

DHL EXPRESS MYBILL USER GUIDE

Global Order to Cash





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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/

Login to MyBill	New to MyBill?
Email address	Our MyBill website is easy to use and requires no training. You can use it to view and pay new e-invoices, search
Password	through archived invoices and import invoice data directly into your accounting package.
> Forgotten password?	> Sign-up to MyBill

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

Login to MyBill	New to MyBill?
Email address	Our MyBill website is easy to use and requires no training. You can use it to view and pay new e-invoices, search
Password	through archived invoices and import invoice data directly into your accounting package.
Forgotten password? Login	→ Sign-up to MyBill
Please select your country a and we'll direct you to the correct regis	and enter your account number \times
Please select from	×
Please select from	

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:

REGISTER AND GET STARTED WITH Register your account The MyBill hub gives you access to your DH Language preference* Spanish	Invoices and the facility to make payments on-line. You must the	e an existing DHL Express customer to register - it only takes a few minutes Voir DHL Account Number* 20120457 Presser register one account at a time. Once the 'Save and Continue' button is cick opportunity to register additional accounts.	ed, you will have the
Here you will be a lowing information Language language the DHL M Your DHL Company Details Company Details Company Name Company address of three line address. Town/Cit company Postcode code for y	Asked to provide the fol- on: Preference: The you prefer to use to view AyBill system. Account Number Name: Your Company Address: The postal f your company; up to s are provided for the y: The town or city your is located in. /Zip: The postcode or zip our company's address.	 Contact Details These details refer to the person is should be contacted regarding in First Name: Contact's first Last Name: Contact's last Telephone Number: The telephone number. Position: The Contact's pwithin your company. Email Address: The Contact within your company. Email Address, this will be send them electronic involution documents and notificati Confirm Email: The same address again to confirm has been correctly typed 	who voices. st name. contact's cosition act's e used to oice ons. e email that it
Company details Company kanne* Company Address Company Address Address Rev 1 Address Rev 2 Address Rev 2 Address Rev 2 Country Country Countact details First Name* Tetrophone Numeex*	VKT Number VKT Number Postcode / Zp* Date / Region / Province Last Name* Postcode / Zp*		Control of the second s



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.

Your last DHL bill Latest DHL Invoice Number		The first check box states that you are h per invoices and only electronic MyBill sys do this, please leave	is checked by default and appy to stop receiving pa- y receive invoices via the tem. If you are happy to this box ticked.
 I acknowledge that by checking the line of the DHL Terms and C I agree to the DHL Terms and C 	his box, I agree to receive DHL invoices in electronic form only and I not The second box is not checked by d you agree to the DHL Terms and Co the terms and conditions by clicking Conditions' text next to the check bo new tab or window depending on yo settings. You must tick this box befor with your sign-up to MyBill.	onger will receive paper invoices. efault and states that nditions. You can view g the red 'Terms and box. This will open in a bour internet browser ore you can progress	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 dis-



played on the confirmation where the text <email address here> is shown in the image.

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 Ac-***ceptance, Downloads, Reports, My Account, Search and Help.*



The Dashboard

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

DHL				*	1	MyBill
Dashboard Archive Enrolment Letter of Accepta	ince Downloads Rep	ports My Account	Search Help			
Hi Mabie, welcome to MyBill				Billing System	ERPAC	ount
Search by account, invoice or waybill			۹.	All	~	
				Statement of Account		
New message for DHL Customers Helio and veicome to MyBilli This is a new e-billing and pa DHL Express UAE (DHL AE) 31 Jan 2025 View Message 1 2 (393,443,18	yment system designed to help y PRV Mow C395, 728, 15	you review and pay your in	voices. If			
Refresh Disputed invoices	33 Due Now		0001			
3 Select for more options			Total records: 2907 Selected: 0 20	e First e Previous	Page 1 of 146	Next > Last »
ACCOUNT NO. ACCOUNT NAME INVOICE NO.	. INVOICE TYPE INVOICE D	DATE ④ DUE DATE	STATUS	TOTAL DISPUTED	PAID/ADJ BALA	NCE CURRENCY
	3 Invoice 24 Jun 20	2024 8 Aug 2024	Unpaid	217.19 0.00	0.00 217	.19 złoty PLN
	Invoice 24 Jun 20	8 Aug 2024	Payment(s) in progress	598.14 0.00	598.14 0	.00 złoty PLN

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, <u>DCT (dhl.com)</u> 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 **State-ment 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.

