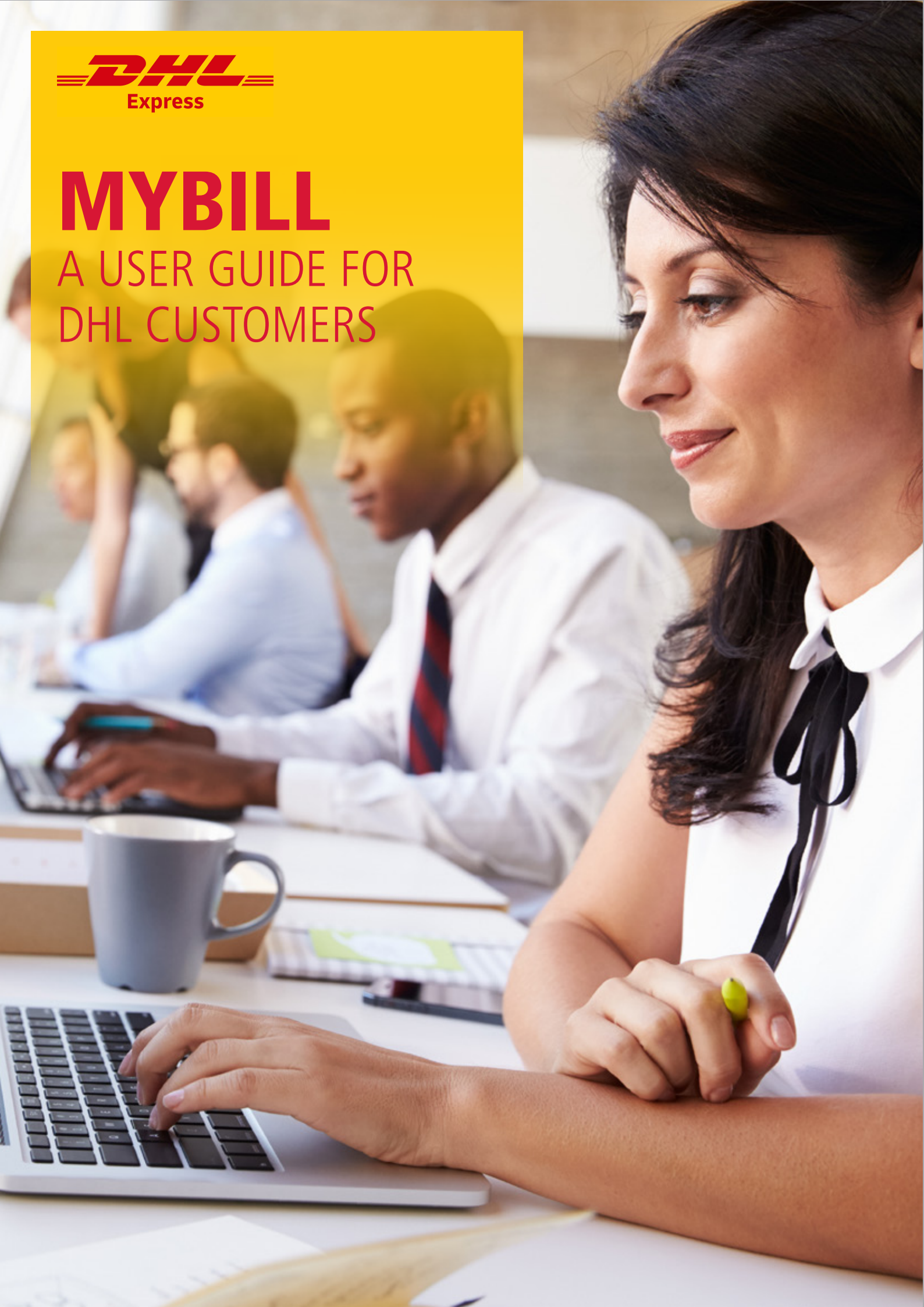




MYBILL

A USER GUIDE FOR
DHL CUSTOMERS



CONTENTS

DHL MyBill	4
What is DHL MyBill?	5
DHL MyBill features	5
DHL MyBill – Advantages and benefits	5
How to register for MyBill online	6
DHL MyBill desktop functionalities	8
Dashboard	10
View invoices	11
View shipment detail (Waybill & supporting documentation)	13
Placing an invoice into query	15
Track & trace	17
Paying an invoice	18
Tariff enquiry	20
Customised CSV files	21
Create a new customised CSV template	22
Archive	24
Downloads	25
Reports	26
My account	28
Search	32
Help	32
Appendix	34
Appendix A – Outbound Invoice Walk Through	35
Appendix B – Inbound Invoice Walk Through	37
Appendix C – Customs Invoice Walk Through	39
Appendix D – FAQ	41

DHL MYBILL

This guide provides an overall view of DHL MyBill; what it is, the features, advantages and benefits, how to register online and user instructions.



WHAT IS DHL MYBILL?

- MyBill is DHL's e-invoicing portal for our customers. It is environmentally friendly and efficient way of delivering your invoice which will enable you to manage DHL's invoicing online.
- It is a free online service.
- It eliminates paper and processes invoices quickly, simply and securely.
- It is a unique and powerful service that will help you save time and money.
- Registration takes just moments so you can quickly begin to enjoy the benefits of a greener, more efficient process.

DHL MYBILL FEATURES

- A free online user-friendly service for all customers, allowing for multiple users with 24/7 access.
- Secure VAT compliant – all VAT compliant invoices, credit and debit notes can be viewed.
- Compatible with existing financial systems.
- Country-wide and multilingual.
- Online logging of invoice queries; view historical invoices for up to 12 months.
- View full shipper and receiver address details within the downloads.
- Multi document download function.
- Choice of downloadable invoice formats (PDF, CSV, XML).
- Email notification for newly issued e-invoices by DHL. Where not oversized (exceeds 5MB), the PDF will be attached.
- Online payment, via credit card or registration to setup a Direct Debit.

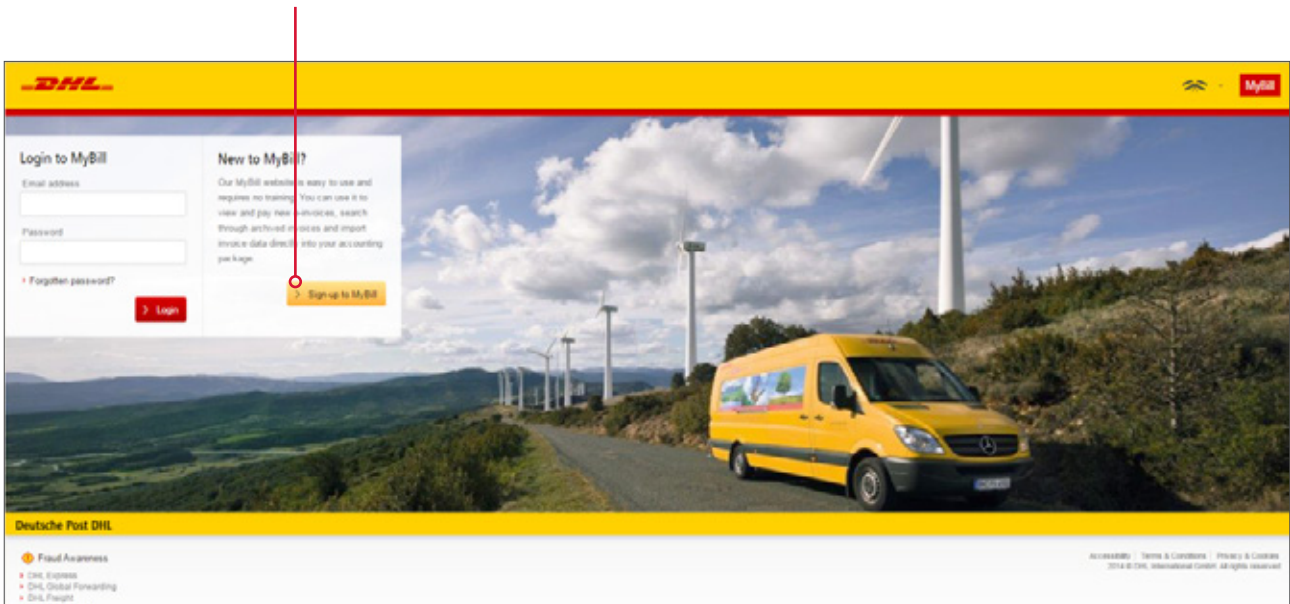
DHL MYBILL – ADVANTAGES AND BENEFITS

Online query	Raise a query on any invoice online, saving the need to telephone. You also have a query log to view all queries.
Quick delivery	With DHL MyBill, your invoices are delivered to the correct person/people/team. No more postal delays or missing invoices.
Multilingual	DHL MyBill portal enables you to view and manage your invoices in the language of your choice.
Instant downloads	With DHL MyBill you can save time and eliminate input errors by downloading invoice data directly into your finance systems.
E-archive	DHL MyBill provides an online history service and will automatically archive your invoices online, providing access to copies for up to 12 months, so there is no need to waste any more time searching through filing cabinets or chasing paper copies.
Ease of use	With DHL MyBill you will be able to access and view your invoices and waybills online with just a few 'clicks' thus making the approval and query process more simple and convenient to your business.
Environmentally friendly	Supports DHL to achieve their environmental goals by converting paper invoices Globally to electronic delivery.

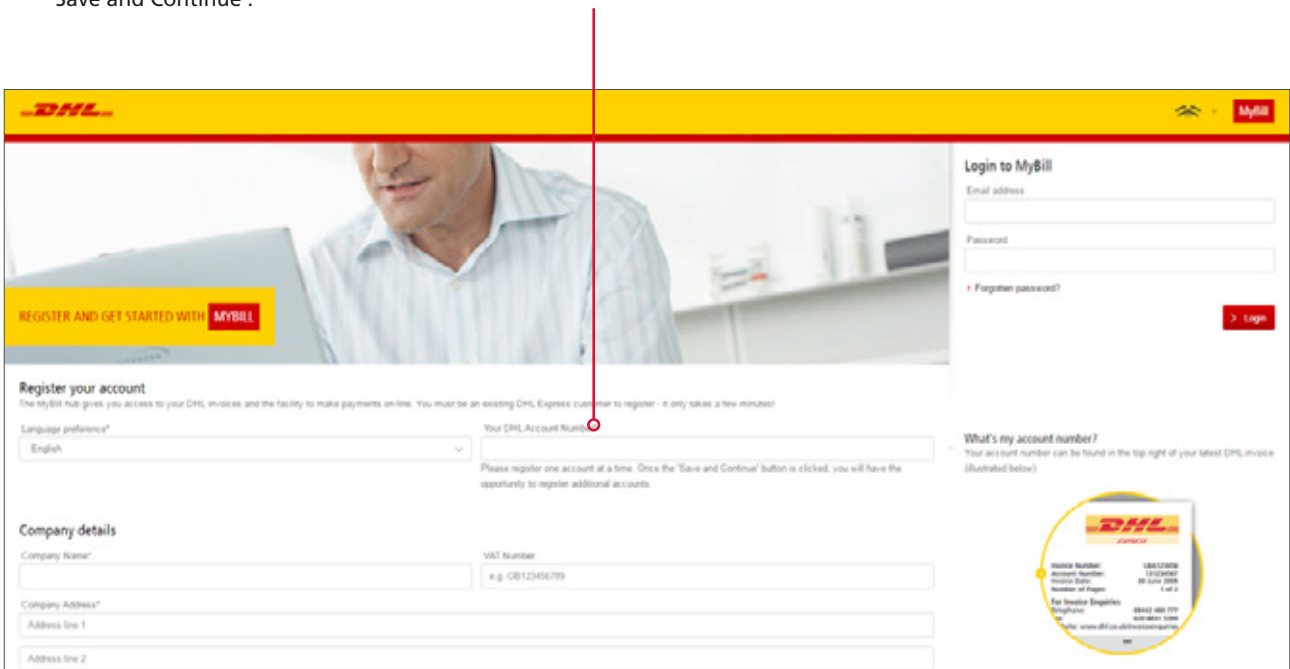


**HOW TO
REGISTER FOR
MYBILL ONLINE**

- Click or access the URL: mybill.dhl.com/login
- Click on the 'Sign up to MyBill' button.



- Select the country from the drop down box then click on 'Continue'.
- Complete the necessary information (mandatory fields indicated with an asterisk) followed by clicking 'Save and Continue'.

