



MyBill

DHL MyBill User Guide





Content Page

DHL MYBILL INTRODUCTION

What does MyBill offer?
Registering via MyBill

THE SCREENS

The Dashboard
The Archive, Reports & Download Screens
The Search Screen
The My Account Screen
The Help Screen

STEP BY STEP

Viewing an Invoice
Viewing Multiple Invoices
CSV Configuration

Waybills & Documentation
Disputing an Invoice
Updating a Dispute
Making a Payment
Rated but not Invoiced (RBNI)
Tariff Enquiry
Track & Trace

DHL INVOICES

Invoice Breakdown

CONTACT DETAILS

What does MyBill offer?

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. There is no cost to enroll, view or pay your bills online. It's easy and secure! View your bill online any time, anywhere via PC or Tablet.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports. Our secure online environment saves time and eliminates paperwork for all our customers' DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from Online Billing?

- You maintain full control of all your export and import accounts in one profile.
- 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 notification of new invoices.
- Pay invoices online via credit and debit card.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



MyBill is a web based solution therefore the requirements for your browser are as followed:

- Apple Safari – Latest version
- Mozilla Firefox – Latest version
- Internet Explorer 9.0 or newer
- Google Chrome – Latest version

MyBill User Guide

Registering for MyBill

You can register for MyBill in just a few simple steps. Go to: <https://mybill.dhl.com/login> and click on the *Sign-up to MyBill* button.



In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the *'Save and Continue'* button. Your request for enrollment 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 to update you on 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 email.

Customer Enrollment

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

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

Sincerely,

The DHL MyBill team

[Enroll Another Account](#)

[Login to MyBill](#)



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 corner of the message



THE SCREENS

MyBill User Guide

The Dashboard

Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; **Archive**, **Downloads**, **Report**, **My Account**, **Search** and **Help**.

The screenshot shows the MyBill Dashboard with the following summary cards:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25 (3 Open Transactions, JS 6,941,008.03 (66 Open Transactions))
- \$ 112.20 (1 Disputed Invoice)
- RM 165,311.33 (695 Due Now, JS 6,620,102.81 (54 Due Now))

The table below shows a list of transactions:

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	DUPLICATE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account		Invoice	March 23, 2016	None	None	Disputed	44.44	0.00	0.00	44.44	RM MYR
	Print and Post Account		Invoice	March 23, 2016	None	None	Disputed	143.09	0.00	0.00	143.09	RM MYR
	Print and Post Account		Invoice	March 23, 2016	None	None	Disputed	52.47	0.00	0.00	52.47	RM MYR
	Print and Post Account		Invoice	March 23, 2016	None	None	Disputed	76.66	0.00	0.00	76.66	RM MYR
	Print and Post Account		Invoice	March 23, 2016	None	None	Disputed	68.61	0.00	0.00	68.61	RM MYR

In the main **Dashboard** your invoices are divided into 3 categories:

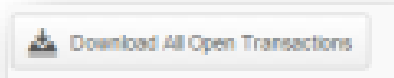
Open Transactions - These are the invoices with outstanding balances that require payment.

Disputed Invoices - All open disputed invoices and their corresponding dispute information can be found here.

Due Now - Here you will find an overview of invoices for which payment is due or overdue.

All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situation at the top and the bottom of each overview.

The screenshot shows the MyBill Dashboard with the 'Download All Open Transactions' button highlighted in a red box. The summary cards are the same as in the previous screenshot.



In the event that you use MyBill for multiple countries the totals will subsequently be shown separately in the invoice currency of each country (see the below example).

The screenshot shows the MyBill Dashboard with summary cards for multiple currencies:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25 (3 Open Transactions, JS 6,941,008.03 (66 Open Transactions))
- \$ 112.20 (1 Disputed Invoice)
- RM 165,311.33 (695 Due Now, JS 6,620,102.81 (54 Due Now))

The table below shows a list of transactions:

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	DUPLICATE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account		Invoice	March 21, 2016	None	None	Disputed	22,612.81	0.00	0.00	22,612.81	JS MYD
	Print and Post Account		Invoice	May 19, 2016	None	None	Disputed	12,319.96	0.00	0.00	12,319.96	JS MYD
	Print and Post Account		Invoice	May 19, 2016	None	None	Disputed	13,863.20	0.00	0.00	13,863.20	JS MYD
	Printed by lift group		Invoice	April 30, 2016	None	None	Disputed	164.48	0.00	0.00	164.48	RM MYR
	Printed by lift group		Invoice	May 31, 2016	None	None	Disputed	1,015.30	0.00	0.00	1,015.30	JS MYD

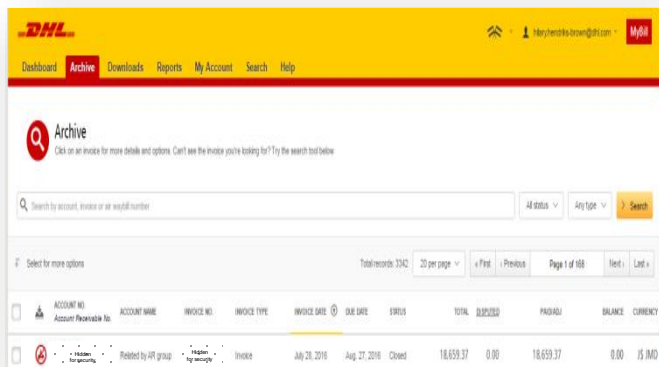


The summary cards for multiple currencies are:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25 (3 Open Transactions, JS 6,941,008.03 (66 Open Transactions))
- \$ 112.20 (1 Disputed Invoice)
- RM 165,311.33 (695 Due Now, JS 6,620,102.81 (54 Due Now))