Archive	Enrolment	Letter of Acceptance	Downloads	Reports	My Account	Search	Help
elcome	to MyBill						
.48					Tariff E	inquiry	
ash	Dis	puted Invoices	Due I	Now			
m							
		~					
	448 teactions seh	48 meteore to MyBill deteore tectors teactors m	Archive Enrolment Letter of Acceptance elecome to MyBill Basedone m m	Archeve Enroment Letter of Acceptance Downloads elecome to MyBill 48 bisedons bisputed Invoices Due I m	Archive Renoment Letter of Acceptance Downloads Reports relecome to MyBill 488 Disputed Invoices Due Now m	Archive Enrorment Letter of Acceptance Downloads Reports My Account elecome to MyBill 48 Disputed Invoices Due Now Tariff E m	Archive Enrorment Letter of Acceptione Downtoads Reports My Account Bearch elecome to MyBill

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)

from			f
ingin Country'		0	estination Country'
	~		
igin Zip		D	estination Zip Code
pin City"			ectivation Oty*
in Suburb		D	estination Suburb
			~

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).



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.



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 down	nload has started. You i	nay wait for it	to complete	or navigate away fi	rom this sc	een and use the	'Downloads' p	age to track its progre	ess.					
LING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	CREATION DATE	VIEW
		Р	9.50 B	27 Sep 2023	PUS	TYO	JPY	16,270.00	0.00	0.00	0.00	76,131.00	13 Dec 2023, 12:15 p.m.	View Image 📥 Track
		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.	



Title Bar

The **Archive screen** is an overview of all invoices that have been paid orclosed. 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.

2 Da	shboar	d Archive E	Enrolment Lo	etter of Acceptanc	e Downloa	ads Reports	My Accour	nt Search	Help
	9	Archive Click on an invoice fo	or more details and	options. Can't see the	invoice you're lo	oking for? Try the se	sarch tool below		
٩	Search			All stat	us			~ A	ny type
₽ s	elect for	more options				Total records:	26 Selected: 0	20 per page	~
	*	ACCOUNT NO. Account Receivable N	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	
				VLCR000827253	Invoice	27 Jun 2022	27 Jul 2022	Closed	
				VLCR000824831	Involce	6 Jun 2022	6 Jul 2022	Closed	

shboard Archive Enr	olment Letter of Acceptance	Downloads Reports	My Account	Search	Help	
Reports Select a report to continu	в					
isputes Report earch for Customer Disputes	Counter Sector					
onsolidated CSV Report onsolidate and Email CSV Files	Search parameters		Prof Data"			
	A					
Consolidated CSV Sear	Invite: Type		Ning System*			
	AI	~	Select		~	
Invoice Number	Invoice Status All	~	Start Date*	End Date*		
> Generate Report * indicates a mandatory field						

go to the Logging a Dispute section (click *here*)

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

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.

DHL							AR 1 MVBI
Active Dow	nloads	er of Acceptance	Downloads	Reports My Account	Search	Help	How do I create downloads?
All active download You may continue	s are available for two d o browse the site whitst	ays. downloads are buildin	a				ACME Company Ref.
* All ~	Filter	Total records 1	LES RETRIEVED	Page 1 of 1	Next	ISI »	e 📥 Download
31 Jan 2025, 11:16 a.m. UTC	Bulk Dowr	t beol	1	📥 Download	X Cancel		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).
t	Total records: 1	20 per page $ \sim $	« First « Previou	rs Page 1 of 1	Next) L	est »	

For more details on how to download invoices, go to the <u>Viewing/Downloading</u> 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.

Dashboard Archive Enrolmer	nt Letter of Acceptance Downloads Re	ports My Account Search Help	Note: Cou should cor	ntries that are n ntinue using the	ot yet deployed on MyBill manual LOA template.
Letters of Accepta View and submit letters of acce E+ Submit new letter of acce You have not submitted any letters of accept	nce planee for your accounts pplanee		Select the stress the eLOA f	Submit new let orm.	ter of acceptance and fill-up
DHL Express	entance	Customer name count and name	e and account: from the drop	Mandatory to s odown list.	elect an ac-
CONFIRMATION We herewith confirm the Company Name:*	at we	Customers are c counts that their	only allowed to r email addres	select/insert of s is associated v	ne of the ac- vith.
Please select an ac	count from options below (For inte	rnational shipments please select y	our International DHL a	account number)	
Agree to approve / pa All transport cha All duty and/or T Both transport a Return Shipment Shipment dispos Shipment redire	y: (please tick as appropriate)* irges fax charges ind duty and/or Tax charges it to origin sal ction to a different location	Mandatory to s Note: Return to posal & Shipma ent location is s Not Invoiced.	select one of t Origin, Shipm ent redirection set to Shipmer	the options. nent Dis- 1 to a differ- 1t Status:	Waybill number(s): Mandatory to provide. System will not allow if the Waybill number is less or more than 10 dig- its. In case you have more than four waybills select
For the following shipm Waybill number(s)	ent(s)			Ξ+ Add waybill(s)	(+ Add waybills). Maxi- mum of 10 waybills per eLOA form.
PAYMENT / CONTAC Please bill all charges to Account Number*	T INFORMATION o our local or internal DHL Expre Account Number	Shipment Status:*	i nal Account O try code of origoner should se	Dwning Country ginal billing cou elect their own o Original Account Own	: Mandatory to select the ntry. In case of local eLOA country code.
	is auto populated.	Please select Shipment Stat	tus from optio 求	Please select origin	nal account owning co 🔻 '
For the provided service	e of, change of billing, a fee may	apply as per billing country publi	ished service fee rates	ment status: M	andatory to select one on-
Contact Name:* Maria Pascua Contact Role:* Contact E-mail address mabie.pascua1@dhl. Contact Phone Numbe	ontact Name:* Contact Information is auto pop Maria Pascua ulated. ontact Role:* Note: Blank details are not in- setted in your account. Go to you Maria Pascua to be the details accordingly			from the dropdo Invoiced: the sy pric email of Cus iced but not Pai A to generic ema iced and paid: t	stem will send the eLOA to tomer Service id: the system will send the ail of Query Handling he system will send the
SIGNATURE			eLUA	A to generic ema	all of Query Handling
Date: 11 Jul 2024	Signature is ma	ndatory to tick the bo o populated by system	DX.	DHL Express - Exc	cellence. Simply delivered.
As per DHL Express Te after the shipment date those related to return, applicable and due for	erms & Conditions, please be awa . Also Please take note that you v redirection, or shipment disposal payment.	ire that change of account is only vill be held liable for any additiona . In the event Customs amendmen	permissible for unpaid I freight and duty/tax cl nt is required (post clea	invoices and must be sub harges incurred during th arance modification), an a	mitted within two months i initial shipment, as well as dditional fee may be
X Reset Form	Submit Once eLC	0A form is filled-in yo	u may select S	iubmit.	-



