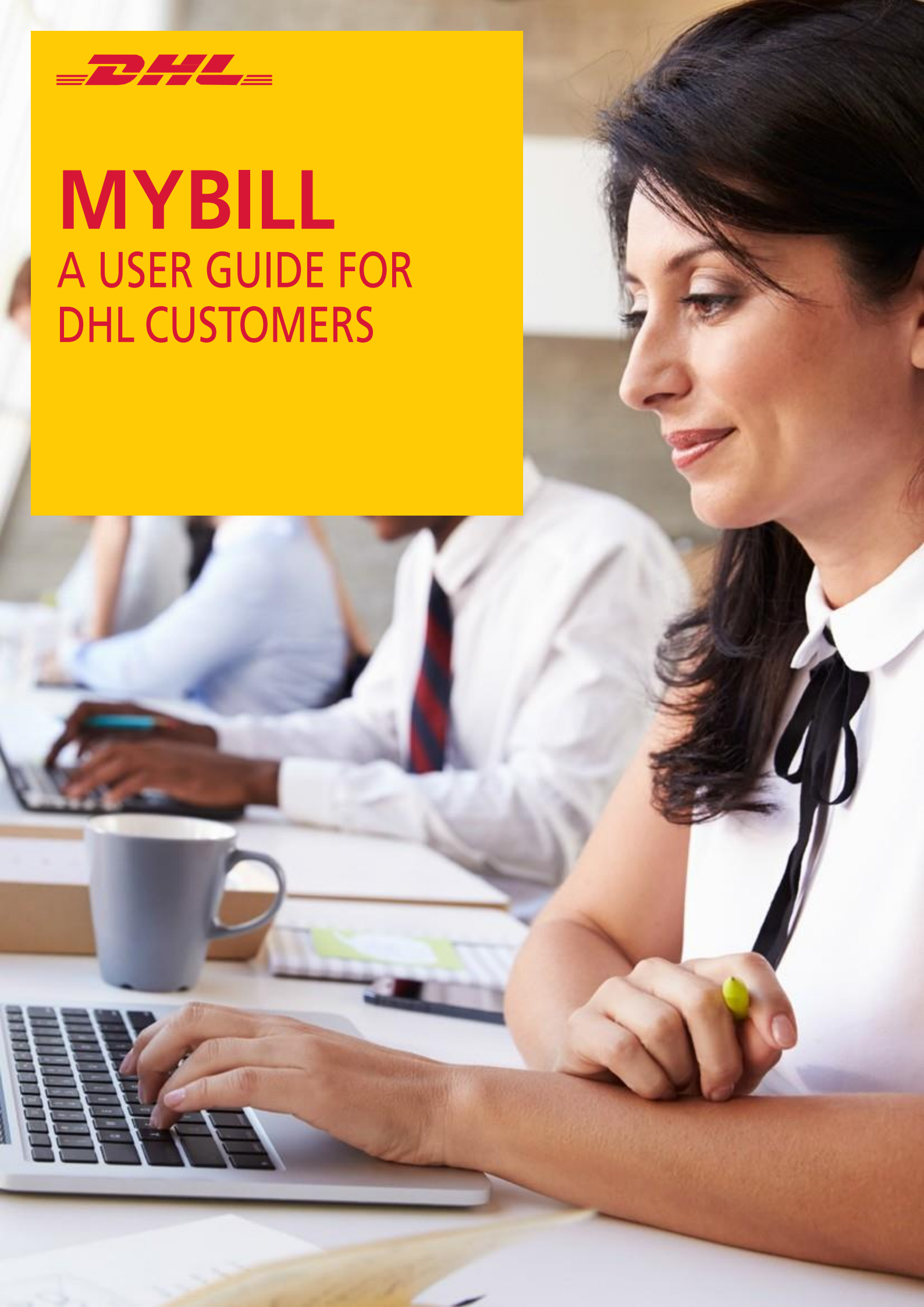
MYBILL

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**

