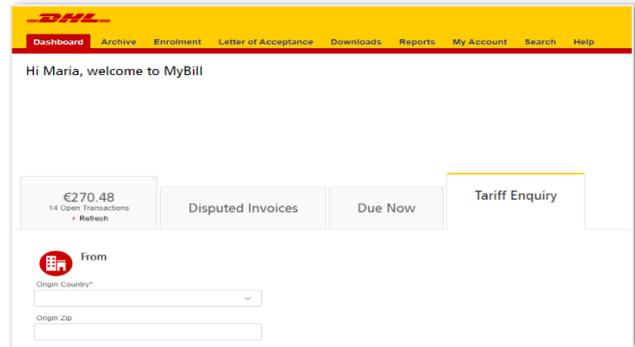
All four overviews except Tariff Enquiry can be downloaded and exported to Excel by selecting the

Download All Open Transactions button situated at the top and the bottom of each overview.

Tariff Enquiry

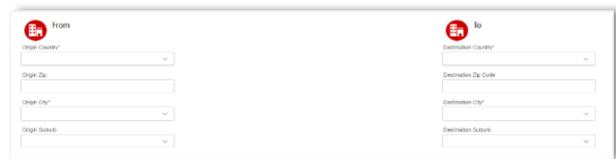
The **Tariff Enquiry** tab on the MyBill dashboard replicates the functionality of DHL's DHL Capability Tool (<http://dct.dhl.com/>) and offers shipment charges and details between two locations, such as transit times and pricing information.

Note: This feature is dependent upon country configuration and may not be enabled for your Country/System.



To use the **Tariff Enquiry** screen, begin by entering an origin and destination address for the shipment. Begin typing a *country* and select the desired country from the dropdown. One of the fields, *Zip or Suburb*, will be disabled, depending on whether the country has postcodes.

If City and Suburb are enabled:
Enter values for City and Suburb (values will auto-populate)

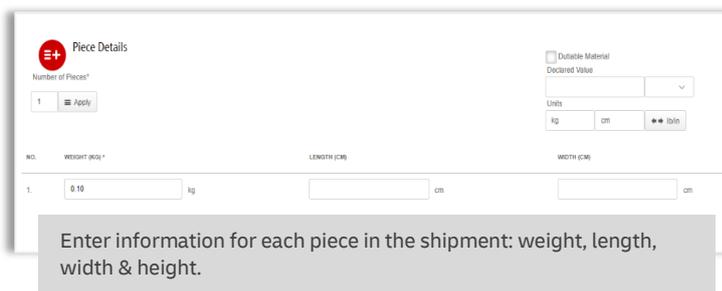


If Zip and City are enabled:
Enter values for Zip and City (values will auto-populate)

Enter a *Shipping Date* & *Select an Account Number* (predefined list of accounts shown which customer users are attached to).



Select the number of pieces (1 to 10); the form will add the specified number of pieces lines.



- If the shipment is dutiable:**
- Select the Dutiable Material checkbox.
 - Enter a declared value.
 - Select the currency for declared value (defaults to the currency of the selected origin country).
 - Select either metric or imperial weight and length units using the toggle button next to units.



Finally, *click* on the **Search** button.

Tariff Enquiry will now search the **DCT tool site** and return results based on the criteria specified in the search.

RBNI – Rated but not Invoiced

The **Rated but not Invoiced (RBNI)** functionality provides an overview of dispatched shipments that have been rated but not yet billed. In the event your account has been enabled for Rated but not Invoiced (RBNI), you will be able to view shipments that have been sent, rated but not yet invoiced.

Rated But Not Invoiced
5501

Note: Data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	CREATION DATE	VIEW
		P	9.50 B	27 Sep 2023	PUS	TYO	JPY	16,279.00	0.00	0.00	0.00	76,131.00	13 Dec 2023, 12:15 p.m.	View Image
		P	3.00 W	26 Apr 2017	DHA	HMX	SAR	112.00	0.00	0.00	0.00	122.92	5 Jun 2017, 5:53 p.m.	View Image

Sort your *RBNI* data by clicking on a particular column header. The arrow next to the header will indicate the direction of the

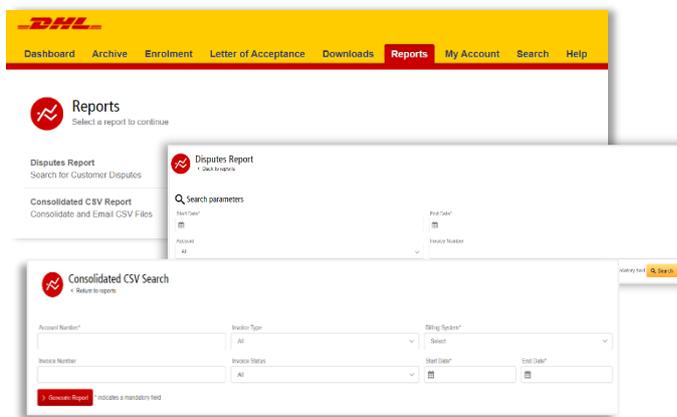
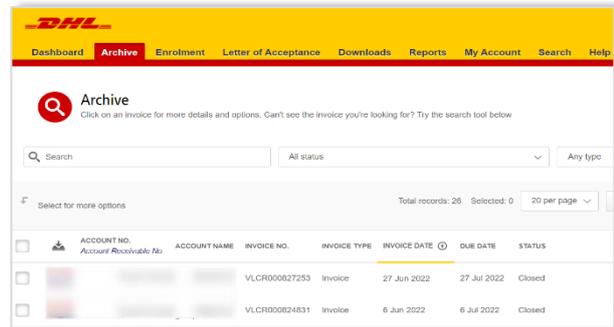
In the Rated but not Invoiced Dashboard, you can easily download the paperwork associated with the shipment by selecting the **View Image** link found on each shipment line. Once selected, it will download a zip file that contains shipment waybill images.

Your download has started. You may wait for it to complete or navigate away from this screen and use the 'Downloads' page to track its progress.

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	CREATION DATE	VIEW
		P	9.50 B	27 Sep 2023	PUS	TYO	JPY	16,279.00	0.00	0.00	0.00	76,131.00	13 Dec 2023, 12:15 p.m.	View Image
		P	3.00 W	26 Apr 2017	DHA	HMX	SAR	112.00	0.00	0.00	0.00	122.92	5 Jun 2017, 5:53 p.m.	Track

Title Bar

The **Archive screen** is an overview of all invoices that have been paid or closed. Once an invoice has been paid or closed, it will automatically be removed from the main Dashboard screen and moved to the Archive screen. No further action is required for these invoices, and they will remain available for your reference/retrieval.