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.

	Letters of Acceptan View and submit letters of accept	ICe stance for your accounts			
	E+ Submit new letter of acce	ptance			
_					
0	Please note that we have initiated	processing of your request. Should additional information of	or clarification be required regard	ing your request, w	e will contact you promptly via email.
F ACCOUNT NO.	ACCOUNT NAME	ORIGINAL ACCOUNT OWNING COUNTRY	 SUBMITTED 	STATU \$	ACTIONS

Enrolment

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

_DHI	L							*	• ± -
Dashboard	Archive Download	Is My Account S	earch Help						
Cu	ustomer Enrollme	nt o MyBill							
Q Search by c	ustomer email	You can Report	also downlo which will sh	oad the Custom Now you all cus	ner Enrolment tomers waiting			Any Country/System	n 🗸 📏 Sei
لله Downlo	ad Customer Enrolment Report	t			Total records:	20 per page 🐱	« First Previous	Page of	Next > L
CONTACT NAME	EMAIL	TELEPHONE NUMBER	ACCOUNT NUMBER	ACCOUNT NAME	BILLING SYSTEM		REQUEST DATE	ACTIONS	
Test AR	test_AR@abc123.com	123456789			IBS+ (DHL Express	Japan, DHL JP)	18/07/2023	> Approve	> Reject
r									

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.

Should you wish to change your user details such as your <i>email ad-</i> <i>dress, phone number or</i>	Dashboard Archive My User De Please rememb Email address mabie pascungdwl.com First Name Mabie Posticen	Enrolment Letter of Acce tails r to keep your details up to date. Last Name Precsa Talephone Namber	ptance Downloads Reports My Account Search Image: Comparison of the password freed, the password policy, Comparison of the password policy, Comparison of the password policy, Comparison of the policy of the password policy, Comparison of the policy of the password policy, Comparison of the policy of the poli	Help For an inner Constitution Payment 13 To can inner income the account in the accoun	nt Settings wrage the segment options for your adaptor for your account, plases select if writer in the lat below. You can manage the payment options for your account. For more datails, plases click here		
language preference this	Home Group	Language Preference	Confirm new password*		details, please click <u>here</u> .		
Account screen. Alter	Timezone		* indicates a mandatory field <				
You can also choose the CS	SV Decimal Se	eparator.	see the Change Pass need to confirm your well as enter your new successfully create a	word section current pass w password t new passwor	. You will word as wice to rd.		
W System Settings 20 Decembro Decide Totol Genet	×		Wy Accounts You can have one or more or To modify your paper deliver ▲Upload new users	ompany accounts associated wil y preference, please send accou	h your user profile. You may also invite other users to your Account number and request via email to rechnung al@dhl.com		
Wy System Settings 90 bonut Sounder Overde Entity Debut	× Save		Wy Accounts To can have one or more of To modely your paper deliver Lubiod new users	ompany accounts associated will y preference, please send accou	h your user profile. You may also invite other users to your Account number and request via email to rechnung ali⊜dhLcom		
Wy System Settings Wy bare bound bound to the settings To bound bound to the setting D Open Invoice Summary To A set the	e dane		My Accounts Vor can have one or more or To mostly your paper deliver Lyboad new users Select for more options Account NUMBER @ AR ACCOUNT	ompany accounts associated wit y preference, please send accou	h your user profile. You may also invets other users to your Account number and request via email to rechnung ali@dht.com		
My System Settings If Dama Search Counts Tomore Search Counts Open Invoice Summary Den Invoice Summary MX 27238	70%, 048.048		My Accounts Vor can have one or more or To modity your paper deliver Lyboad new users Select for more options Account NUMBER @ AR ACCOUNT	ompany accounts associated wit y preference, please send accou	h your user profile. You may also invels other users to your Account number and request via email to rechnung ali@dht.com		
My System Settings Count Search Overse Count Search Overse Open Invoice Summary N. NAMMER EX272.13	1004.048.04 004.09 4272.19		My Accounts Vor can have one or more or To modify your paper deliver Lipited new users Select for more options Account NUMBER ③ AR ACCOUNT	ompany accounts associated with y preference, please send account net company name	h your user profile. You may also invels other users to your Account int number and request via email to rechnung ali@dht.com		
Wy System Settings Core Dennis However Owners Core Dennis Open Invoice Summary Konz 2792,9 Kanzer Konz 2792,9 Kanzer Konzer Konzer	F Base TOPAL ORE ORE ROR 0.50 42.722.13 ROR 0.59 ROR 0.59	80 DM1	My Accounts Vor can have one or more or To modify your paper deliver Lupicad new users Select for more options Account NUMBER @ AR Account	ompany accounts associated with y preference, please send accounts nt company name	h your user profile. You may also invite other users to your Account nt number and request via email to rechnung al@dh.com		



