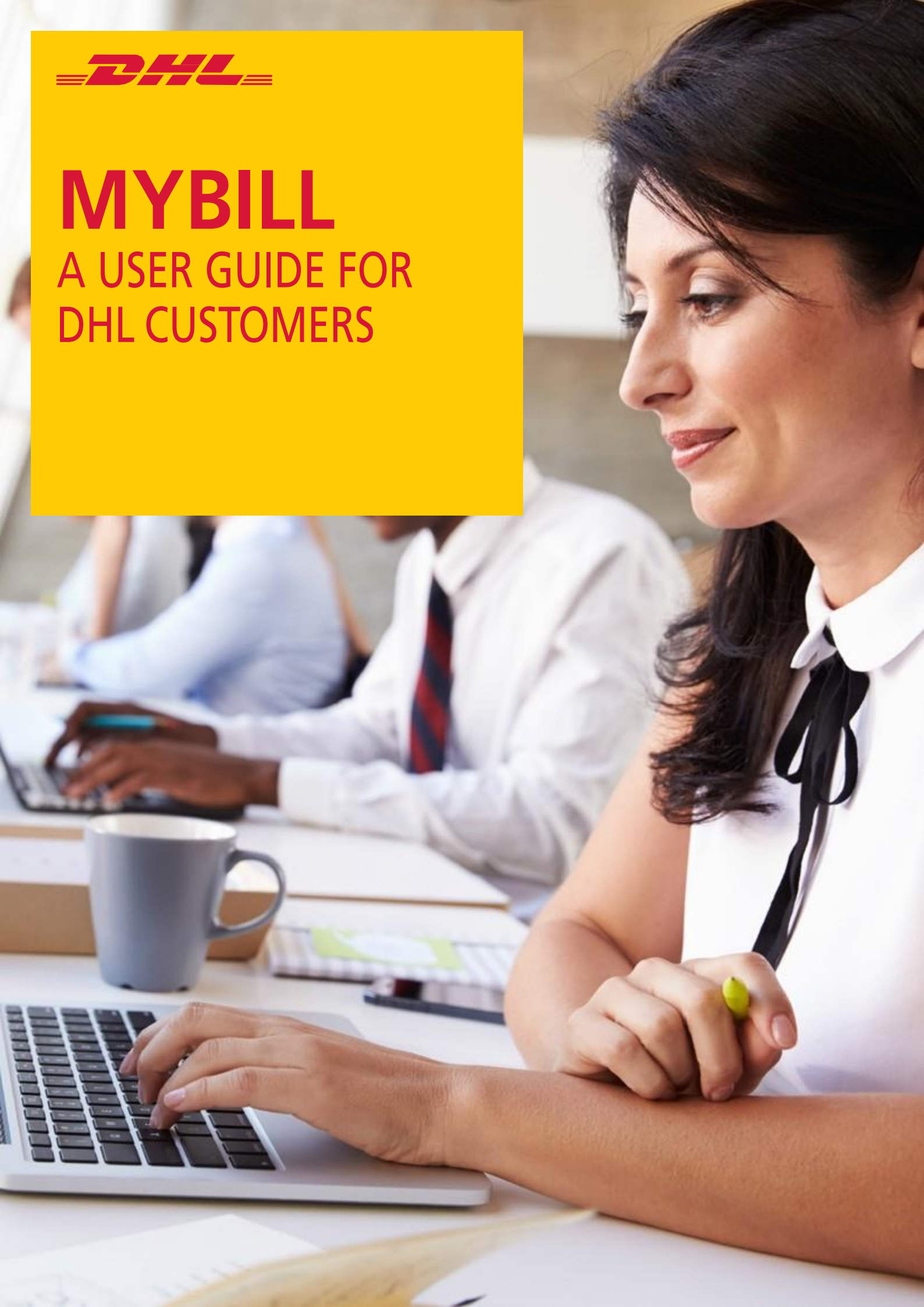




MYBILL

A USER GUIDE FOR
DHL CUSTOMERS

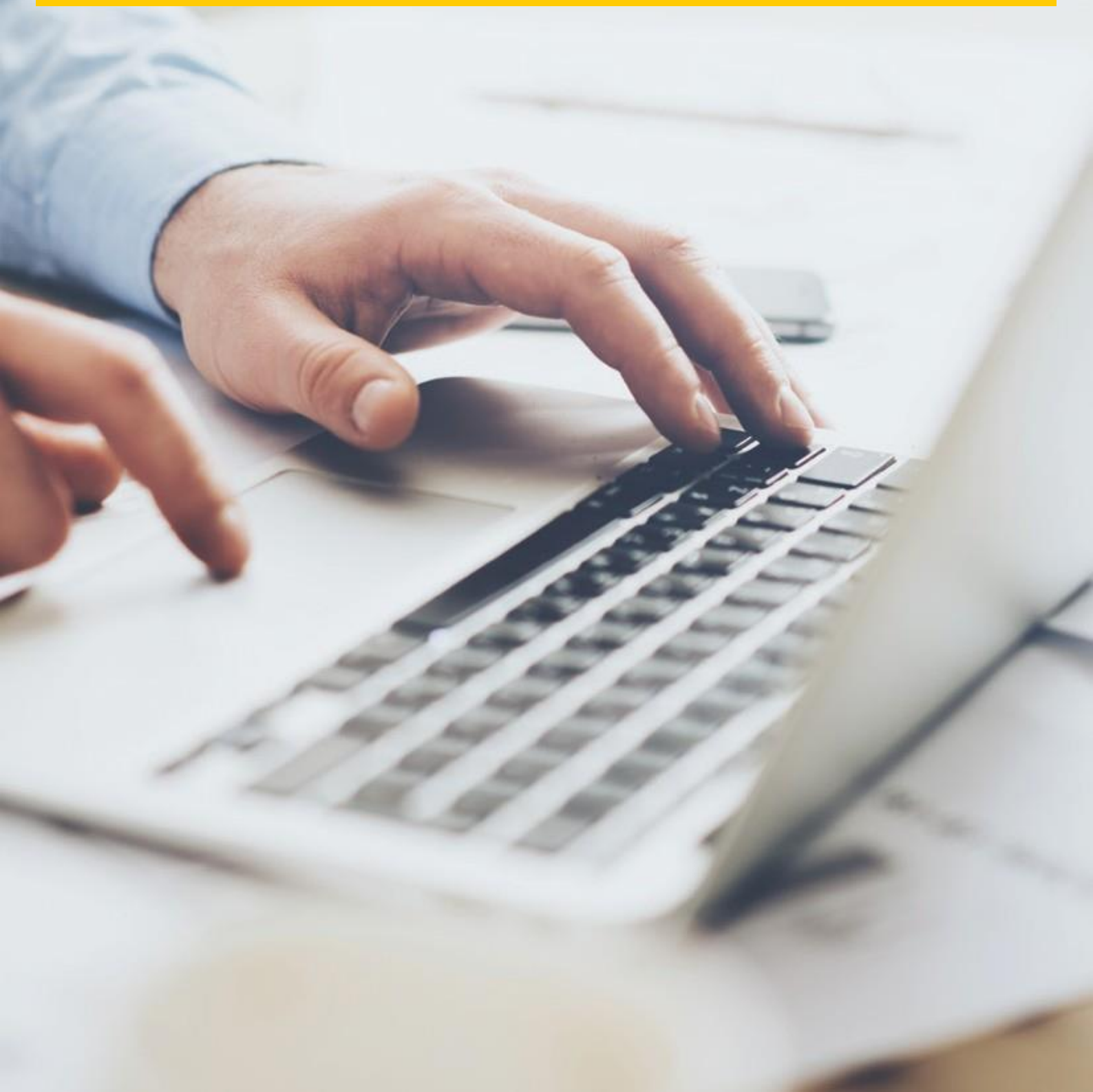


CONTENTS

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 – FAQ	35

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?