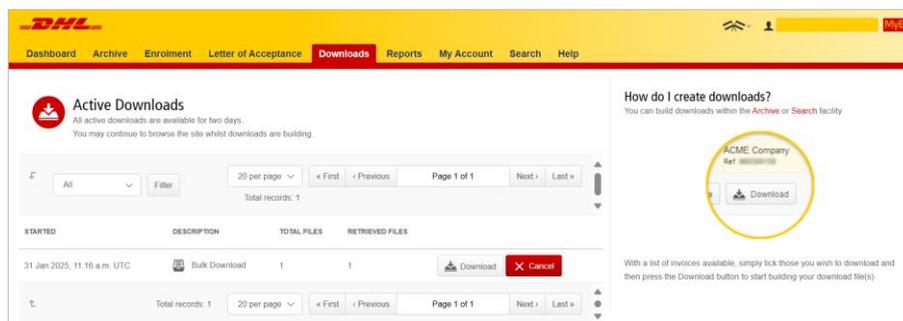


The **Report screen** offers the possibility to download reports. These reports will be available in CSV format.

Select the report you wish to run (Dispute Report & Consolidated CSV Search) enter the Search Parameters and then select the Search button to create. For more information on the dispute report

go to the Logging a Dispute section (click [here](#))

In the **Downloads screen**, you will find all your recent downloads created using the Archive or Search facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads, then select the Cancel button.



For more details on how to download invoices, go to the [Viewing/Downloading Invoices](#) section.

Letter of Acceptance

The electronic **Letter of Acceptance (eLOA)** allows customers to conveniently log in to their accounts and complete the LOA template online.

Note: Countries that are not yet deployed on MyBill should continue using the manual LOA template.

Select the **Submit new letter of acceptance** and **fill-up the eLOA form.**

DHL Express Letter of Acceptance

CONFIRMATION
We herewith confirm that we

Company Name:*

Please select an account from options below (For international shipments please select your International DHL account number)

Agree to approve / pay: (please tick as appropriate)*

- All transport charges
- All duty and/or Tax charges
- Both transport and duty and/or Tax charges
- Return Shipment to origin
- Shipment disposal
- Shipment redirection to a different location

For the following shipment(s)
Waybill number(s)

PAYMENT / CONTACT INFORMATION
Please bill all charges to our local or internal DHL Express Account Number:

Account Number* Shipment Status:* Original Account Owing Country:*

For the provided service of, change of billing, a fee may apply as per billing country published service fee rates.

Contact Name:*
Maria Pascua

Contact Role:*

Contact E-mail address:*
mable.pascua1@dhl.com

Contact Phone Number:

SIGNATURE

I acknowledge that I have reviewed and completed all fields correctly and by signing this document I confirm my request and consent to the terms and conditions outlined by DHL Express

Date: 11 Jul 2024

As per DHL Express Terms & Conditions, please be aware that change of account is only permissible for unpaid invoices and must be submitted within two months after the shipment date. Also Please take note that you will be held liable for any additional freight and duty/tax charges incurred during the initial shipment, as well as those related to return, redirection, or shipment disposal. In the event Customs amendment is required (post clearance modification), an additional fee may be applicable and due for payment.

Customer name and account: Mandatory to select an account and name from the dropdown list.

Customers are only allowed to select/insert one of the accounts that their email address is associated with.

Mandatory to select one of the options.
Note: Return to Origin, Shipment Disposal & Shipment redirection to a different location is set to Shipment Status: Not Invoiced.

Waybill number(s): Mandatory to provide. System will not allow if the Waybill number is less or more than 10 digits. In case you have more than four waybills select (+ Add waybills). Maximum of 10 waybills per eLOA form.

Original Account Owing Country: Mandatory to select the country code of original billing country. In case of local eLOA Customer should select their own country code.

Account Number is auto populated.

Contact Information is auto populated.

Note: Blank details are not inserted in your account. Go to your My Account and ensure to insert the details accordingly.

Shipment status: Mandatory to select one option from the dropdown list.

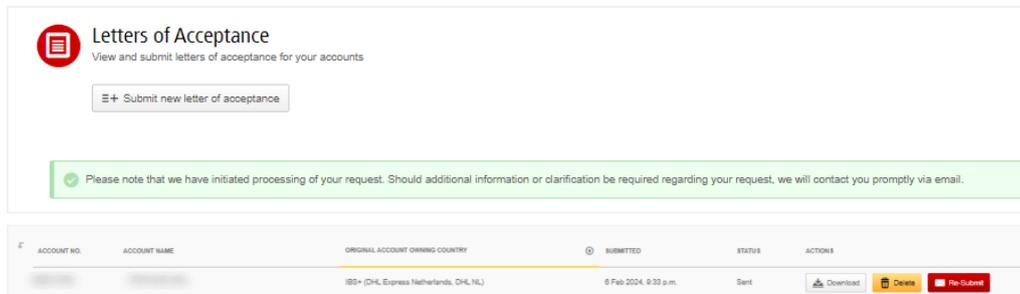
Not Invoiced: the system will send the eLOA to generic email of Customer Service
Invoiced but not Paid: the system will send the eLOA to generic email of Query Handling
Invoiced and paid: the system will send the eLOA to generic email of Query Handling

Signature is mandatory to tick the box.

Date will be auto populated by system.

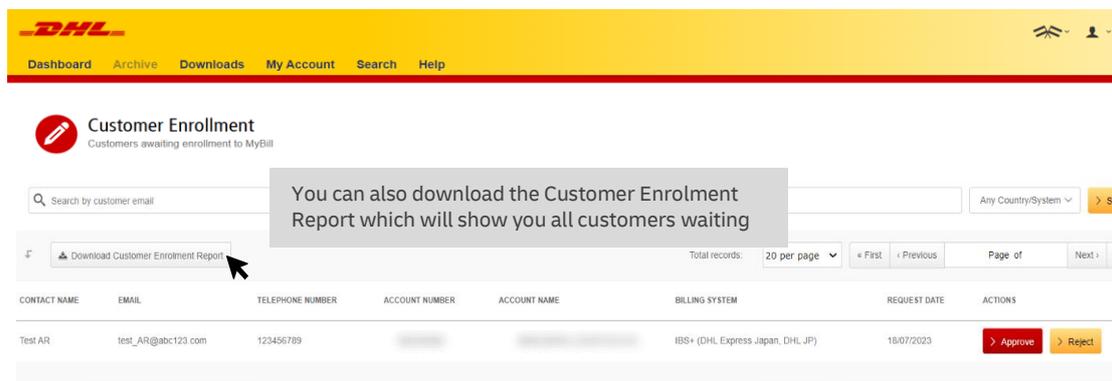
Once eLOA form is filled-in you may **select** Submit.

The customer receives a message that the LOA was submitted successfully. While the System converts the information from the eLOA form on MyBill, in a PDF template and attaches it to automatically generated email which is sent either to Query Handling or Customer Service generic email, customers will also be able to download the pdf by selecting Download.



Enrolment

The **Enrolment** screen gives you an overview of Customers awaiting enrolment to MyBill. It will be added to the queue of the *AR (Accounts Receivable) Manager* for approval.



An *AR (Accounts Receivable) Manager* is linked to each Network (commercial) account that is part of the AR Group.

The *AR (Accounts Receivable) Manager* can:

- ✓ View all invoices and transactions in the AR Group
- ✓ Dispute and autopay invoices.
- ✓ Manage users on all Network accounts part of the AR Group
- ✓ Grant permissions to other users

My Account

In the **My Account** screen you will find an overview of your account details. From this screen you can update your user details, change your password, view your open invoice summary, and manage your accounts.