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 / Account Receiv Manage and view user per You may also remove user As an AR Manager you may	Admin - Related by AR gr able Number - missions. rs from the account, and change their eme ay grant or remove the permission for othe	oup - Il delivery preference. r users to access Account Receivable Group. F	or removing your own AR Manager perm	ission please contact other AR Managers attach	ed to account or DHL.
Note: AR Managers will au	utomatically be granted the Manager User	permission. To detach an AR Manager from acc	ount their AR Manager permission has to	be removed first.	
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPAY	AR MANAGER
mabie.pascua@dhl.com	Mab	•	~	•	
✓ Save					Add new user
> Back to My Account			Click Add new use user you wish to a	r and <i>enter</i> the email dd and <i>click</i> the Cont i	address of the inue button.

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

You will be ro has been suc	edirected back to cessful.	o the Account U	sers Admin	screen where you	ı will be advise	ed whether your request				
Account U Account R Manager and view You may also rem As an AR Manage	Account Users Admin - Related by AR group - Account Receivable Number Manage and view user partitioners Xia user partitioners You may also remove users from the account, and change their email delivery performence Xia 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 Manage	rs will automatically be granted the M	anager User permission. To detach	an AR Manager from accoun	I their AR Manager permission has to b	e removed first					
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPAY	AR MANAGER	MAIL DELIVERY PREFERENCE				
mable pascua@dhl com	Mab	✓	•			Email - PDF and link v				
Helic@Test.com	X Remove					Email - PDF and link 🗸				
✓ Save V > Back to My Account d	When you hover, nove button will l elete the user.	you mouse to tl appear. <i>Click</i> th	ne user's nam ne Remove b	ne a Re- utton to	Le Add new	lixer				



Search

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

Search Invoices Did you know you can save search criteria as a saved search?		customize your Search ters as well as save th	h param em for fu	e- you wish to search on and se- lect the Search button.		
Saved Searches	Q Search parameters	ture use.		Ausilable coarch parameters		
with a custom search and then save your search criteria in the search results.	Account			include:		
0	Invoice Number		Waybill	Account		
No saved searches	Invoice Type		Status	Invoice Number		
Use custem search to create a new saved search	AI	~	AI	Waybill		
	Summary Posting All	~		Invoice Type		
				Summary Posting		
	Start Date		End Date	Status		
				Start & Enu Dates		
	Save as "Saved Search"					
	Entur a name					
If you want to save your se select the parameters you then enter a name in the S Search"? field and click S	earch parameter wish to search o ave as "Saved earch.	rs, on				
•		Saved Searches				
Save as "Saved Search"?		Start with a custom search and then save	your V	Vhen you next return to the Search		
Test		search criteria in the search results.	р	age you will find your saved search in		
		Custom search Start a new search with custom criteria	ti ri s	he Custom Search area. To use an al- eady saved search simply <i>select</i> the earch name you wish to use, wait		
			V	while it loads and then <i>select</i> the Search button.		



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.

Dashboard Archive Enrolment Letter of Acceptance Downloads Reports My A	Account Search Help	MyBill
MyBill Local User Guide Download the PDF user guide > Download PDF Download PDF	torial Videos deos lore Configure AutoPay Manager	ide wilde WyBill 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.queryha Or email us at es.queryhandling@dhl.com	ndling@dhl.com
⊤⊢ashboards	Making a Payment	Please note that not all
+ The Main Dashboard	How to setup an account in the Wallet How to set up autopay on my account	for all countries.
Archive You may click the (+) button for more de- tailed explanation.	Making a payment One-Time Payment	
Downloads Search	Wallet Payment How to remove AutoPay from a Wallet account	
Managing your Accounts	 Who do I contact if I am experiencing problems m How to use a credit against invoices 	naking a payment?
How to manage your User details How to change your password	Logging a Dispute	
Managing users rights	How to log a dispute Junute delete a dispute	
+ How to add a user	How to delete a dispute Overview of disputed Invoices	
How to remove a user The contact if experiencing difficulties logging into MyBill	\oplus Who to contact if you are experiencing problems w	vith your disputes.
View/Downloading Invoices	How to use Search	
How to view/download invoices	+ Search parameters	
How to view/download Waybills	+ Saving searches	
+ How to customize your CSV file.		