MyBill User Guide

The Archive, Reports & Download Screens



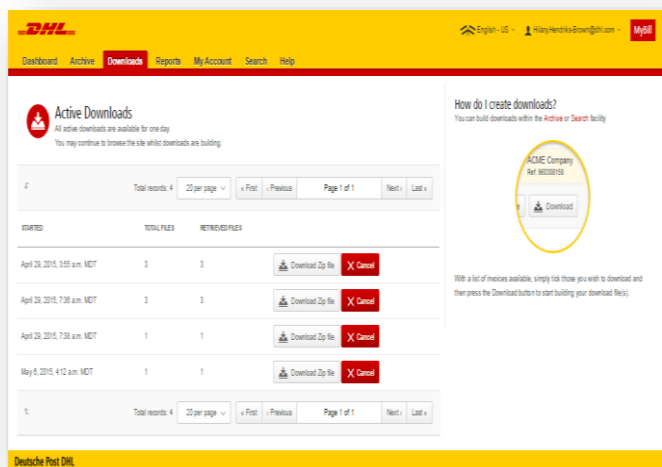
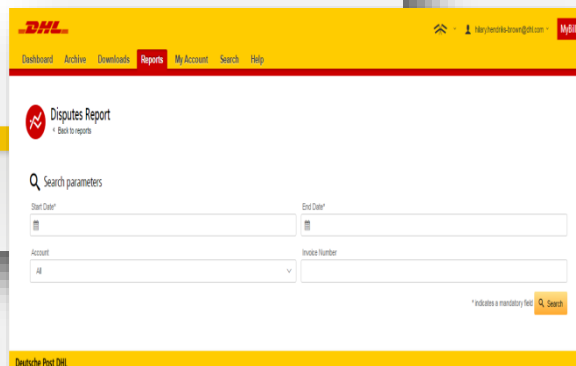
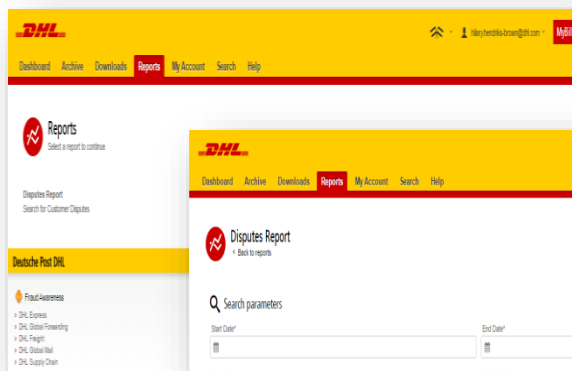
The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

No further action is required for these invoices and they will remain available for your reference/retrieval.

The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report



The Downloads Screen

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.

The Search Screen

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

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

Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type
- Status
- Start & End dates

Note: Start & End dates refer to the invoices dates and not to shipment details.

The **Search** screen also offers the possibility to save your search parameters.

All you have to do is select the necessary search parameters, then enter a name in the *Save a "Saved Search"* field and finally select the *Search* button.

This name you entered in the *Save as "Saved Search"* field will then appear in the *Saved Search* Section. Next time you wish to carry out a search using these saved parameters simply click on the *Saved Search* name.

MyBill User Guide

My Account Screen

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

The screenshot shows the 'My Account' section of the DHL MyBill interface. It includes a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The 'My Account' section is divided into three main areas: 'My User Details', 'Change Password', and 'Open Invoice Summary'.

My User Details: This section contains a form for updating user information. Fields include Email address (hiliary.hendriks-brown@dhl.com), First Name (Hiliary Hendriks), Last Name, Position, Telephone Number, Home Group (DHL US), Language Preference (English - US), and Timezone (Africa/Abidjan). A 'Save' button is located at the bottom left.

Change Password: This section prompts the user to change their password. It includes fields for 'Your current password*', 'Enter a new password*', and 'Confirm new password*'. A 'Save' button is at the bottom right. A note states: 'Your password must meet the password policy. Changing Password directly via MyBill, will not change your current DHL.com password for online shipping'.

Open Invoice Summary: This section displays a table of invoice balances and due dates.

TOTAL BALANCE	TOTAL OVER DUE
RM 384,242.83	RM 163,385.18
\$ 1,251.25	\$ 0.00
JS 6,941,008.03	JS 6,553,151.13

Below the table, there is a section for 'CURRENT' invoices, broken down by aging: 30 DAYS, 60 DAYS, and 90+ DAYS.

CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM 86,939.69			
\$ 0.00			
JS 0.00			

My User Details

In this section you can alter/update your Email Address, Name details, Telephone Number, Language Preference, etc.

Change Password

In this section you can update/change your password should you wish to. **Please note that any changes to your password here will not align with your MyDHL password. This will need to be altered/changed separately.**

Open Invoice Summary

This section gives you an overview of the outstanding balance as well as the aging of the current open and outstanding invoices. The overview is broken down by invoice currency.