- n 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.
- n It is a free online service.
- n It eliminates paper and processes invoices quickly, simply and securely.
- n It is a unique and powerful service that will help you save time and money.
- n Registration takes just moments so you can quickly begin to enjoy the benefits of a greener, more efficient process.

DHL MYBILL FEATURES

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

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'.

A close-up, shallow depth-of-field photograph of a person's hands typing on a laptop keyboard. The person is wearing a dark blue suit jacket, a white shirt, and a dark tie. A gold ring is visible on the ring finger of the right hand. The background is a bright, out-of-focus office interior with large windows and indoor plants. A solid yellow rectangular box is positioned in the bottom right corner, containing the text 'DHL MYBILL DESKTOP FUNCTIONALITIES' in bold, red, uppercase letters.

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

Open Transactions – due for payment

Disputed items – currently not displayed on the dashboard but can be viewed in the 'Query Report' tab

Due Now – invoices due for payment now as per terms

Tariff Enquiry – allows you to complete a price check

Click the 'Pay' icon to pay an individual invoice

Click the 'PDF Invoice' icon to view the individual invoice

Download a report of the outstanding items

Invoice summary lines

Any messages will be displayed here

Links to useful information

Deutsche Post DHL

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

Invoice Number: [Redacted]
Account Number: [Redacted]
VAT Number: [Redacted]
Invoice Date: [Redacted]
Number of Pages: [Redacted]

For Invoice Enquiries
Telephone: 0818 221188
Fax: 0818 221020
Email: ie.invenq@dhl.com

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	1	2.00	1	4.00	0.10	0.94	5.04
ECONOMY SELECT	7	1,759.00	76	117.80	31.45	34.35	183.60
A TAX CODE ADJUSTMENT						-0.02	-0.02
Total	8	1,761.00	77	121.80	31.55	35.27	188.62

Analysis of Extra Charges

	Total
FUEL SURCHARGE	3.05
OVER WEIGHT PIECE	28.50
Total Extra Charges	31.55

Analysis of VAT

Code	Code Description	Rate	Taxable Total	VAT	Total
A	TAXABLE	23.00%	153.35	35.27	35.27
Total VAT				35.27	35.27

Payment due date: 14-02-18

	Total (Excl. VAT)	VAT	Total (Incl. VAT)
Total Amount (EUR)	153.35	35.27	188.62

- 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.

The screenshot shows the DHL MyBill dashboard. The 'Download' button is highlighted with a red circle and arrow. The dashboard includes a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The main content area shows a greeting 'Hi MyBill, welcome to MyBill' and a search bar. Below this, there are summary cards for '€ 565.15 3 Open Transactions', 'Disputed Invoices', '€ 300.53 2 Due Now', and 'Tariff Enquiry'. A table of transactions is visible, with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/ADJ', 'BALANCE', and 'CURRENCY'. The table shows two invoices: one 'Unpaid' for € 264.62 and one 'Overdue' for € 199.14. The 'Download' button is located below the table, and the 'Download All Open Transactions' button is also visible.

The screenshot shows the 'Download Selection' page. The 'Download Preferences' section is visible, with a note: 'Please select your download preferences below. Please note: Summary Posting information, indicated by [red circle with X] is only available in the Transaction Report. No backup document can be retrieved in MyBill for these records.' The 'Select DHL Express Downloads' section shows the 'PDF Invoice' option selected. The 'Zip file Summary' section shows the download will be combined into a Zip file containing the following: 1 files in total, PDF Invoice, 137.97 KB (0.13MB) approx., Total Download Size 137.97 KB (0.13MB) approx. The 'Download' button is highlighted.