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**.

€75.90 2 Open Transactio → Retresh	Disputed Invoices	Due Now	Tariff Enquiry	Rated B	ut Not invoiced					
F Select for more option	s 📥 Download All Open Transactions					Total records: 2 Selected: 0	20 per page \sim	e First : Previous	Page 1 of 1 Ne	d > Last s
Accor	NT NO. ACCOUNT NAME If Receivable No.	INVOICE NO.	INVOICE TYPE INVOICE I	IATE ① DUE DATE	STATUS	TOTAL	DISPUTED	PNIDIADJ	BALANCE	CURRENCY
			Invoice 29 May 2	024 None	Unpaid	75.90	0.00	E Pay	PDF Invoice	€EUR

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.

The full detail	ils of this invoice are a	wailable within the P	DF download below.					ا 🛞	No images availal:	ole
Invoice Number			Account Number		Invoice Date 29 May 2024		Overdue invoiceDisputed invoice			
📥 Download Xml 🕓	Pay	Hover y	our mouse to th ferred format yo	ne dropdown ou wish to do y	menu and a wnload/vie	choose w.				
+ n	Journload									l
¥ Wayt: _{Downlos}	Download pad Xml	te history	 Dispute history 				You ca waybi voice/	in also Il copy e-pod	download t y/commerci	he i al in- pwk
★ Wayt Downloa Select for mo Downloa	Download pad Xml pad Pdf	e history	 Dispute history 				You ca waybi voice/ by sele	in also Il copy 'e-pod ecting	download t y/commerci l/customs p Image butto	he i al in- pwk on.
★ Wayt: Downlow Select for mo Downlow Downlow Downlow	Download pad Xml pad Pdf K pad CSV pad Standard CSV	ze history	Dispute history			DOWNLOAD	You ca waybi voice/ by sele	In also Il copy (e-pod ecting X Way	download t y/commerci l/customs p Image butto	he i al in- pwk on.
★ Wayt ↓ > Wayt ↓ Downloa ↓ select for mo ↓ Downloa ↓ wayt ↓	Download Doad Xml Doad Pdf R Doad CSV Doad Standard CSV Doad Standard Excel	ze history) weight	Dispute history	SENDER		DOWNLOAD	You ca waybi voice/ by sele	in also II copy (e-pod ecting X Way	download t y/commerci l/customs p Image butto	he ial in- pwk on.



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.

Dashboard Archive Enrolment Letter of Acceptance Downloads	Dashboard Archive Enrolment Letter of Acceptance Downloads Reports
Hi Mabie, Once you select Download , you will be taken to Download screen where you will be given options to download your invoices in diff. formats (<i>CSV</i> , <i>XML</i>) and other ppwks associated.	Correction C
2 Open Transactor Server Ute Download	Select DHL Express Downloads PDF Invoice Standard CSV Concatenated Customise Format
A A BINYCICE NO. SINYCICE NO. SINYCI	 XML CXML CXML CXML CXML Waybill / Commercial Inv Export Justification (NBF Transaction Report You also have the option to Concatenate your in-
	voices 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.

Dashboard	Archive	Enrolment	Letter of Acce	ptance	Downloads	Reports	My Account	Search	Help
All You	ctive Dow active download a may continue	vnloads ds are available to browse the s	e for two days. site whilst downloads a	are building	ł				How do I create downloads? You can build downloads within the Archive or Search facility
۲ All	~	Filter	20 per page v Total records: 3	« First	< Previous	Page 1 of 1	1 Next	> Last »	e 🛓 Download
STARTED		DESCRIPTION	i i	TOTAL	FILES RETRIEV	ED FILES			
12 Jul 2024, 10:1	14 a.m. UTC	Bulk D	ownload	4	4	*	Download	X Cancel	With a list of invoices available, simply tick those you wish to download and then press the Download button to start building you
11 Jul 2024, 4:05	i p.m. UTC	RBNI I	mage - 9813571456	1	1	*	Download	X Cancel	download file(s).
11 Jul 2024, 4:03	p.m. UTC	RBNI I	mage - 1428832532	1	1	*	Download	X Cancel	
t	Total	records: 3	20 per page 🗸	« First	< Previous	Page 1 of 1	1 Next	> Last »	i