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

Should you wish to change your user details such as your *email address, phone number or language preference* this can be done from the **My Account** screen. Alter the details that require adjusting and select the Save button.

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.

You can **change your password** in the My Account screen. Once in the screen you will see the **Change Password** section. You will need to confirm your current password as well as enter your new password twice to successfully create a new password.

Payment Settings
You can manage the payment options for your account. To enable autopay for your account, please select the account number in the list below.

You can manage the **payment options** for your account. For more details, please click [here](#).

You can also choose the CSV Decimal Separator.

My System Settings
CSV Decimal Separator Override
Entity Default
Save

Open Invoice Summary

TOTAL BALANCE		TOTAL OVER DUE	
RON 2.779,28	RON 0,00	RON 0,00	RON 2.779,28
€ 2.752,15	€ 2.752,15	€ 0,00	€ 2.752,15
CURRENT	30 DAYS	60 DAYS	90 DAYS
RON 0,00	RON 0,00	RON 0,00	RON 2.779,28
€ 0,00	€ 601,66	€ 0,00	€ 2.156,49

My Accounts
You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts. To modify your paper delivery preference, please send account number and request via email to rechnung_at@dhl.com
Upload new users

Select for more options

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
			Manage Me

The **My Accounts** section is an overview of all the accounts you have access to. In this section you can view your rights for each account. If a **Manage** button appears in the manage column, this means you have managing rights; if the column is blank, then you do not have managing rights for that account. Clicking on the **Me** button will provide you with a list of rights you have for that account which include Manage users, and Dispute.

How to Add & Remove User

If you have the managing rights for the account when you **select Manage** you will be taken to below screen:

Account Users Admin - Related by AR group - [redacted]
Account Receivable Number - [redacted]
Manage and view user permissions.
You may also remove users from the account, and change their email delivery preference.
As an AR Manager you may grant or remove the permission for other users to access Account Receivable Group. For removing your own AR Manager permission please contact other AR Managers attached to account or DHL.
Note: AR Managers will automatically be granted the Manager User permission. To detach an AR Manager from account their AR Manager permission has to be removed first.

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPIRY	AR MANAGER
mabie.pascua@dhl.com	Mab	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Save

[Back to My Account](#)

Click **Add new user** and enter the **email address** of the user you wish to add and **click the Continue** button.

You will then be prompted to enter details for the user: Name, Tele-phon number, Position, and the Language preference. When you have entered these details click the Save button.

You will be redirected back to the **Account Users Admin screen** where you will be advised whether your request has been successful.

Account Users Admin - Related by AR group - [redacted]
Account Receivable Number - [redacted]
Manage and view user permissions.
You may also remove users from the account, and change their email delivery preference.
As an AR Manager you may grant or remove the permission for other users to access Account Receivable Group. For removing your own AR Manager permission please contact other AR Managers attached to account or DHL.
Note: AR Managers will automatically be granted the Manager User permission. To detach an AR Manager from account their AR Manager permission has to be removed first.

New user added to account(s)

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPIRY	AR MANAGER	MAIL DELIVERY PREFERENCE
mabie.pascua@dhl.com	Mab	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Email - PDF and link
Hells@Test.com		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Email - PDF and link

Save

[Back to My Account](#)

When you hover, you mouse to the user's name a **Remove** button will appear. Click the **Remove** button to delete the user.

Search

MyBill **Search** offers dynamic search capabilities to easily and quickly search your accounts and invoices.

In the **Search** screen you can customize your Search parameters as well as save them for future use.

Simply select the parameters you wish to search on and select the **Search** button.

Available search parameters include:

- | Account
- | Invoice Number
- | Waybill
- | Invoice Type
- | Summary Posting
- | Status
- | Start & End Dates

If you want to save your search parameters, select the parameters you wish to search on then enter a name in the **Save as "Saved Search"?** field and click **Search**.

When you next return to the Search page you will find your saved search in the **Custom Search** area. To use an already saved search simply select the search name you wish to use, wait while it loads and then select the **Search** button.

Search Invoices
Did you know you can save search criteria as a saved search?

Saved Searches
Start with a custom search and then save your search criteria in the search results.

Search parameters

Account: All
Invoice Number: Waybill:
Invoice Type: All Status: All
Summary Posting: All
Invoice Date: Start Date: End Date:
Save as "Saved Search"?
Enter a name:

Search

Save as "Saved Search"?
Test

Saved Searches
Start with a custom search and then save your search criteria in the search results.

Custom search
Start a new search with custom criteria
Test

Help

The **Help** menu gives you an overview of everything you need to know about MyBill all in one place.

You can also download the MyBill User Guides and FAQs in English or in your local language. The user guides provide detailed instructions and explanations on how to use MyBill.

Additionally, several tutorial videos have been uploaded and are available for you to watch. These videos cover topics such as how to make a payment, how to set up Autopay, and the role of an AR manager.

DHL MyBill

Dashboard Archive Enrolment Letter of Acceptance Downloads Reports My Account Search **Help**

MyBill Local User Guide
Download the PDF user guide
Download PDF

MyBill Local FAQ's
Your Frequently Asked Questions answered
Download PDF

MyBill Tutorial Videos
How-to videos
Learn More
How to Configure AutoPay
The AR Manager

MyBill Global User Guide
Download the PDF user guide
Download PDF

MyBill Global FAQ's
Your Frequently Asked Questions answered
Download PDF

Help
Everything you need to know about DHL MyBill all in one place
Please note that not all functionality is available for all countries

Need assistance?
Contact your local support office es.queryhandling@dhl.com
Or email us at es.queryhandling@dhl.com

Dashboards

- The Main Dashboard
- Archive** You may **click** the (+) button for more detailed explanation.
- Downloads
- Search

Managing your Accounts

- How to manage your User details
- How to change your password
- Managing users rights
- How to add a user
- How to remove a user
- Who to contact if experiencing difficulties logging into MyBill

View/Downloading Invoices

- How to view/download invoices
- How to view/download Waybills
- How to customize your CSV file.

Making a Payment

- How to setup an account in the Wallet
- How to set up autopay on my account
- Making a payment
 - One-Time Payment
 - Wallet Payment
- How to remove AutoPay from a Wallet account
- Who do I contact if I am experiencing problems making a payment?
- How to use a credit against invoices

Logging a Dispute

- How to log a dispute
- How to delete a dispute
- Overview of disputed Invoices
- Who to contact if you are experiencing problems with your disputes.

How to use Search

- Search parameters
- Saving searches

Please note that not all functionality is available for all countries.

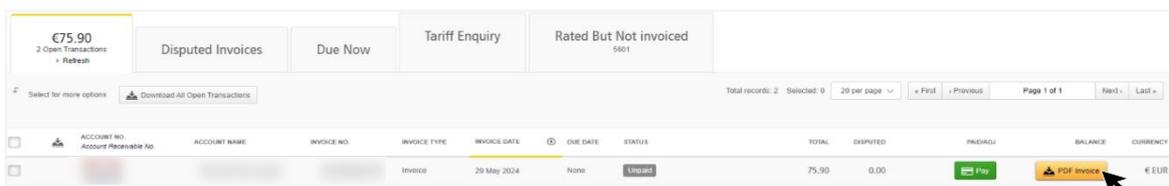
DHL Group

Viewing and Downloading Invoices

There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.