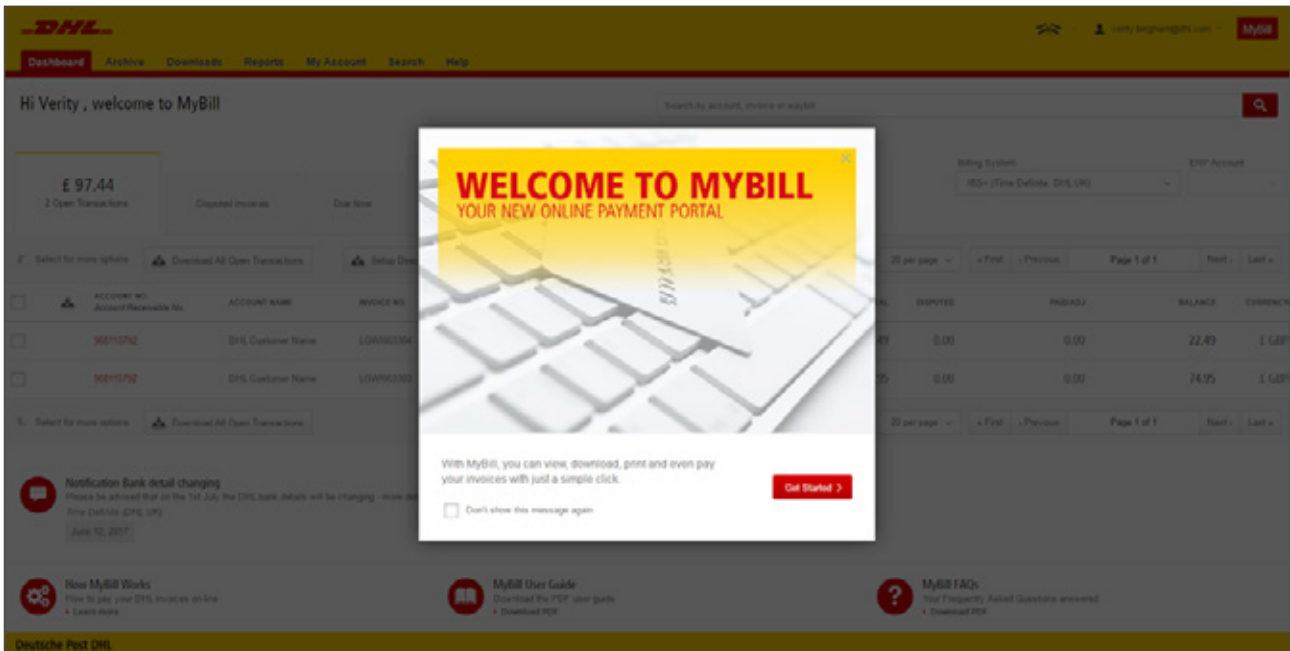


- Your request will then be sent to DHL to be fully registered for MyBill. Within 24 hours you will receive a notification email with the details of your username and the temporary password. You will then be able to login and amend the password.
- Please ensure the email address in the notification is added to your 'safe list of senders'.



DHL MYBILL DESKTOP FUNCTIONALITIES

- Once logged into MyBill you will receive a welcome message which may be closed by either selecting 'Get Started' or the cross in the top right hand corner.
- This will direct you to the main dashboard where you can navigate to various screens.



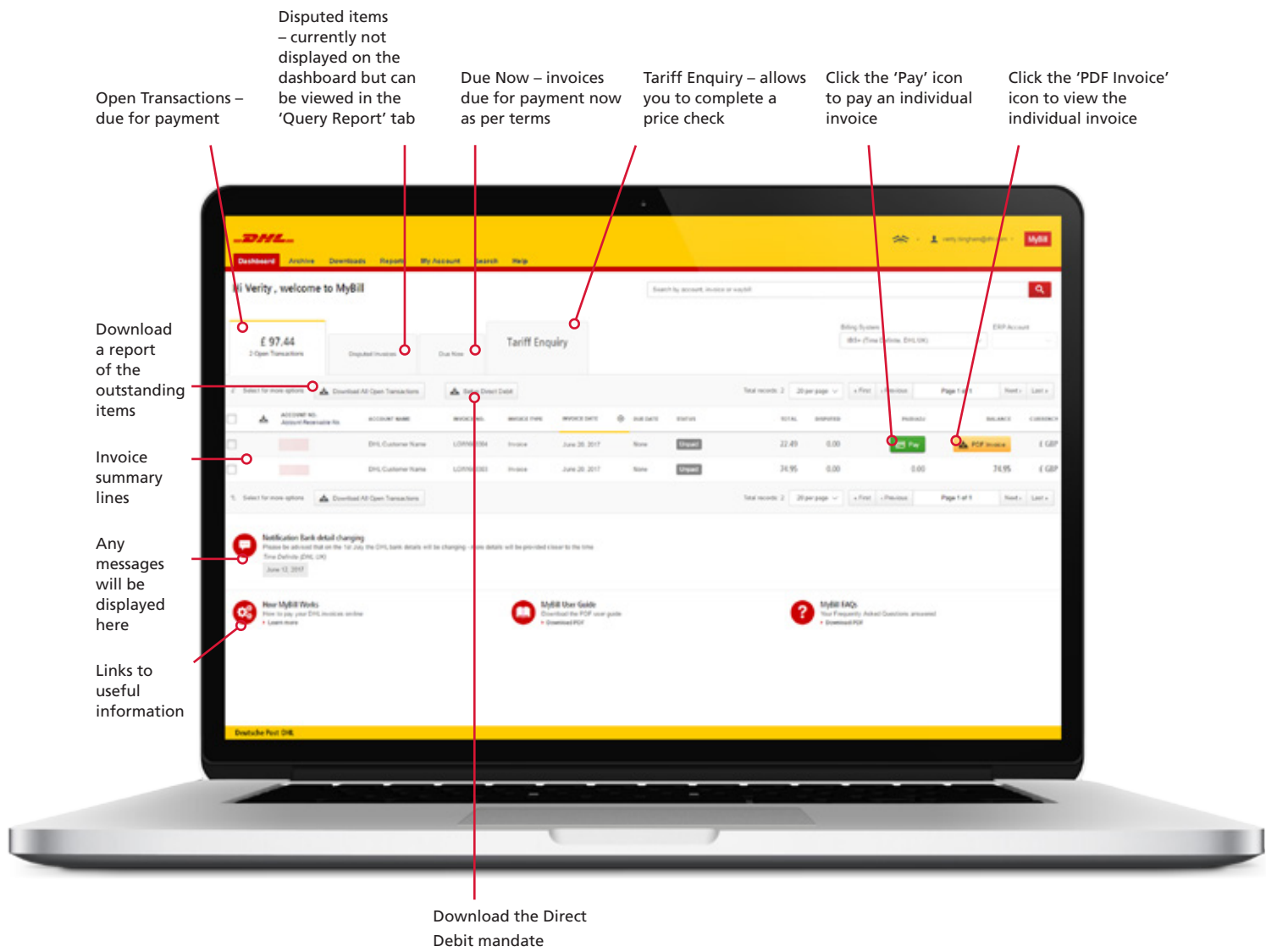
- The Menu bar comprises of the following options:



1. **Dashboard** – will display the outstanding invoices, where you can view, dispute or pay the invoice(s)
2. **Archive** – will display the closed / paid invoices
3. **Downloads** – will display your previous downloads (retained for a 24 hour period)
4. **Reports** – can generate a query report
5. **My Account** – allows you to change your password, view a statement, view account permissions and add or remove users
6. **Search** – Allows you to search for particular data on specific fields or date range
7. **Help** – Provides step by step help



DHL MYBILL DASHBOARD



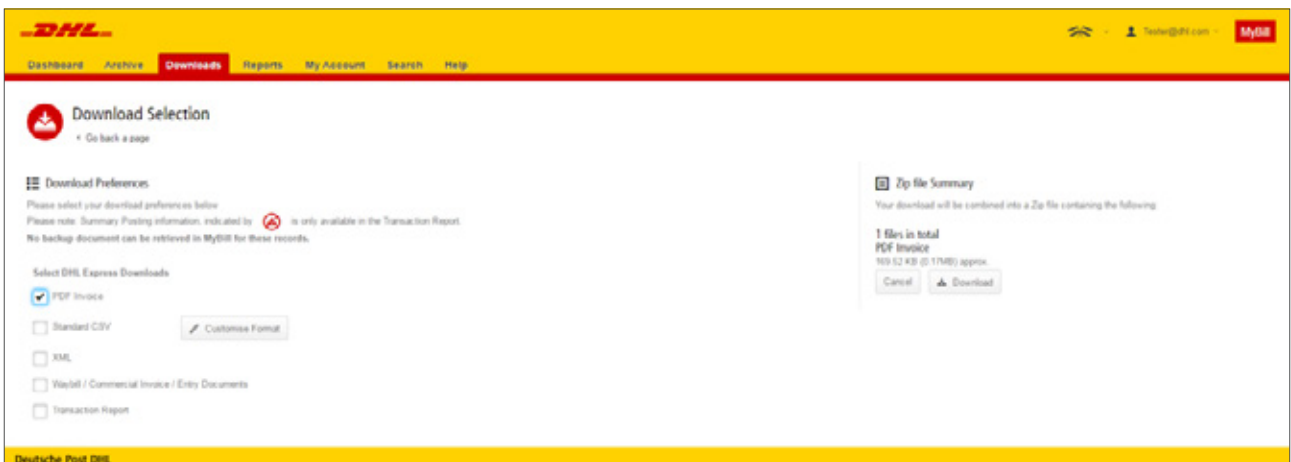
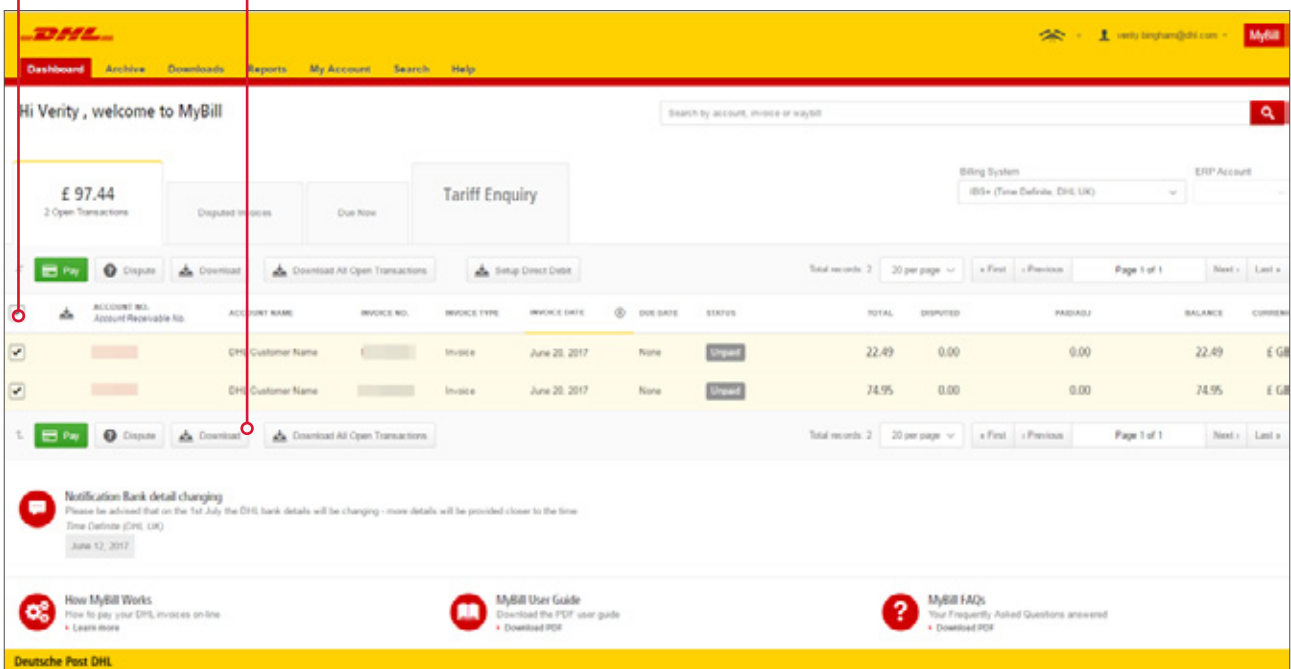
VIEW INVOICES

Invoices can be viewed either individually or in bulk.

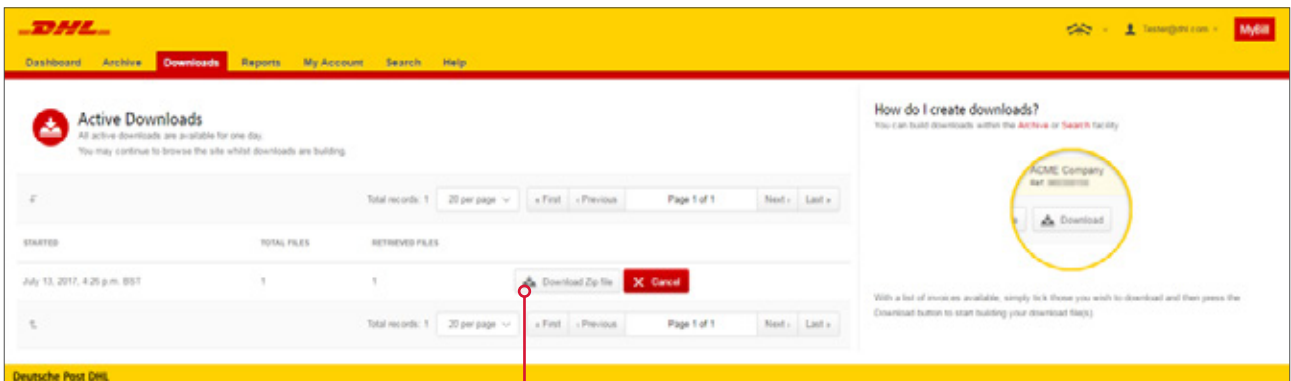
- To view a single invoice, hover your mouse over the invoice line and the 'PDF invoice' button will be displayed. Click to open the PDF.