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

The screenshot shows the 'Active Downloads' page. The 'Download Zip file' button is highlighted with a red circle and arrow. The page includes a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The main content area shows a greeting 'Active Downloads' and a note: 'All active downloads are available for one day. You may continue to browse the site whilst downloads are building.' Below this, there is a table with columns for 'STARTED', 'TOTAL FILES', and 'RETRIEVED FILES'. The table shows one download: 'Jan. 31, 2018, 2:35 p.m. GMT', '1', '1'. The 'Download Zip file' button is located below the table, and the 'Cancel' button is also visible. A sidebar on the right shows 'How do I create downloads?' and a 'Download' button.

- 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

DHL Dashboard Archive Downloads Reports My Account Search Help

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

Invoice Number: [redacted] Account Number: [redacted] Invoice Date: Dec. 26, 2017 Status: Unpaid Original Amount: € 264.62

Download Xml Pay

Waybills Invoice history Dispute history (2 Sent)

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
[redacted]	11.00	Dec. 14, 2017	[redacted]	[redacted]	132.31	Track Image
[redacted]	11.00	Dec. 19, 2017	[redacted]	[redacted]	132.31	Track Image

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

Waybill [redacted]

Waybill #: [redacted] Shippers Reference: [redacted] Shipment Date: Dec. 14, 2017

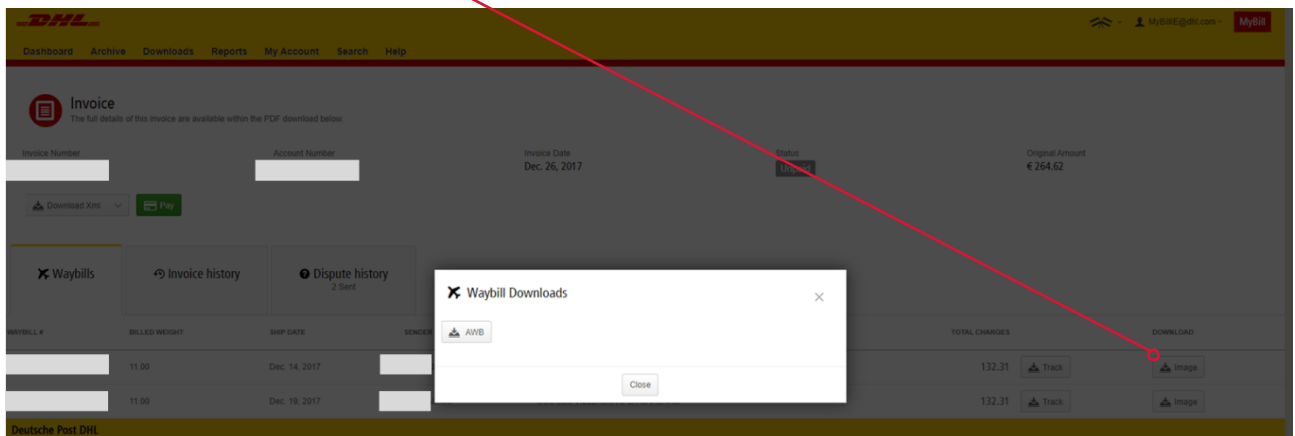
Pieces: 1 Tender Weight: 10.00 KG Billed Weight: 11.00 KG

Origin / Sender: [redacted] Destination / Receiver: [redacted]

Content Description: [redacted]

Charges	
EXPRESS 12:00 doc	€ 105.51
FUEL SURCHARGE	€ 14.5
DRY ICE UN1845	€ 12.3
PREMIUM 12:00	€ 0.0
Original Amount	€ 132.31

→ Alternatively, you can click on the 'Image' button to open the actual waybill (AWB) image and any supporting documentation (like commercial invoice, SAD).



→ 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.