My Accounts

The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

The screenshot shows the 'My Accounts' section, which provides an overview of all company accounts associated with the user's profile. It includes a table with columns for 'ACCOUNT NUMBER', 'REACCOUNT', 'COMPANY NAME', and 'MESSAGE'. Each row represents an account and includes a 'Manage' button and a 'Me' button. The 'Me' button is highlighted in yellow, indicating that the user has managing rights for that account.

ACCOUNT NUMBER	REACCOUNT	COMPANY NAME	MESSAGE	Manage	Me
...	Manage	Me
...	Manage	Me
...	Manage	Me

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*.

In the same window you can also choose the method by which you will receive you invoices by email. Click on the dropdown menu to view and select the available options.

MyBill User Guide

The Help Screen

The **Help** screen is intended to help you maneuver your way through **MyBill** and provides simple step-by-step instructions.

The **Help** screen is there to provide additional support for **MyBill**. The **Help** screen is made up of several sections:

- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- Logging a Dispute
- How to use Search

Should you find not the answer you were looking for in the **Help** screen you can also refer to the **FAQ** document



STEP-BY-STEP




Over the next few pages we will explain, step-by-step, how to use the functionality of MyBill

MyBill User Guide

Viewing an Invoice

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

Invoice Key

-  No images available
-  Overdue invoice
-  Disputed invoice

Single invoices

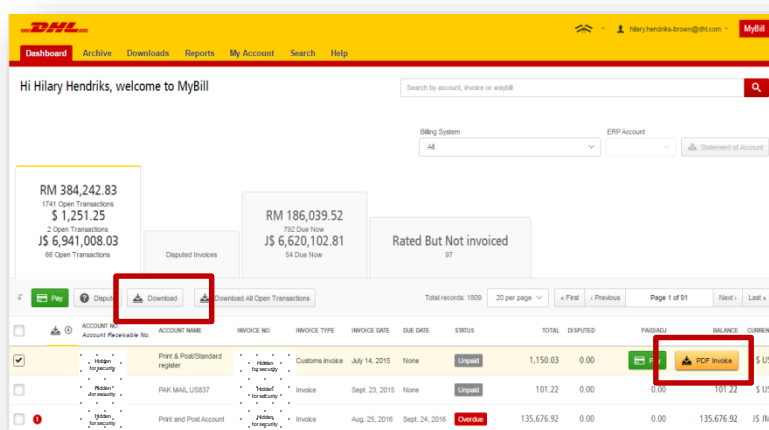
Option 1:

To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

Option 2:

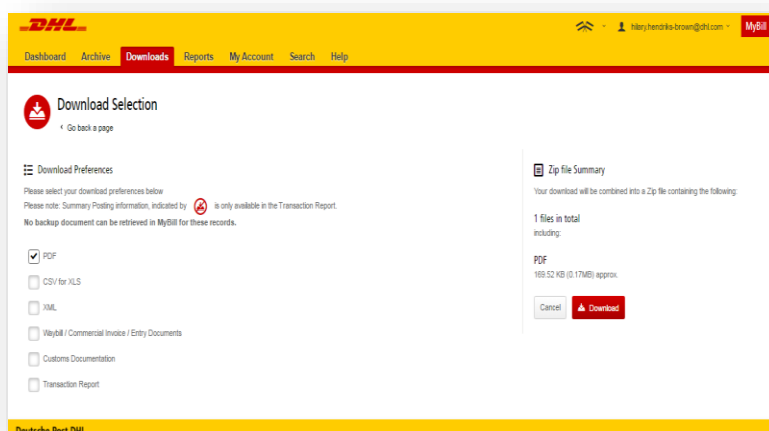
Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

Should you select the *Download* option you will be redirected to the **Downloads** screen where you can choose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button



The screenshot shows the MyBill dashboard for user Hilary Hendriks. It displays a summary of account balances and a table of invoices. The 'Download' button for the first invoice is highlighted with a red box. A dropdown menu is open for that invoice, showing the 'PDF Invoice' option also highlighted with a red box.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	Prak & Post/Standard register	186,039.52	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	101.22	\$ USD
<input type="checkbox"/>	Prak MAIL US337	6,620,102.81	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input type="checkbox"/>	Prak and Post/Account	135,676.92	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	JS JMD



The screenshot shows the 'Download Selection' screen. It includes a 'Download Preferences' section with checkboxes for PDF, CSV/XLS, XML, MyBill / Commercial Invoice / Entry Documents, Customs Documentation, and Transaction Report. The 'PDF' option is selected. A 'Zip file Summary' section indicates that the download will be a zip file containing 1 file (189.52 KB approx.). A 'Download' button is visible at the bottom right.

MyBill User Guide

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
174 Open Transactions
\$ 1,251.25
JS 6,941,008.03
66 Open Transactions

RM 186,039.52
730 Due From
JS 6,620,102.81
54 Due From

Rated But Not Invoiced
97

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	STATUS	TOTAL	DUPLICATE	PAYABLE	BALANCE	CURRENCY
<input type="checkbox"/>	Hilary Hendriks	Print & Post/Standard register	Hilary Hendriks	Customer Invoice	July 14, 2016	None	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	Hilary Hendriks	Print & Post/Standard register	Hilary Hendriks	Invoice	Sept. 23, 2016	None	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	Hilary Hendriks	Print & Post/Standard register	Hilary Hendriks	Invoice	Aug. 25, 2016	Sept. 24, 2016	135,676.92	0.00	0.00	135,676.92	JS JMD
<input checked="" type="checkbox"/>	Hilary Hendriks	Print & Post/Standard register	Hilary Hendriks	Invoice	Aug. 11, 2016	Sept. 10, 2016	117,211.53	0.00	0.00	117,211.53	JS JMD

Multiple invoices

To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.