DHL Express INVOICE SUMMARY							
Invoice Number: LGW1663304			Account Number:				
Invoice Date: 20-06-17			Page: 1 of 2				
For Invoice Enquiries Telephone: +44 (0)8442 480 777 Website: www.dhl.co.uk/ebillinglogin							
Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	VAT	Total amount (incl. VAT)
DUTIES & TAXES	1	0.00	0	0.00	22.49		22.49
Total	1	0.00	0	0.00	22.49		22.49
Analysis of Extra Charges (included in summary above)							
IMPORT EXPORT TAXES					13.48		
MERCHANDISE PROCESS					0.44		
IMPORT EXPORT DUTIES					8.57		
Total Extra Charges					22.49		
Analysis of VAT							
Code	Code Description				Rate	Taxable Total	Total VAT
D	Import / Export Duty + Taxes				0.00%	22.49	0.00
Total VAT							0.00
Payment due in 30 days					Total (Excl. VAT)	VAT	Total (Incl. VAT)
					22.49	0.00	22.49
<small>PLEASE SEND YOUR REMITTANCES TO DHL INTERNATIONAL (UK) LIMITED, CUSTOMER ACCOUNTING, PO BOX 4833, SLOUGH, SL3 3JE DHL International (UK) Ltd, Southern Hub, Unit 1, Horton Road, Colnbrook, Berkshire, SL3 0BB • Tel: +44 (0)8442 480 777 • Fax: +44 (0)8442 480 916 Company Registration Number: 01184988 • DHL VAT No. GB751 8123 41 • Crest Code: DGBXXX</small>							

- To view multiple invoices, select the invoices by ticking the checkbox against each invoice. A selection of additional buttons will be displayed under the tabs. Select the 'Download' button. Select the 'PDF' option, followed by the 'Download' button.



- Downloads will appear in the 'Download' menu tab.



- Click on the 'Download Zip file' button to retrieve the zip file and the PDFs.

VIEW SHIPMENT DETAILS (WAYBILL & SUPPORTING DOCUMENTATION)

→ To view shipment details, hover over the invoice line and click on any field that has a hyperlink i.e. account, invoice number or customer name. This will take you to the 'Invoice' page where you can:

1. View download options
2. View the Waybills on that invoice (this is the landing page)
3. View the history of the invoice i.e. creation date by clicking on the tab
4. View the Dispute history by clicking on the tab

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
52957226	0.00	June 12, 2017	G. C. TANNER EUROPE	GOOGLE ISRAEL LTD.	22.49	Track Image

→ Click on the hyperlink of the Waybill number to display the shipment details.

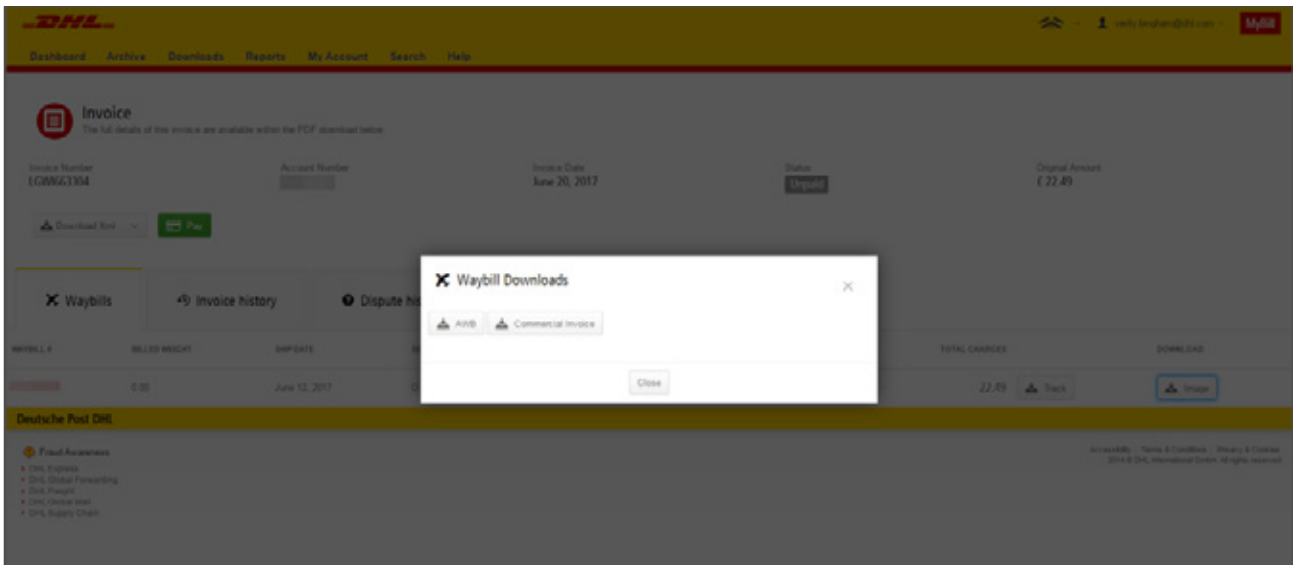
Waybill #	Shippers Reference	Shipment Date
[Redacted]	[Redacted]	June 12, 2017

Pieces	Tender Weight	Billed Weight
[Redacted]	KG	0 KG

Origin / Sender	Destination / Receiver
[Redacted]	[Redacted]
GB	IL

Content Description	Charges
Z	DUTIES & TAXES £ 0.0
Z	IMPORT EXPORT TAXES £ 13.48
Z	MERCHANDISE PROCESS £ 0.44
Z	IMPORT EXPORT DUTIES £ 8.57
	Original Amount £ 22.49

→ Alternatively, you can click on the 'Image' button to open the actual HAWB image and any supporting documentation.



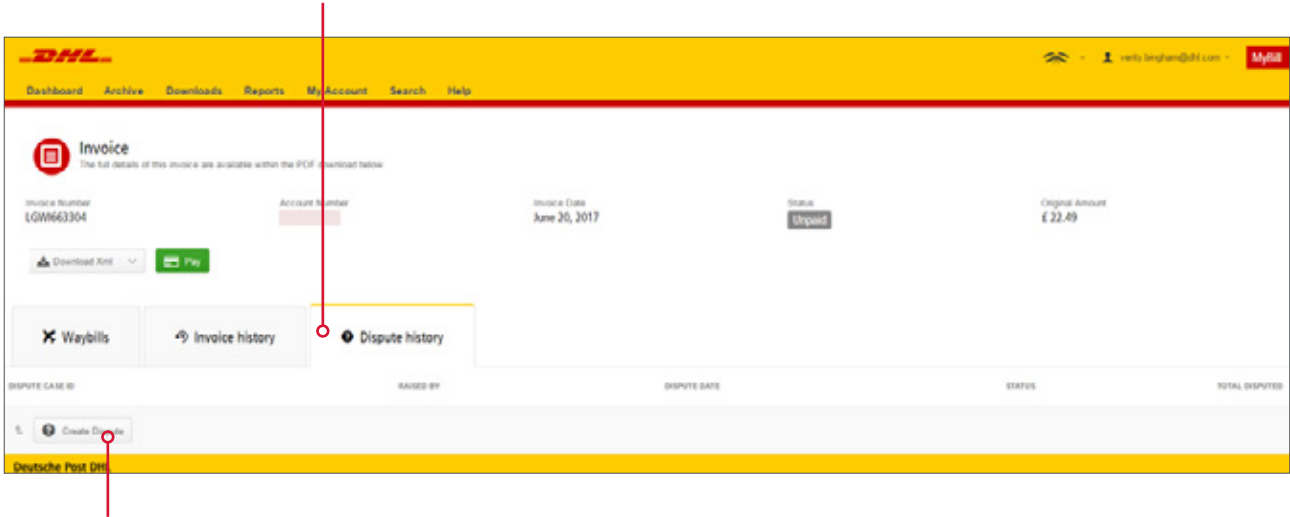
→ Click on the relevant button to display the document.



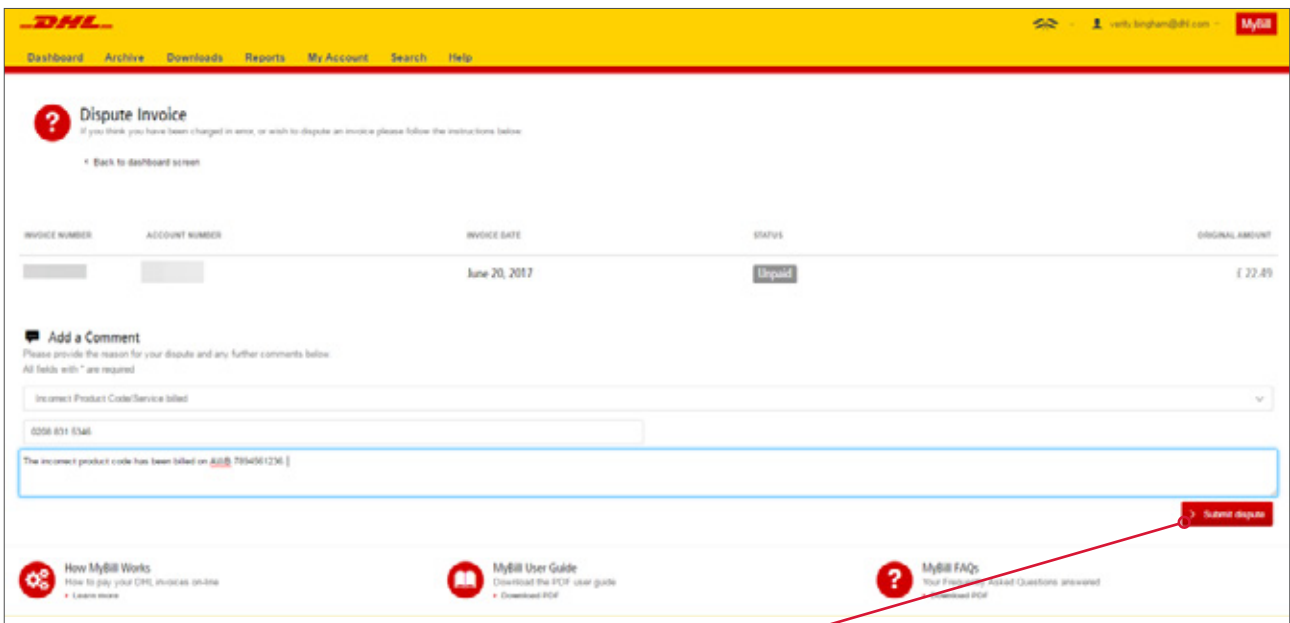
PLACING AN INVOICE INTO QUERY

An invoice can be placed into query in two ways:

1. Click on any field that has a hyperlink i.e. account number which will open the 'Invoice' page.
2. Click on the Dispute History tab.

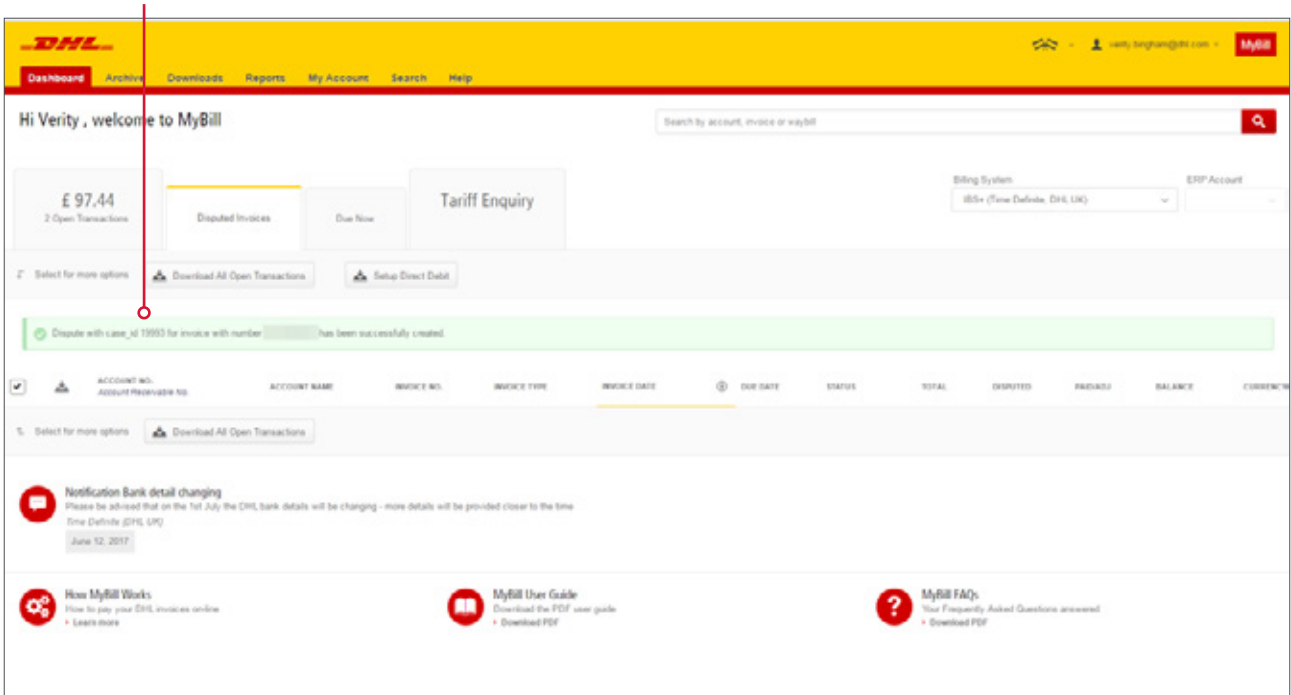


→ Within this section you can view existing queries or click on 'Create Dispute' to register a new query.