The screenshot shows the DHL MyBill dashboard. The top navigation bar includes links for Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. The user is logged in as MyBill@dh.com. The main content area displays an 'Invoice' summary with fields for Invoice Number, Account Number, Invoice Date (Dec. 26, 2017), Status (Unpaid), and Original Amount (€ 264.62). Below the summary are tabs for Waybills, Invoice history, and Dispute history (2 Sent). The Dispute history table lists two disputes with IDs 41 and 40, both raised by MyBill@dh.com on Jan. 26, 2018, with a status of 'Sent' and a total disputed amount of € 264.62. A 'Create Dispute' button is located at the bottom left of the dispute history section, highlighted by a red line.

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

The screenshot shows the DHL MyBill dashboard with the 'Dispute Invoice' page selected. The page includes a header with the DHL logo and navigation links. The main content area displays the 'Dispute Invoice' form. It starts with a question mark icon and the text 'Dispute Invoice'. Below this is a table with columns for Invoice Number, Account Number, Invoice Date, Status, and Original Amount. The table shows one row with an invoice date of Dec. 26, 2017, a status of 'Unpaid', and an original amount of € 264.62. Below the table is a section for 'Add a Comment' with a text area and a 'Submit dispute' button. A red line points from the 'Submit dispute' button to the 'Submit dispute' button.

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

→ A dispute reference will be displayed.

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a welcome message 'Hi MyBill, welcome to MyBill' is followed by a search bar. The main content area features several cards: '€ 565.15' with '3 Open Transactions', 'Disputed Invoices', '€ 300.53' with '2 Due Now', and 'Tariff Enquiry'. A green 'Pay Now' button is visible. Below these cards, a green success message states: 'Dispute with case_id 43 for invoice with number [redacted] has been successfully created.' Below the message is a table with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAID/ADJ, BALANCE, and CURRENCY. The table is currently empty, with a 'Select for more options' and 'Download All Open Transactions' button below it.

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

This screenshot shows the same DHL MyBill dashboard, but with an invoice selected in the table. The 'Dispute' button is highlighted with a red circle. The table now contains one row with the following data:

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
Account Receivable No.						Unpaid	264.62	0.00	0.00	264.62	€ EUR

Below the table, there are additional buttons: 'Pay', 'Dispute', 'Download', and 'Download All Open Transactions'. The 'Dispute' button is highlighted. To the right of the table, there's a summary: 'Total records: 3 Selected: 1' and a pagination control showing 'Page 1 of 1'.

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.

DHL MyBill@dlh.com - MyBill

Dashboard Archive Downloads Reports My Account Search Help

Invoice

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

Invoice Number: [Redacted] Account Number: [Redacted] Invoice Date: Dec. 26, 2017 Status: Unpaid Original Amount: € 264.62

Download Xml Pay

Waybills Invoice history Dispute history (3 Sent)

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	132.31	Track Image

- This will open the tracking details.

> DHL Ireland | > Express | Tracking

Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

Result Summary

<input checked="" type="checkbox"/> Waybill: [Redacted] Signed for by: [Redacted] > Get Signature Proof of Delivery	Friday, December 15, 2017 at 09:29 Origin Service Area: > SHANNON - CLARE - IRELAND, REPUBLIC OF Destination Service Area: > PARIS - VILLENEUVE LA GARENNE - FRANCE	+ 1 Piece
Friday, December 15, 2017		
	Location	Piece
11	Delivered - Signed for by: [Redacted]	VILLENEUVE LA GARENNE 09:29 + 1 Piece
10	With delivery courier	PARIS - FRANCE 09:22 + 1 Piece
9	Arrived at Sort Facility PARIS - FRANCE	PARIS - FRANCE 07:11 + 1 Piece
8	Departed Facility in PARIS - FRANCE	PARIS - FRANCE 06:38 + 1 Piece
7	Processed at PARIS - FRANCE	PARIS - FRANCE 06:10 + 1 Piece
6	Departed Facility in LEIPZIG - GERMANY	LEIPZIG - GERMANY 03:56 + 1 Piece
5	Processed at LEIPZIG - GERMANY	LEIPZIG - GERMANY 02:18 + 1 Piece
4	Arrived at Sort Facility LEIPZIG - GERMANY	LEIPZIG - GERMANY 00:21 + 1 Piece
Thursday, December 14, 2017		
	Location	Piece
3	Departed Facility in SHANNON - IRELAND, REPUBLIC OF	SHANNON - IRELAND, REPUBLIC OF 19:46 + 1 Piece
2	Processed at SHANNON - IRELAND, REPUBLIC OF	SHANNON - IRELAND, REPUBLIC OF 19:35 + 1 Piece
1	Shipment picked up	SHANNON - IRELAND, REPUBLIC OF 14:46 + 1 Piece

