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?

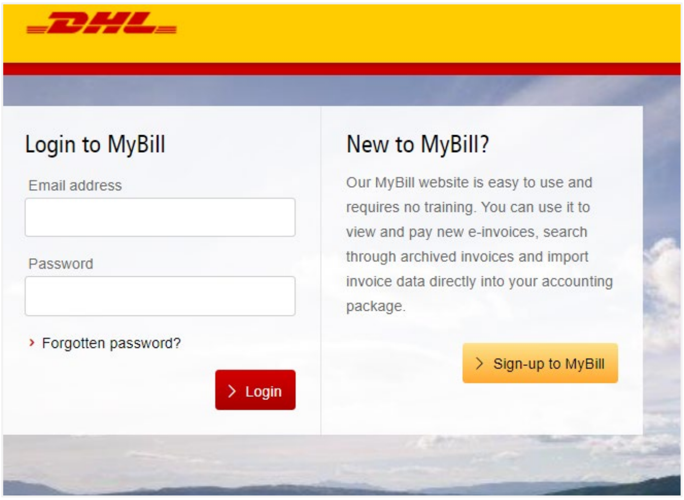
You maintain full control of all your export and import accounts in one profile. Specify the dates you would like to make a payment and determine the amount for each payment. Research individual line items on your invoices. If you need to file a dispute for charges, it's simple to submit your request 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

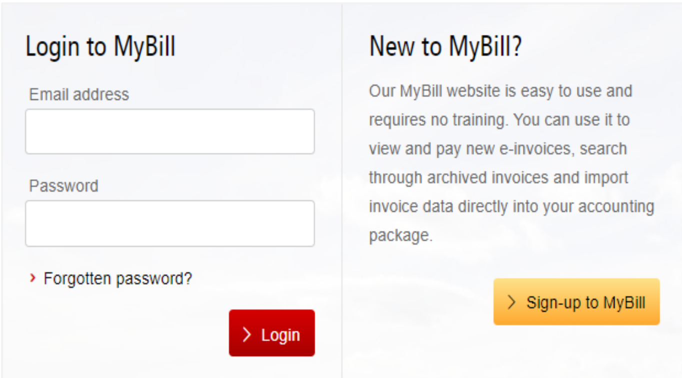
To log into the DHL MyBill system, open [https://mybill.dhl.com/login/](https://mybill.dhl.com/login/)



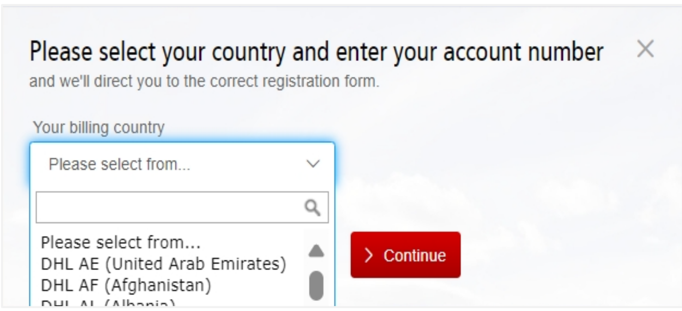

**Already a MyBill user:** Enter your email address in the email address box and type your password in the 'Password' box and then click ***Login***.

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

## Signing-up to MyBill

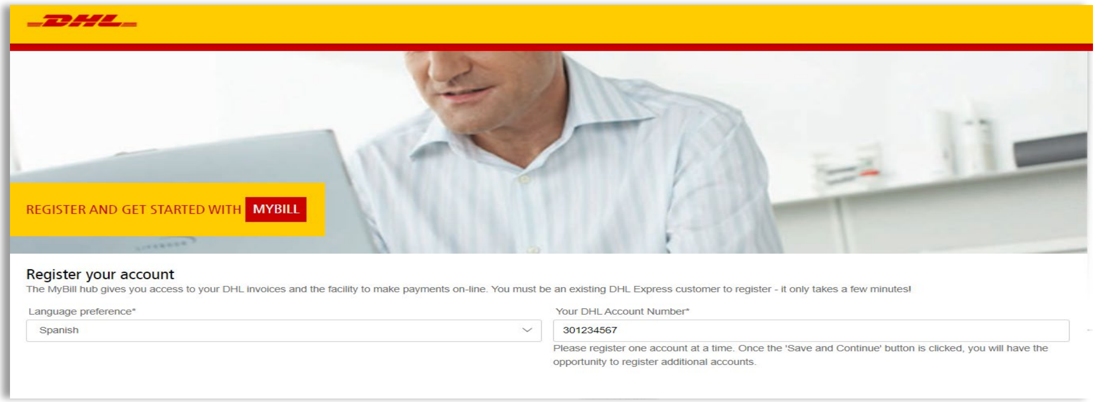



To begin the process of signing up to MyBill, click on the ***Sign-up*** to MyBill




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

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




**Here you will be asked to provide the following information:**

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

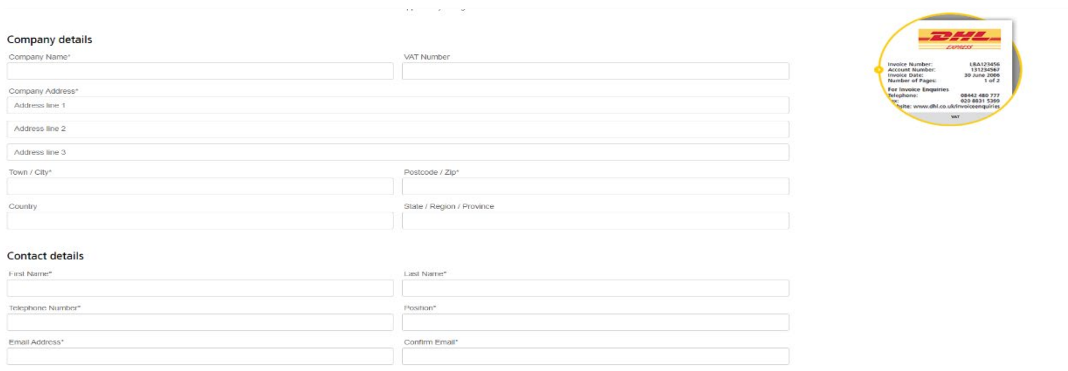
**Company Details**

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

**Contact Details**

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

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

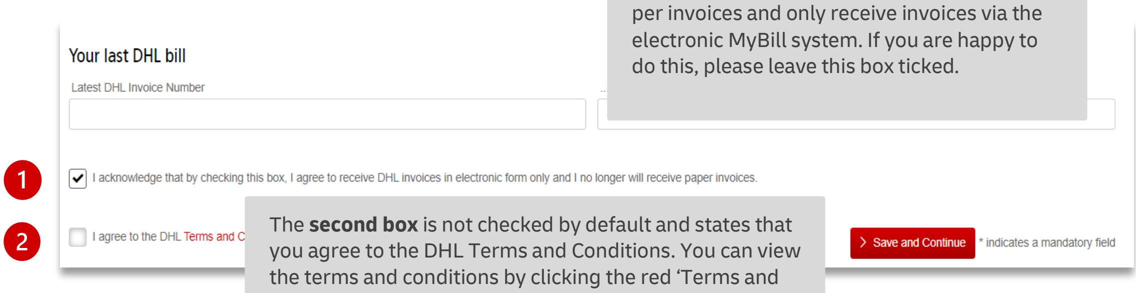


## Your last DHL bill

This information is used to help verify your account.

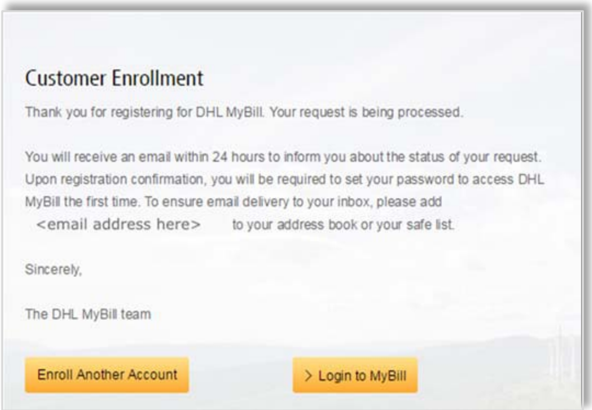
- **Latest DHL Invoice Number:** The invoice number of your latest DHL bill.
- **Grand Total:** The grand total of your last DHL bill.

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




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

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




You should receive an email within 24 hours with the status of your request. There will be an email address displayed on the confirmation where the text <email address here> is shown in the image.

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

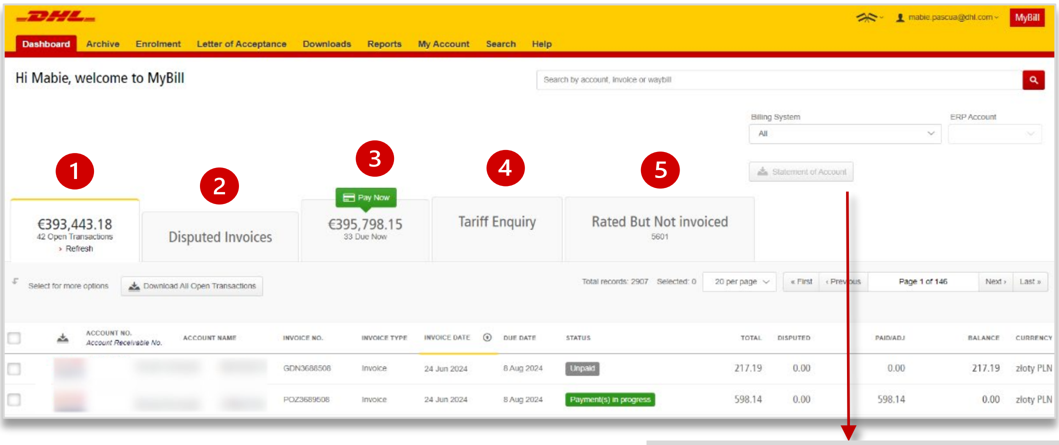
## Title Bar

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

Depending on your permissions, the following tabs may be available.