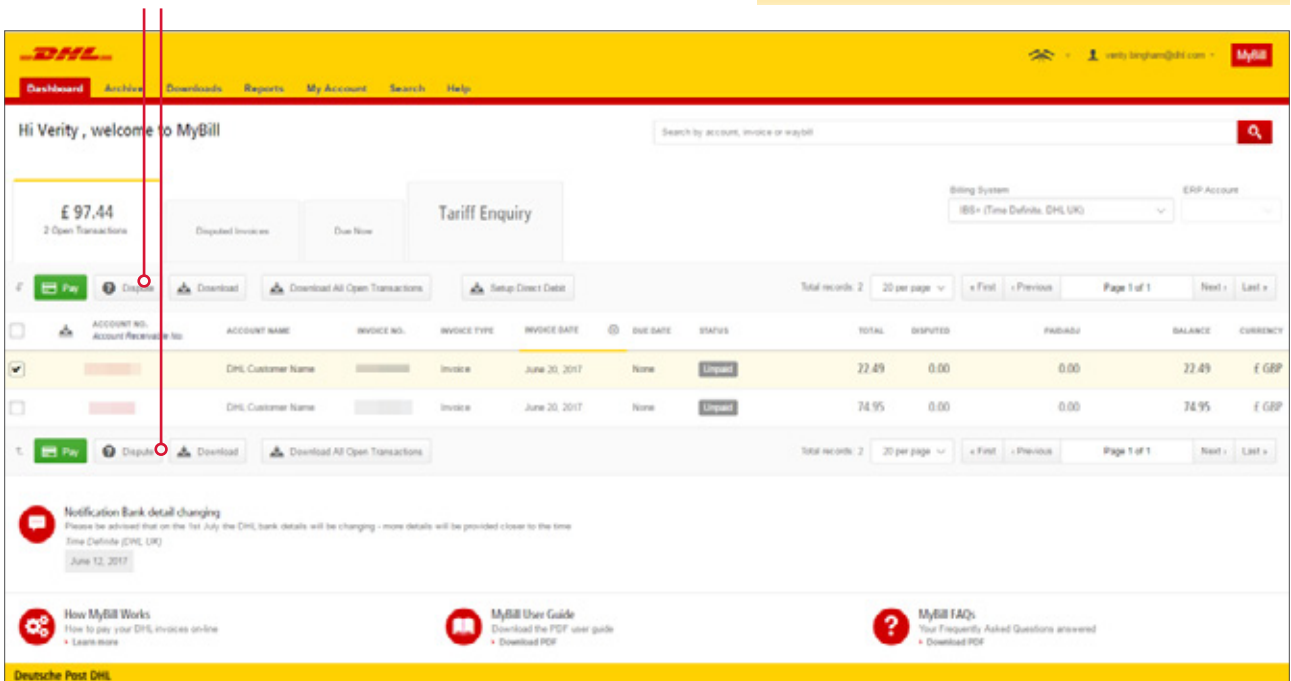
→ Click on the 'Submit dispute' button to register your query.

→ A dispute reference will be displayed.



→ The alternative method is to tick the checkbox against the invoice, which will display the additional buttons under tabs. Select the 'Dispute' button.

NOTE:
If the invoice is paid, the invoice will need to be selected from the 'Archive' tab.

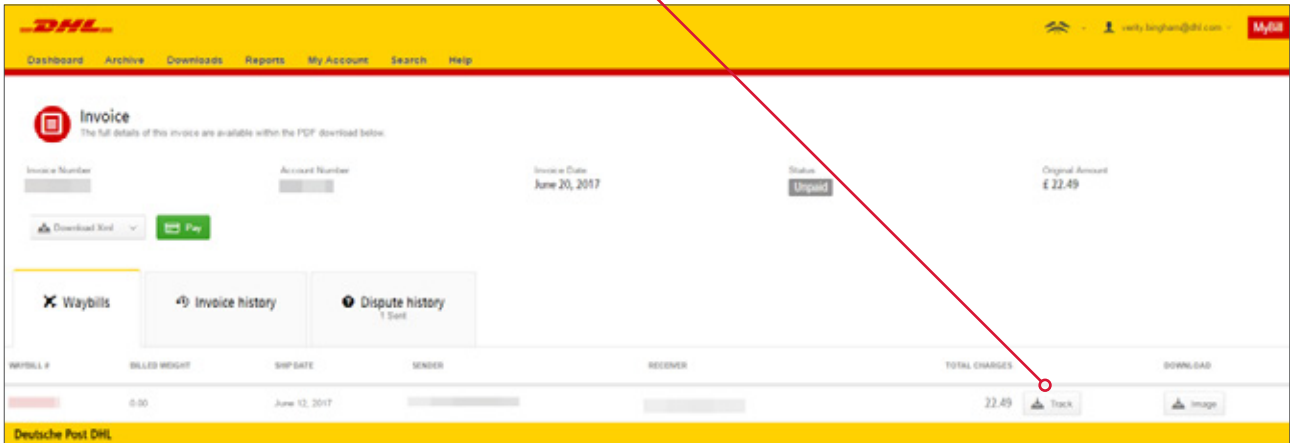


→ This will take you to the 'Dispute Invoice' tab from where you can register the query taking the above steps.

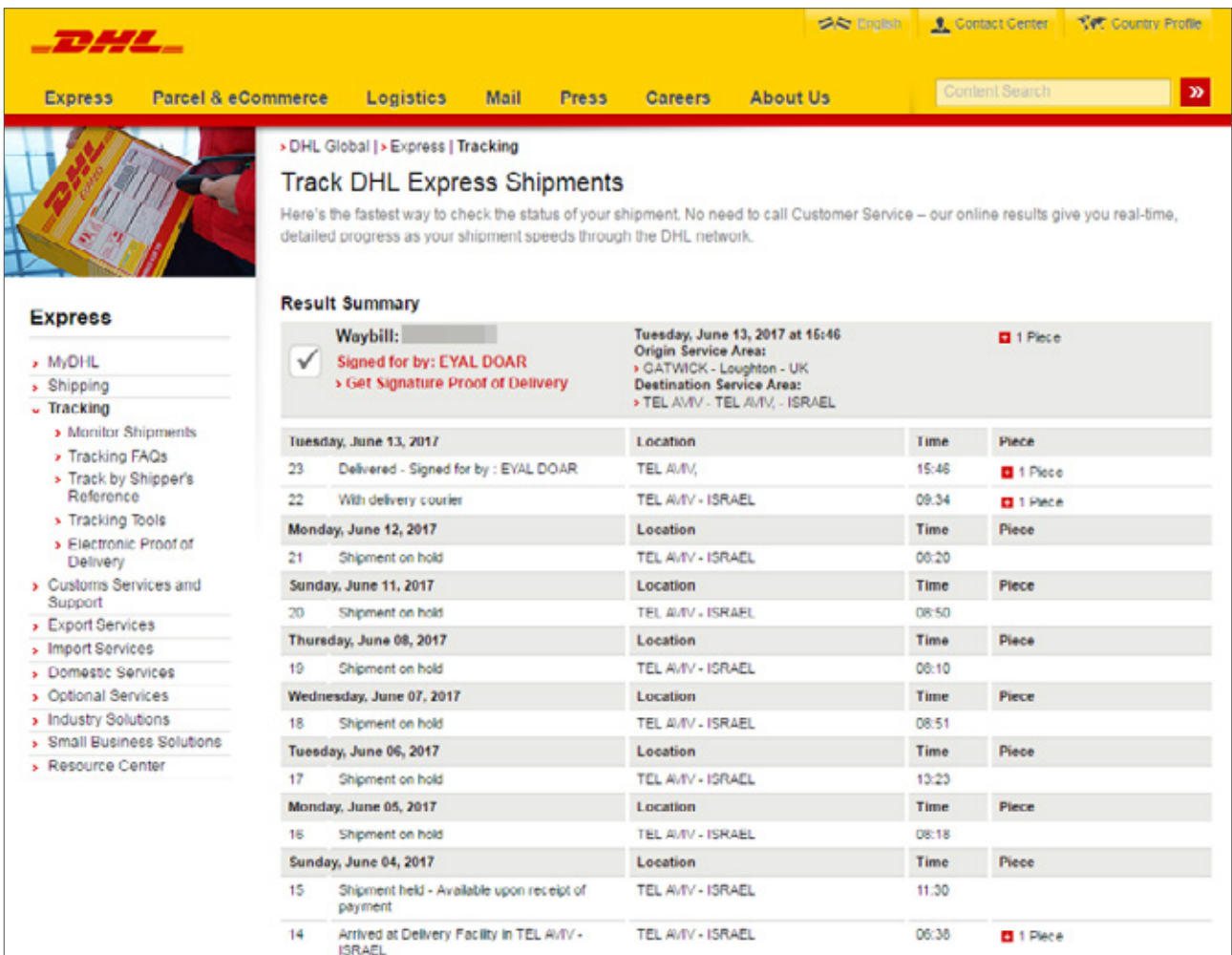
TRACK AND TRACE

When viewing an invoice you can track a shipment without leaving MyBill.

- Click on the hyperlink on any field i.e. invoice, account number or company name which will take you to the 'Invoice page'.
- Click on the 'Track' button on the HAWB in question.



- This will open the tracking details.



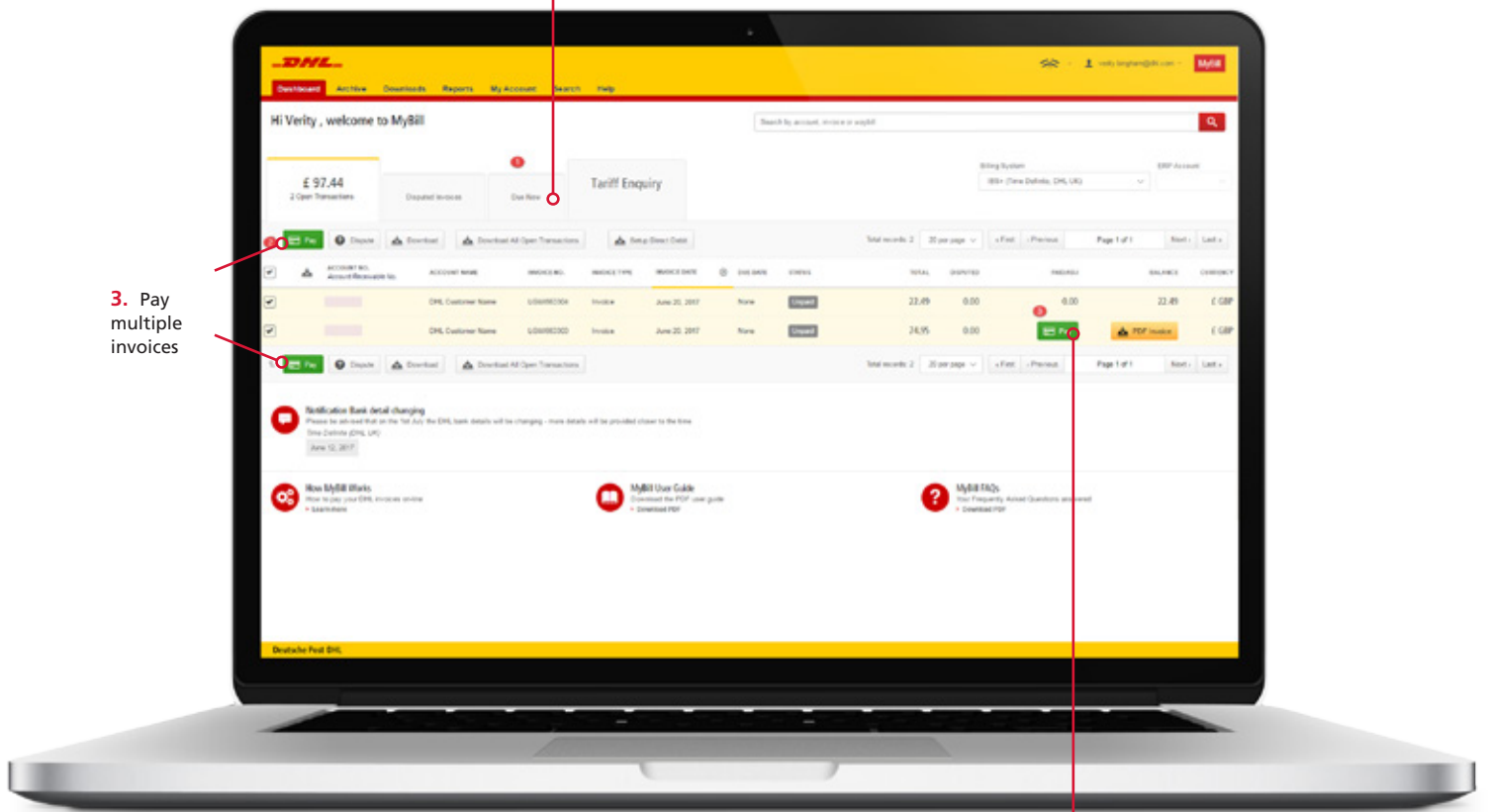
PAYING AN INVOICE

Within MyBill the invoices can be paid via three options:

- 1. Invoices due as per the payment terms.
- 2. Single invoice.
- 3. Multiple invoices.

1. Via the 'Due Now' button

3. Pay multiple invoices



2. Pay an individual invoice

- Select the invoices for payment and select the 'Pay' button.
- Within the next screen, the invoices selected will be displayed along with a list of invoices that are almost due for payment should you wish to include any additional invoices.
- Click on the 'Confirm' button to proceed to enter the card details.