Download Selection

Go back a page

Download Preferences

Please select your download preferences below
Please note: Summary Posting information, indicated by is only available in the Transaction Report.
No backup document can be retrieved in MyBill for these records.

- PDF
- CSV for XLS
- XML
- Webill / Commercial Invoice / Entry Documents
- Customs Documentation
- Transaction Report

Zip file Summary

Your download will be combined into a Zip file containing the following:

3 files in total including:

PDF
508.56 KB (0.50MB) approx.

Cancel Download

As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.

Download Selection

Go back a page

Download Preferences

Please select your download preferences below
Please note: Summary Posting information, indicated by is only available in the Transaction Report.
No backup document can be retrieved in MyBill for these records.

- PDF
- CSV for XLS Concatenated Customize Format
- XML
- Webill / Commercial Invoice / Entry Documents
- Customs Documentation
- Transaction Report

Zip file Summary

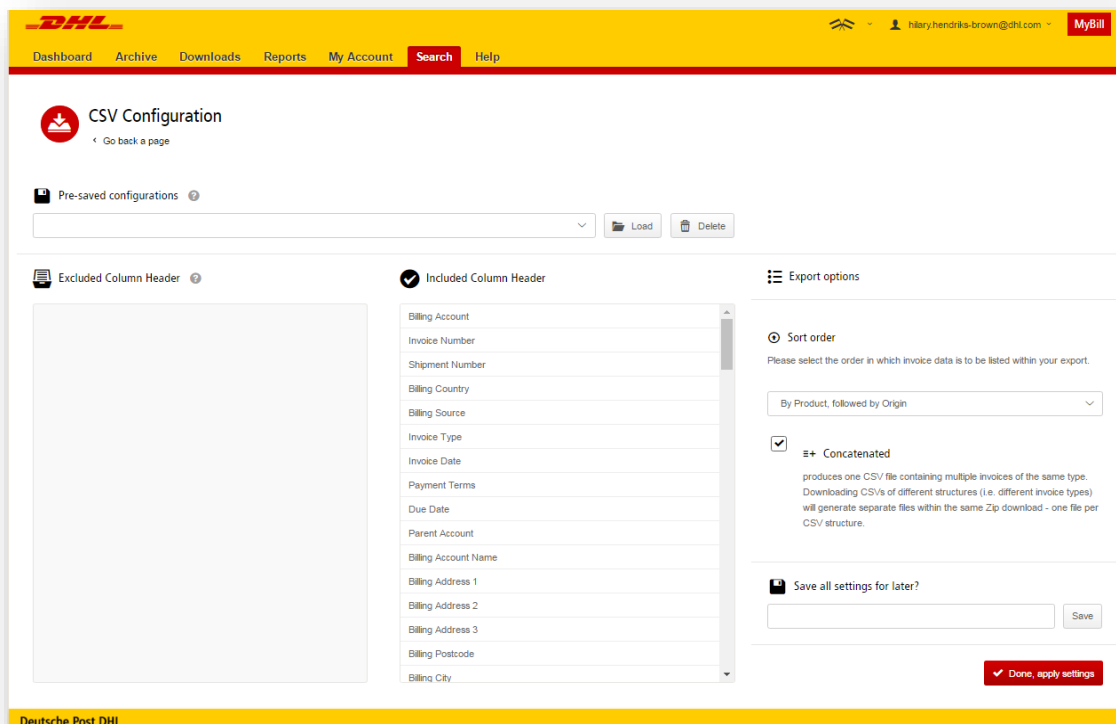
Your download will be combined into a Zip file containing the following:

2 files in total including:

CSV
16.02 KB (0.02MB) approx.

Cancel Download

Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will be redirected to the **Download** screen from where you can download your file.



CSV Configuration

Should you wish to customize the format of your CSV file then you will be redirected to the **CSV Configuration** screen.

If you only require particular fields there is the flexibility to customize the file thereby reducing the extract to your specification and displayed in a set order. In order to customize the set order select the column header from the *Selected columns* field and drag across to the *Available columns* field; place columns in the order which best suit your needs.

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

If you simply want to change the sort order of the CSV file then select one of the options available in the *Sort order* drop down menu.

Should you wish to save your settings then enter the name by which you wish to save these settings in the *Save all settings for later?* field before selecting the *Done, apply settings* button.

These saved settings can then be found back in the *Pre-saved configurations* drop-down menu.

Once you have finished customizing your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.