## The Dashboard

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




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

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

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

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

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

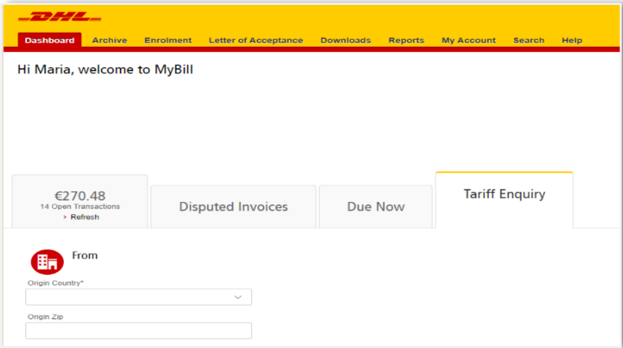
All four overviews except Tariff Enquiry can be downloaded and exported to Excel by selecting the

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

## Tariff Enquiry

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

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



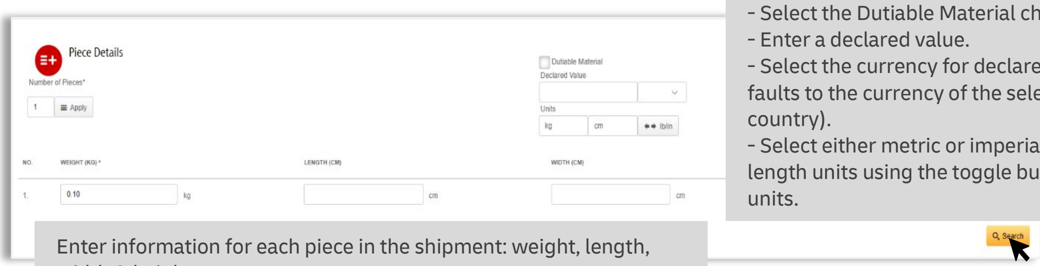

To use the **Tariff Enquiry** screen, begin by entering an origin and destination address for the shipment. Begin typing a *country* and select the desired country from the dropdown. One of the fields, *Zip or Suburb,* will be disabled, depending on whether the country has postcodes.

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


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

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


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




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

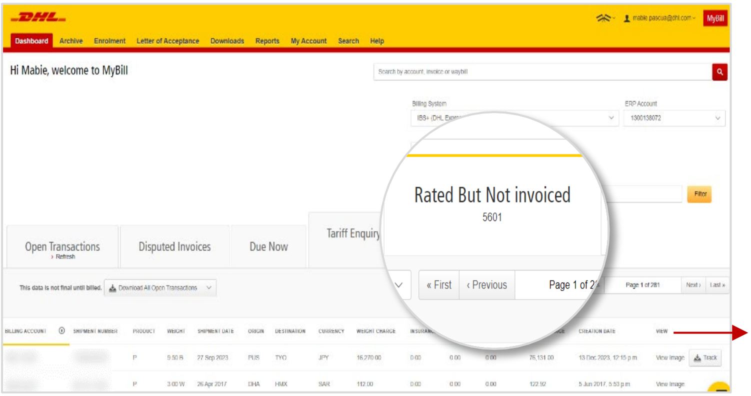
Enter information for each piece in the shipment: weight, length, width & height.

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

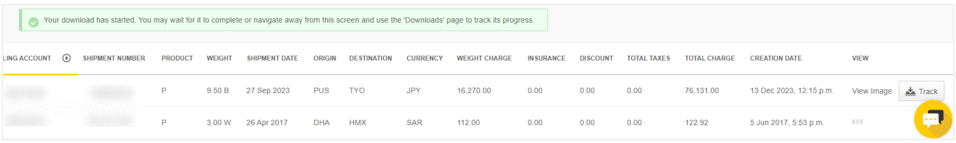
The **Rated but not Invoiced (RBNI)** functionality provides an overview of dispatched shipments that have been rated but not yet billed. In the event your account has been enabled for Rated but not Invoiced (RBNI), you will be able to view shipments that have been sent, rated but not yet invoiced.




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

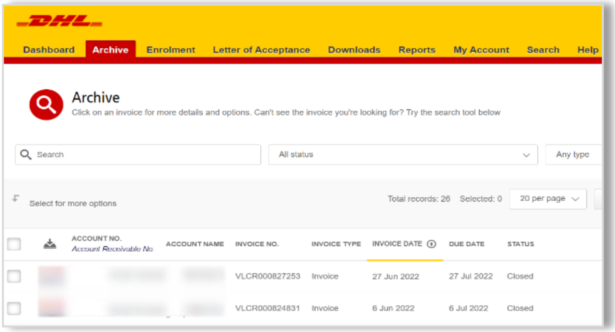
Sort your *RBNI* data by clicking on a particular column header. The arrow next to the header will indicate the direction of the sort order.

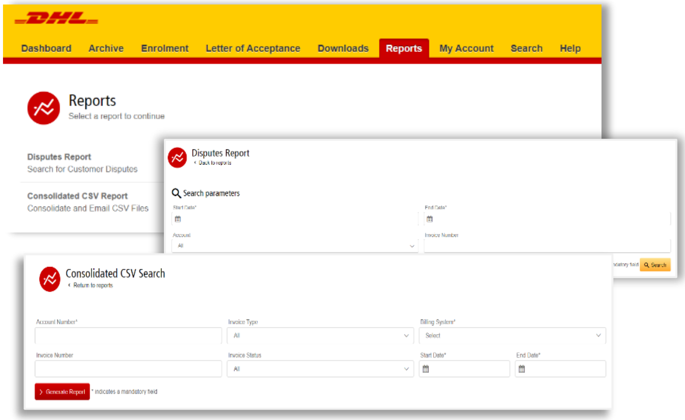
In the Rated but not Invoiced Dashboard, you can easily download the paperwork associated with the shipment by selecting the ***View Image*** link found on each shipment line. Once selected, it will download a zip file that contains shipment waybill images.



## Title Bar

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

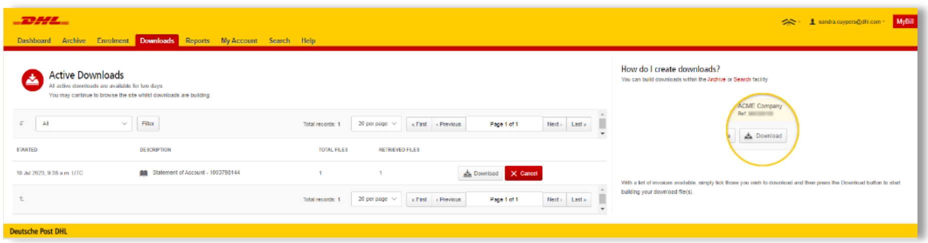



The **Report screen** offers the possibility to download reports. These reports will be available in CSV format.

Select the report you wish to run (Dispute Report & Consolidated CSV Search) enter the Search Pa-rameters and then select the Search button to create. For more information on the dispute report go to the Logging a Dispute section (click *here*)

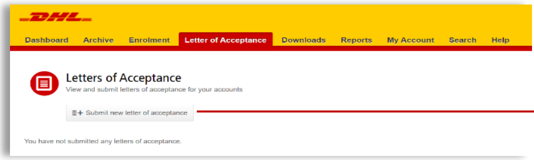
In the **Downloads screen**, you will find all your recent downloads created using the Archive or Search facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads, then select the Cancel button.




For more details on how to download invoices, go to the *Viewing/Downloading* In-voices section.

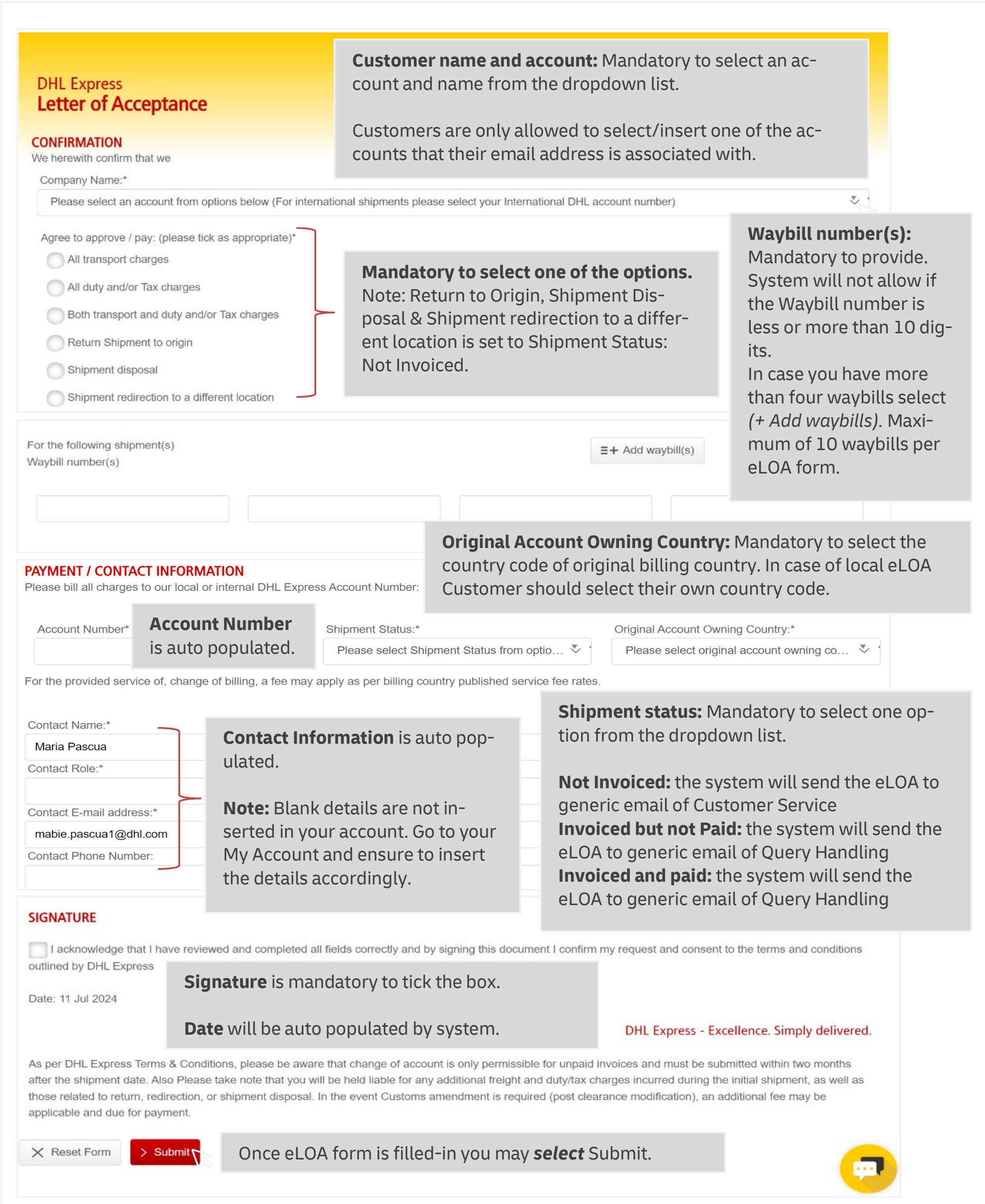
## Letter of Acceptance

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




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

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



DHL Express
Letter of Acceptance

CONFIRMATION
We herewith confirm that we

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

Agree to approve / pay: (please tick as appropriate)*
- All transport charges
- All duty and/or Tax charges
- Both transport and duty and/or Tax charges
- Return Shipment to origin
- Shipment disposal
- Shipment redirection to a different location

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

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

Account Number*
Shipment Status:*
Please select Shipment Status from optio…
Original Account Owning Country:*
Please select original account owning co…

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

Contact Name:*
Maria Pascua
Contact Role:*
Contact E-mail address:*
mabie.pascua1@dhl.com
Contact Phone Number:

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

Date: 11 Jul 2024

DHL Express - Excellence. Simply delivered.