Pay £172.74
You have selected the following invoices for payment. Please review your selection below and press "Confirm" to proceed to the payment process.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID	BALANCE
	DHL Customer Name		Invoice	June 15, 2017	None	Unpaid	£ 138.91	£ 0.00	£ 138.91
	DHL Customer Name		Invoice	June 15, 2017	None	Unpaid	£ 20.95	£ 0.00	£ 20.95
	DHL Customer Name		Invoice	June 15, 2017	None	Unpaid	£ 12.88	£ 0.00	£ 12.88
Total to pay									£ 172.74

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

Select for more options

<input type="checkbox"/>	ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID	BALANCE
<input type="checkbox"/>				Invoice	Jan. 23, 2017	Feb. 22, 2017	Overdue	£ 48.00	£ 0.00	£ 48.00

- Once the payment has been processed a confirmation email will be sent to your email address.

DHL TEST

Order summary English

Payment reference: 83
Description: Payment on DHL MyBill LHR LHR LHR
Amount (GBP): £172.74

Payment details
* Indicates a required field

Card number:
Expiry date: Month: Year:
Cardholder's name:
Security code: 3 digits on the back of the card or 4 digits on the front of card

Contact details: Tester@dhl.com

- The invoice status will be reflected as 'payment in progress' until the payment is received from your card payment provider.

TARIFF ENQUIRY

Tariff Enquiry provides the rate per product based on your contractual agreement

- Select the 'Tariff Enquiry' tab.
- Enter the required information followed by selecting the 'Search' button.



PRODUCT NAME	ESTIMATED DELIVERY	LATE ST BOOKING	LATE ST PICKUP	ESTIMATED PRICE																				
EXPRESS 12:00 DOC	2017-05-12, 12:00	18:00	19:00	GBP 31.28																				
<table border="1"> <thead> <tr> <th>SERVICE</th> <th>PRICE + TAX</th> <th>TAX</th> <th>BILLABLE WEIGHT</th> </tr> </thead> <tbody> <tr> <td>EXPRESS 12:00 DOC</td> <td>GBP 22.44</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> <tr> <td>12:00 PREMIUM</td> <td>GBP 5.00</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> <tr> <td>FUEL SURCHARGE</td> <td>GBP 3.84</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> <tr> <td>TOTAL</td> <td>GBP 31.28</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> </tbody> </table>					SERVICE	PRICE + TAX	TAX	BILLABLE WEIGHT	EXPRESS 12:00 DOC	GBP 22.44	GBP 0.00	2.50 KG	12:00 PREMIUM	GBP 5.00	GBP 0.00	2.50 KG	FUEL SURCHARGE	GBP 3.84	GBP 0.00	2.50 KG	TOTAL	GBP 31.28	GBP 0.00	2.50 KG
SERVICE	PRICE + TAX	TAX	BILLABLE WEIGHT																					
EXPRESS 12:00 DOC	GBP 22.44	GBP 0.00	2.50 KG																					
12:00 PREMIUM	GBP 5.00	GBP 0.00	2.50 KG																					
FUEL SURCHARGE	GBP 3.84	GBP 0.00	2.50 KG																					
TOTAL	GBP 31.28	GBP 0.00	2.50 KG																					
EXPRESS WORLDWIDE DOC	2017-06-12, 23:59	18:00	19:00	GBP 25.56																				
<table border="1"> <thead> <tr> <th>SERVICE</th> <th>PRICE + TAX</th> <th>TAX</th> <th>BILLABLE WEIGHT</th> </tr> </thead> <tbody> <tr> <td>EXPRESS WORLDWIDE DOC</td> <td>GBP 22.44</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> <tr> <td>FUEL SURCHARGE</td> <td>GBP 3.14</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> <tr> <td>TOTAL</td> <td>GBP 25.56</td> <td>GBP 0.00</td> <td>2.50 KG</td> </tr> </tbody> </table>					SERVICE	PRICE + TAX	TAX	BILLABLE WEIGHT	EXPRESS WORLDWIDE DOC	GBP 22.44	GBP 0.00	2.50 KG	FUEL SURCHARGE	GBP 3.14	GBP 0.00	2.50 KG	TOTAL	GBP 25.56	GBP 0.00	2.50 KG				
SERVICE	PRICE + TAX	TAX	BILLABLE WEIGHT																					
EXPRESS WORLDWIDE DOC	GBP 22.44	GBP 0.00	2.50 KG																					
FUEL SURCHARGE	GBP 3.14	GBP 0.00	2.50 KG																					
TOTAL	GBP 25.56	GBP 0.00	2.50 KG																					

- The prices for the relevant products, as per your contract, will be displayed.

CUSTOMISED CSV FILES

A full CSV file of the billing data is available, however, should you only require selected fields there is the flexibility to customise the file thereby reducing the extract to your specification and displaying the data in a set order. In addition, if you receive numerous invoices you are able to concatenate (consolidate) the files making it easier to import into your accounting systems.

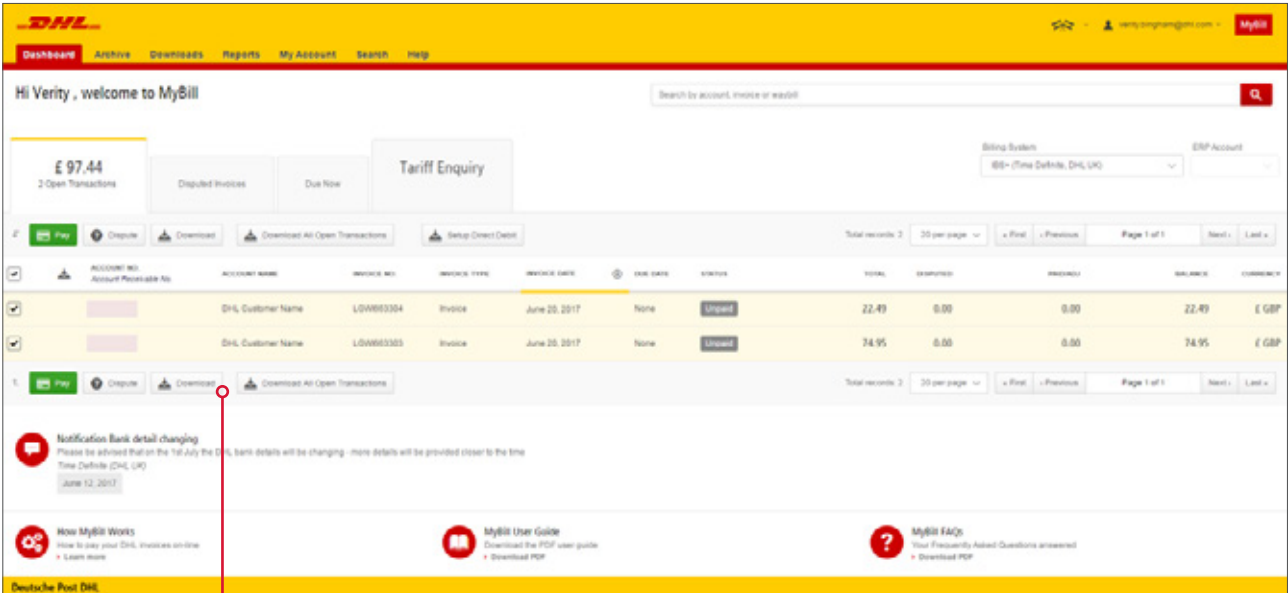
NOTE:

Customs invoices (invoices prefixed with AVI, AVM) cannot be included with the freight customisation.



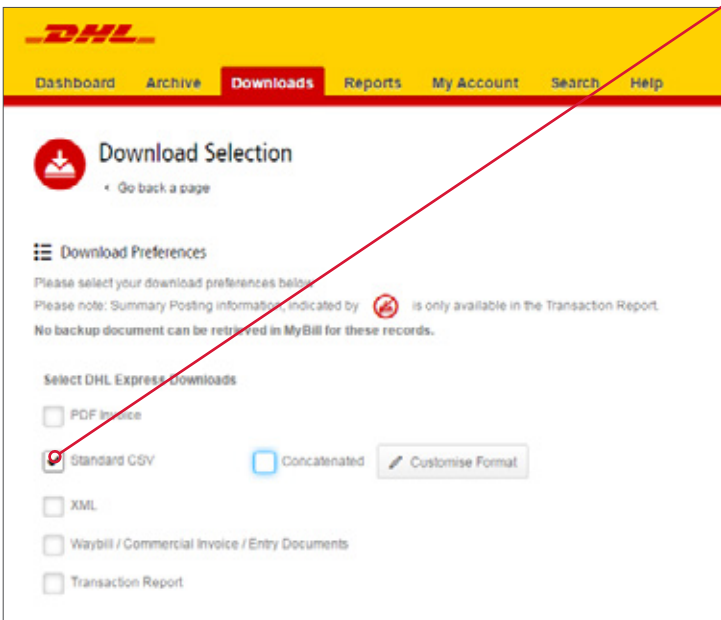
CREATE A NEW CUSTOMISED CSV TEMPLATE

→ Within the 'Dashboard' tab, select the invoice(s) you wish to download the CSV file(s) for by ticking the checkbox against the invoice(s) in question.



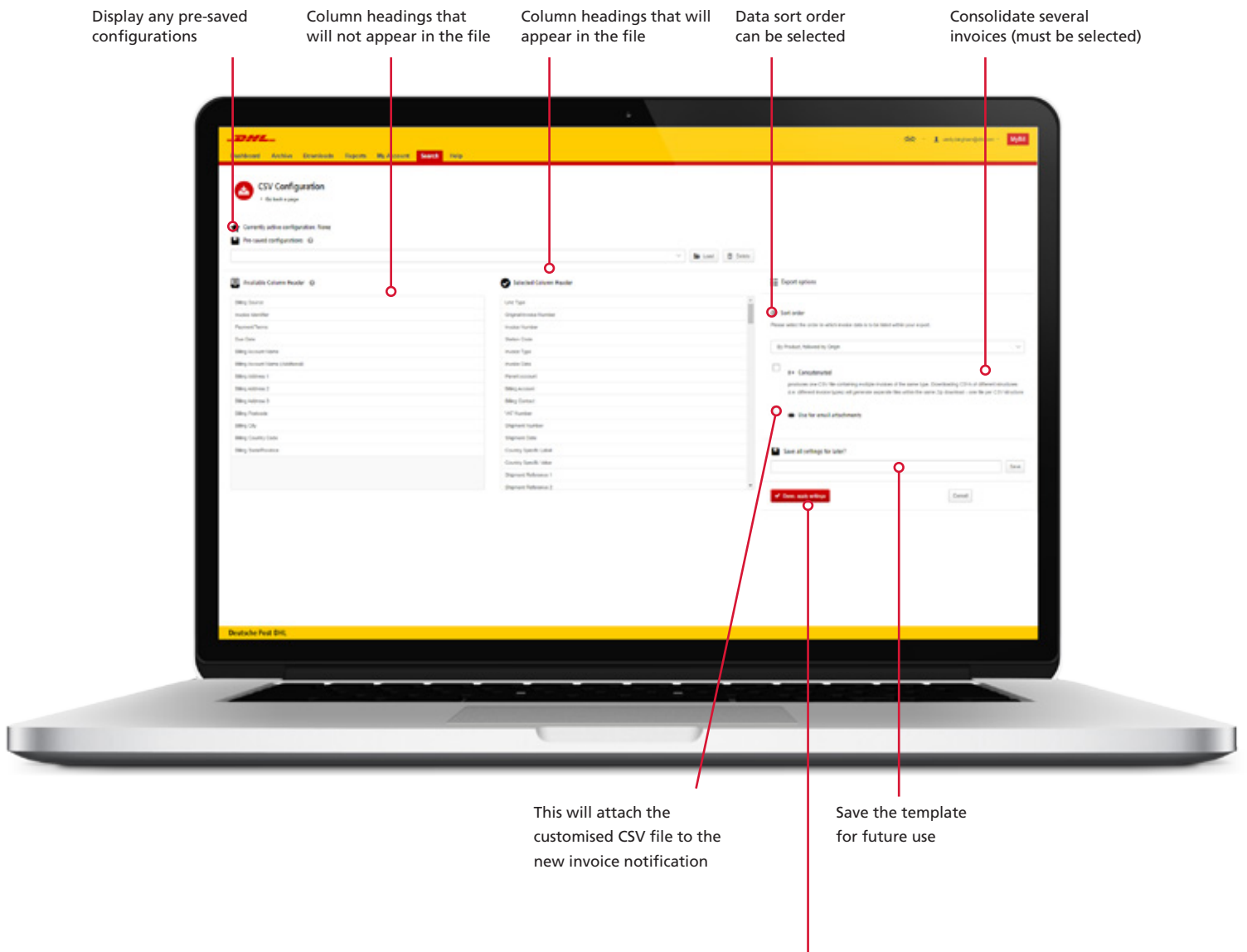
→ Select the 'Download' button to initiate the 'Download Selection' page.

→ Select the requirement by ticking the checkbox, followed by the 'Standard CSV' option.



→ Then click on the customise format button.

- Within the CSV Configuration section you can create your template by selecting the data and order in which to display.
- To remove the headings click on the title in the 'Selected Column Header' and drag it across to the 'Available Column Header'.
- To change the order, click on the title in the 'Selected Column Header' and drag it to the position you require i.e. up or down.