How to view/download a Single Invoice

To download your **single invoice**, simply *hover* your mouse over the **invoice line** and select **PDF invoice**.



or if you would like to download the invoice in a **different format** then simply click on the invoice number, and it will redirect you to the **Invoice screen** shown below.

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

Invoice Number: [redacted] Account Number: [redacted] Invoice Date: 29 May 2024

Download Xml [dropdown] [Pay]

Hover your mouse to the **dropdown menu** and **choose** the preferred format you wish to **download/view**.

You can also download the **waybill copy/commercial invoice/e-pod/customs ppwk** by selecting **Image** button.

INVOICE KEY

- No images available
- Overdue invoice
- Disputed invoice

Waybill Downloads

- AWB
- Commercial Invoice
- ePod

How to view/download Multiple Invoices

To download multiple invoices simultaneously, click on the checkboxes next to the invoices you wish to download and select the Download button that will then appear.

Once you select **Download**, you will be taken to **Download screen** where you will be given options to download your invoices in diff. formats (**CSV, XML**) and other ppwks associated.

Once selection is done, simply click the **Download** button.

Note: If you choose the **Standard CSV** format a **Customize format** button will appear. For further details on how to customize your CSV format go to **How to customize your CSV file** (click [here](#)).

You also have the option to **Concatenate** your invoices so you will have one file containing all selected invoices.

Once your invoices have been downloaded, you will be sent to the **Active Downloads** screen. Recent downloads are stored for a limited period so you may find some of your previous downloads still available. Use the date and the time of download to help identify which is your latest download. Select the **Download Zip file** option to view the invoices.

Active Downloads
All active downloads are available for two days.
You may continue to browse the site whilst downloads are building.

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).

STARTED	DESCRIPTION	TOTAL FILES	RETRIEVED FILES
12 Jul 2024, 10:14 a.m. UTC	Bulk Download	4	4
11 Jul 2024, 4:05 p.m. UTC	RBNi Image - 9813571456	1	1
11 Jul 2024, 4:03 p.m. UTC	RBNi Image - 1428832532	1	1

How to customize your CSV file

Select the invoice(s) you wish to download and select the **Download** button.

Once you **select Download**, you will be taken to **Download screen** appears.

if you only require specific fields, there is the flexibility to customize the file and thus reducing the extract to your specification and displayed in a set order.

To customize the set order, **select** the column header from Selected Columns fields and **drag across** to the "Available columns" field. You can place the columns in the order which best suits your needs.

You may also have export options such as *Sort order*, *Concatenated* & *Use for email attachments*.

In addition, there is the option to **concatenate** (consolidate) the files making it easier to import into your accounting system. Simply **tick** the Concatenated box.

You can also adjust the column order by selecting one of the **Sort Order** options in the Sort Order *dropdown* menu.

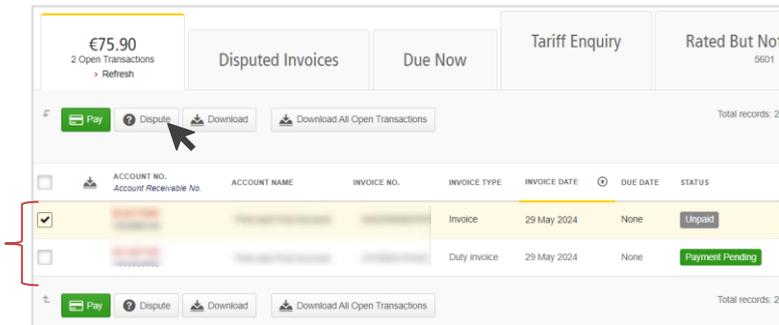
Once you have selected all the columns you wish to include in your customized invoice, you have the option to **save your search parameters** so that these can be used again in the future.

Once all criteria have been completed, click the **Done, apply settings** buttons and it will redirect you to the Download Selection screen where you can download your file.

Logging a Dispute

How to log a dispute

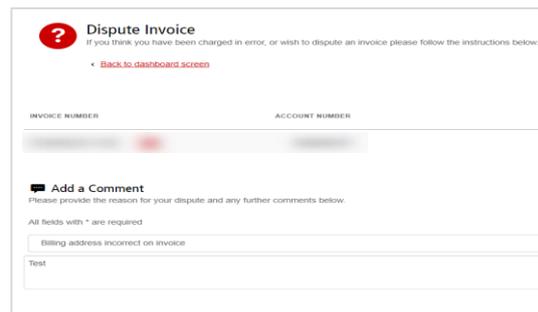
MyBill offers the possibility to log a dispute to an open invoice online.



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.

You will be redirected to the **Dispute Invoice** screen where you can enter the details of your dispute by selecting a dispute reason from the **dropdown menu**.



Entering a description of the dispute in the comment field and clicking the **Submit Dispute** button.

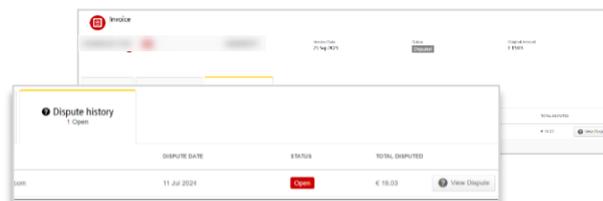
Note: Only one dispute can be logged per invoice. And once you submit a dispute, it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

You will be notified that you have submitted a dispute successfully.



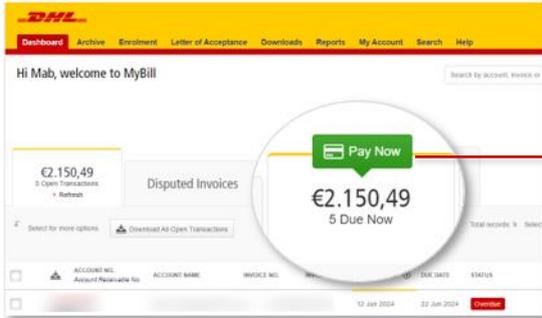
How to update a dispute

Go to the **Disputed Invoices** dashboard and select the invoice you wish to update. Select the **Dispute History** tab and then the **View Dispute** button.

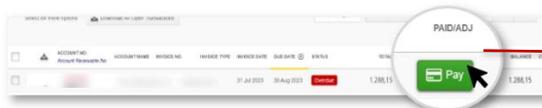


Making a payment

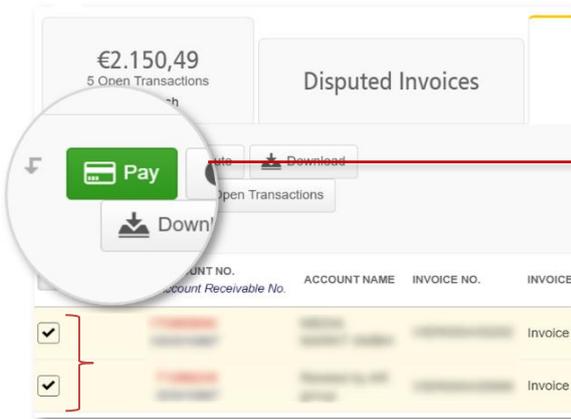
MyBill allows you to make quick and secure payments online:



Invoices can be paid by clicking on **Pay Now** on your Dashboard “Due Now”.

