



DHL EXPRESS MYBILL USER GUIDE



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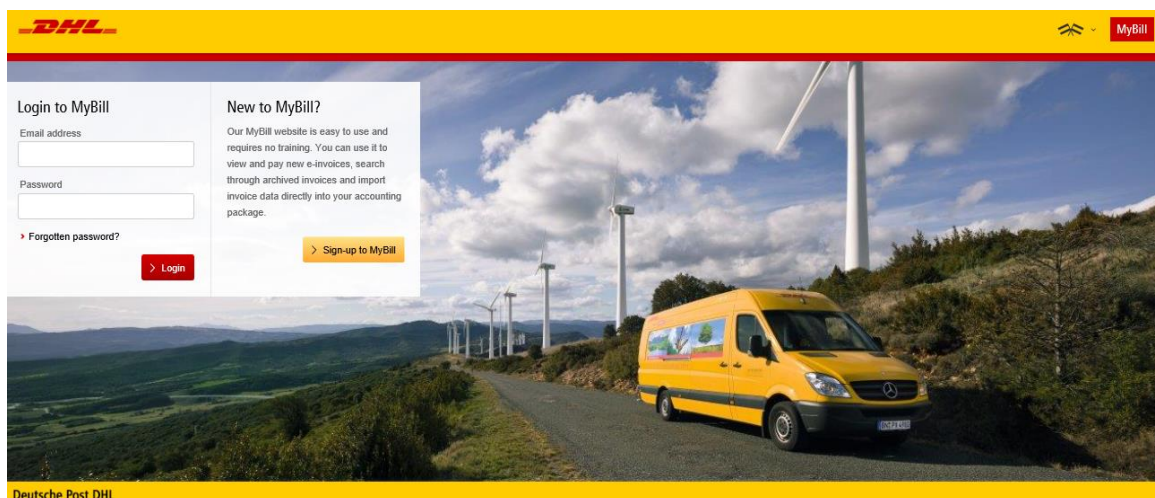
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1. MyBill System Introduction

- The DHL e-Billing portal will be taken over by MyBill from 2018.06.14.
- Availability of the website: <https://mybill.dhl.com/>
- The concept of e-Billing was introduced many years ago as an alternative to paper invoices in an attempt to not only simplify our Customers lives but also to become more environmentally aware and friendly.
- Since then the concept of e-Billing has saved thousands of trees as well as improved customer satisfaction globally.
- Managing MyBill provides a very simple and efficient account management.
- MyBill offers one global solution which will enhance current functionality with the aim of improving the customer experience and ease of use.

The following features are available from 06.14.2018:

- Download one or more invoices together
- Personalize your invoice content (e.g. CSV, XML, Standard CSV)
- View billing history
- Access documents related to a delivery
- Manage user data





2. Registration to MyBill

Availability of the website: <https://mybill.dhl.com/>

Former Clients using our e-Invoice system:

- If you are an active user of our e-billing portal until 2018.06.14 you do not have to register now for MyBill. Our team has provided the transfer of login and account information to the new system
- Use 'Registration to MyBill' option if you want to register a new e-mail address (new user) for your account number

New e-Billing Users:

- Clients who have received paper-based invoices so far can use 'Registration to MyBill' button to switch to e-invoicing
 - Follow the instructions on this page to register.





3. How to log in

- Availability of the website: <https://mybill.dhl.com/>



As a registered user, please enter your e-mail address and password to log in.

If your password is unknown, we will send you a new password with using of 'Forgotten password?' button.



4. Using MyBill

From 06.14.2018 the following menu points can be used:

- a) Invoicing b) Downloads c) Reports d) My Account e) Search f) Help



(‘Dashboard’ and "Archive" menu points will be available through later development of MyBill)

a) Invoicing

Provides an overview of the invoices (Invoice number, company name, invoice date, amount).

Click on invoice number to see additional billing information.

The screenshot shows the DHL MyBill Invoicing interface. At the top, there is a navigation bar with the DHL logo and menu items: Dashboard, Archive, Invoicing (highlighted), Downloads, Reports, My Account, Search, and Help. Below the navigation bar, there is a search bar and a table of invoices. The table has columns for ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, and TOTAL. A green arrow points to the INVOICE NO. column header. The table contains three rows of invoice data.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	TOTAL
412.....	Customer	BUD206....	Invoice	May 31, 2018	None	1,541,084.00
412.....	Customer	BUD206....	Invoice	May 31, 2018	None	1,541,084.00
95.....	Customer	BUD206....	Duty invoice	May 31, 2018	None	46,713.00

(*Please note, ‘Due Date’ feature does not show valid status - is expected to be available from 2019)



Then in the following screen you can use "Track" and "Image" button where you can track your shipment and more details are available of your shipment

The screenshot shows the DHL Invoice interface. At the top, there is a navigation bar with 'Dashboard', 'Archive', 'Invoicing', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The main header includes the DHL logo, a user profile 'vivien.voros@dhl.com', and a 'MyBill' button. Below this, the 'Invoice' section displays details: Invoice Number BUD206..., Account Number 412..., Invoice Date May 31, 2018, Status Unpaid, and Original Amount HUF 1,541,084.00. There are buttons for 'Download Xml' and 'Pay'. A tabbed interface shows 'Waybills' and 'Invoice history'. A table lists two waybills with columns for Waybill #, Weight, Ship Date, Sender, Receiver, and Total Charges. The 'Waybill #' column is highlighted in yellow. The 'Total Charges' column is also highlighted in yellow. The 'Download' column contains 'Track' and 'Image' buttons, which are highlighted with green boxes.