- Once the settings have been selected and saved, click on the 'Done, apply settings' button.



ARCHIVE AND DOWNLOADS

ARCHIVED INVOICES

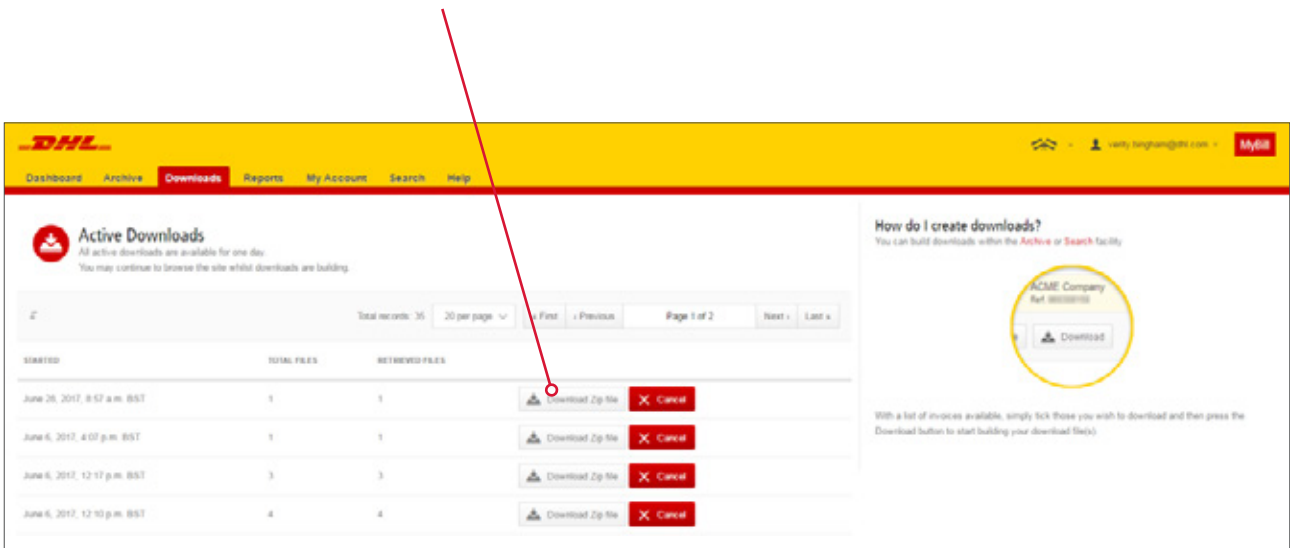
All paid invoices will be removed from the Dashboard and visible in the 'Archive' tab. From this tab you are still able to view / download invoices, shipment history and register queries.

Follow the same steps as with the Dashboard instructions.

DOWNLOADS

All downloads are available for a 24 hour period within this tab.

→ To view the details, click on the 'Download Zip file' button to open the zip file.



The screenshot shows the DHL MyBill interface. The top navigation bar includes 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The 'Downloads' section is active, displaying 'Active Downloads' with a sub-note: 'All active downloads are available for one day. You may continue to browse the site whilst downloads are building.' Below this is a search bar and a table of active downloads. The table has columns for 'STARTED', 'TOTAL FILES', and 'RETRIEVED FILES'. Each row includes a 'Download Zip file' button and a 'Cancel' button. A red arrow points to the 'Download Zip file' button in the first row. To the right, there is a 'How do I create downloads?' section with a 'Download' button circled in yellow.

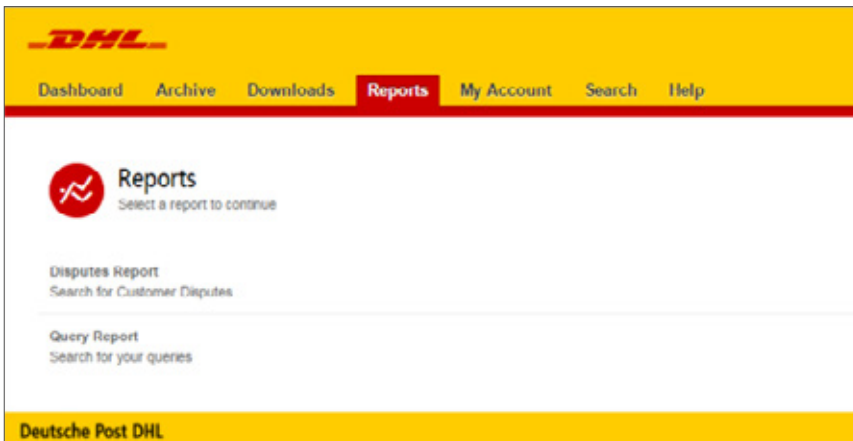
STARTED	TOTAL FILES	RETRIEVED FILES	
June 26, 2017, 8:57 a.m. BST	1	1	Download Zip file Cancel
June 6, 2017, 4:07 p.m. BST	1	1	Download Zip file Cancel
June 6, 2017, 12:17 p.m. BST	3	3	Download Zip file Cancel
June 6, 2017, 12:10 p.m. BST	4	4	Download Zip file Cancel



REPORTS

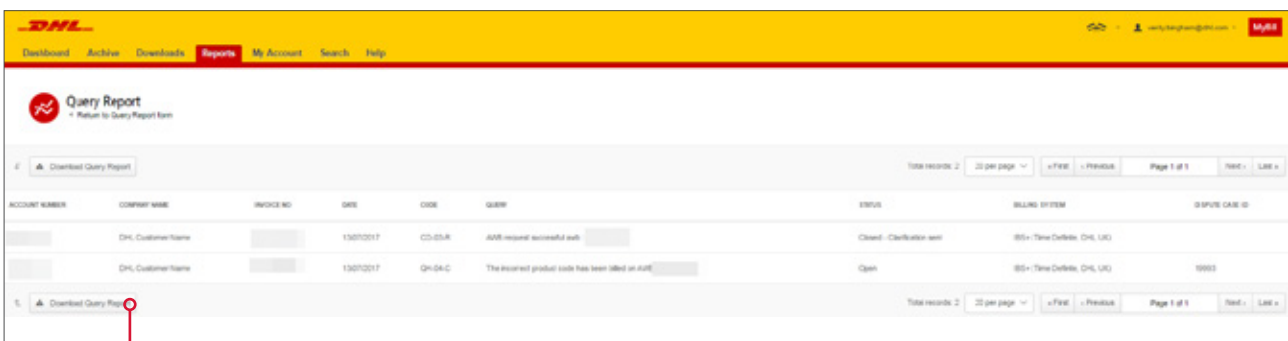
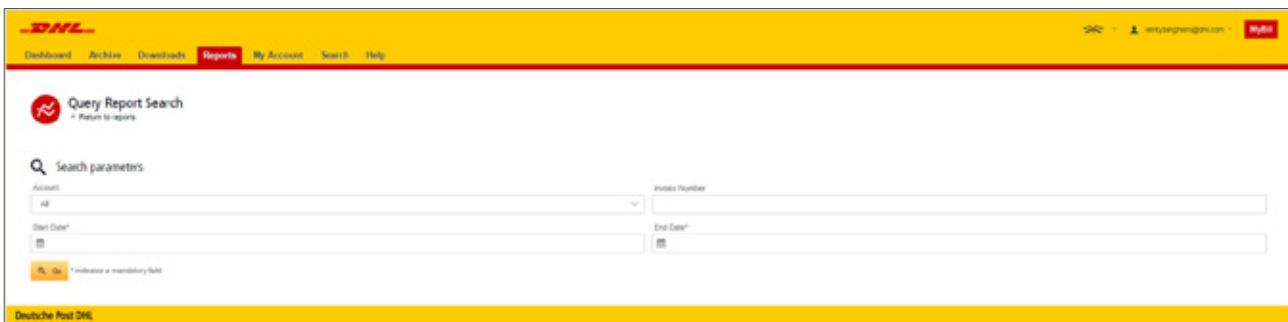
Within this section you can generate a report detailing the queries registered and their current status.

REPORTS



NOTE:
For GB customers – please use the Query report.

- Click on the 'Reports' tab then select the 'Query Report'.
- Enter the required details followed by the 'Go' button.



- Click on the 'Download Report' button to open the file in Excel.



MY ACCOUNT

Within the section you are able to change your password, view your open invoice summary and manage the users on your account.

OVERVIEW OF YOUR ACCOUNTS

This screen provides an overview of your account.

→ My User Details – change the password & decimal indicator.

The screenshot shows the 'My User Details' section of the MyDHL account management interface. It includes a navigation bar with 'My Account' highlighted. The 'My User Details' section contains a 'Please remember to keep your details up to date' message and a form with the following fields: Email address (veny.singham@dhl.com), First Name (Venk), Last Name (Singham), Position, Telephone Number, Home Group (DHL UK), Language Preference (English), and Timezone (Europe/London). A 'Save' button is located below the form. The 'Change Password' section includes a 'Your password must meet the password policy' message and a note that changing the password directly via MyBill will not change the current DHL.com password for online shipping. It contains three password input fields: 'Your current password', 'Enter a new password', and 'Confirm new password'. A 'Save' button is also present at the bottom right of this section.

NOTE:
If the password is changed this will not update the MyDHL.

→ Open invoice summary – ageing statement of the account(s).

The screenshot shows the 'Open Invoice Summary' section of the MyDHL account management interface. It features a table with the following data:

TOTAL BALANCE		TOTAL OVER DUE		
£ 97.44		£ 0.00		
CURRENT	30 DAYS	60 DAYS	90+ DAYS	
£ 97.44	£ 0.00	£ 0.00	£ 0.00	

MANAGE RIGHTS

→ My Accounts – in this section if you have manage rights, you can add or remove email addresses.

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 e-billing.uk1@dhl.com
[Upload new users](#)

Select for more options

<input type="checkbox"/>	ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
<input type="checkbox"/>			DHL Customer Name	Manage Me

Select for more options

[Add new user](#)

→ To add a new user click on the 'Add new user' button. Enter the details and select 'Continue' followed by 'Save'.

DHL

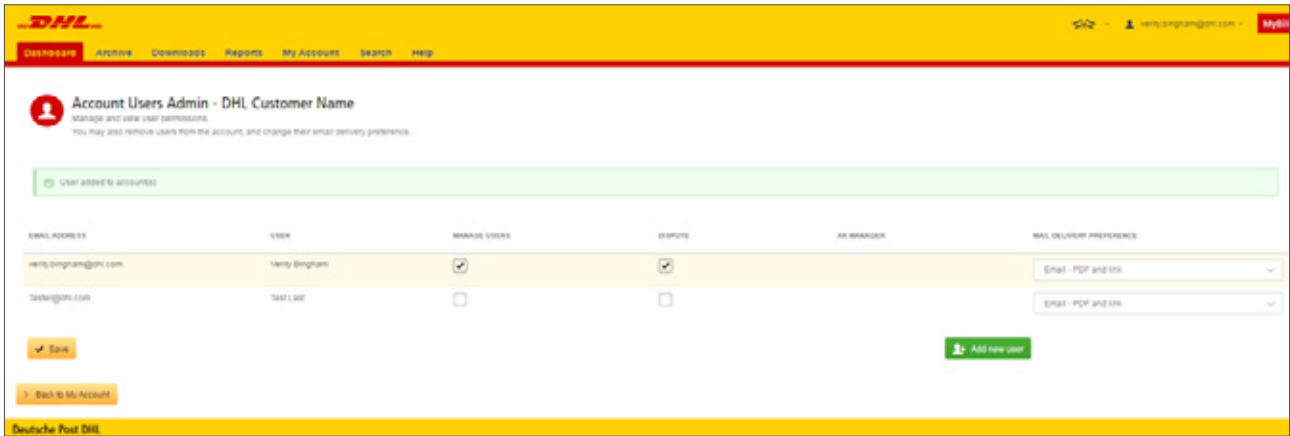
Dashboard Archive Downloads Reports **My Account** Search Help

Add new user
Please enter the new user details.

Username (email):

[Continue](#)

- Within the 'Account Users Admin' section you can assign the necessary rights i.e. to manage, to log queries and the type of notification to receive.



- You can also remove an email address within this section by hovering over the email address and clicking on the 'Remove' button.