How to customize your CSV file

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

	Dashboard Archive Enrolment Letter of Acceptance Downloads Reports	
Hi Mabie, welcome to MyBill	Download Selection	if you only require specific fields, there is the
Once you <i>select</i> Download, you will be taken to Download screen appears.	E Download Preferences Please select your download preferences below Please note: Summary Positing information, indicated by is only available in the Transaction Report. No hardwin downloader can be artifacted in the Melli for thates reports.	flexibility to customize the file and thus re- ducing the extract to your specification and displayed in a set order.
CT5.90 1 Open Topen Top	Select DHL Express Downloads PDF-Invoice Standard CSV Standard CSV Standard CSV Attack Odd Whybit / Commercial Invoice / Entry Documents Export Auslification (NBR)	CSV Configuration
E Dispute Disp	Transaction Report	To customize the set order, <i>select</i> the col- umn header from Selected Columns fields and <i>drag across</i> 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	 Export options Sort order 	You can also adju ing one of the Sor der <i>dropdown</i> me	st the column r t Order option enu.	order by select- ns in the Sort Or-
the option to concat - enate (consolidate) the files making it easier to import into your accounting sys-	Please select the order in which invoice data is to be list export. By Product, followed by Origin		ted within your	
tem. Simply tick the Concatenated box.	 E+ Concaten produces one type. Downloa invoice types) download - one We for et Save all settings TEST 	E+ Concatenated produces one CSV file containing multiple invo type. Downloading CSVs of different structures invoice types) will generate separate files within download - one file per CSV structure. Use for email attachments Save all settings for later? TEST		we selected all the u wish to include in hized invoice, you tion to save your meters so that e used again in the
Once all criteria hav	✓ Done, apply setting the been complet	ed, click the Done ,	ancel	s buttons and it



Logging a Dispute

How to log a dispute

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

2.0	€75.90 Open Transactions → Refresh	Disputed Invoices	Due M	low	Tariff Enqu	iry	Rated But Not
f 🔳	Pay O Dispute	📩 Download All C	Open Transactions				Total records: 2
	ACCOUNT NO. Account Receivable	No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DAT	E STATUS
~		The second second	-	Invoice	29 May 2024	None	Unpaid
				Duty invoice	29 May 2024	None	Payment Pending
t 📰	Pay 2 Dispute	📥 Download All C	Open Transactions				Total records: 2

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.

C Dispute Invoice If you think you have been charged in error, < Back to dashboard screen	or wish to dispute an invoice please follow the instructions below:
INVOICE NUMBER	ACCOUNT NUMBER
Add a Comment Please provide the reason for your dispute and any furthe All fields with * are required	r commenta below.
Billing address incorrect on invoice	
Test	

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.

Dispute with case_id 000082361185 for invoice with number has been successfully created.

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.

(B) Invoice		innachán Zh SquitZh	Tela Roman	Organit freesant 8 1965
Dispute history 1 Open				tostanuta €3.C €sko2kaak
	DISPUTE DATE	STATUS	TOTAL DISPUTED	
om	11 Jul 2024	Open	€ 10.03 Ø View Dispute	



Making a payment

MyBill allows you to make quick and secure payments online:



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.**

_DHL										* 1		MyBill
Dashboard	Archive	Enrolment	Letter of Accep	tance Dowr	nloads Repo	rts My A	ccount Se	arch Help				
17.2												
E Pa	ay € 1110	05.06			and the second							
You	u nave selected	a the following inv	voices for payment. Pr	ease review your s	selection below and	press Comm	n' to proceed to t	ine payment process.				
ACCOUNT NUMBER	ACCOUNT N	AME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	OUT STANDING AMOUNT	PAID/ADJ			PAYMENT AMOUN
				Duty invoice	30 Jan 2025	None	Unpaid	€ 410.41	€ 0.00		€	410.41
				Duty invoice	30 Jan 2025	None	Unpaid	€10,694.65	€ 0.00		€	10,694.65
									Total to pay		€	11,105.06
× Cancel												Confirm

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



One-Time Payment

Select One-Time Payment

			Online paym	You are payin tent in MyBill: 20 AMOUNT EUR 78.2 (ng 0240711022009-114 6	
Pay using My Wallet	One-Time Payment		O Credit/Debit	Card	👥 💭 VISA 📷	
One-Time Pay	ment	stick the Kine Tame Baument butten below	O Paypal	PayPal	Select the ty method you v	pe of payment vish to use, fill-
	y payment williour saving your payment details, pleas	cuta une [chie-fuille e egitient] cuttor decor.	O Sofort	SOFORT	up your one-t click Finish an	ime details and d Pay .
Cine-Time Payme	After selecting One- will take you to the	Time Payment, MyBill online payment	Cancel		E Finish and pay	b
		*Payment me	ethod available	in the pay	ment screen vari	es per

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

Successful Payment Message:	Hi Mab, welcome to MyBill Vour payment was successful. Your transaction reference number is: 20240711022009-114. Thank you for choosing DHL.
	Hi Test, welcome to MyBill
Failed Payment Message:	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

Enter the credit card details that you would like to save in My Wallet and *click* Submit. One-Time Payment Credit/Debit Card Pay using My Wallet Name on Card Visa Test Card Pay using My Wallet 4111 1111 1111 1111 Card number VISA 01 / 2025 ~ Expiry date 121 CVV/CVC Wallet Empty Cancel Submit 1 Add Card After selecting Add Card, MyBill will *Payment method available in the payment screen varies per country. take you to the online payment screen*

Select Pay using My Wallet and Add Card.