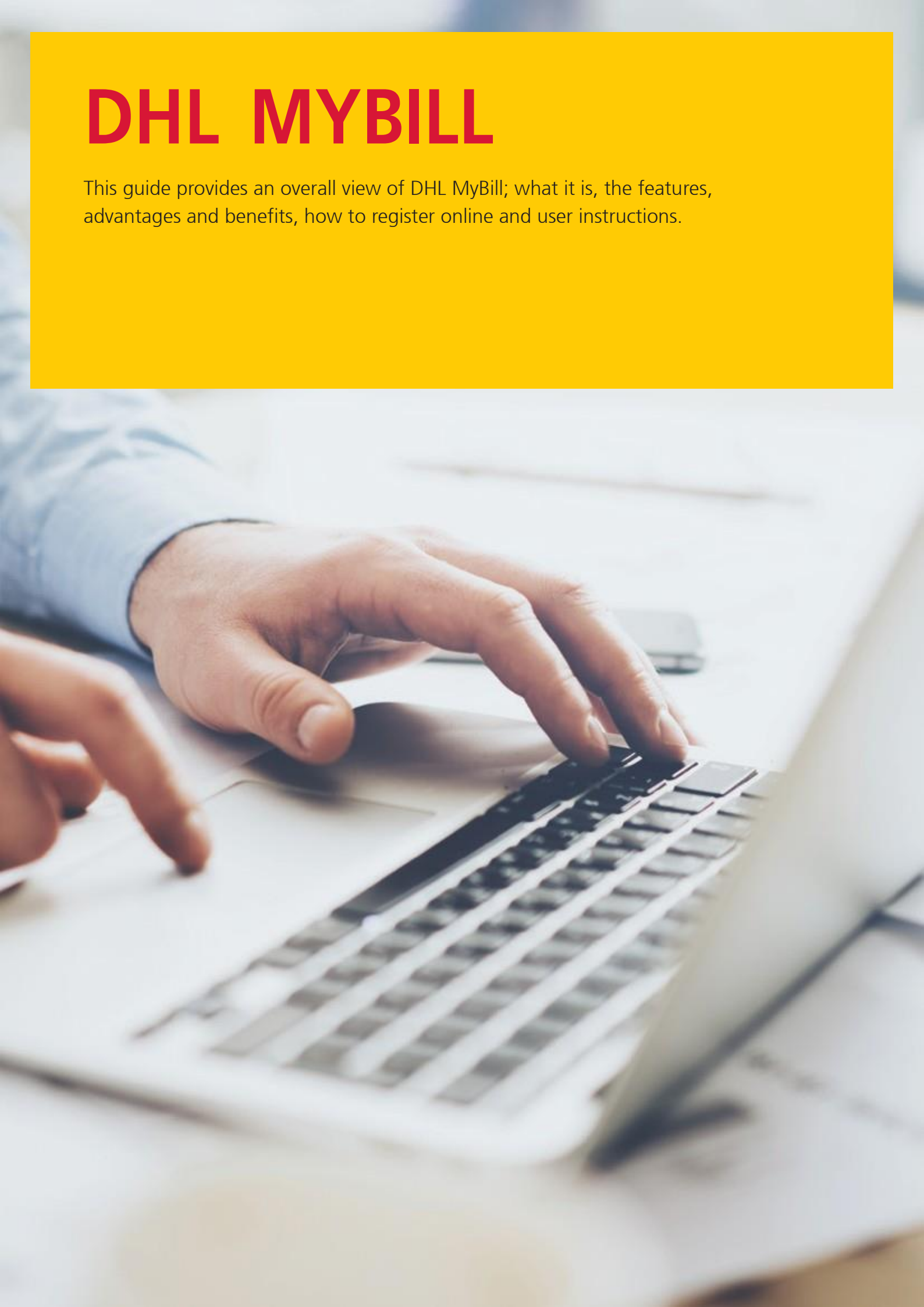
Help **32**

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?