> Hide Details

> Try a new search

Print >>

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

The screenshot displays the DHL MyBill dashboard. At the top, a yellow header contains the DHL logo and navigation links. Below the header, a greeting 'Hi MyBill, welcome to MyBill' is followed by a search bar. The dashboard features several summary cards: '€ 565.15 3 Open Transactions', 'Disputed Invoices', '€ 300.53 2 Due Now', and 'Tariff Enquiry'. A 'Pay Now' button is highlighted on the 'Due Now' card. Below these cards, a table lists open transactions with columns for account details, invoice information, and financial amounts. The table includes three rows of data. For each row, there are 'Pay' and 'PDF Invoice' buttons. Red callouts with numbers 1, 2, and 3 point to these buttons: 1 points to the 'Pay Now' button on the summary card, 2 points to the 'Pay' button for a single invoice in the table, and 3 points to the 'Pay' button for multiple invoices in the table. The footer contains links for 'MyBill IE', 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQ'.

- 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.

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

- 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.

The screenshot shows the DHL MyBill dashboard with the 'Tariff Enquiry' tab selected. The dashboard includes a header with the DHL logo and navigation links. Below the header, there are summary cards for account balances and a 'Tariff Enquiry' button. The main form is divided into sections for 'From' (Origin Country, Zip, City, Suburb), 'To' (Destination Country, Zip Code, City, Suburb), 'Shipment Details' (Shipping Date), 'Account Details' (Account Number), and 'Piece Details' (Number of Pieces, Declared Value, Units, Weight, Length, Height). A red arrow points from the 'Search' button at the bottom right of the form to the search results below.

2018-02-01, 12:00 12:30

SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS 12:00 DOC	EUR [REDACTED]		10.00 KG
12:00 PREMIUM			10.00 KG
TOTAL			10.00 KG

2018-02-01, 23:59 12:30

SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS WORLDWIDE EU	EUR [REDACTED]		10.00 KG
TOTAL			10.00 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 DBI, DBC, DBD, DCI) 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.

The screenshot shows the DHL MyBill Dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a greeting 'Hi MyBill, welcome to MyBill' is followed by a search bar. The main area displays account balances: '€ 565.15 3 Open Transactions' and '€ 300.53 3 Due Now'. A table of invoices is shown with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAYABLE, BALANCE, and CURRENCY. Three invoices are listed, each with a checkbox in the first column. A red circle highlights the 'Download' button in the action bar below the table. Below the table, there are links for 'MyBill ID', 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'.

- Select the 'Download' button to initiate the 'Download Selection' page.
- Select the requirement by ticking the checkbox, followed by the 'Standard CSV' option.

The screenshot shows the 'Download Selection' page. The navigation bar is the same as the dashboard. The page title is 'Download Selection' with a back button. Below the title, there's a section 'Download Preferences' with the text 'Please select your download preferences below.' and a note: 'Please note: Summary Posting information indicated by [red icon] is only available in the Transaction Report. No backup document can be retrieved in MyBill for these records.' Under 'Select DHL Express Downloads', there are checkboxes for 'PDF Invoice', 'Standard CSV', 'XML', 'Waybill / Commercial Invoice', and 'Transaction Report'. The 'Standard CSV' checkbox is checked. A red circle highlights the 'Standard CSV' checkbox. To the right of the checkboxes is a 'Customize Format' button and the text 'Current: My Invoice'.