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

Reset Form
Submit

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

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

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

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

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

**Account Number** is auto populated.

**Contact Information** is auto populated.

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

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

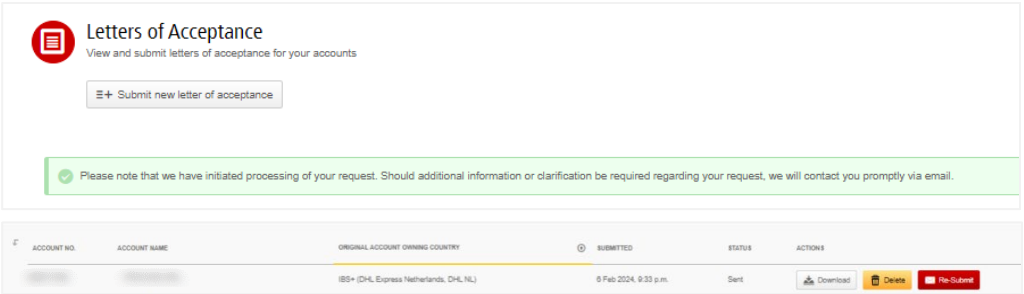
**Not Invoiced:** the system will send the eLOA to generic email of Customer Service
**Invoiced but not Paid:** the system will send the eLOA to generic email of Query Handling
**Invoiced and paid:** the system will send the eLOA to generic email of Query Handling

**Signature** is mandatory to tick the box.

**Date** will be auto populated by system.

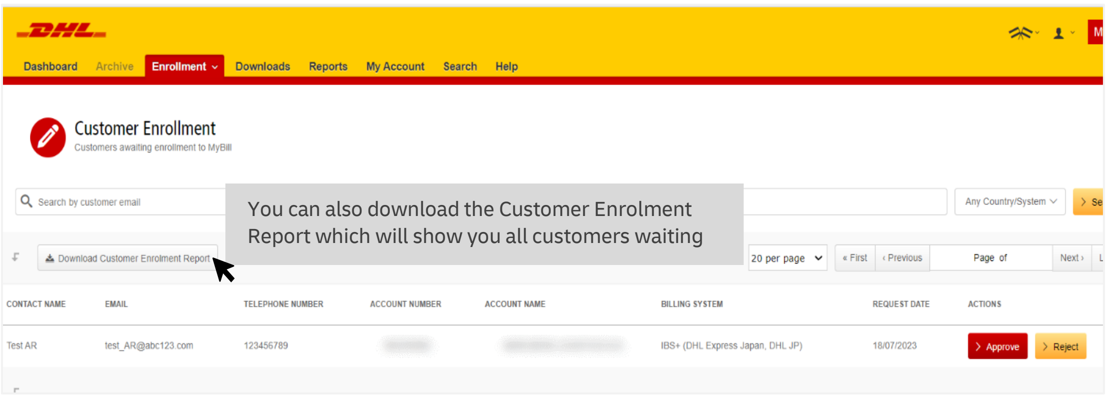
Once eLOA form is filled-in you may ***select*** Submit.

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




## Enrolment

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



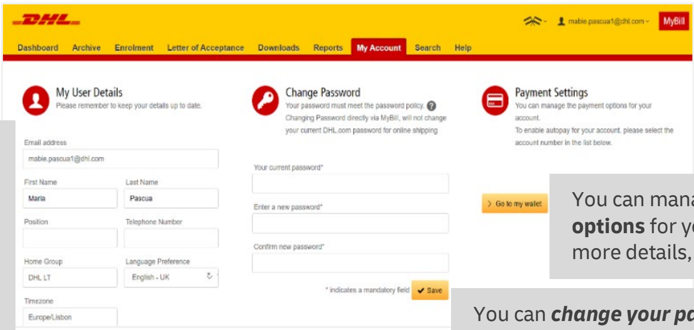

An *AR (Accounts Receivable) Manager* is linked to each Network (commercial) account that is part of the AR Group.

The *AR (Accounts Receivable) Manager* can:

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

## My Account

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

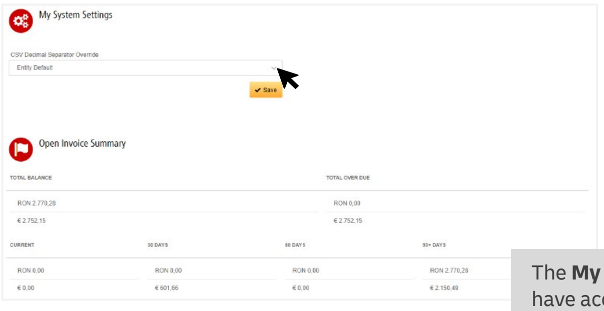


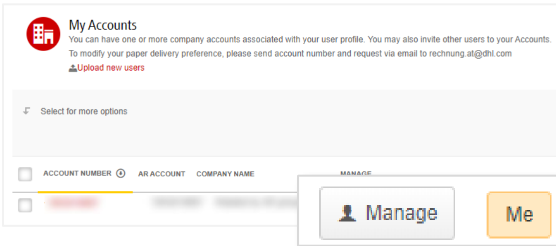

Should you wish to change your user details such as your *email address, phone number or language preference* this can be done from the **My Account screen**. Alter the details that require adjusting and select the Save button.

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

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

You can also choose the CSV Decimal Separator.

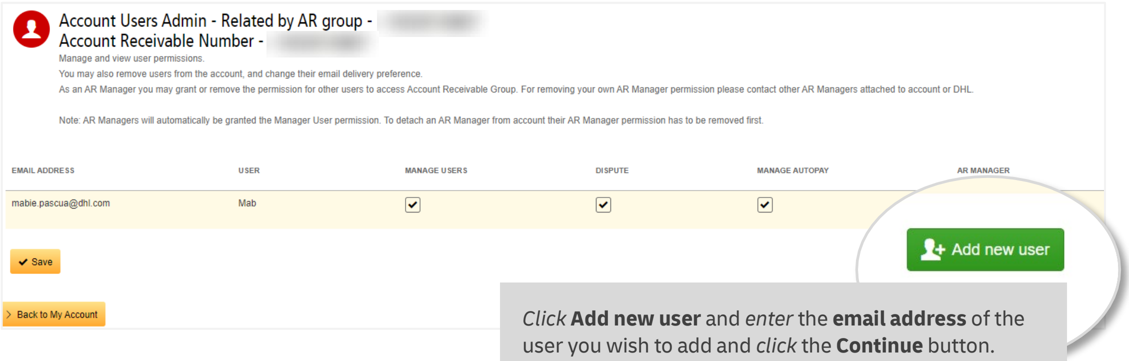



The **My Accounts** section is an overview of all the accounts you have access to. In this section you can view your rights for each account. If a **Manage** button appears in the manage column, this means you have managing rights; if the column is blank, then you do not have managing rights for that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

## How to Add & Remove User

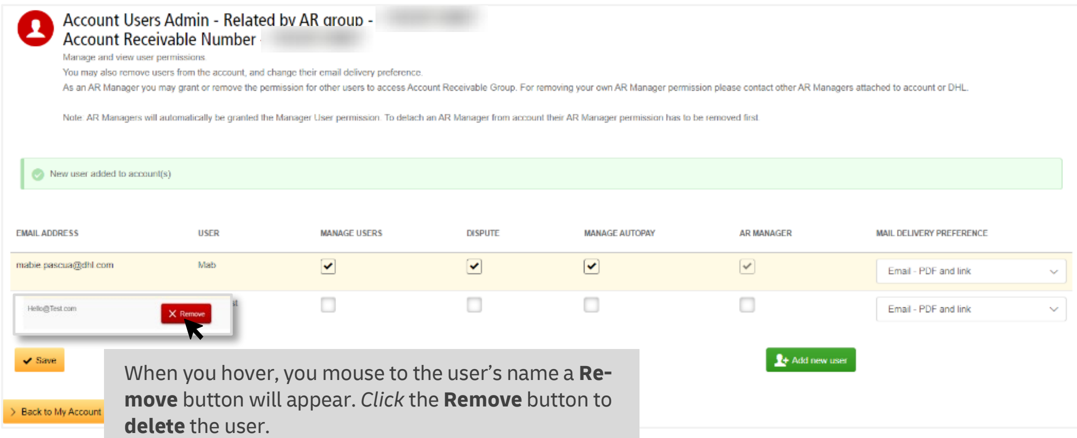
If you have the managing rights for the account when you *select* **Manage** you will be taken to below screen:




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

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

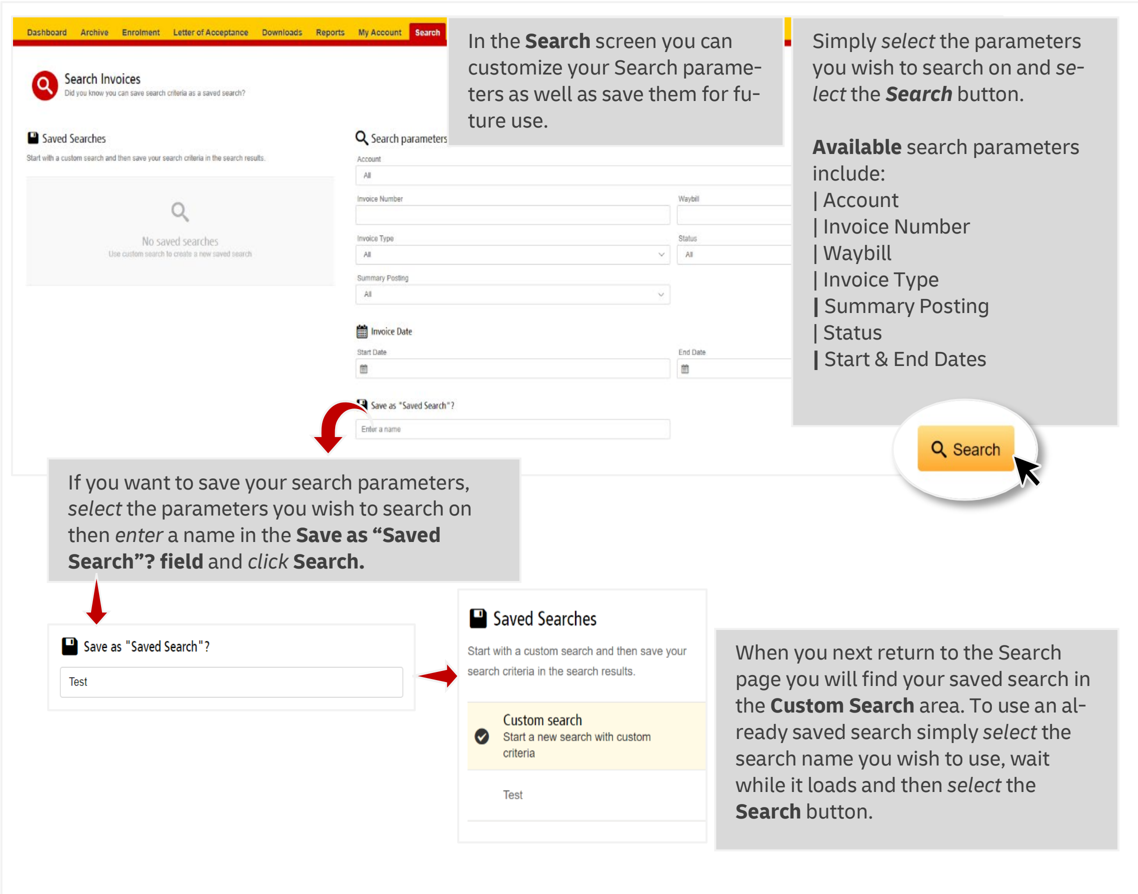
You will be redirected back to the **Account Users Admin screen** where you will be advised whether your request has been successful.