MyBill User Guide

Waybills & Supporting Documentation

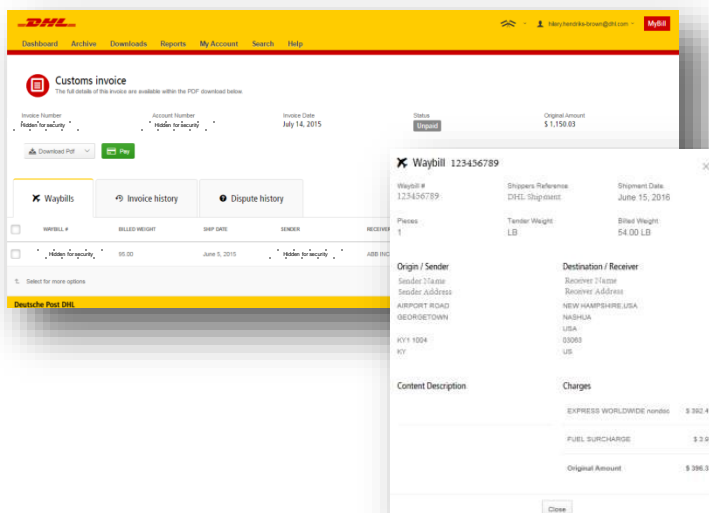
Waybills and Customs paperwork

As with invoices, there are several ways in which you can view Waybills and/or customs paperwork.

Single invoices

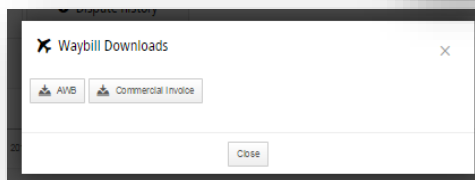
Option 1

Click on the invoice row and you will be redirected to the invoice screen. Click on the *Waybill* number and the Waybill details will appear in a new window.



Option 2

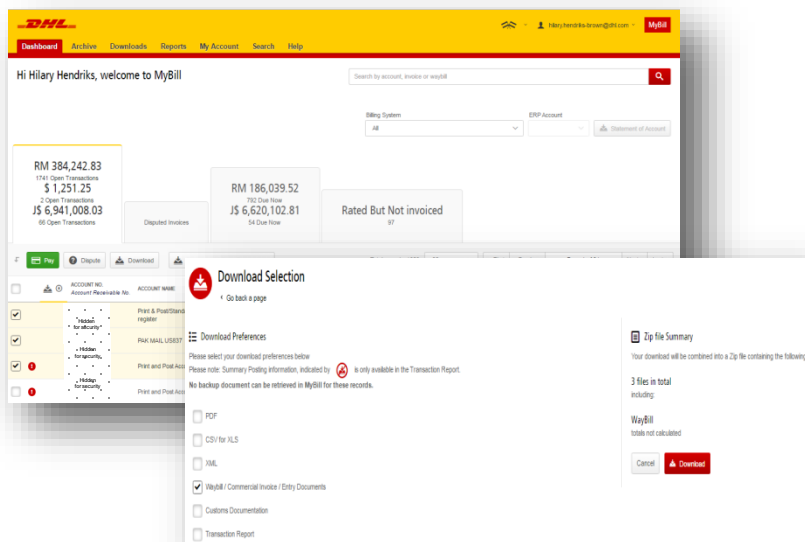
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

Tick the boxes next to the necessary invoices and select the *Download* button. You will then be redirected to the Download screen where you can select the *Waybill / Commercial Invoice / Entry Documents* option and then click the *Download* button.

As with the invoice you will be sent to the **Download** screen where you can download your file.



MyBill User Guide

Disputing an Invoice

MyBill offers the possibility to log dispute invoices online.

To log a dispute on an invoice simply select the invoice(s). Once selected, three options will appear; *Pay*, *Dispute*, *Download* – select the *Dispute* button.

You will be directed 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.

The screenshot shows the DHL MyBill interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and a 'Statement of Account' button are visible. The main dashboard area displays several key metrics: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), RM 179,405.91 (736 Due Now, JS 6,620,102.81), and a 'Rated But Not invoiced' status with 97 items. A table of invoices is shown below, with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/ADJ', 'BALANCE', and 'CURRENCY'. Two invoices are highlighted in yellow, indicating they are selected for dispute. The 'Dispute Invoices' screen is overlaid on top, showing a message: 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' Below this, there's a 'Back to dashboard screen' link and a table of unpaired invoices. The table has columns for 'INVOICE NUMBER', 'ACCOUNT NUMBER', 'INVOICE DATE', 'STATUS', and 'ORIGINAL AMOUNT'. Two invoices are listed with 'Unpaid' status and original amounts of RM 44.44 and RM 143.09. Below the table, there's a 'Add a Comment' section with a dropdown menu to 'Select a dispute reason' and a text area to 'Add a comment'. A 'Submit dispute' button is at the bottom right. The footer contains links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs', along with 'Deutsche Post DHL' and 'Fraud Awareness' information.



Note: Only one dispute can be logged per invoice

MyBill User Guide

Updating a Dispute

Once you submit a dispute it cannot be canceled within MyBill. In the event a dispute needs to be modified or canceled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

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

! Want an overview of all disputes? Go to the **Reports** screen and download the **Disputes Report**.

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

Invoice Number: 7366157
Account Number: 10000000000000000000
Invoice Date: March 31, 2015
Status: Disputed
Total: \$ 439.90

Download PDF

Waybills | Invoice history | **Dispute history** (1 Open)

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED	
7366157	Hilary.Hendriks-Brown@dhl.com	April 29, 2015	Open	\$ 439.90	View Dispute

You have 1 open dispute

Deutsche Post DHL

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

Invoice Number: 7366157
Account Number: 10000000000000000000
Invoice Date: March 31, 2015
Status: Disputed
Total: \$ 439.90

Download PDF

Waybills | Invoice history | **Dispute history** (1 Open)

Back

Reason for dispute
Incorrect rate

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
7366157	Hilary.Hendriks-Brown@dhl.com	April 29, 2015	Open	\$ 439.90

Dispute Comments

April 29, 2015, 4:44 a.m.
check the rates please - these are incorrect

Hilary
Hilary.Hendriks-Brown@dhl.com
April 29, 2015, 3:44 a.m.
check the rates please - these are incorrect

Add comment

Add comment

Deutsche Post DHL

Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done here.

Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**

MyBill User Guide

Rated but not Invoiced - RBNI

The Rated but not Invoiced (RBNI) functionality provides an overview of dispatched shipments that have been rated but not yet billed.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
131 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
89 Open Transactions

RM 165,311.33
89 Open Now
J\$ 6,620,102.81
54 Open Now

Rated But Not Invoiced
07

3 This date is not final until billed. Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hidden for security	Hidden for security	Hidden for security	1* 1.50 W	Sept. 13, 2018	PRG	PLN	USD	19.58	0.00	0.00	0.00	18.54	View Image
Hidden for security	Hidden for security	Hidden for security	1* 2.50 V	Sept. 6, 2018	SHA	PLN	USD	19.27	0.00	0.00	0.00	20.52	View Image
Hidden for security	Hidden for security	Hidden for security	1* 2.00 W	Sept. 6, 2018	SGN	PLN	USD	31.85	0.00	0.00	0.00	34.36	View Image
Hidden for security	Hidden for security	Hidden for security	1* 3.00 B	Sept. 14, 2018	KUL	PLN	USD	22.82	0.00	0.00	1.40	26.28	View Image
Hidden for security	Hidden for security	Hidden for security	1* 18.50 W	Sept. 12, 2018	BKK	PLN	USD	12.40	0.00	0.00	0.00	58.82	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 12, 2018	PRG	PLN	USD	13.89	0.00	0.00	0.00	15.01	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image
Hidden for security	Hidden for security	Hidden for security	1* 6.00 B	Sept. 13, 2018	SRN	PLN	USD	30.28	0.00	0.00	0.00	32.70	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image
Hidden for security	Hidden for security	Hidden for security	1* 3.00 B	Sept. 16, 2018	KUL	PLN	USD	20.74	0.00	0.00	1.34	23.79	View Image
Hidden for security	Hidden for security	Hidden for security	1* 18.00 W	Sept. 6, 2018	BLR	PLN	USD	73.71	0.00	0.00	0.58	133.26	View Image
Hidden for security	Hidden for security	Hidden for security	1* 13.00 B	Sept. 6, 2018	SGN	PLN	USD	79.99	0.00	0.00	0.00	82.12	View Image
Hidden for security	Hidden for security	Hidden for security	1* 4.00 B	Sept. 6, 2018	SGN	PLN	USD	44.09	0.00	0.00	0.00	47.84	View Image
Hidden for security	Hidden for security	Hidden for security	1* 2.50 W	Sept. 16, 2018	KUL	PLN	USD	18.98	0.00	0.00	1.20	21.28	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.50 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 16, 2018	PLN	PLN	USD	12.02	0.00	0.00	0.78	13.77	View Image
Hidden for security	Hidden for security	Hidden for security	1* 1.00 W	Sept. 6, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Image

3 This date is not final until billed. Download All Open Transactions

How MyBill Works
How to pay your CPL invoices online
> Learn more

MyBill User Guide
Download the PDF user guide
> Download PDF

MyBill FAQs
You frequently asked questions answered
> Download PDF

Deutsche Post DHL

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In the event that 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.

Such functionality not only provides you with a clear overview of all dispatched shipments in a timely manner but also assists with the rebilling to your customers should you need to.

Available shipment details include :

- Shipment Number
- Product
- Origin and Destination
- Weight
- Weight Charge
- Taxes
- Insurance

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.



Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

MyBill User Guide

Rated but not Invoiced - RBNI

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
93 Open Transactions

RM 165,311.33
USD Due Now
JS 6,620,102.81
14 Open Transactions

Rated But Not Invoiced
0

Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hidden - for security	Hidden - for security	NI	11.50 B	Sept. 15, 2016	PEN	KUL	USD	51.83	0.00	0.00	3.36	59.37	View Image
Hidden - for security	Hidden - for security	IP	5.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hidden - for security	Hidden - for security	DI	0.50 B	Sept. 15, 2016	PEN	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hidden - for security	Hidden - for security	NI	10.00 W	Sept. 15, 2016	PEN	KUL	USD	47.96	0.00	0.00	3.11	54.94	View Image
Hidden - for security	Hidden - for security	NI	3.00 B	Sept. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hidden - for security	Hidden - for security	NI	2.50 W	Sept. 15, 2016	KUL	PEN	USD	18.56	0.00	0.00	1.20	21.26	View Image
Hidden - for security	Hidden - for security	NI	1.00 W	Sept. 15, 2016	PEN	PEN	USD	12.02	0.00	0.00	0.76	13.77	View Image

In the Rated but not Invoiced Dashboard you can easily view the shipment images by selecting the *View Image* link found on each shipment line. The shipment image will appear in a new window.