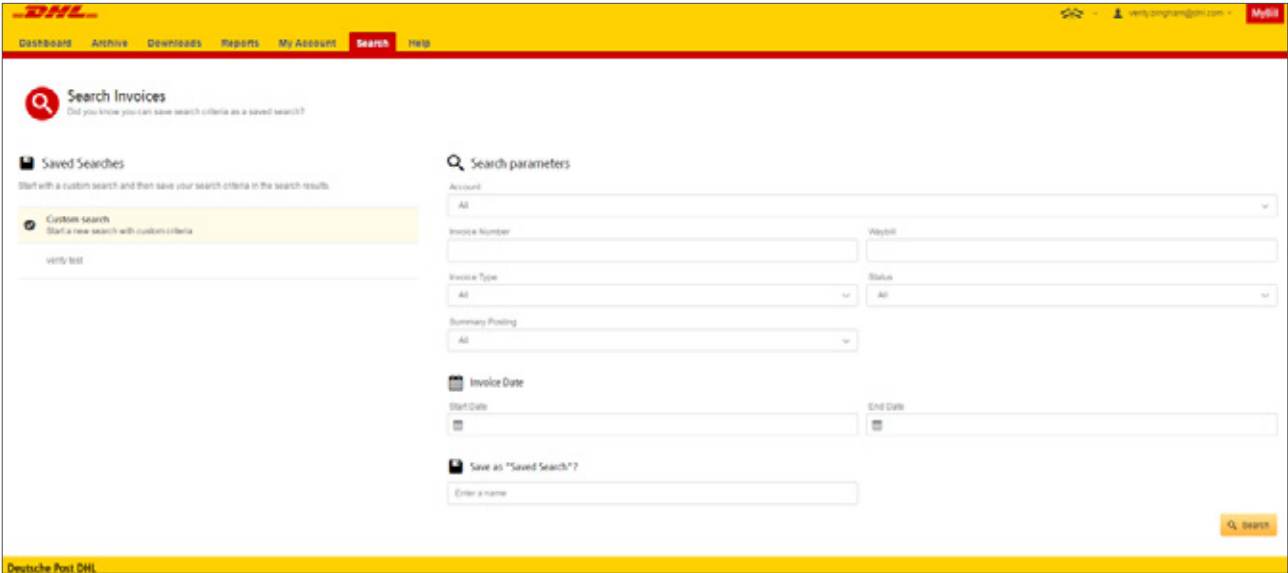




SEARCH AND HELP

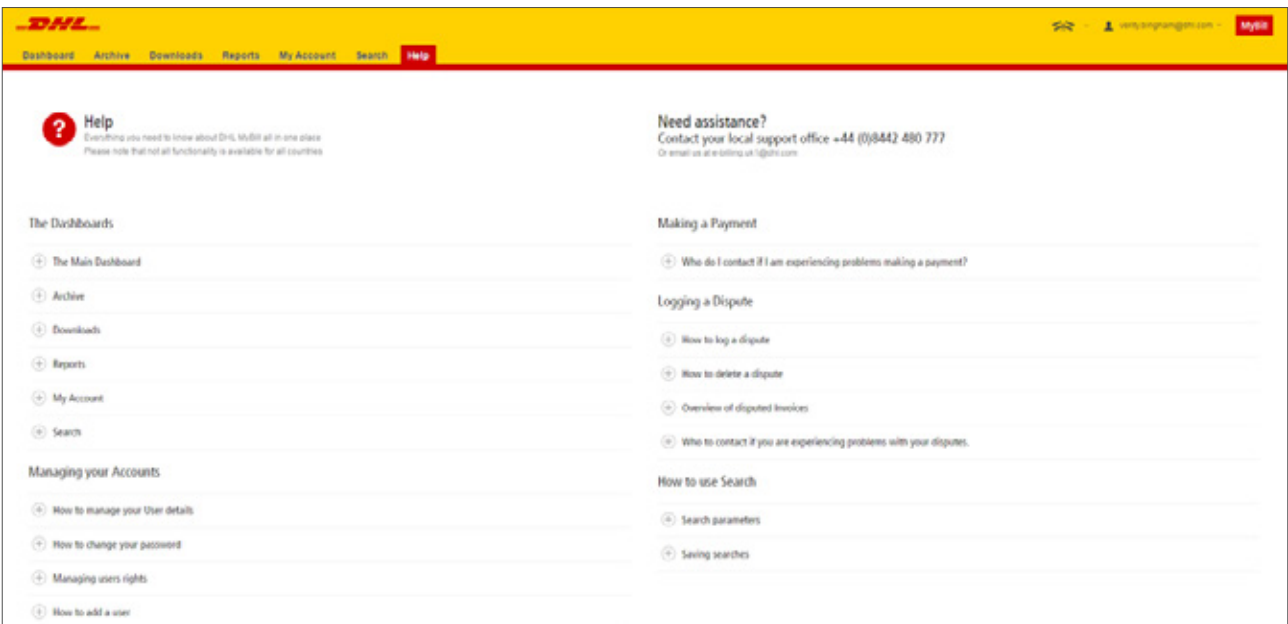
SEARCH

Within the search functionality you are able to quickly search for an invoice, HAWB or by a date range for multiple invoices. You can also save your search criteria for future use.



HELP

The help function provides online step by step instructions to complete tasks i.e. view invoices, make payments, downloads etc. Additional help can also be found in the MyBill FAQ document.





APPENDIX

APPENDIX A: OUTBOUND INVOICE SUMMARY WALK THROUGH

This page shows the summary for the invoice sheets attached. DHL Invoice number.

DHL Express
INVOICE SUMMARY

MISS A.N. Other
COMPANY NAME
ADDRESS 1
TOWN/CITY
POSTCODE

Invoice Number: LBA1234567
Account Number: 131245678
VAT Number: GB123456789
Invoice Date: 21-08-17
Page: 1 of 2

For Invoice Enquiries
Telephone: +44 (0)3442 480 777
Website: <https://mybill.dhl.com/login/>

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	1	6.50	2	59.82	24.23	-49.91	6.83	40.97
EXPRESS WORLDWIDE NON-DOC	1	0.50	1	55.64	6.26	-46.42		15.48
EXPRESS 12:00 DOC	1	0.50	1	28.83	9.23	-24.32	2.75	16.49
Total	3	7.50	4	144.29	39.72	-120.65	9.58	72.94

Analysis of Extra Charges (included in summary above)		Total
FUEL SURCHARGE	17.22	
REMOTE AREA DELIVERY PREMIUM 12:00	17.50	
	5.00	
Total Extra Charges	39.72	

Analysis of Discounts		Total
Weight Charge Discount (W)		-120.65
Total Discounts		-120.65

Analysis of VAT				Total
Code	Code Description	Rate	Taxable Total	VAT
A	Standard rate	20.00%	47.88	9.58
Z	Zero-rated	0.00%	15.48	0
Total VAT				9.58

	Total (Excl. VAT)	VAT	Total (Incl. VAT)
Payment due in 30 days	Total Amount (GBP)	63.36	9.58
		63.36	72.94

PLEASE SEND YOUR REMITTANCES TO DHL INTERNATIONAL (UK) LIMITED, CUSTOMER ACCOUNTING, PO BOX 4833, SLOUGH, SL3 3JE
DHL International (UK) Ltd, Southern Hub, Unit 1, Horton Road, Colnbrook, Berkshire, SL3 0BB • Tel: +44 (0)3442 480 777 • Fax: +44 (0)3442 480 916
Company Registration Number: 01184988 • DHL VAT No. GB751 8123 41 • Crest Code DGBXXX

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Bank Name:</td><td>HSBC Bank Plc</td></tr> <tr><td>Bank Address:</td><td>RSCE, 62-76 Park Street, London, SE1 9DZ</td></tr> <tr><td>Account No:</td><td>91406396</td></tr> <tr><td>Sort Code:</td><td>40-02-50</td></tr> <tr><td>IBAN Code:</td><td>GB33 MIDL 400250 91406396</td></tr> <tr><td>Swift Code:</td><td>MIDLGB22</td></tr> </table>	Bank Name:	HSBC Bank Plc	Bank Address:	RSCE, 62-76 Park Street, London, SE1 9DZ	Account No:	91406396	Sort Code:	40-02-50	IBAN Code:	GB33 MIDL 400250 91406396	Swift Code:	MIDLGB22	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Invoice No:</td><td>LBA1234567</td></tr> <tr><td>Account No:</td><td>131245678</td></tr> <tr><td>Amount:</td><td>72.94</td></tr> </table>	Invoice No:	LBA1234567	Account No:	131245678	Amount:	72.94
Bank Name:	HSBC Bank Plc																		
Bank Address:	RSCE, 62-76 Park Street, London, SE1 9DZ																		
Account No:	91406396																		
Sort Code:	40-02-50																		
IBAN Code:	GB33 MIDL 400250 91406396																		
Swift Code:	MIDLGB22																		
Invoice No:	LBA1234567																		
Account No:	131245678																		
Amount:	72.94																		

Remittance advices should be emailed to rpu.cash@dhl.com
Please state you DHL Invoice Number and Account Number as a reference when making a payment.

Fuel surcharge details may be retrieved from www.dhl.co.uk/fuelsurcharge
For further information please see 'About your Invoice' section of the FAQ on the MyBill site

This is your DHL account number. Please quote this every time you contact us.
Your registered VAT number.

Contact details for enquiries. Remember to quote your account number when contacting us.

VAT is calculated per shipment to give the amount shown on the invoice.

This is the amount owing to DHL.

Summary of the charges you have been invoiced for.

Extra charges that have been invoiced.

This will display the VAT codes and the associated descriptions.

Details of the DHL bank account to make payments to.

MyBill User Guide > Appendix > Appendix A – Outbound Invoice Summary Walk Through

35

APPENDIX A: OUTBOUND INVOICE SUMMARY WALK THROUGH

Invoice information.

Invoice Number: LBA1234567
 Account Number: 131245678
 Invoice Date: 21-08-17
 Number of Pages: 2 of 2

Invoice



This is the shipment number taken from the Waybill label that was completed when the shipment was sent.

Indicates the service selected at time of booking.

Extra charges that have been invoiced.

Air Waybill Number	Shippers Reference	Shipment Date	Origin / Consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of Items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	VAT / Code	Total amount (incl. VAT)
1234567890	MORI	18-08-17	LHR, LONDON-HEATHROW MORI COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POST-CODE	CGN, COLOGNE ROSWITHA BIRKENBACH COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POSTCODE	EXPRESS WORLDWIDE eu	6.50 W	2	59.82	-44.86 W -5.05 W	FUEL SURCHARGE REMOTE AREA DELIVERY	6.73 17.50	2.99 A 0.34 A 3.50 A	17.95 2.02 21.00
Service Sub Total - EXPRESS WORLDWIDE eu						6.50	2	59.82	-49.91		24.23	6.83	40.97
1122334455	TECH	14-08-17	LHR, LONDON-HEATHROW TECHNICAL TEAM COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POST-CODE	SIN, SINGAPORE SARAH WANG LEE COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POST-CODE	EXPRESS WORLDWIDE non-doc	5.0 B	1	55.64	-41.73 W -4.69 W	FUEL SURCHARGE	6.26	Z Z	13.91 1.57
Service Sub Total - EXPRESS WORLDWIDE non-doc						5.00	1	55.64	-46.42		6.26		15.48
9876543210	MORI	02-08-17	LHR, LONDON-HEATHROW MORI COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POST-CODE	ORE, ORLEANS MR SMITH COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POST-CODE	EXPRESS WORLDWIDE non-doc	0.50 B	1	28.83	-21.62 W -2.70 W	PREMIUM 12:00 FUEL SURCHARGE	5.00 4.23	1.44 A 1.00 A 0.31 A	8.65 6.00 2.29
Service Sub Total - EXPRESS 12:00 doc						0.50	1	28.83	-24.32		9.23	2.75	16.94
Total GBP:						7.50	4	144.29	-120.65		39.72	9.58	72.94

The amount of VAT chargeable on each shipment and the associated code.

This is the total shipment charge.

The Shipper's Reference is a reference that is entered, by the Shipper. This value on the Waybill, can be up to 35 characters.

Displays the service subtotals in bold text.

Consignor details will be displayed as per the waybill.

Consignee details will be displayed as per the waybill.

This is the Invoice amount. This will be displayed on the summary sheet and the last page of your invoice.

A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight

APPENDIX B

– INBOUND INVOICE SUMMARY WALK THROUGH

DHL Invoice number.

DHL Express
INVOICE SUMMARY

MISS A JONES
COMPANY NAME
ADDRESS 1
TOWN/CITY
POSTCODE

Invoice Number: LHRI123456
Account Number: 951234567
VAT Number: GB123456789
Invoice Date: 21-08-17
Page: 1 of 2

For Invoice Enquiries
Telephone: +44 (0)3442 480 777
Website: <https://mybill.dhl.com/login/>

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	1	1.50	1	111.22	14.46	-35.19		90.49
Total	1	1.50	1	111.22	14.46	-35.19		90.49

Analysis of Extra Charges (included in summary above)		Total	Analysis of Discounts		Total
FUEL SURCHARGE	14.46		Weight Charge Discount (w)	-35.19	
Total Extra Charges	14.46		Total Discounts	-35.19	

Analysis of VAT				Total
Code	Code Description	Rate	Taxable Total	VAT
Z	Zero-rated	0.0%	90.49	0.00
Total of VAT				0.00

	Total (Excl. VAT)	VAT	Total (Incl. VAT)
Payment due in 30 days	Total Amount (GBP)	90.49	0.00
			90.49

PLEASE SEND YOUR REMITTANCES TO DHL INTERNATIONAL (UK) LIMITED, CUSTOMER ACCOUNTING, PO BOX 4833, SLOUGH, SL3 3JE
DHL International (UK) Ltd, Southern Hub, Unit 1, Horton Road, Colnbrook, Berkshire, SL3 0BB • Tel: +44 (0)3442 480 777 • Fax: +44 (0)3442 480 916
Company Registration Number: 01184988 • DHL VAT No. GB751 8123 41 • Crest Code DGBXXX

Bank Name:	HSBC Bank Plc
Bank Address:	RSCF, 62-76 Park Street, London, SE1 9DZ
Account No:	91406396
Sort Code:	40-02-50
IBAN Code:	GB33 MIDL 400250 91406396
Swift Code:	MIDLGB22

Invoice No:	LHRI123456
Account No:	951234567
Amount:	90.49 GBP

Remittance advices should be emailed to rpu.cash@dhl.com
Please state you DHL Invoice Number and Account Number as a reference when making a payment.

Fuel surcharge details may be retrieved from www.dhl.co.uk/fuelsurcharge
For further information please see 'About your Invoice' section of the FAQ on the MyBill site

This page shows the summary for the invoice sheets attached.