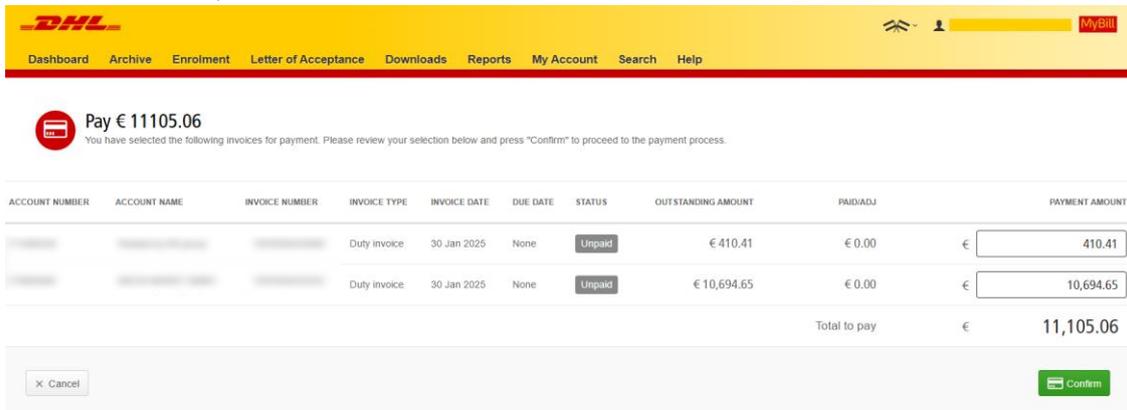


Or hover your mouse over the invoice line and *click* on the **Pay** button that



Or **select** the invoices you wish to pay and then click **Pay**.

All the options above will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details, select **Confirm**.



Following that, you will have two ways to pay: *Pay using My Wallet & One-Time Payment*.

One-Time Payment

Select One-Time Payment

Pay using My Wallet One-Time Payment

One-Time Payment
To complete a one-time payment without saving your payment details, please click the [One-Time Payment] button below.

After selecting One-Time Payment, MyBill will take you to the online payment

Online payment in MyBill: 20240711022009-114
AMOUNT
EUR 78.26

Credit/Debit Card
 Paypal
 Sofort

Select the type of payment method you wish to use, *fill-up* your one-time details and **click Finish and Pay**.

Cancel **Finish and pay**

**Payment method available in the payment screen varies per*

Following payment, you will be returned to the Main Dashboard and see the below message:

Successful Payment Message:

Hi Mab, welcome to MyBill

Your payment was successful. Your transaction reference number is: 20240711022009-114. Thank you for choosing DHL.

Failed Payment Message:

Hi Test, welcome to MyBill

Unfortunately your payment did not succeed. Please consider retrying or contacting your DHL support for assistance.

Note: You may find your DHL support assistance in the **Help** tab section.

Pay using My Wallet

Select Pay using My Wallet and Add Card.

Pay using My Wallet One-Time Payment

Pay using My Wallet
To complete payment using your wallet, select a payment account below and click [Pay Now].

DHL PL

Wallet Empty
Please click the [Add Card] button to save a new card to your wallet.

After selecting Add Card, MyBill will take you to the online payment screen*

Enter the credit card details that you would like to save in My Wallet and **click Submit**.

Credit/Debit Card

Name on Card Visa Test Card

Card number 4111 1111 1111 1111

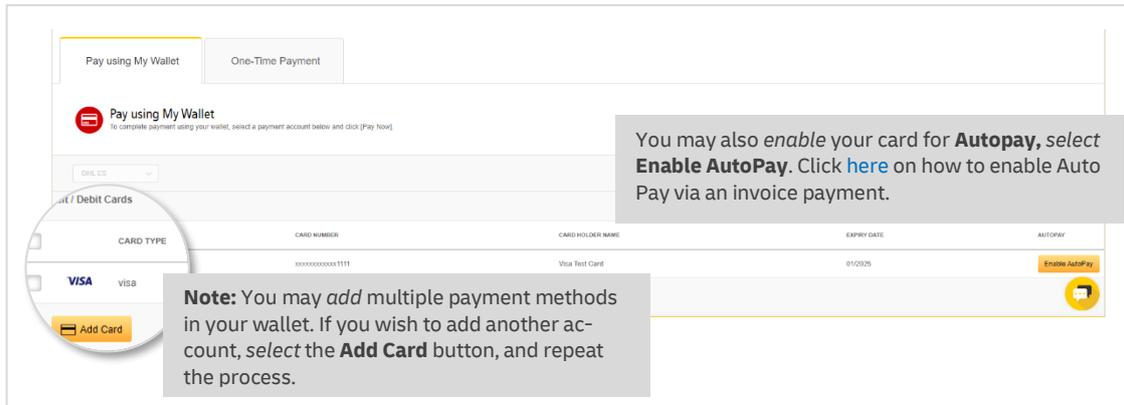
Expiry date 01 / 2025

CVV/CVC 121

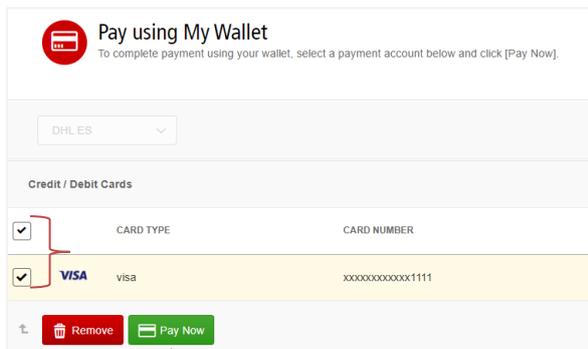
Cancel **Submit**

**Payment method available in the payment screen varies per country.*

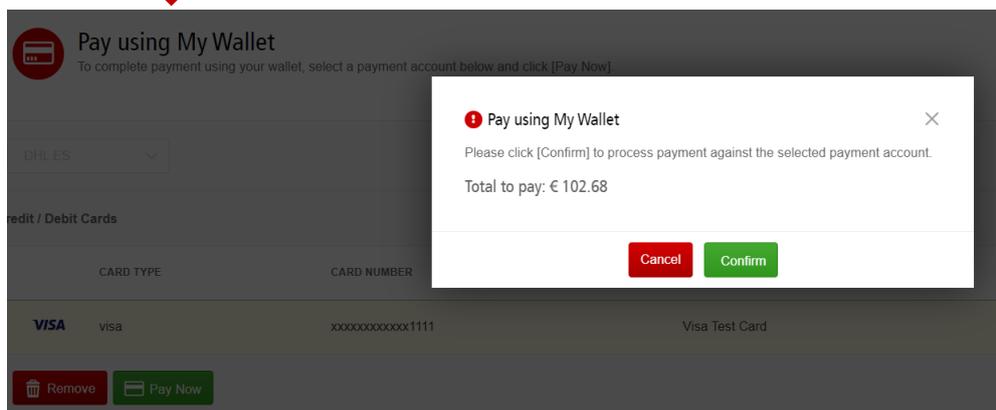
Once submitted, the card will be added in My Wallet. And you may now begin to make payments using your wallet.