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

Pay using My Wallet One-Time Payme Pay using My Wallet You may also *enable* your card for **Autopay**, *select* Enable AutoPay. Click here on how to enable Auto Pay via an invoice payment. at / Debit Cards CARD TYPE 01/2025 Visa Test Card VISA visa **Note:** You may *add* multiple payment methods 7 in your wallet. If you wish to add another ac-Add Card count, select the Add Card button, and repeat the process.

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

Pay using My Wallet To complete payment using your wallet, se	lect a payment account belo	low and click [Pay Now].
Credit / Debit Cards		
CARD TYPE	CARD NUMBER	
VISA visa	xxxxxxxxxxxxxx1111	
1 Remove Pay Now		
It will tak	ke you to below	v screen to Confirm, click Confirm.
Pay using My Wallet To complete payment using your wallet,	select a payment accour	unt below and click [Pay Now].
		Pay using My Wallet ×
		Please click [Confirm] to process payment against the selected payment account.
redit / Debit Cards		Total to pay: € 102.68
CARD TYPE	CARD NUMBER	Cancel Confirm
VISA visa	xxxxxxxxxxxxxxx1111	Visa Test Card
Remove Pay Now		

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.

DHL_			MyBill
ashboard Archive Enr	olment Letter of Acceptance	Downloads Reports My Account Search Help	
My User Details Please remember to kee	ip your details up to date.	Change Password Vor password must meet the password policy: @ Changing Password directly 114 MyBill, will net change your current DHL, com password for online shipping	Payment Settings You can manage the payment options for you
mable.pascua1@dhl.com			account.
First Name	Last Name	Your current password*	To enable autopay for your account, please
Maria	Pascua	Eatar a new operuport	select the account number in the list below
Position	Telephone Number	сню а нем разомого	
		Confirm new password*	
Home Group	Language Preference		
DHL JP	English - UK 🗸 🗸		
Timezone		* indicates a mandatory field ✓ Save	
Europe/Lisbon			> Go to my wallet
			y oo to my namer
✓ Save			



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.

	My Wallet Manage your wallet: Add or Edit your Back to My Account	existing payment accounts.		
DHL	ES 🗸			
Credit / De	ebit Cards			
	CARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE
VIS.	A visa	200000000000000000000000000000000000000	Visa Test Card	01/2025
t 🗖 A	If you wish to button, and r	o add another account, sele repeat the process.	ect the Add Card	



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.

	Lo modify your paper delivery prefere Lo modify your paper delivery prefere Lo modify your paper delivery prefere	ence, please send	account number and request via email	to es.querynandling@dnl.com
			Account Receivable Ma	anager
₣ Select	t for more options		Manage Users	2
			Dispute	pears in the list, you have
			Manage Autopay	the necessary permission to set up AutoPay on you
	and the first first		No email notification	account.
Select the a	account on which you wish	ted by AR group	1 Manage Me	
to set up A tual accour	nt number.		Clicking on the Me button w appear which will list the p	, vill prompt a window to ermissions you hold for
lual accour	it number.		appear which will list the pe	ermissions you hold for

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.

AL Thi	ItoPay s is where you configur y has not been configur	e AutoPay for the account.	
> Make me	AutoPay Admin	Then <i>select</i> the Make Me Aut Admin button.	oPay



You will then be redirected to the Wallet screen.

AutoPay has not t	been configured for this account.		
COUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
			Select
		Coloct your AutoDay account	visa xxxxxxxxxx1111 (Expires: 01/2025)
		and click Confirm.	2
AutoPay		and <i>click</i> Confirm.	2 ×
AutoPay This is where	you configure AutoPay for the account.	Confirm AutoPay By clicking [Confirm], you auther to the selected payment account	2 × orise DHL to automatically bill outstanding amounts nt.
Contemporation Contemporatio Contemporation Contemporation Contemporation Contemp	you configure AutoPay for the account. red AutoPay for this account and are currently the AutoPay	Confirm AutoPay By clicking [Confirm], you auther to the selected payment account	2 × orise DHL to automatically bill outstanding amounts nt.
AutoPay This is where Vou have configur Administrator. Configure AutoPay	you configure AutoPay for the account. red AutoPay for this account and are currently the AutoPay	Confirm AutoPay By clicking [Confirm], you authen to the selected payment account	orise DHL to automatically bill outstanding amounts nt.

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).