WAYBILL #	WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
999999998	0.00	May 31, 2018	Sender	Receiver	1,200.00	Track Image
5908,.....	0.00	May 23, 2018	Sender	Receiver	90,661.00	Track Image

You can download billing information in many formats, for example: PDF, CSV, XML etc.

This screenshot shows the same DHL Invoice page as above, but with the 'Download Xml' button clicked. A dropdown menu is open, showing options: 'Download...', 'Download Xml', 'Download Pdf', 'Download CSV', 'Download Standard CSV', and 'Download CENBII'. The 'Download Xml' option is highlighted in blue. The background shows the same invoice details and waybill table as the previous screenshot.

(*Please note, 'Pay' option is not activated feature - is expected to be available from 2019)



Returning to the 'Invoicing' menu, you can download the invoice information (bulk download option also is also available).

- Select one or more invoices then just click on the 'Download' button.
- Please choose the preferred file type
- The downloaded files will be available under 'Downloads' / 'Active Downloads'

DHL

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

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.

Select DHL Express Downloads

PDF Invoice

Standard CSV Concatenated Current: minta 5

XML

Waybill / Commercial Invoice

Transaction Report

Deutsche Post DHL

Zip file Summary

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

3 files in total

PDF Invoice

222.33 KB (0.22MB) approx.

Total Download Size

222.33 KB (0.22MB) approx.



b) Downloads

You can find the items you have downloaded from 'Accounts' or 'Search'.

DHL

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

Active Downloads

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

☺ All Filter Total records: 31 20 per page << First < Previous Page 1 of 2 Next > Last >

STARTED	DESCRIPTION	TOTAL FILES	RETRIEVED FILES	
June 9, 2018, 8:29 p.m. CEST	BUD206....	1	1	Download Cancel
June 8, 2018, 5:50 p.m. CEST	BUD206,... - 59076..... AWB	1	1	Download Cancel
June 8, 2018, 5:45 p.m. CEST	BUD206;... - 59077..... AWB	1	1	Download Cancel

c) Reports

The menu is active however the report option will only be available with the next version of MyBill.

d) My Account

- You can manage your profile
- You can change your password
- You can add more user to your account

DHL

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

My User Details

Please remember to keep your details up to date.

Email address
wvien.voros@dhl.com

First Name: Last Name:

Position: Telephone Number:

Home Group: Language Preference:

Timezone:

Change Password

Your password must meet the password policy:

Changing Password directly via MyBill, will not change your current DHL.com password for online shipping.

Your current password*

Enter a new password*

Confirm new password*

* indicates a mandatory field

My System Settings

CSV Decimal Separator Override



e) Search

- You can search based on: Account-, Invoice-, AWB- number, Invoice type, Invoice date, etc.
- Name the search parameters and save for later use
- You can find the 'Saved Searches' on the left side of the screen

The screenshot shows the DHL 'Search Invoices' web interface. At the top, there is a navigation bar with the DHL logo and menu items: Dashboard, Archive, Invoicing, Downloads, Reports, My Account, Search, and Help. The user's email address 'vivien.voros@dhl.com' and a 'MyBill' button are also visible. The main content area is titled 'Search Invoices' and includes a tip: 'Did you know you can save search criteria as a saved search?'. On the left, there is a 'Saved Searches' section with a 'Custom search' option highlighted. The main search area, 'Search parameters', contains several input fields: 'Account' (dropdown menu), 'Invoice Number' (text input), 'Waybill' (text input), 'Invoice Type' (dropdown menu), 'Status' (dropdown menu), and 'Summary Posting' (dropdown menu). Below these is an 'Invoice Date' section with 'Start Date' and 'End Date' (calendar icons). At the bottom of the search area, there is a 'Save as "Saved Search"?' section with an 'Enter a name' text input. A 'Search' button is located at the bottom right of the search area. The footer of the page reads 'Deutsche Post DHL'.



f) Help

- If you need assistance, please visit this menu.
- If you have not found answer to your question, contact us at one of our contact details

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 hu_esupport@dhl.com
Or email us at

The Dashboards

- + The Main Dashboard
- + Archive
- + Downloads
- + Reports
- + My Account
- + Search

Managing your Accounts

- + How to manage your User details
- + How to change your password
- + Managing users rights

Making a Payment

- + Who do I contact if I am experiencing problems making a payment?

Logging a Dispute

- + How to log a dispute
- + How to delete a dispute
- + Overview of disputed Invoices
- + Who to contact if you are experiencing problems with your disputes.

How to use Search

- + Search parameters
- + Saving searches

5. Log out

In the top right corner of the screen, you'll find the 'Sign out' option below your email address.