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

DHL MYBILL FEATURES

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

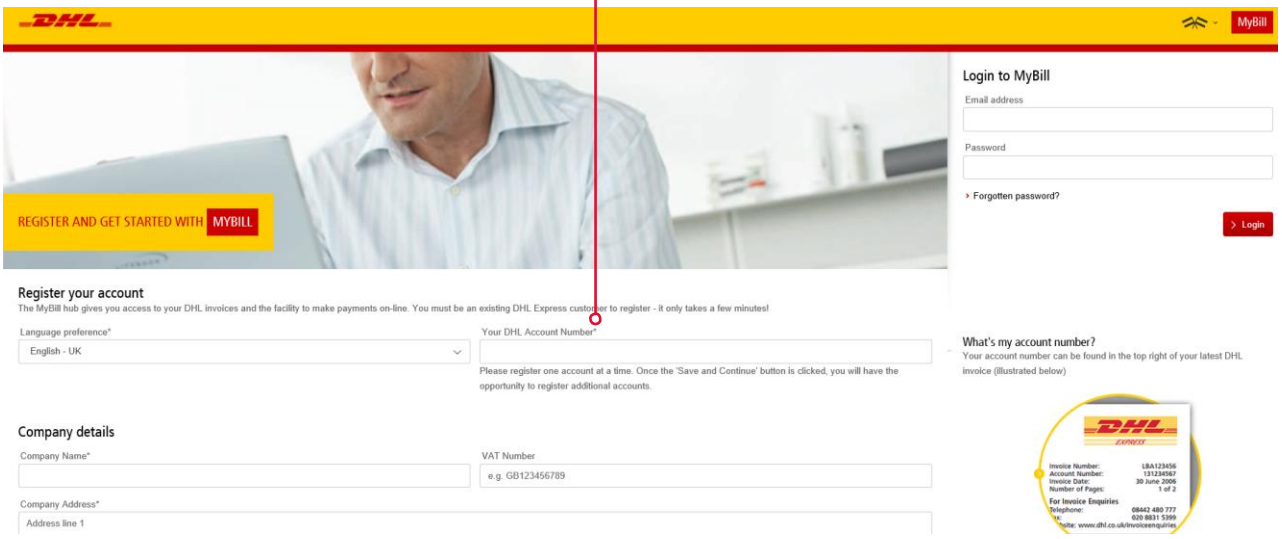
DHL MYBILL – ADVANTAGES AND BENEFITS

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'.