Select the card you wish to use for your payment and click Pay Now.



It will take you to below screen to Confirm, click Confirm.



Once confirmed, you will be redirected to below screen, and you will see the following message:



Click Return to Dashboard to go back to Main Dashboard.

Setup My Wallet under My Account

Go to your **My Account** screen and select the **Go to my wallet** button in the **Payment Settings** section.

The screenshot shows the 'My Account' page with three main sections: 'My User Details', 'Change Password', and 'Payment Settings'. The 'Payment Settings' section is highlighted with a callout box containing the text: 'You can manage the payment options for your account. To enable autopay for your account, please select the account number in the list below.' Below this text is a button labeled '> Go to my wallet'.

Select the **Add Card** button.

This screenshot shows the 'My Wallet' 'Add Card' form. A callout box points to the 'Add Card' button with the text: 'After selecting Add Card, MyBill will take you to the online payment screen*'. Another callout box points to the 'Submit' button with the text: 'Enter the credit card details that you would like to save in My Wallet and click Submit.' The form fields include: Name on Card (Visa Test Card), Card number (4111 1111 1111 1111), Expiry date (01 / 2025), and CVV/CVC (121). A 'Submit' button is visible at the bottom right.

*Payment method available in the payment screen varies per country.

Once your payment account has been successfully created, you will be taken back to your **My Wallet** screen, and you will be able to see your added card.

The screenshot shows the 'My Wallet' screen with a table of 'Credit / Debit Cards'. The table has columns for 'CARD TYPE', 'CARD NUMBER', 'CARD HOLDER NAME', and 'EXPIRY DATE'. One card is listed: 'VISA visa' with card number 'xxxxxxxxxxxx1111', holder name 'Visa Test Card', and expiry date '01/2025'. Below the table is an 'Add Card' button. A callout box points to the button with the text: 'If you wish to add another account, select the Add Card button, and repeat the process.'

How to Set up Autopay on Your account

To set up AutoPay, you must have **AutoPay permission** rights on the account. To find out whether you have these rights, go to the **My Account** screen and scroll down to the **My Accounts** overview.

My Accounts
You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts.
To modify your paper delivery preference, please send account number and request via email to es.queryhandling@dhl.com
[Upload new users](#)

Select for more options

Account Receivable Manager

Manage Users

Dispute

Manage Autopay

No email notification

Manage Me

3 Select the **account** on which you wish to set up AutoPay by *clicking* on the actual account number.

2 If **Manage AutoPay** appears in the list, you have the necessary permission to set up AutoPay on your account.

1 Clicking on the **Me** button will prompt a window to appear which will list the **permissions you hold** for each account.

Once you have selected the account you wish to enable the AutoPay. You will be taken to **Account Permission Admin** screen, scroll down until you see the **AutoPay** configuration.

AutoPay
This is where you configure AutoPay for the account.

AutoPay has not been configured for this account.

> Make me AutoPay Admin

Then select the **Make Me AutoPay Admin** button.

You will then be redirected to the Wallet screen.

AutoPay Setup
Select the payment details you wish to use for AutoPay against the account highlighted below.
[Go Back](#)

AutoPay has not been configured for this account.

DHL ES

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
[REDACTED]	[REDACTED]	[REDACTED]	Select... Select... visa xxxxxxxxxxxx1111 (Expires: 01/2025) Confirm

Select your **AutoPay** account and click **Confirm**.

AutoPay
This is where you configure AutoPay for the account.

Confirm AutoPay
By clicking [Confirm], you authorise DHL to automatically bill outstanding amounts to the selected payment account.

You have configured AutoPay for this account and are currently the AutoPay Administrator.

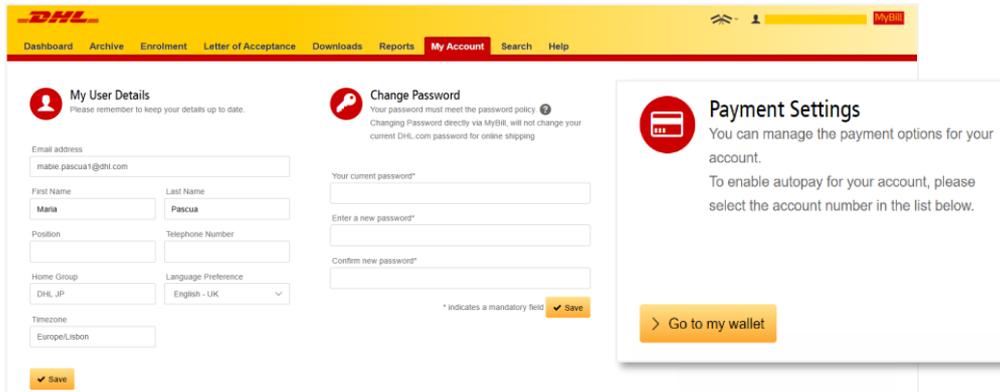
[Configure AutoPay](#) [Cancel](#) [Confirm](#)

Note: The registration of autopay is on billing account level so you **must set up AutoPay for each billing account separately** to ensure all your accounts are billed through this function. The customer can configure multiple payment methods and then link each billing account to the payment method.

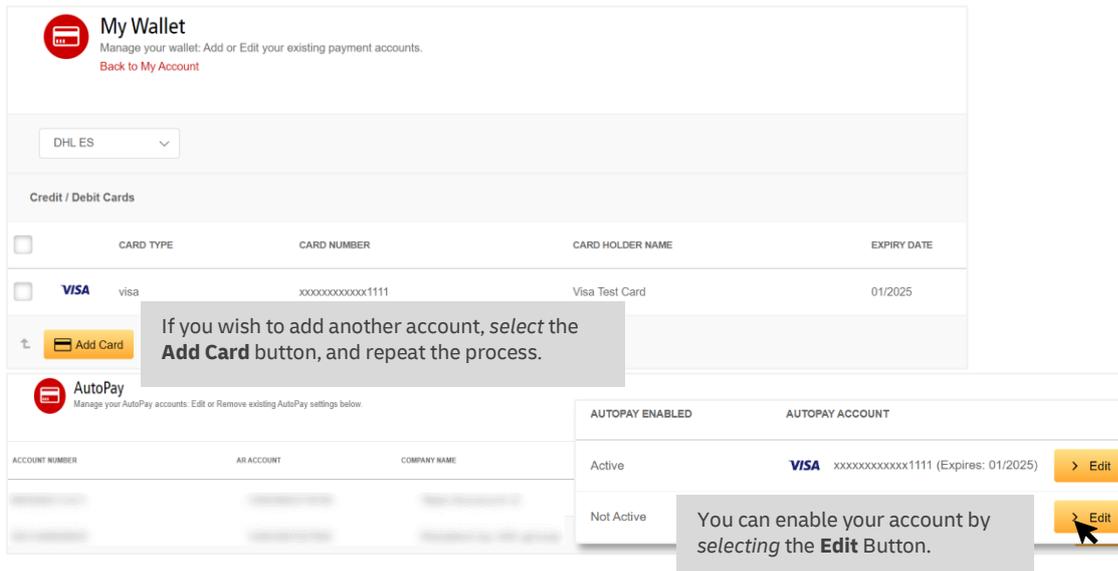
Your account is now Enabled for AutoPay payment.