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

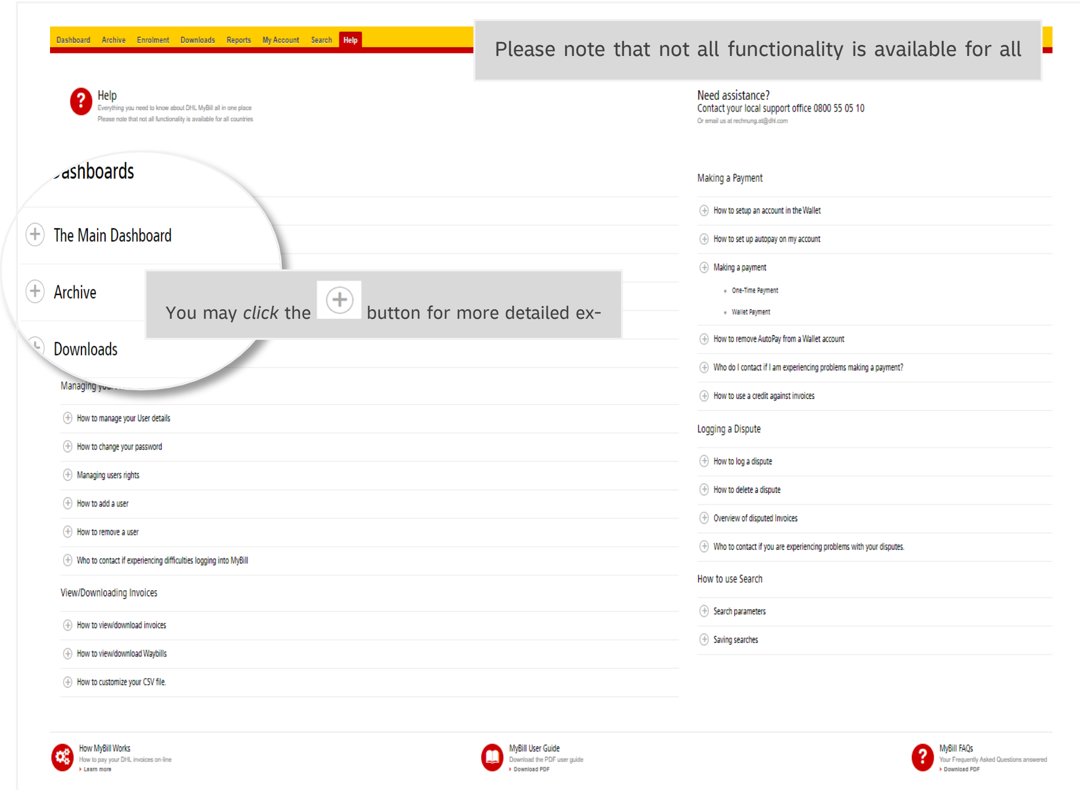
## Search

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



## Help

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

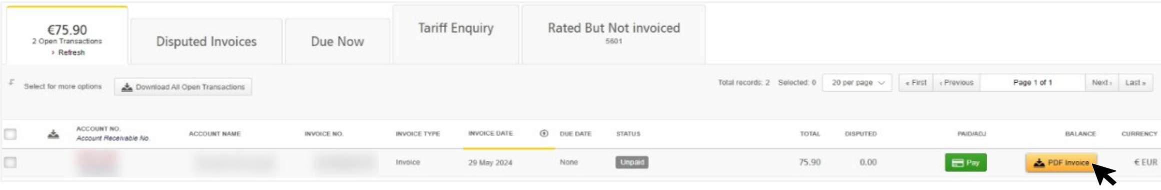


# Viewing and Downloading Invoices

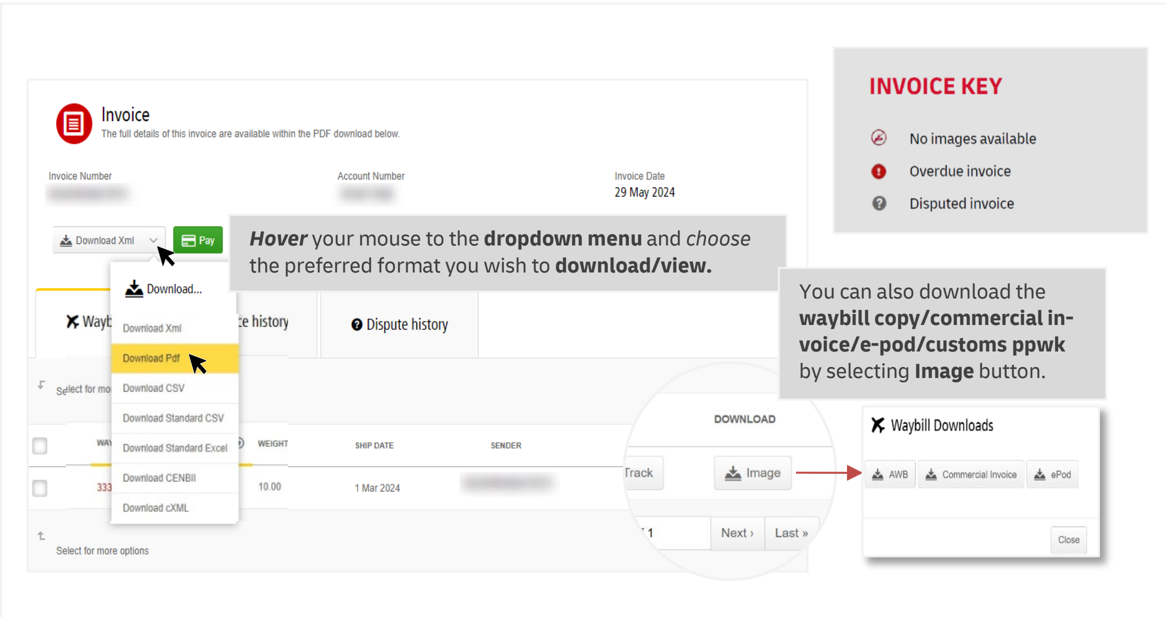
There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.

## How to view/download a Single Invoice

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

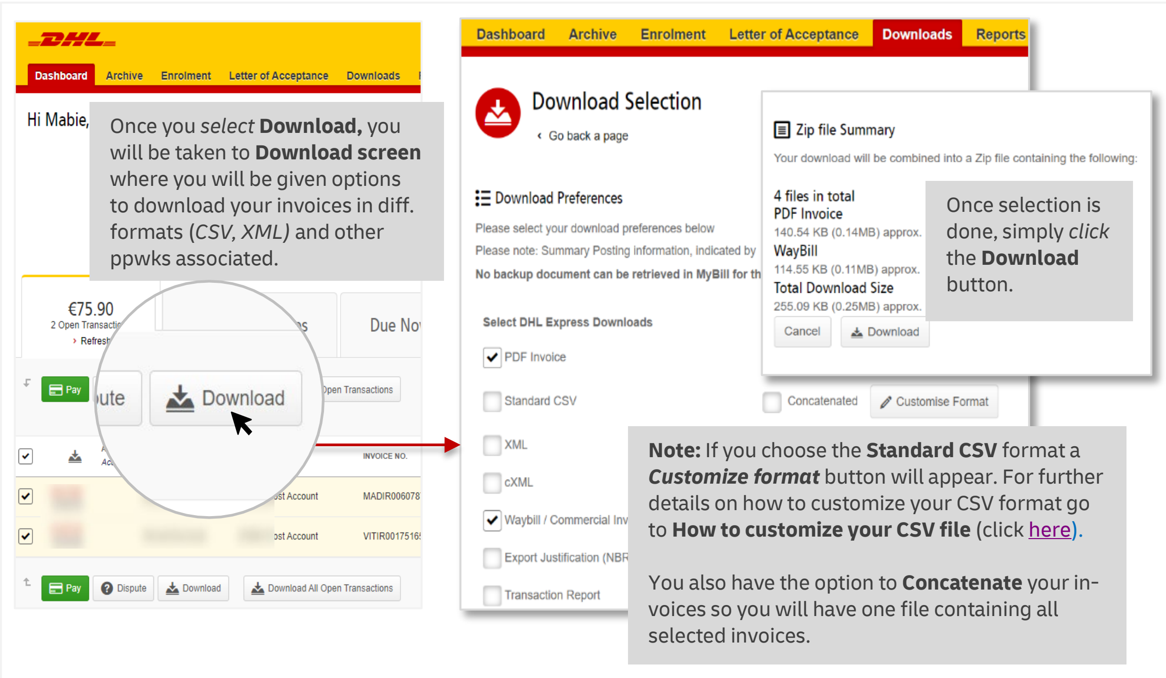



or if you would like to download the invoice in a **different format** then simply click on the invoice number, and it will redirect you to the **Invoice screen** shown below.