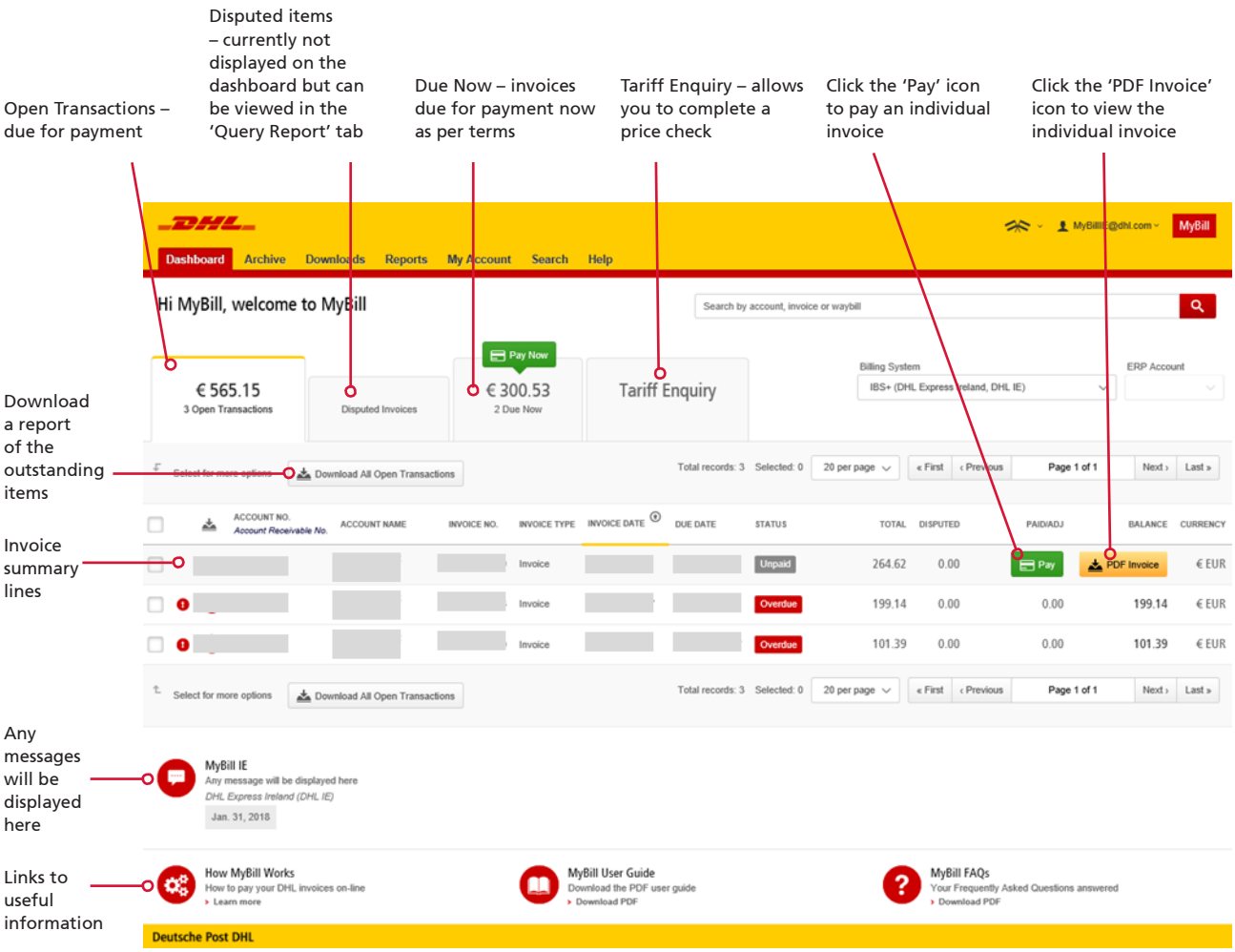
DHL MYBILL DESKTOP FUNCTIONALITIES

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

- The Menu bar comprises of the following options:

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

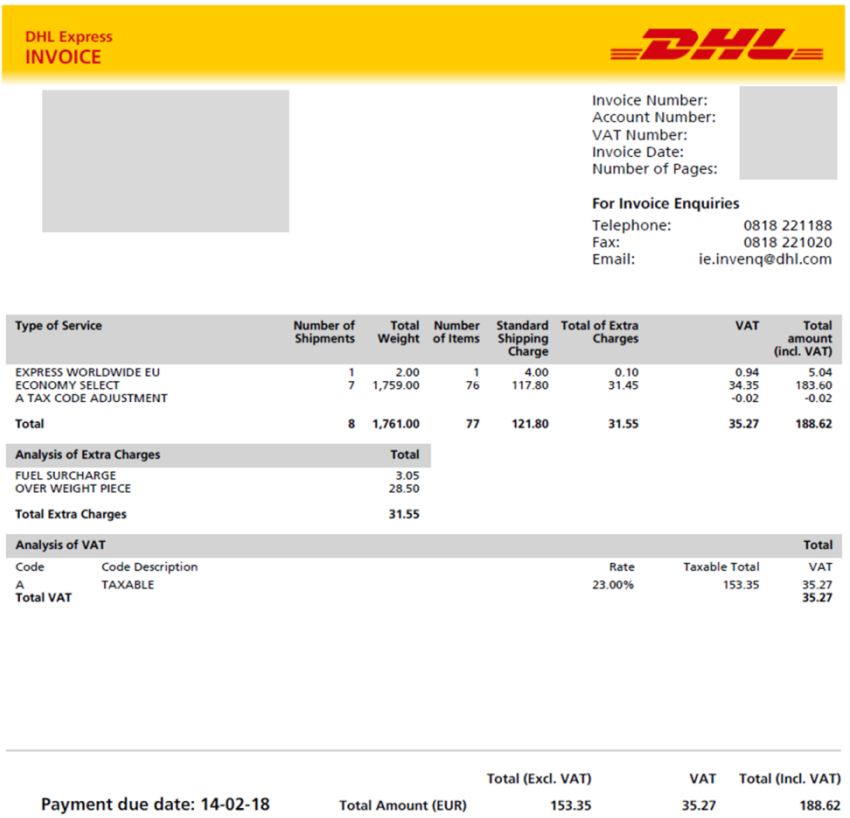
DHL MYBILL DASHBOARD



VIEW INVOICES

Invoices can be viewed either individually or in bulk.

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


DHL Express
INVOICE

Invoice Number:
Account Number:
VAT Number:
Invoice Date:
Number of Pages:

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

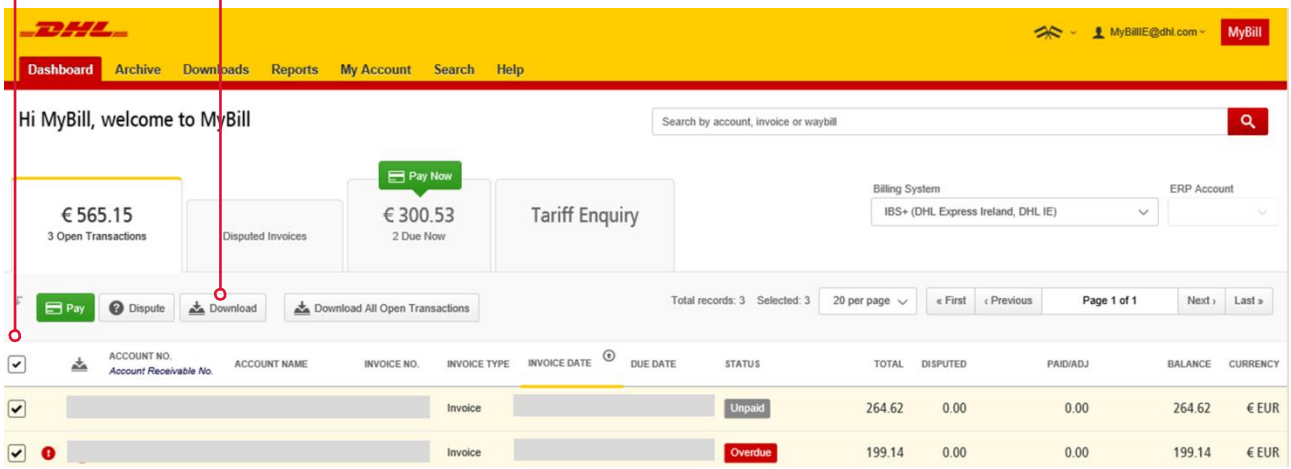
Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	1	2.00	1	4.00	0.10	0.94	5.04
ECONOMY SELECT	7	1,759.00	76	117.80	31.45	34.35	183.60
A TAX CODE ADJUSTMENT						-0.02	-0.02
Total	**8**	**1,761.00**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