The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
93 Open Transactions

RM 165,311.33
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14 Open Transactions

Rated But Not Invoiced
0

Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hidden - for security	Hidden - for security	NI	11.50 B	Sept. 15, 2016	PEN	KUL	USD	51.83	0.00	0.00	3.36	59.37	View Image
Hidden - for security	Hidden - for security	IP	5.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hidden - for security	Hidden - for security	DI	0.50 B	Sept. 15, 2016	PEN	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hidden - for security	Hidden - for security	NI	10.00 W	Sept. 15, 2016	PEN	KUL	USD	47.96	0.00	0.00	3.11	54.94	View Image
Hidden - for security	Hidden - for security	NI	3.00 B	Sept. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hidden - for security	Hidden - for security	NI	2.50 W	Sept. 15, 2016	KUL	PEN	USD	18.56	0.00	0.00	1.20	21.26	View Image
Hidden - for security	Hidden - for security	NI	1.00 W	Sept. 15, 2016	PEN	PEN	USD	12.02	0.00	0.00	0.76	13.77	View Image

Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options*.

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format.

The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen - see this section for further instructions

Report Configuration
Go back a page

Pre-saved configurations

Excluded Column Header

Included Column Header

Export options

Start order
Please select the order in which invoice data is to be listed within your report.
By Product, followed by Origin

Export format
Please select the file format for your report.
CSV

Save all settings for later?

Deutsche Post DHL

MyBill User Guide

Tariff Enquiry

Tariff Enquiry provides account specific tariff information based on the contractual agreements on your account.

The screenshot shows the MyBill Dashboard with the 'Tariff Enquiry' tab highlighted. The dashboard includes a search bar, navigation menu, and a table of transactions. The table has columns for Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Pending, Balance, and Currency. The 'Status' column contains 'Overdue' for all entries.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
118388	Acc created by Miss upload	118388	Customer Invoice	June 9, 2016	June 16, 2016	Overdue	132.73	0.00	0.00	132.73	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 28, 2016	June 27, 2016	Overdue	643.97	0.00	0.00	643.97	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 19, 2016	May 26, 2016	Overdue	438.19	0.00	0.00	438.19	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 13, 2016	May 20, 2016	Overdue	245.66	0.00	0.00	245.66	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 13, 2016	May 20, 2016	Overdue	423.65	0.00	0.00	423.65	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 12, 2016	May 19, 2016	Overdue	537.83	0.00	0.00	537.83	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	May 10, 2016	May 17, 2016	Overdue	1,460.31	0.00	0.00	1,460.31	RM MYR
118388	Acc created by Miss upload	118388	Invoice	April 29, 2016	May 6, 2016	Overdue	1,592.58	0.00	0.00	1,592.58	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	April 23, 2016	April 30, 2016	Overdue	103.74	0.00	0.00	103.74	RM MYR
118388	Acc created by Miss upload	118388	Customer Invoice	April 22, 2016	April 29, 2016	Overdue	311.15	0.00	0.00	311.15	RM MYR

The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

Once in the **Tariff Enquiry** screen you will need to enter numerous details on which to base your enquiry.

The screenshot shows the MyBill Tariff Enquiry form. It includes fields for 'From' (Origin Country, Origin Zip, Origin City, Origin Suburb) and 'To' (Destination Country, Destination Zip Code, Destination City, Destination Suburb). There are also sections for 'Shipment Details' (Shipping Date), 'Account Details' (Account Number), and 'Piece Details' (Number of Pieces, Units, and dimensions: NO., WEIGHT (kg), LENGTH (cm), WIDTH (cm), HEIGHT (cm)). A search button is located at the bottom right.

Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

Tariff enquires can be carried out on account level by selecting the applicable account in the *Account Details* drop down menu.

You can enter the piece weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.

MyBill User Guide

Track & Trace

The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

Hi Hilary Hendrix, welcome to MyBill

RM 384,242.83 1741 Open Transactions

RM 186,039.52 702 Due Now

Rated But Not Invoiced 07

ACCOUNT NO.	ACCOUNT NAME	ISSUED DATE	ISSUED TIME	ISSUED DATE	ISSUED TIME	TOTAL	EXPENSE	PROFIT	BALANCE	CURRENCY
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	54.34	0.00	-0.01	54.35	RM MYR
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	142.70	0.00	0.00	142.70	RM MYR
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	95.58	0.00	0.00	95.58	RM MYR
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	54.34	0.00	-0.01	54.35	RM MYR
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	122.98	0.00	0.00	122.98	RM MYR
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	168.29	0.00	0.00	168.29	RM MYR
Hilary Hendrix	Print and Post Account	July 25, 2016	08:00	July 27, 2016	08:00	120.04	0.00	0.00	120.04	RM MYR
Hilary Hendrix	Print and Post Account	May 27, 2016	08:00	July 26, 2016	08:00	1,262.69	0.00	0.00	1,262.69	RM MYR
Hilary Hendrix	Print and Post Account	May 27, 2016	08:00	July 26, 2016	08:00	5,883.91	0.00	0.00	5,883.91	RM MYR
Hilary Hendrix	Print and Post Account	May 27, 2016	08:00	July 26, 2016	08:00	84.31	0.00	0.00	84.31	RM MYR

Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.

Once redirected to the **Invoice** screen select you will be present with a breakdown of all the shipments for that invoice. On each shipment line you will find a **Track** button. Select the **Track** button next to the shipment you wish to view.