Dashboard Archive	Enrolment Letter of Acceptance	Downloads Reports My Account Search Help	余· 1 [66]
My User De Please remember	e tails er to keep your details up to date.	Change Password Your password must meet the password policy: Changing Password wordcy via MpGill, will not change your	Payment Settings
Email address		current DHL.com password for online slipping	Tod can manage the payment options for your
mable.pascua1@dhl.com	L	You could be a set of the	account.
First Name	Last Name	Tour current password	To enable autopay for your account, please
Maria	Pascua	Enter a new nassword*	select the account number in the list below.
Position	Telephone Number	citor a non pasanona	
		Confirm new password*	
Home Group	Language Preference		
DHL JP	English - UK 🗸		
Timezone		* indicates a mandatory field Save	> Go to my wallet
Europe/Lisbon			
✓ Save			

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**.

My W Manage Back to	Vallet your wallet: Add or Edit your e My Account	xisting payment accounts.			
DHL ES	~				
Credit / Debit Cards					
CAR	D TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE	
VISA visa		x0x0xxxxxxxxxx1111	Visa Test Card	01/2025	
1 Add Card	If you wish to a Add Card butt	add another account, s on, and repeat the pro	select the ocess.		
AutoPay Manage your Auto	Pay accounts: Edit or Remove existing Auto	Pay settings below.	AUTOPAY ENABLED	AUTOPAY ACCOUNT	
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	Active	V/SA xxxxxxxxxxx1111 (Expir	res: 01/2025) > Edit
			Not Active	You can enable your account <i>selecting</i> the Edit Button.	by

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**.



Dashboard Archive AutoPay Se Select the payment Go Back	Etrotoment Letter of Acceptance Downloads Reports	My Account Search Halp			-
AutoPay has not been con	figured for this account.				
DHLES V	AR ACCOUNT	COMPANY MARE		AUTOPAY ACCOUNT	
				Select	~
	1	Select your AutoPay acc	count and click Confirm	Select visa xxxxxxxxxxxx1111 (Expire	s: 01/2025)
	AutoPay This is where you configure AutoPay for	the account.	Confirm AutoPay By clicking [Confirm], y	, ou authorise DHL to automatically bill outsta	\times anding amounts
	 You have configured AutoPay for this account Administrator. 	it and are currently the AutoPay	to the selected payment	it account.	
	> Configure AutoPay			Cancel Confirm	

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

AutoPay Manage your AutoPay accounts: Edit or Remove	existing AutoPay settings below.		You may repeat the Autopay for other ac	same process to enable ccounts.
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ENABLED	AUTOPRY ACCOUNT
				> Eat
			Active	VISA xxxxxxxxxxxxxx1111 (Expires: 91/2025) > Edit

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

AutoPay Setu Select the payment do Go Back	IP tails you wish to use for AutoP	Pay against the account highlighted below.	
You have configured AutoPay	for this account and are currer	ntly the AutoPay Administrator.	
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	
		Parametric, 101 genus	
Disable AutoPay Se	ect Disable AutoP	ay. Disable AutoPay	×
		By clicking [Confirm], DHL will no longer auton from the configured payment account.	natically collect outstanding amounts
		Cancel	onfirm

Once confirmed. The account which was been disabled will change to **Not Ac-tive** status.



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

Pay using My Wallet	One-Time Payment	Credit/Debit Card	I	
Pay using My Walls		Name on Card	Visa 1	est Card
To complete payment using your	wallet, select a payment account below and click [Pay Now].	Card number	4111	1111 1111 1111 VISA
		Expiry date	01/2	2025 ~
	After selecting Add Card, MyBill will take you to the online payment	cvv/cvc	121	<i>Enter</i> the credit card details that you would like to save in My Wallet and <i>click</i> Submit.
t t Add Card	screen*	Cancel		A 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.

Pay using My Walle	t One-Time Payment				
Pay using M To complete payment	V Wallet using your wallet, select a payment account below an	nd click [Pay Now].		You may also <i>enable</i> your card for Au	topay.
nt / Debit Cards				Click Enable AutoPay.	
CARD TYPE					AUTODAY.
	CARD NUMBER		CARD HOLDER NAME	EXPIRY DATE	AUTOPAT
VISA visa	x00000000001	1111	Visa Test Card	01/2025	Enable AutoPay
Add Card	Note: You may add wallet. If you wish t Card button, and re	I multiple payment m to add another accour epeat the process.	ethods in your nt, <i>select</i> the Add		D

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

AutoPay Setup Select the payment detail	D aits you wish to use for AutoPay again	at the account highlighted below.	le Le	ect the payment method you have added to your wal- et and <i>click</i> Confirm.
ount Number 766072	AR Account 1003973650	Company Mame Sample Test Account 2	AutoPay Enabled Not Active Close	AutoPay Account Select
AutoPay Setup Select the peyment details you w	wish to use for AutoPey against the account	nt highlighted below:		Confirm AutoPay Y By clicking [Confirm], you authorise DHL to automatically bill outstanding amounts to the selected payment account.



MyBill Password Auto-Expiry

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



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 Notifcation:

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



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.



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