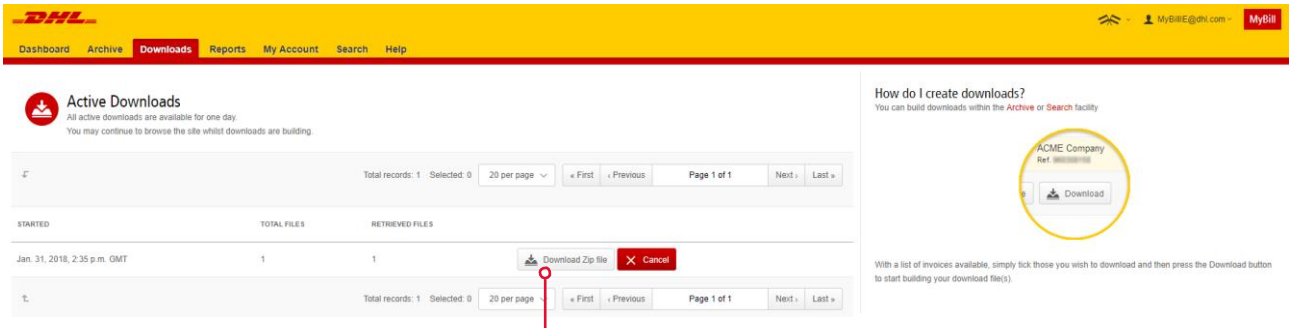
Analysis of VAT				Total
Code	Code Description	Rate	Taxable Total	VAT
A	TAXABLE	23.00%	153.35	35.27
Total VAT				**35.27**

		Total (Excl. VAT)	VAT	Total (Incl. VAT)
Payment due date: 14-02-18	**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.



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

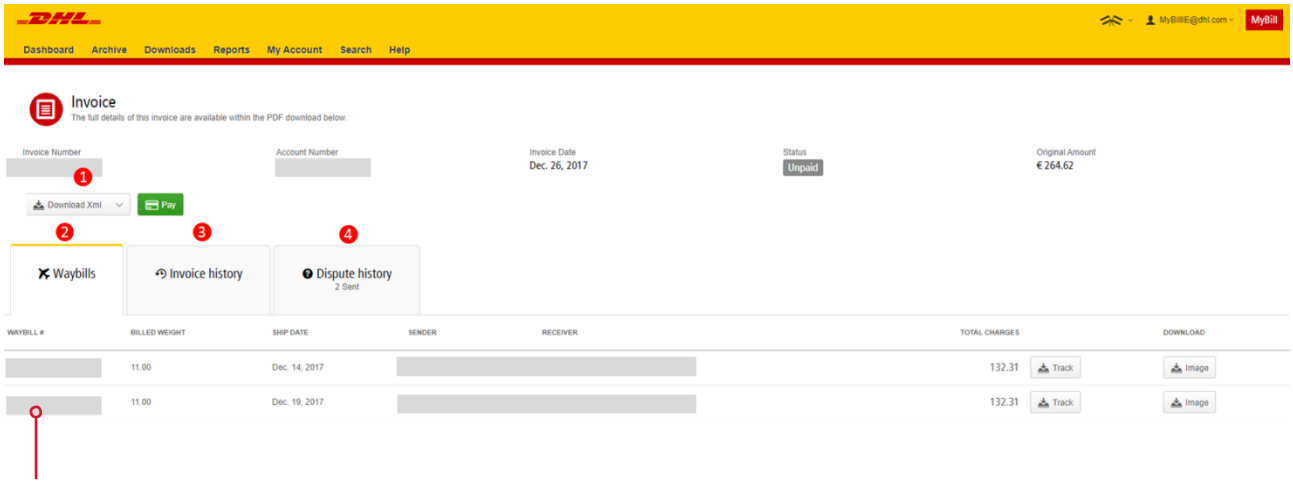


→ Click on the 'Download Zip file' button to retrieve the zip file and the PDFs.