- 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.

The screenshot shows the DHL MyBill Dashboard's CSV Configuration page. The page has a yellow header with the DHL logo and navigation links: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. The user is logged in as MyBillE@dhl.com. The main content area is titled 'CSV Configuration' and includes a 'Go back a page' link. Below this, it shows the 'Currently active configuration: My Invoice' and a list of 'Pre-saved configurations' with a search bar and 'Load' and 'Delete' buttons. The configuration is divided into two main sections: 'Excluded Column Header' and 'Included Column Header'. The 'Excluded Column Header' section lists various fields like 'Billing Account Name', 'Billing Address 1', 'Billing Address 2', 'Billing Address 3', 'Billing Postcode', 'Billing City', 'Billing State/Province', 'Billing Country Code', 'Billing Contact', 'VAT Number', 'Shipment Number', 'Shipment Date', 'Country Specific Label', 'Country Specific Value', and 'Shipment Reference 1'. The 'Included Column Header' section lists fields like 'Line Type', 'Billing Source', 'Original Invoice Number', 'Invoice Number', 'Station Code', 'Invoice Identifier', 'Invoice Type', 'Invoice Date', 'Payment Terms', 'Due Date', 'Parent Account', 'Billing Account', 'Weight Flag', and 'Discount 1 Amount'. To the right of these sections is the 'Export options' section, which includes a 'Sort order' dropdown menu (set to 'By Product, followed by Origin'), a checkbox for 'Concatenated' (which produces one CSV file containing multiple invoices of the same type), and a checkbox for 'Use for email attachments'. At the bottom of the configuration area, there is a 'Save all settings for later?' section with a dropdown menu (set to 'My Invoice') and a 'Save' button. Below this, there are two buttons: 'Done, apply settings' (highlighted in red) and 'Cancel'. The footer of the page is a yellow bar with the text 'Deutsche Post DHL'.

Annotations on the screenshot:

- Display any pre-saved configurations:** Points to the 'Pre-saved configurations' section.
- Column headings that will not appear in the file:** Points to the 'Excluded Column Header' section.
- Column headings that will appear in the file:** Points to the 'Included Column Header' section.
- Data sort order can be selected:** Points to the 'Sort order' dropdown menu.
- Consolidate several invoices (must be selected):** Points to the 'Concatenated' checkbox.
- This will attach the customised CSV file to the new invoice notification:** Points to the 'Use for email attachments' checkbox.
- Save the template for future use:** Points to the 'Save' button.

- 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.

DHL MyBillE@dhl.com MyBill

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

Active Downloads

All active downloads are available for one day.
You may continue to browse the site whilst downloads are building.

Total records: 2 Selected: 0 20 per page « First < Previous Page 1 of 1 Next > Last »

STARTED	TOTAL FILES	RETRIEVED FILES	
Jan. 31, 2018, 5:49 p.m. GMT	2	2	Download Zip file Cancel
Jan. 31, 2018, 2:35 p.m. GMT	1	1	Download Zip file Cancel

Total records: 2 Selected: 0 20 per page « First < Previous Page 1 of 1 Next > Last »

How do I create downloads?

You can build downloads within the **Archive** or **Search** facility

With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your download file(s).

Deutsche Post DHL



REPORTS

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

REPORTS



Reports

Select a report to continue

Disputes Report
Search for Customer Disputes

Consolidated CSV Report
Consolidate and Email CSV Files

Query Report
Search for your queries

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



Disputes Report

← Back to reports

Search parameters

Start Date*

End Date*

Account

Invoice Number

* indicates a mandatory field



Disputes Report Results

← Back to report screen

Total records: 2 Selected: 0 20 per page << First < Previous Page 1 of 1 Next > Last >

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE TOTAL	DISPUTE DATE	AMOUNT DISPUTED	DISPUTE CASE ID	DISPUTE STATUS	REASON
			Invoice			264.62	41	Sent	?
			Invoice			264.62	40	Sent	?