Invoice

Invoice Number: Hilary Hendrix
Account Number: Hilary Hendrix
Invoice Date: July 25, 2016
Status: Overdue
Original amount: RM 54.34

Waybills | Invoice history | Dispute history

WAYBILL #	BILLED AMOUNT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
EMD238585	1.50	July 25, 2016	Hilary Hendrix	Hilary Hendrix	15.00	Track Invoice

Decide Post DHL

Fixed Charges

- DHL Express
- DHL System Forwarding
- DHL Freight
- DHL Special Mail
- DHL Supply Chain

Track DHL Express Shipments

Result Summary

Waybill: Signed for by: MR THIAN TUN OI
Get Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59
Origin Service Area: HONG KONG - HONG KONG
Destination Service Area: PENANG - PENANG - MALAYSIA

Thursday, July 21, 2016	Location	Time	Place
11	Delivered - Signed for by: MR THIAN TUN OI	14:59	1 Piece
10	With delivery courier	12:04	1 Piece
9	Clearance processing complete at PENANG - MALAYSIA	09:39	1 Piece
8	Arrived at Sort Facility PENANG - MALAYSIA	09:23	1 Piece
7	Customer status updated	07:20	1 Piece
6	Departed Facility at HONG KONG - HONG KONG	05:36	1 Piece
5	Processed at HONG KONG - HONG KONG	03:26	1 Piece
Wednesday, July 20, 2016	Location	Time	Place
4	Processed at HONG KONG - HONG KONG	18:07	1 Piece
3	Arrived at Sort Facility HONG KONG - HONG KONG	15:56	1 Piece
2	Departed Facility at HONG KONG - HONG KONG	14:43	1 Piece
1	Shipment picked up	11:23	1 Piece

A new window will appear with your shipment Track and Trace details. You will also find a link on the screen for the **Proof of Delivery** image.




DHL INVOICES

In this final section you will learn about the main features of your DHL invoice.

MyBill User Guide

Invoice Breakdown

DHL Express INVOICE 

2 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

3 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Page: 1 of 7

4 **5** **6** **7** **8** **9** **10**

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

11 Analysis of Extra Charges **Total** **12** Analysis of Discounts **Total**

EXTENDED LIABILITY	72.00	Weight Charge Discount (w)	-1,012.07
FUEL SURCHARGE	41.15		
Total Extra Charges	113.15	Total Discounts	-1,012.07

13 Payment due date: 21-09-16 **14** Total Amount (USD) 746.71

15 PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNXX

16 **Payment Instructions**

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No.:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

Invoice No.:	BDA012345
Account No.:	999999999
Amount:	746.71 USD

Remittance advices should be emailed to: AccountsReceivableBM@dhl.com
Please state your DHL Invoice Number and Account Number as a reference when making a payment

THANK YOU FOR CHOOSING DHL

1 **Type of invoice:** Invoice, Credit note, etc.

2 **Customer Name and Billing Address**

3 **Customer Billing Information:** Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)

4 **Type of Service:** Description of service

5 **Number of Shipments:** Total number of shipments within this service description and invoice

6 **Total Weight:** total weight of all shipments within this service description and invoice period

7 **Standard Shipping Charge:** Transportation charge

8 **Total of Extra Charges:** Total of other charges for each service

9 **Discount**

10 **Total Amount (incl. VAT):** Weight charge + Other Charge + SVP = Total Charge for each line

11 **Analysis of Extra Charges:** Description of additional charges for each service

12 **Analysis of Discounts:** Description of the discount, code and amount

13 **Total Amount:** Total amount due for payment

14 **Due Date**


15 **The DHL address**

16 **Payment Instructions:** instructions for the different payment methods available

17 **Billing information for processing:** Account number, Invoice number, Amount Due.

MyBill User Guide

Invoice Breakdown

1 Invoice Number: BDA0 12345 Account Number: 999999999 Invoice Date: 22-08-16 Number of Pages: 7 of 7		2 INVOICE											
3 Air Waybill Number	4 Shippers Reference	5 Shipment Date	6 Origin / Consignor	7 Destination / Consignee	8 Type of Service	9 Weight in Kg	10 Number of items	11 Standard Charge	12 Discount / Code	13 Extra Charges Description	14 Extra Charges Amount	15 Total amount (incl. VAT)	
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BM-, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00 B	1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.30 4.00 0.58	
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58	
						Total:	25.60	25	1,645.63	-1,012.07		113.15	746.71

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

Here's a key to reading the categories and codes found on your International Invoice:

- 1 **Customer Billing Information:** Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybil number
- 4 **Type of Service:** Description of service
- 5 **Shippers Reference:** Reference information provided in the Waybill
Shipment Date: Date the shipment was sent
- 6 **Origin/Consignor:** Consignor name and address
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
- 9 **Weight in KG and Code:** Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- 10 **Number of item:** Total number of shipments within this service description and invoice
- 11 **Standard Charge:** Transportation charge
- 12 **Discount amount and code**
- 13 **Extra Charge Description:** Description of additional charges for each service
- 14 **Extra Charges Amount:** Total of other charges for each service
- 15 **Total Amount (incl. VAT):** Standard Charge + Other Charge + SVP = Total Charge for each line
- 16 **Service Subtotal:** Total of weight, items, and charges for each type of service
- 17 **Weight code descriptions**



Contact Details Gambia

For Invoice enquiries:

Telephone: +220 439 6658

Email: gmbilling@dhl.com

For MyBill specific issues and queries:

Telephone: +220 439 6658

Email: Gambia.mybill@dhl.com