How to Set up Autopay for Multiple Accounts

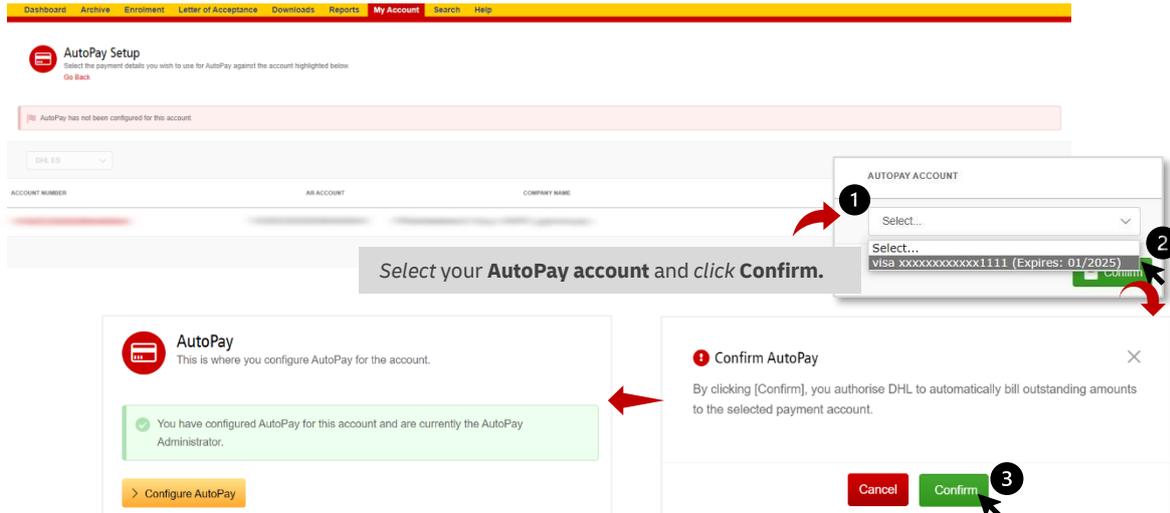
In case there are multiple invoices which are intended to be paid, and customer have more than 1 account number, then all accounts in scope can be enabled for autopay (one by one).



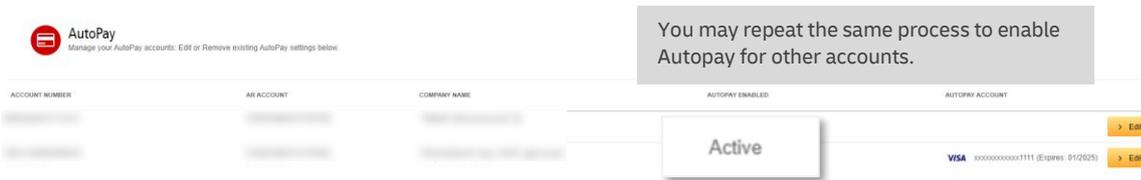
Following screen will show the **list of payment methods** and list of accounts **Active** or **Not Active** for autopay payment. Customer can configure multiple payment methods by *selecting Add Card*. And *enable each account which is Not Active* for Autopay by *selecting Edit*.



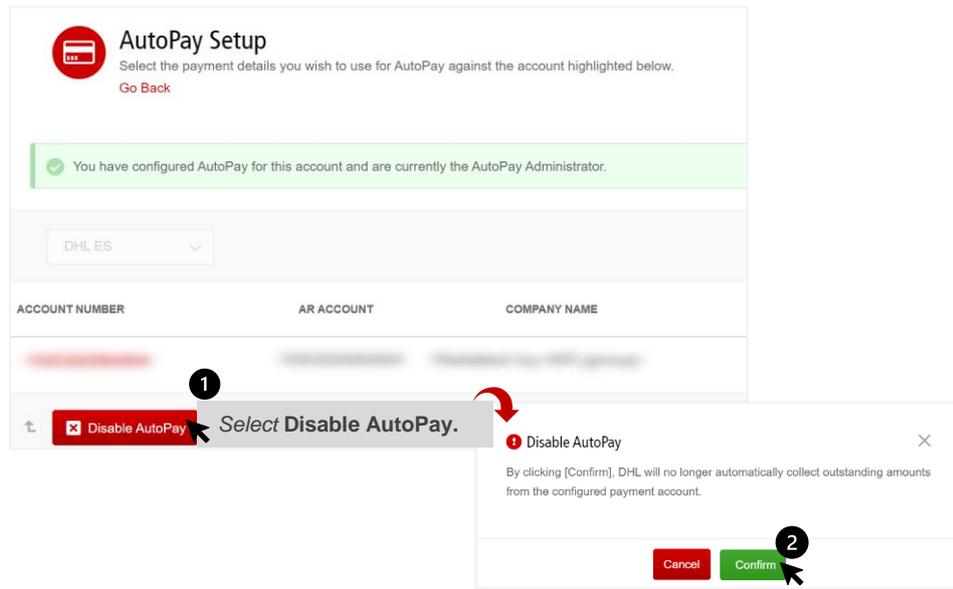
Once **Edit** is selected you will be redirected to below screen to select the type of payment method you wish to use for Autopay. Once payment method is selected you may continue and *click Confirm*.



Once confirmed. The account which was been enabled will change to **Active** status.

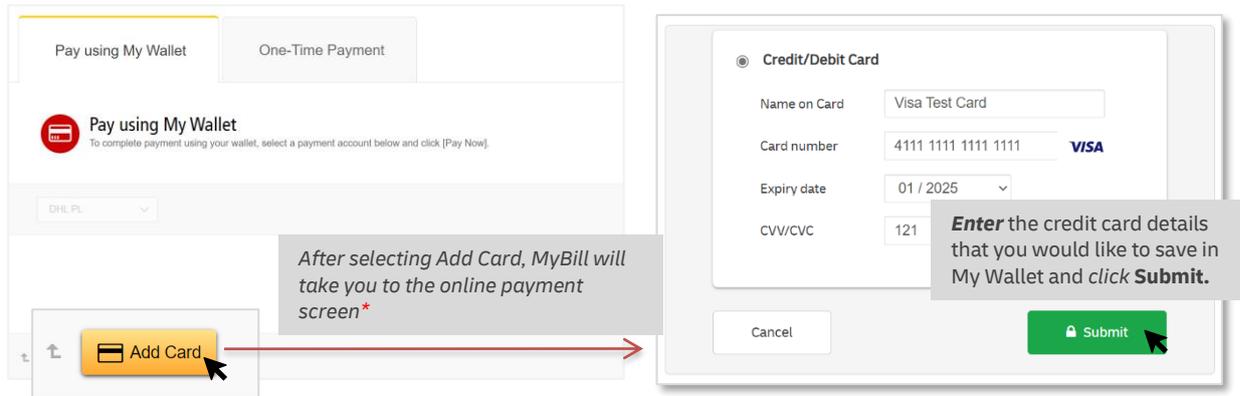


To **disable** Autopay, you may re-select the **Edit** button and you will be taken to below screen.