Total records: 2 Selected: 0 20 per page << First < Previous Page 1 of 1 Next > Last >

- 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.

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 [Upload new users](#)

[Add new user](#)

<input checked="" type="checkbox"/>	ACCOUNT NUMBER ⓘ	AR ACCOUNT	COMPANY NAME	MANAGE
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Manage Me

[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.

The screenshot shows the DHL MyBill 'Account Users Admin' page for account 309307853. The page has a yellow header with the DHL logo and navigation links: Dashboard, Archive, Downloads, Reports, My Account (active), Search, and Help. The user is logged in as MyBillIE@dhl.com. The main content area is titled 'Account Users Admin - Print and Post Account - 309307853' and includes instructions: 'Manage and view user permissions. You may also remove users from the account, and change their email delivery preference.' Below this is a table with columns: EMAIL ADDRESS, USER, MANAGE USERS, DISPUTE, AR MANAGER, and MAIL DELIVERY PREFERENCE. The table contains two rows: one for MyBillIE@dhl.com (MyBill IE) with checked boxes for Manage Users and Dispute, and another for iemybill@dhl.com (john smith) with unchecked boxes. A 'Save' button is on the left, and an 'Add new user' button is on the right. A 'Back to My Account' link is at the bottom left.

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	AR MANAGER	MAIL DELIVERY PREFERENCE
MyBillIE@dhl.com	MyBill IE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Email - PDF and link
iemybill@dhl.com	john smith	<input type="checkbox"/>	<input type="checkbox"/>		Email - PDF and customised CSV

[Save](#) [Add new user](#)

[Back to My Account](#)

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

This is a close-up of the table from the previous screenshot, focusing on the first row. A red line points from the text 'Remove' in the preceding paragraph to a red 'X Remove' button in the 'USER' column of the first row. The table has columns: EMAIL ADDRESS, USER, MANAGE USERS, and DISPUTE. The first row shows MyBillIE@dhl.com in the EMAIL ADDRESS column, the 'X Remove' button in the USER column, and checked boxes in the MANAGE USERS and DISPUTE columns.

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE
MyBillIE@dhl.com	X Remove	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



**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.

MyBill@DHL.com

MyBill

Dashboard

Archive

Downloads

Reports

My Account

Search

Help

Search Invoices

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

Saved Searches

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

No saved searches

Use custom search to create a new saved search

Search parameters

Account

All

Invoice Number

Waybill

Invoice Type

All

Status

All

Summary Posting

All

Invoice Date

Start Date

End Date

Save as "Saved Search"?

Enter a name

Search

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.

MyBill@DHL.com

MyBill

Dashboard

Archive

Downloads

Reports

My Account

Search

Help

Help

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

Need assistance?

Contact your local support office
Or email us at

The Dashboards

Managing your Accounts

View/Downloading Invoices

Making a Payment

Logging a Dispute

How to use Search



APPENDIX

APPENDIX A

– 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:
grebillingsupport@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 **+30 2109890860** or alternatively email grebillingsupport@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. For a more detailed explanation of how to follow this process, please refer to the user guide section "Placing an invoice into query".

CAN I UPDATE MY COMPANY DETAILS ONLINE?

For the time being any change to your official company data has to be done via Customer Accounting team 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 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?

For the time being this is not possible. Please send an email to our Customer Accounting team on grebillingsupport@dhl.com and they will contact you with more details.

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 **+30 2109890860** for general information and technical support or you can email the eSupport team directly on grebillingsupport@dhl.com

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17455 Alimos, Greece

Tel. 210 9890000
Fax 210 9841044
e-mail dhlgr@dhl.com
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