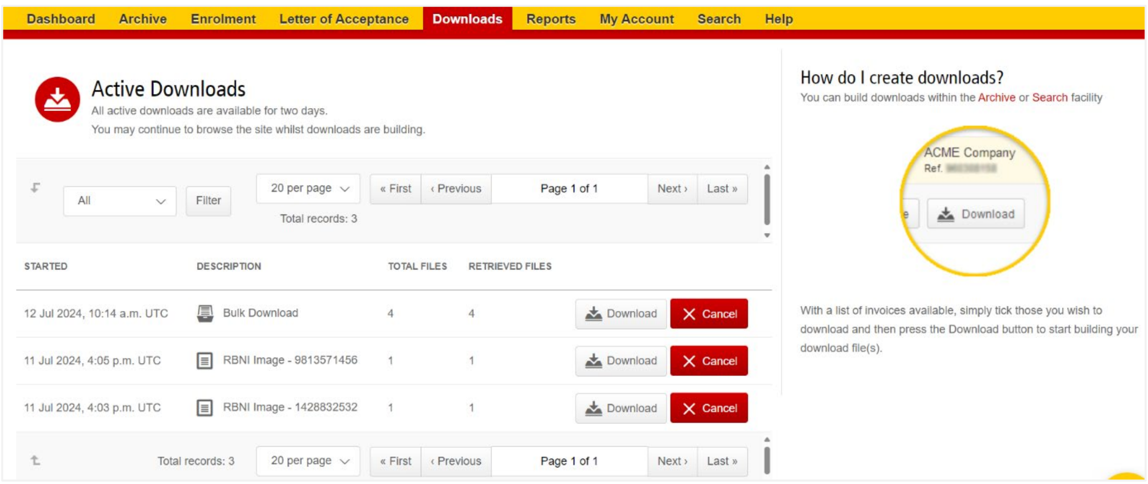


## How to view/download Multiple Invoices

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

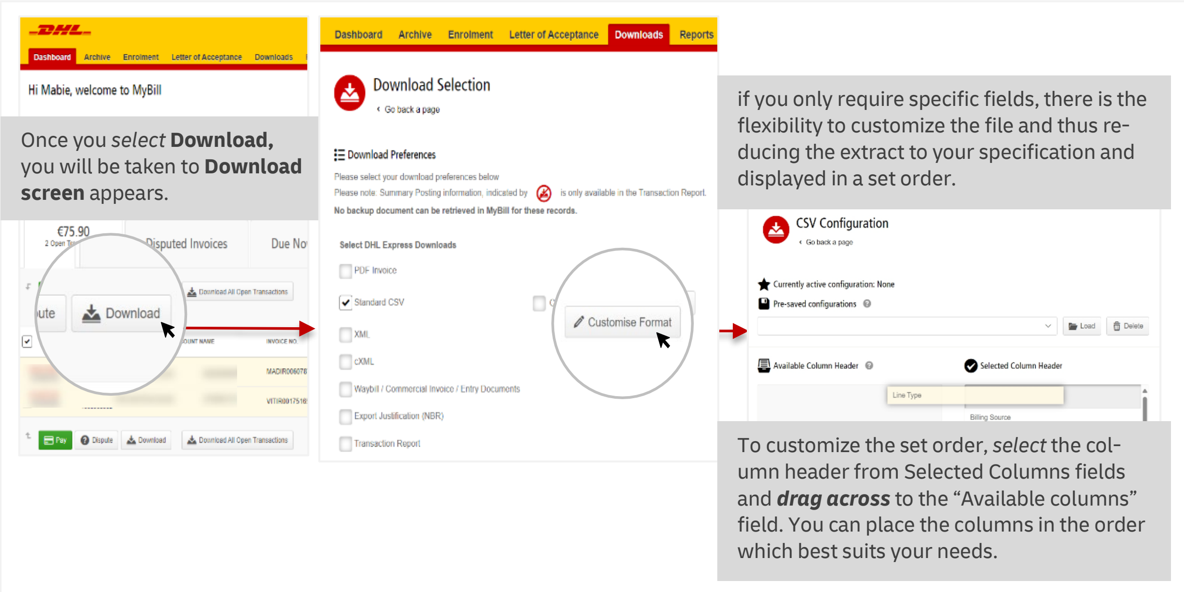



Once your invoices have been downloaded, you will be sent to the **Active Downloads** screen. Recent downloads are stored for a limited period so you may find some of your previous downloads still available. Use the date and the time of download to help identify which is your latest download. Select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

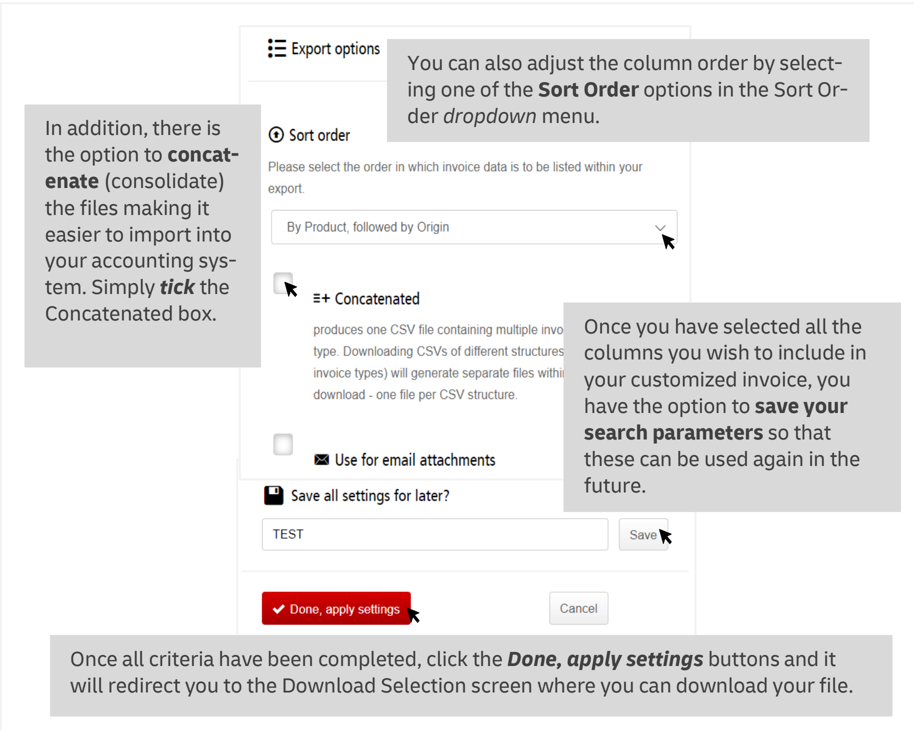


# How to customize your CSV file

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



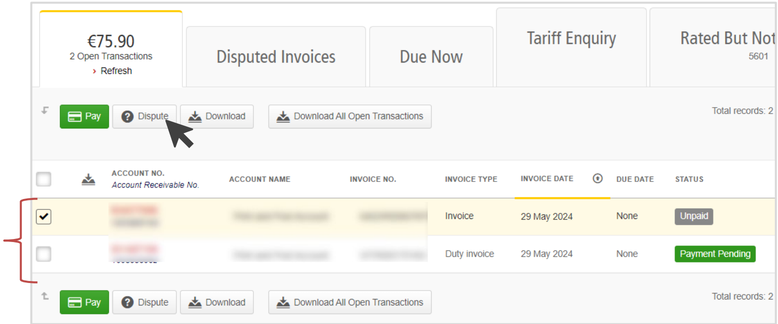

You may also have export options such as *Sort order, Concatenated & Use for email attachments.*



# Logging a Dispute

## How to log a dispute

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

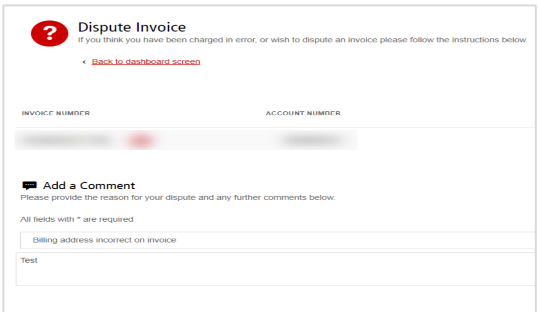



If you should need to log a dispute on an invoice simply select the invoice(s) that require disputing by clicking on the checkbox left of the invoice.

Once you have selected the invoice you wish to dispute three options will appear; Pay, Dispute, Download – select the ***Dispute*** button.

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

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



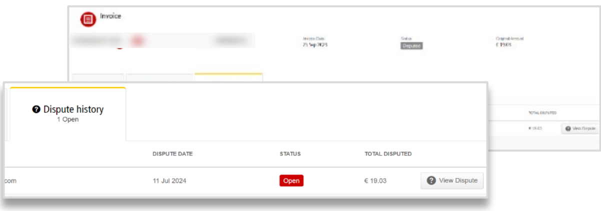

**Note:** Only one dispute can be logged per invoice. And once you submit a dispute, it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

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



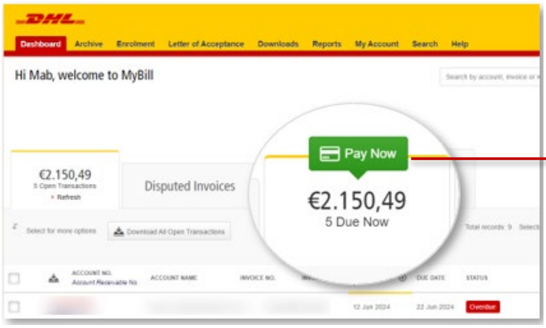

## How to update a dispute

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

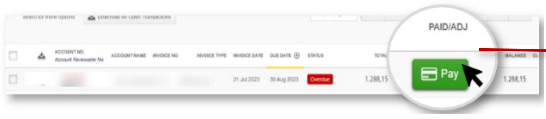


# Making a payment

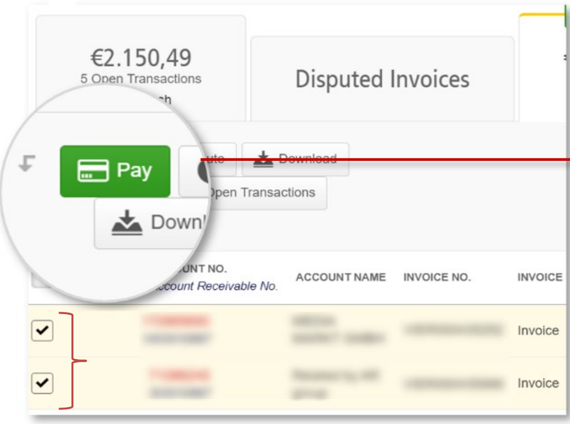
MyBill allows you to make quick and secure payments online:




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

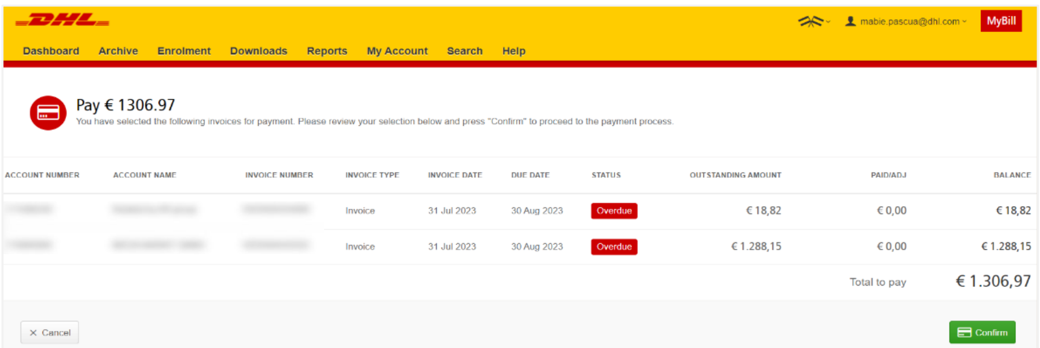



Or hover your mouse over the invoice line and *click* on the **Pay** button that




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

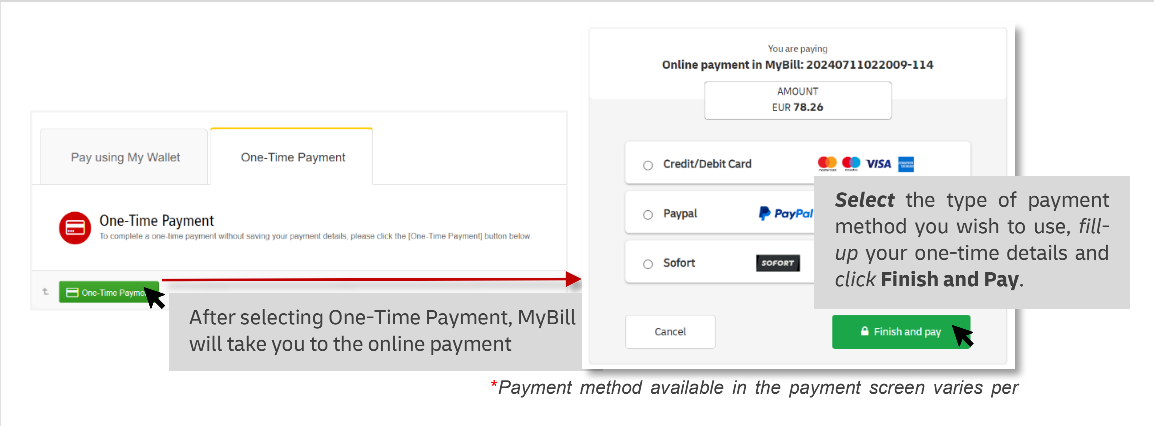
All the options above will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have re-viewed the details, select ***Confirm.***




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

## One-Time Payment

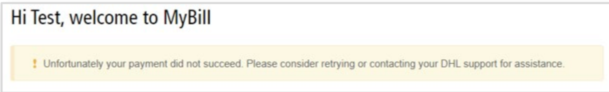
*Select* One-Time Payment




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

Successful Payment Message:

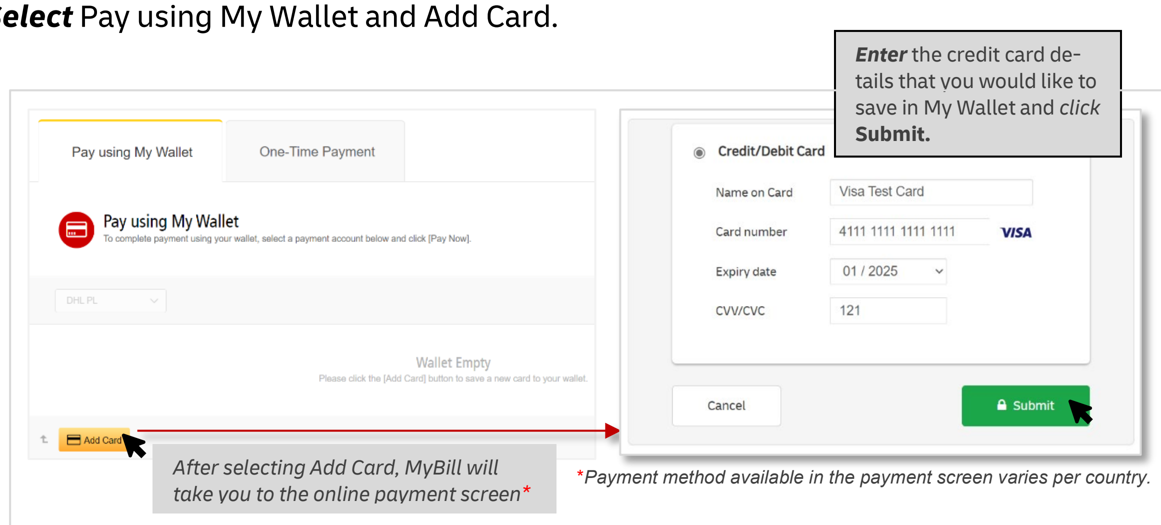

Failed Payment Message:



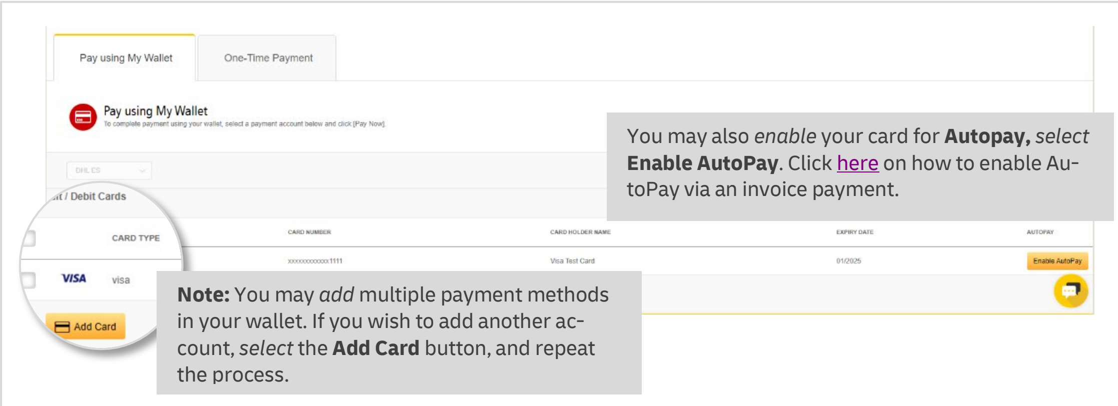

**Note:** You may find your DHL support assistance in the ***Help*** tab section.

## Pay using My Wallet

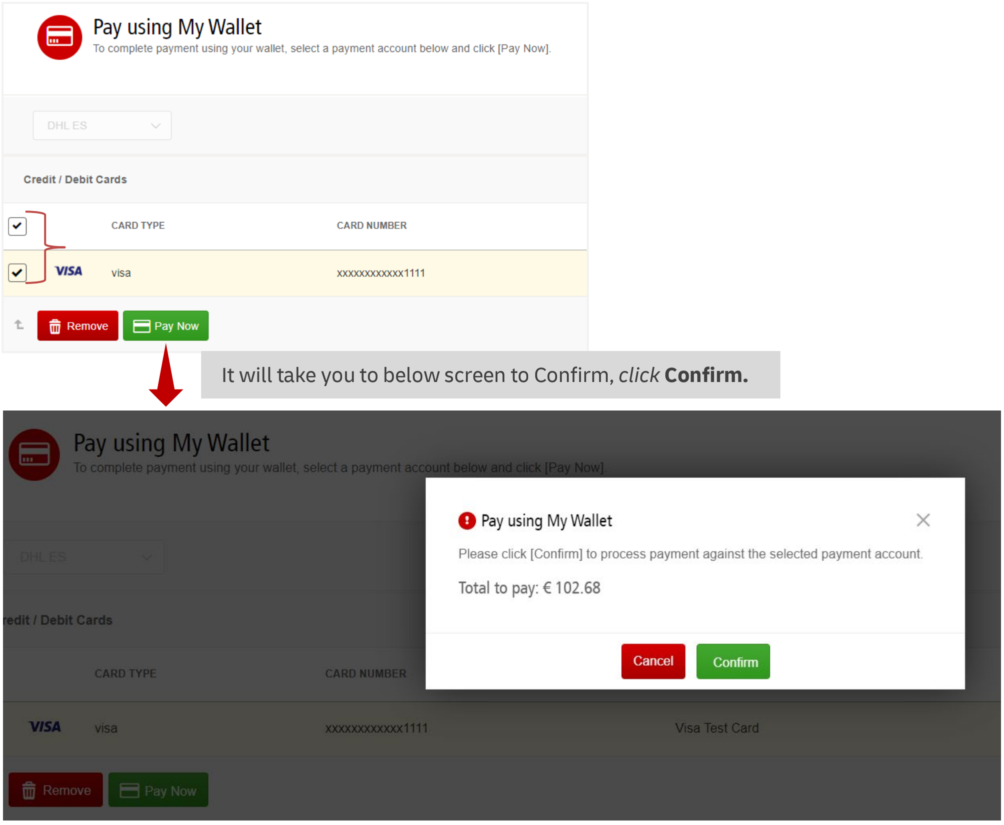
***Select*** Pay using My Wallet and Add Card.



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




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

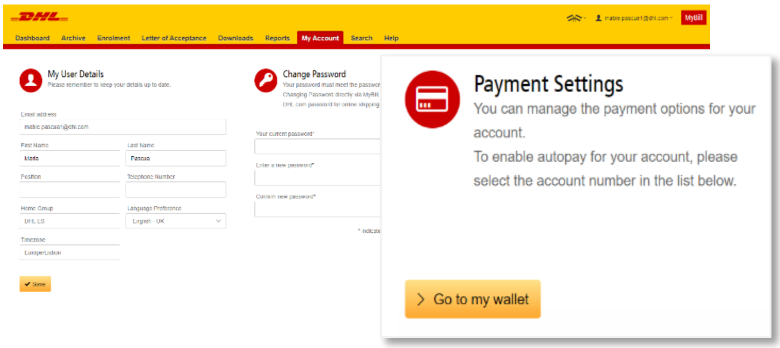



Once confirmed, you will be redirected to below screen, and you will see the following message:

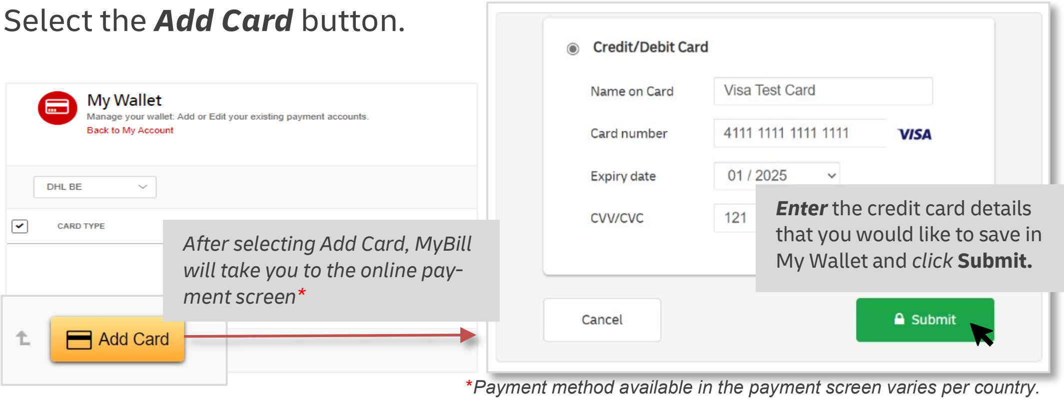

*Click* **Return to Dashboard** to go back to **Main Dashboard**.