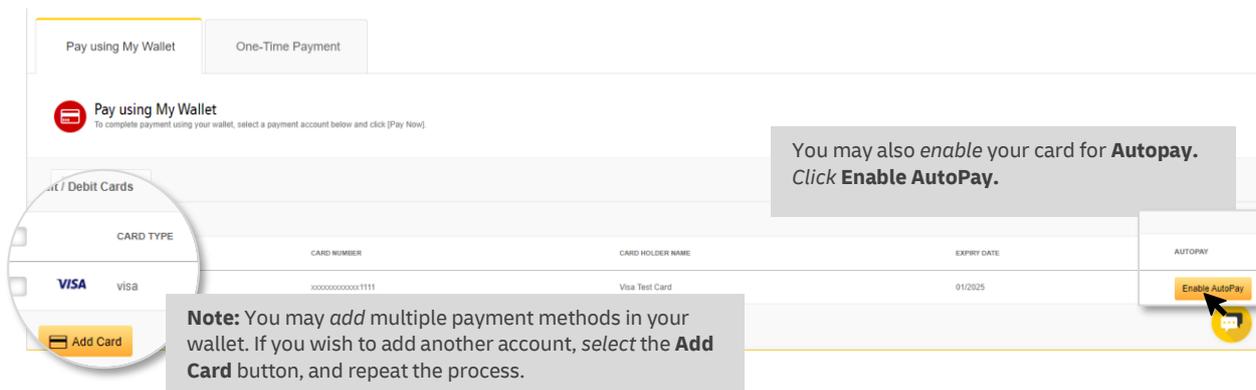
Once confirmed. The account which was been disabled will change to **Not Active** status.

Select an invoice for payment and select **Pay** using My Wallet and Add Card.

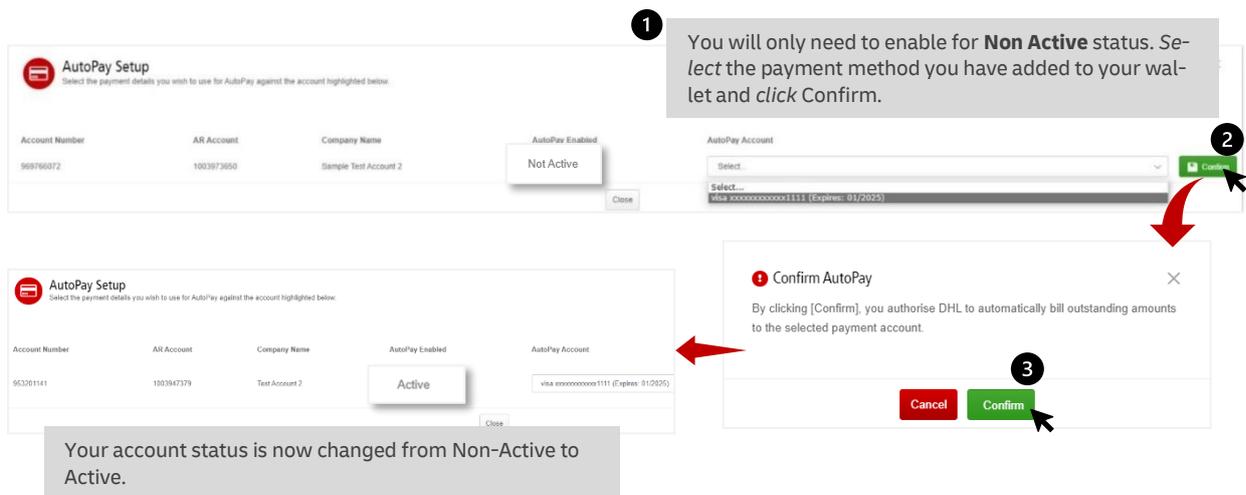


*Payment method available in the payment screen varies per country.

Once submitted, the card will be added in My Wallet. And you may now begin to make payments using your wallet.



You will be redirected to below screen; you will be able to determine if your account is enabled by checking on AutoPay Enabled Status: Active or Not Active



MyBill Password Auto-Expiry

To **comply** with security policies and **enhance** the security of MyBill, an auto-expiration feature for passwords has been introduced.

The **default** password expiration period is set to **90 days**.

10 days before the expiration date, the customer will receive the following:

- ✓ **Expiry Warning Message on Screen:** This message will indicate how many days remain until the password expires.
- ✓ **Email Notification:** This email will remind the customer of the upcoming expiration and include a link to reset the password.

Change Password

Your password must meet the password policy. ?

Password Policy

- Password minimum length = 8
- Password must meet 3 of the 4 conditions (upper case / lower case / numeric / special)
- The password cannot be any of the last 12 passwords used
- Obvious keywords will not be permitted, i.e. dhl, password, hub, anything from username
- Password must be changed every 90 days

Your current password

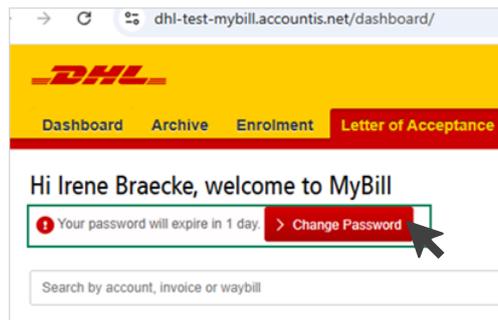
Enter a new password

Confirm new password

If the customer **does not reset their password** within the **10-day period**, they will be notified that their password has expired the next time they attempt to log in, and they will be **required to initiate** a reset before they can access their account.

Expiry Warning Message on Screen:

This message will indicate how many days remain until the password expires.



Email Notification:

This email will remind the customer of the upcoming expiration and include a link to reset the password.

From: dhl.test@accounttis.com
Sent: 05 February 2025 09:46
To: dhl.test@accounttis.com
Subject: Your MyBill Password will soon expire

EXCELLENCE. SIMPLY DELIVERED.

THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY TO THIS EMAIL.

Dear venkat_chanumolu@dhl.com,

Your MyBill password is due to expire in 1 days and will expire automatically.

Please log into [MyBill](#) to reset it before it expires.

Please do not reply to this email, it is used to send automated emails and is not monitored for replies. If you have any questions, please contact DHL Billing Support.

The DHL MyBill Team

Change Password

Your password has expired. You must change your password before you can continue using the system. Please change your password below.

New Password:

Re-enter new Password:

[Change Password](#)

Password Policy

- Password minimum length = 8
- Password must meet 3 of the 4 conditions (upper case / lower case / numeric / special)
- The password cannot be any of the last 12 passwords used
- Obvious keywords will not be permitted, i.e. dhl, password, hub, anything from username
- Password must be changed every 90 days

Missed to reset your password:

If the customer **does not reset their password** within the **10-day period**, they will be notified that their password has expired the next time they attempt to log in, and they will be **required to initiate** a reset before they can access their account.

<https://dhl-test-mybill.accounttis.net/expired/>

Change Password

Your password has expired. You must reset your password before you can continue using the system.

[Request password reset email](#)

Note: Once "Request Password Reset Email" is selected, you will be redirected to the "Change Password" screen.