Summary of the charges you have been invoiced for.

Extra charges incurred on the invoice.

This will display the VAT codes and the associated descriptions.

Details of the DHL bank account to make payments to.

This is your DHL account number. Please quote this every time you contact us.

Your registered VAT number.

Contact details for enquiries. Remember to quote your DHL account number when contacting us.

VAT is calculated per shipment to give the amount shown on the Invoice.

This is the amount owing to DHL.

APPENDIX B

– INBOUND INVOICE SUMMARY WALK THROUGH

Invoice information.

This is the shipment number taken from the Waybill label that was completed when the shipment was sent.

Displays the service subtotals in bold text.

Invoice

Extra charges that have been invoiced.

Invoice Number: LHR123456
 Account Number: 951234567
 Invoice Date: 21-08-17
 Number of Pages: 2 of 2

Air Waybill Number	Shippers Reference	Shipment Date	Origin / Consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of Items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	VAT / Code	Total amount (incl. VAT)
1490950495	MORI	02-08-17	CGN, COLOGNE ROSWITHA BIRKENBACH COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POSTCODE	LHR, LONDON-HEATHROW MORI COMPANY NAME ADDRESS 1 TOWN, CITY COUNTY POST-CODE	EXPRESS WORLDWIDE doc	1.50 B	1	111.22	-31.14 w -4.05	FUEL SURCHARGE	14.46	Z Z	80.08 10.41
Service Sub Total						EXPRESS WORLDWIDE doc	1.50	1	111.22	-35.19	14.46		90.49
Total						GBP:	1.50	1	111.22	-35.19	14.46		90.49

A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight

The Shipper's Reference is a reference that is entered, by the Shipper. This value on the Waybill, can be up to 35 characters.

Consignor details will be displayed as per the Waybill.

Consignee details will be displayed as per the Waybill.

Indicated the service selected at time of booking.

This is the amount owing to DHL. This will be displayed on the summary sheet and the last page of your invoice.

The amount of VAT chargeable on each shipment and the associated code.

This is the total shipment charge.

APPENDIX C

– CUSTOMS INVOICE WALK THROUGH

DHL Invoice number.

DHL Express
CUSTOMS DUTY / VAT INVOICE

MISS A.N. OTHER
COMPANY NAME
ADDRESS 1
TOWN/CITY
POSTCODE

Invoice Number: AV11234567
Account Number: 123456789
Invoice Date: 21-08-17
Reference:
Page: 1 of 2
Enquiries: www.dhl.co.uk/duties

Importer VAT Number: 123 4567 1200

This is an invoice for Duty & VAT we were required to pay Customs on your behalf to enable clearance of delivery of your goods. Import taxes are the responsibility of the Receiver, unless the agreed delivery terms on the Waybill state otherwise. For information please log on to our website: www.dhl.co.uk/duties

Customs Charge Type	Number of Declarations	Total Customs Charges	Total of Extra Charges	VAT	Net Charge
Duty	1	£27.46	£11.00	£0.00	
VAT	1	£208.96			
Other levy	1	£0.00			
Total	1	£236.42	£11.00	£0.00	£247.42

Analysis of Extra Charges

Spec. Clear. Serv	£0.00
Disbursement	£11.00

Analysis of VAT

Code	Rate	Taxable Total	Total VAT
Total of Extra Charges		£11.00	£0.00
Total VAT			£0.00

Total Amount: £247.42
E.&O.E

IMMEDIATE PAYMENT REQUIRED

PLEASE SEND YOUR REMITTANCES TO DHL INTERNATIONAL (UK) LIMITED, CUSTOMER ACCOUNTING, PO BOX 4833, SLOUGH, SL3 3JE
DHL International (UK) Ltd, Southern Hub, Unit 1, Horton Road, Crowthorne, Berkshire, SL3 0BB • Tel: +44 (0)3442 480 777 • Fax: +44 (0)3442 480 916
Company Registration Number: 01184988 • DHL VAT No: GB751 8123 41 • Crest Code DGBXXX

Bank Name: HSBC Bank Plc	Invoice No: AV11234567
Bank Address: RSCF, 62-76 Park Street, London, SE1 9DZ	Account No: 123456789
Account No: 91406396	Amount: £247.42
Sort Code: 40-02-50	
IBAN Code: GB33 MIDL 400250 91406396	
Swift Code: MIDLGB22	

Remittance advices should be emailed to rpu.cash@dhl.com
Please state you DHL Invoice Number and Account Number as a reference when making a payment.

Fuel surcharge details may be retrieved from www.dhl.co.uk/fuelsurcharge
For further information please see 'About your Invoice' section of the FAQ on the MyBill site

This page shows the summary for the invoice sheets attached.

This is your registered VAT number.

Summary of the charges applied by H.M Customs.

Summary of the extra charges applied.

Details of the DHL bank account to make payments to.

This is your DHL account number. Please quote this every time you contact us.

Website address for further information.

This is the amount owing to DHL.

DHL payment terms.

APPENDIX C

– CUSTOMS INVOICE WALK THROUGH

If you are registered for VAT you should be able to reclaim the VAT amount against this invoice.

Invoice Number: AV11234567
 Account Number: 123456789
 Invoice Date: 21-08-17
 Number of Pages: 2 of 2

Country of Origin.

Customs Duty / VAT Invoice

Waybill Number	Declaration Number	Import Date	Country of Origin/Consignor	VAT Number	Taric Code	Statistical Value	Customs Charge Description	%	Customs Charge	Extra Charges Description	Extra Charges	VAT/Code	Nett Charge
7300000000	108E100001 7971234	02-08-17	OFFICE CENTRAL 498 ANY ST CITY CAN	770 9327 1000	C123456789	£1,017.35	Duty	2.70%	£27.46	Spec.Clear.Serv			
						£1,044.81	Vat	20.00%	£208.96				
						£1,017.35	Other levy	0.00%					
Description of goods: FOOTWEAR													
Customs procedure code 4000000													
Total for Shipment										£236.42	£11.00	£0.00	£247.42

Invoice information.

This is the shipment detail taken from the Waybill number and associated Customs paperwork.

This code identifies the Customs regime to which your goods were entered.

Customs Duty / VAT Invoice



Country of Origin.

If you are registered for VAT you should be able to reclaim the VAT amount against this invoice.

Commodity code / Taric code is the code used to assess the duty to be paid (if applicable)

Charges applied by Customs.

This is the amount owing to DHL.

APPENDIX D

– FAQ

MYBILL E-INVOICE FAQs



We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

HOW DOES MYBILL WORK?

MyBill is DHL's e-invoicing portal that allows you to view, dispute and pay your invoices online in a user friendly manner. When an invoice has been raised an email notification is sent to you with the invoice attached in a PDF format and contains the link to the MyBill website where you can view and download your invoice in several formats.

I AM REGISTERED, BUT I HAVE FORGOTTEN MY USERNAME AND PASSWORD. WHAT DO I DO?

Your username will be the e-mail address you registered. Your password is personal to you. If you have forgotten your password, simply enter your username in the MyBill website and click on the 'Forgotten your password' hyperlink. An email will be sent to you with a temporary password.

HOW CAN I VIEW MY INVOICE ONLINE?

- Step 1** Click on the MyBill link mybill.dhl.com/login/ this will take you directly to the DHL MyBill website. Enter your username and password.
- Step 2** Within MyBill you can view your invoice online.
- Step 3** Click on the invoice to import the data downloads and view your invoice from the list.

WHAT FORMAT CAN I RECEIVE MY INVOICE IN?

Invoices can be downloaded in a variety of formats including PDF, XML, CSV file (for importing into other applications such as Excel). Please see below different types of CSV available in MyBill:

CSV – details with multiple lines per waybill to split freight and surcharge on individual rows.

STANDARD CSV – details presented all in one line built for future development.

DUTY AND VAT – details presented all in one line for the customers charges.

IS MYBILL SECURE?

Yes, it is. We use a combination of digital signatures and powerful encryption technology to protect your account information and card payment details.

IS IT VAT COMPLIANT?

DHL e-invoices are certified and legally compliant in the country the invoice is issued in. It meets the relevant EU and Swiss VAT legislation laws, whereby the e-invoice will have a form of electronic signature attached to the data that enables the invoice to be uniquely identifiable from DHL. This electronic authentication allows the signatory (i.e. DHL) to detect any changes that may have been made to the data. This can be viewed in the PDF image of the invoice.

WHAT SOFTWARE / HARDWARE MUST I HAVE TO USE MYBILL?

Access to the internet is the only requirement you need to log into MyBill and Adobe Acrobat to view the invoice.

HOW DO I KNOW THE INVOICE ORIGINATES FROM DHL?

The invoice in PDF has an electronic signature. The electronic signature guarantees, through its technology, that the invoice is issued by DHL.

I AM NOT RECEIVING MY INVOICE?

Please ensure that your spam/junk filter will not block emails from the following address: e-billing.uk1@dhl.com

If you continue to experience difficulties please 'white list' the following IP addresses and domain names that are used for sending out invoices:

85.90.252.62
109.234.201.208

Domain names we send from are:
fundtech.com, accountis.com, accountis.net and dhl.com

WILL I STILL RECEIVE MY PAPER INVOICE?

DHL will not supply a paper invoice but you have the option to print.

MY EMAIL ADDRESS HAS CHANGED. WHAT DO I NEED TO DO TO ENSURE I STILL RECEIVE MY INVOICES?

You can amend your email address online via the "My Account" tab on the MyBill website and this should be done as quickly as possible. However we strongly recommend that you contact DHL to confirm changes, so that we can remove any old email addresses from the system to avoid any issues. For MyBill questions call us on **03442 480 777** or alternatively email ebillinguk@dhl.com

HOW DO I ADD OR REMOVE EMAIL ADDRESSES?

You can go to 'My Account' and add / remove multiple users.

WHAT INVOICES WILL BE AVAILABLE ONLINE?

Your online history will start with the first invoice you receive electronically. There will be no history available for invoices received prior to registration.

WHY HAS MY INVOICE BEEN REMOVED?

Once the invoice has been paid it will be moved to the 'Archive' tab.

AM I ABLE TO VIEW WAYBILLS ONLINE?

Simply click on the hyperlink for the waybill to view the image. Should an image not be available, a request will automatically be logged and passed to our Customer Enquiries team for action. The query response will be sent via email. Please note that for security reasons you will not be able to access waybill images from the email version of your invoices you will need to log into the website.

CAN I QUERY MY INVOICE ONLINE?

Yes to register an enquiry against your invoice(s) please complete the following actions:

- Click on the invoice number in question
- Click on the 'Create Dispute' icon
- Complete the information within the query details screen followed by the 'Submit dispute' button.

The information you enter will be sent to DHL for full investigation and the status of the enquiry will always be available i.e. open or clarification sent. For a more detailed explanation of how to follow this process, please refer to the user guide section 'How do I raise an invoice query online?'

CAN I UPDATE MY COMPANY DETAILS ONLINE?

For the time being any change to your official company data has to be done via Customer Services or your Account Manager. You can change your language preference for MyBill and your password online (see My Account tab).

HOW CAN I PAY FOR MY E-INVOICE ONLINE?

1. Login into MyBill using your login details (email address)
2. Indicate the invoice(s) to be paid
3. Select the 'Pay Now' option
4. Enter your card details and submit your payment

HOW CAN I SEE THAT MY INVOICE HAS BEEN PAID?

Once an invoice has been paid the invoice will be marked as closed and will be moved to the 'Archive' tab.

IS E-PAYMENT SECURE?

Yes, it is. We use a combination of digital signature and powerful encryption technologies to protect all your card payment details.

CAN I SEE THE PAYMENT DETAILS ON MYBILL?

Yes. The online history will display the payment transaction reference and total paid.

HOW LONG WILL IT TAKE TO SUBMIT THE PAYMENT?

Timing will depend on your card payment provider and the status of the invoice will be updated on receipt of payment confirmation.

IS THERE A LIMIT FOR THE TOTAL AMOUNT OF INVOICES SELECTED FOR PAYMENT?

The total limit of invoices selected must not exceed £99,999.98.

HOW CAN I MAKE SURE THAT I WILL NOT DUPLICATE A PAYMENT?

The system will not allow a payment to be processed on a closed invoice.

WHAT CREDIT CARDS CAN I MAKE A PAYMENT ON?

Payments can be made via UK registered Credit or Debit Card i.e. Master Card, Visa.

ARE THERE ANY ADDITIONAL CHARGES WHEN USING THE ONLINE PAYMENT SERVICE?

No.

CAN I SETUP DIRECT DEBIT THROUGH MYBILL?

Yes, the process to set up an account on Direct Debit has been simplified as an "option" and has now been added to the invoice page to select the Direct Debit mandate. Alternatively, you can retrieve the mandate via our website on: www.dhl.co.uk/payment_options

IF I PAY ONLINE, DO I HAVE TO USE THIS METHOD EVERY MONTH?

There is no requirement to pay by this method every month you can pay by various methods when using DHL Express. For ease of use we recommend this method.

STILL HAVE A QUESTION?

Call us on **03442 480 777** for general information and technical support or you can email the MyBill team directly on ebillinguk@dhl.com

DHL International (UK)
Limited Southern Hub,
Unit 1, Horton Road,
Colnbrook,
Berkshire,
SL3 0BB

www.dhl.co.uk

VAT Number: GB751 8123
41

Registration Number:
01184988

V1 0124