## 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.




Select the ***Add Card*** button.

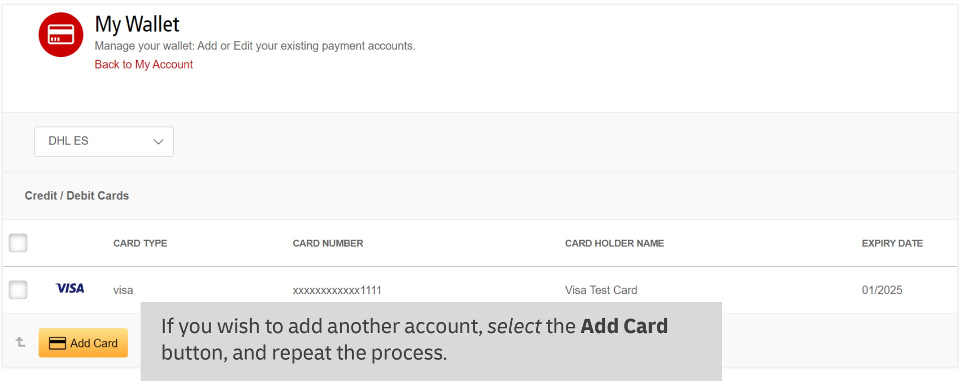



*After selecting Add Card, MyBill will take you to the online payment screen**

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

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

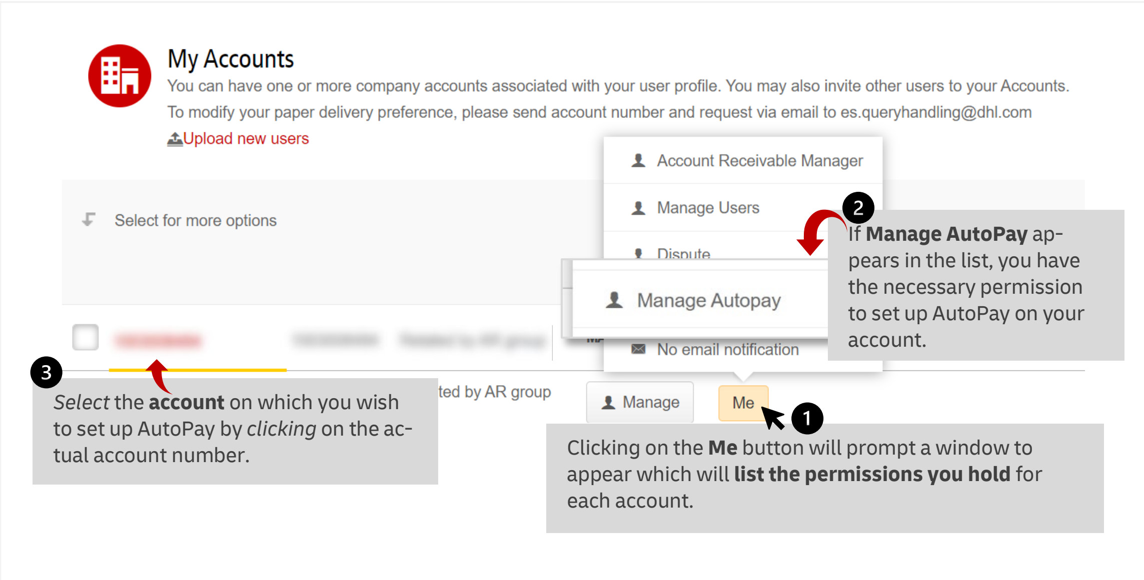
Once your payment account has been successfully created, you will be taken back to your **My Wallet** screen, and you will be able to see your added card.



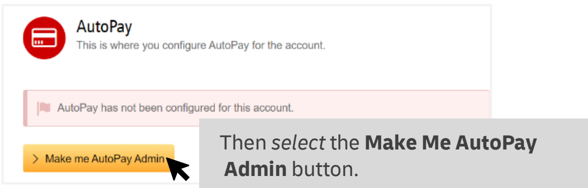

If you wish to add another account, *select* the **Add Card** button, and repeat the process.

# How to Set up Autopay on Your account

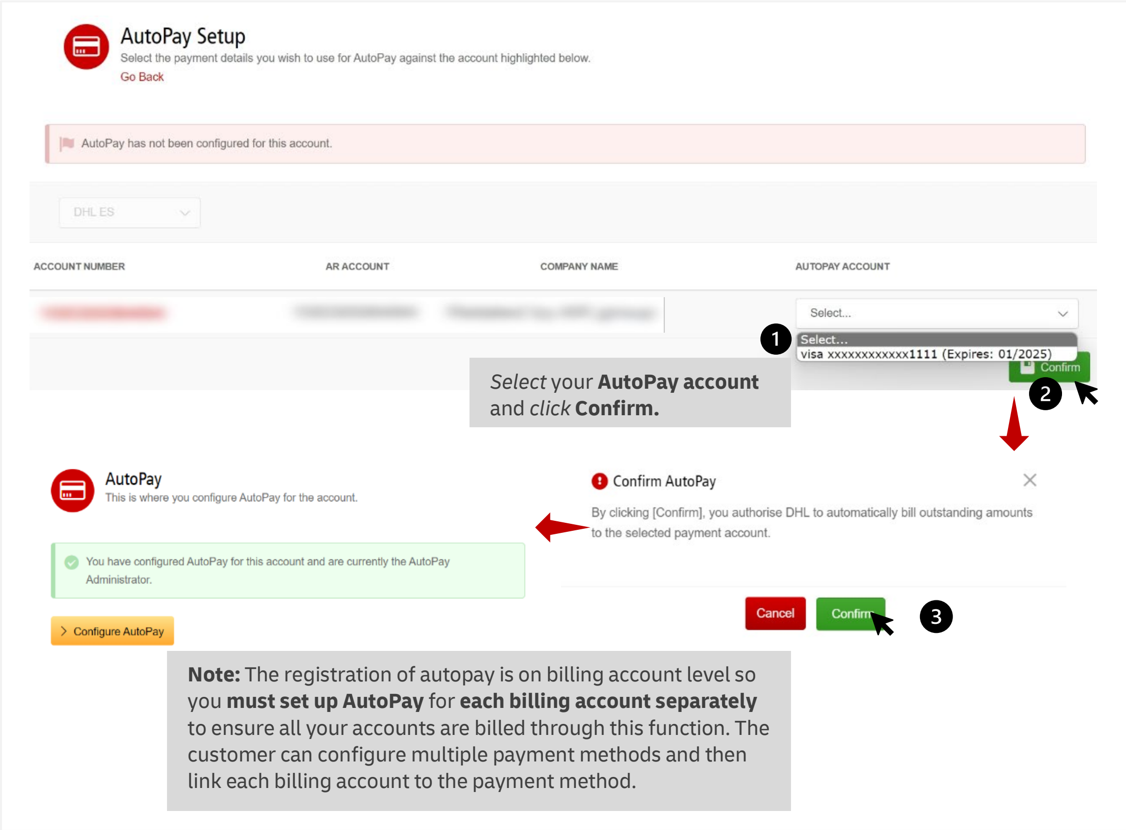
*To set up* AutoPay, you must have **AutoPay permission** rights on the account. To find out whether you have these rights, go to the **My Account** screen and *scroll down* to the **My Accounts** overview.




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.



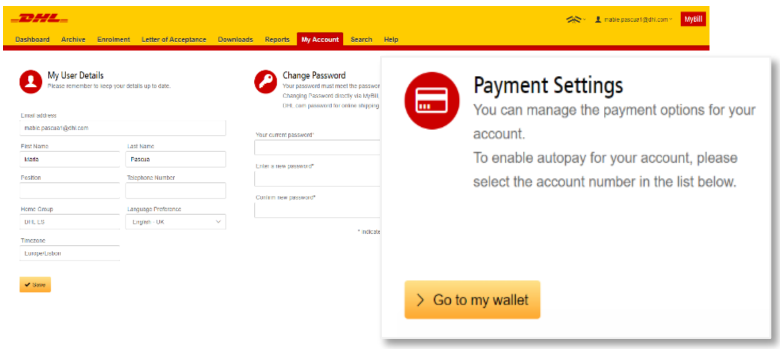
You will then be redirected to the Wallet screen.



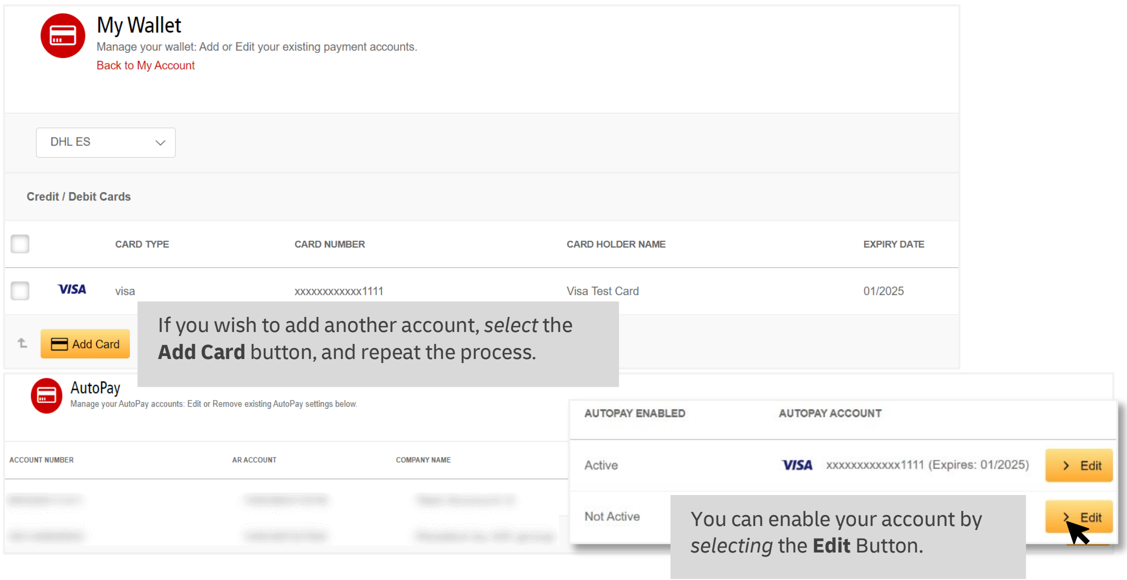

Your account is now Enabled for AutoPay payment.

## How to Set up Autopay for Multiple Accounts

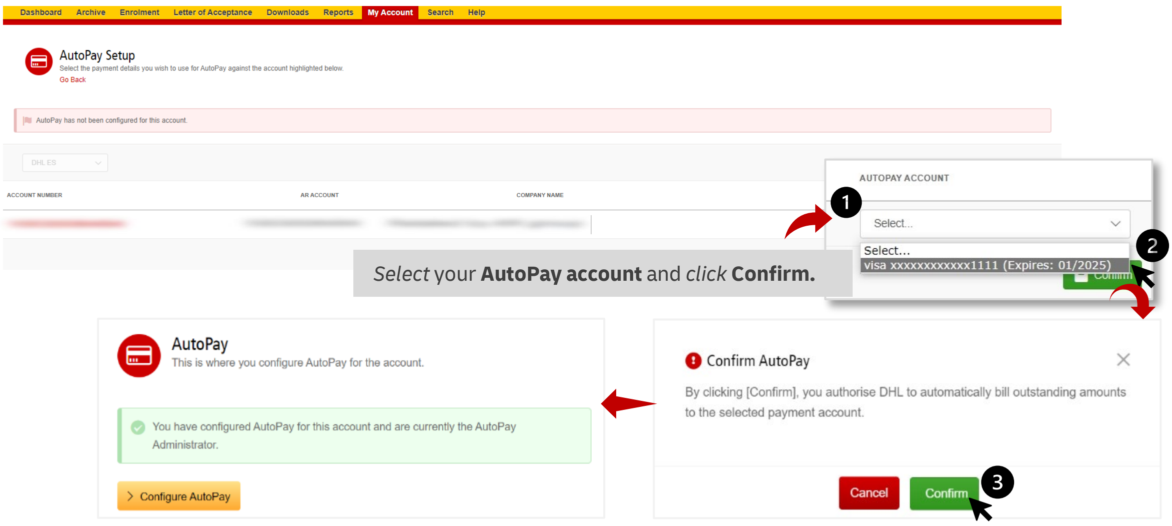
In case there are multiple invoices which are intended to be paid, and customer have more than 1 account number, then all accounts in scope can be enabled for autopay (one by one).



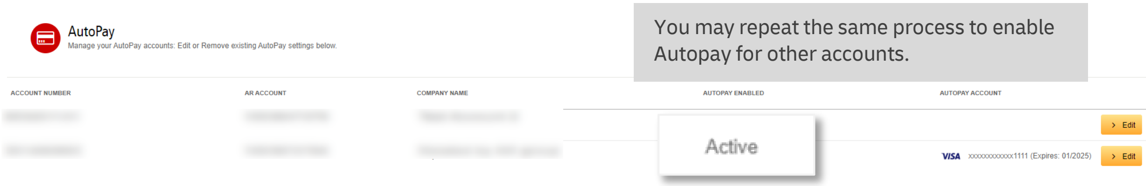
Following screen will show the **list of payment methods** and list of accounts **Active** or **Not Active** for autopay payment. Customer can configure multiple payment methods by *selecting* **Add Card**. And *enable each account* which is **Not Active** for Autopay *by selecting* **Edit.**



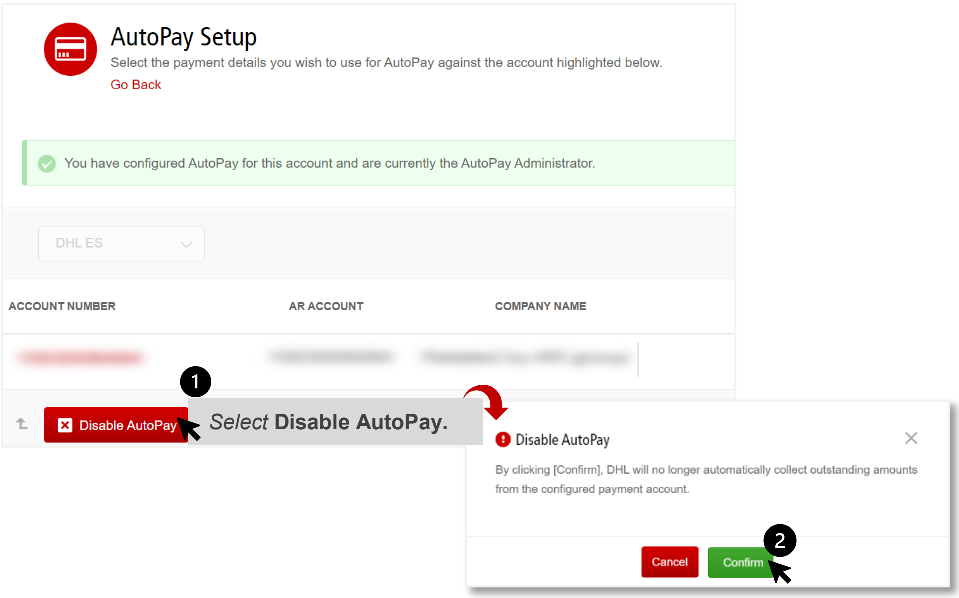

Once **Edit** is selected you will be redirected to below screen to select the type of payment method you wish to use for Autopay. Once payment method is selected you may continue and *click* **Confirm.**



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

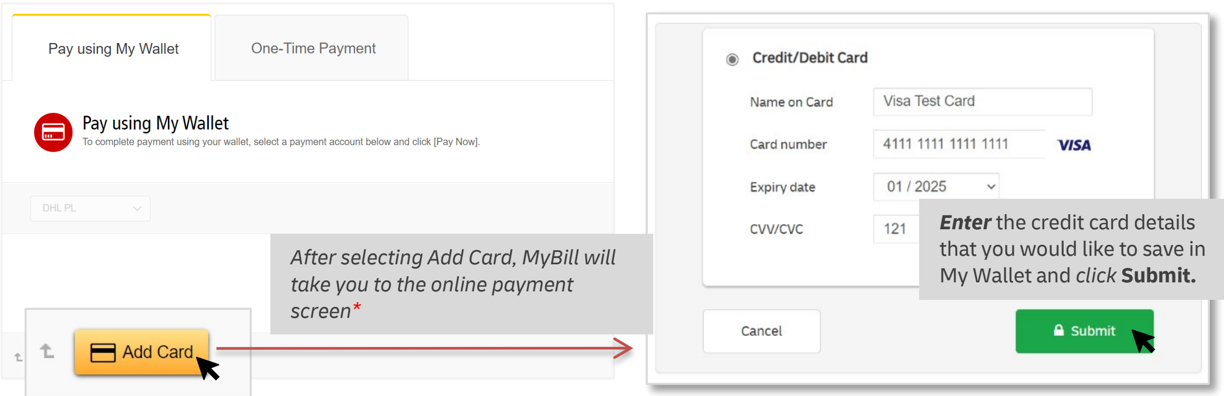



To **disable** Autopay, you may re-*select* the **Edit** button and you will be taken to below screen.




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

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

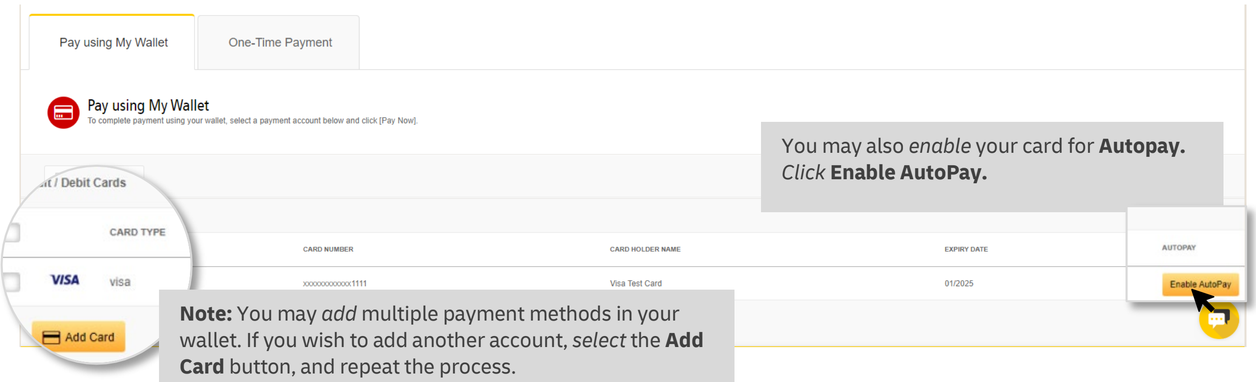



*After selecting Add Card, MyBill will take you to the online payment screen**

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

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

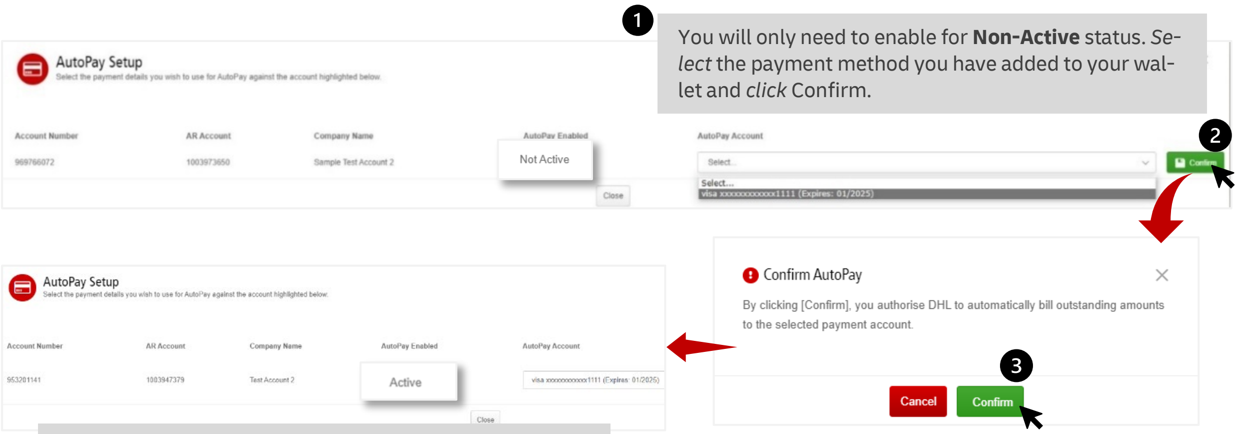
Once submitted, the card will be added in My Wallet. And you may now begin to make payments using your wallet.




You may also *enable* your card for **Autopay.** *Click* **Enable AutoPay.**

**Note:** You may *add* multiple payment methods in your wallet. If you wish to add another account, *select* the **Add Card** button, and repeat the process.

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




You will only need to enable for **Non-Active** status. *Select* the payment method you have added to your wallet and *click* Confirm.

Your account status is now changed from Non-Active to Active.