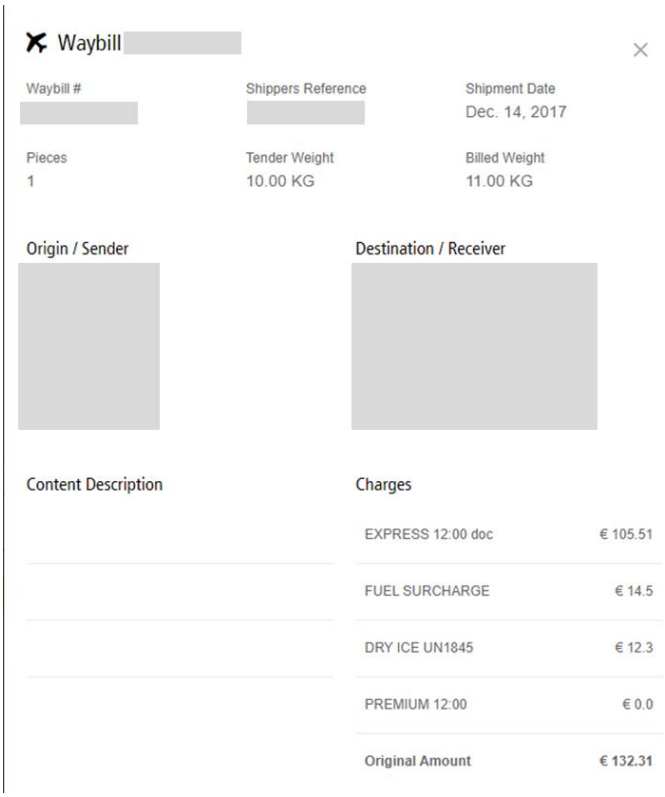
VIEW SHIPMENT DETAILS (WAYBILL & SUPPORTING DOCUMENTATION)

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

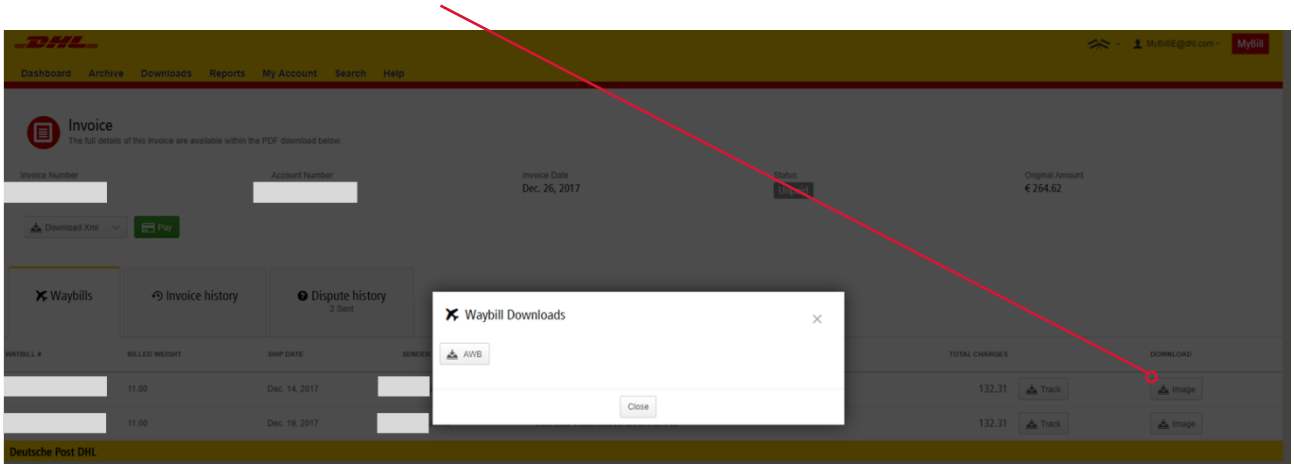
1. View download options
2. View the Waybills on that invoice (this is the landing page)
3. View the history of the invoice i.e. creation date by clicking on the tab
4. View the Dispute history by clicking on the tab



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



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

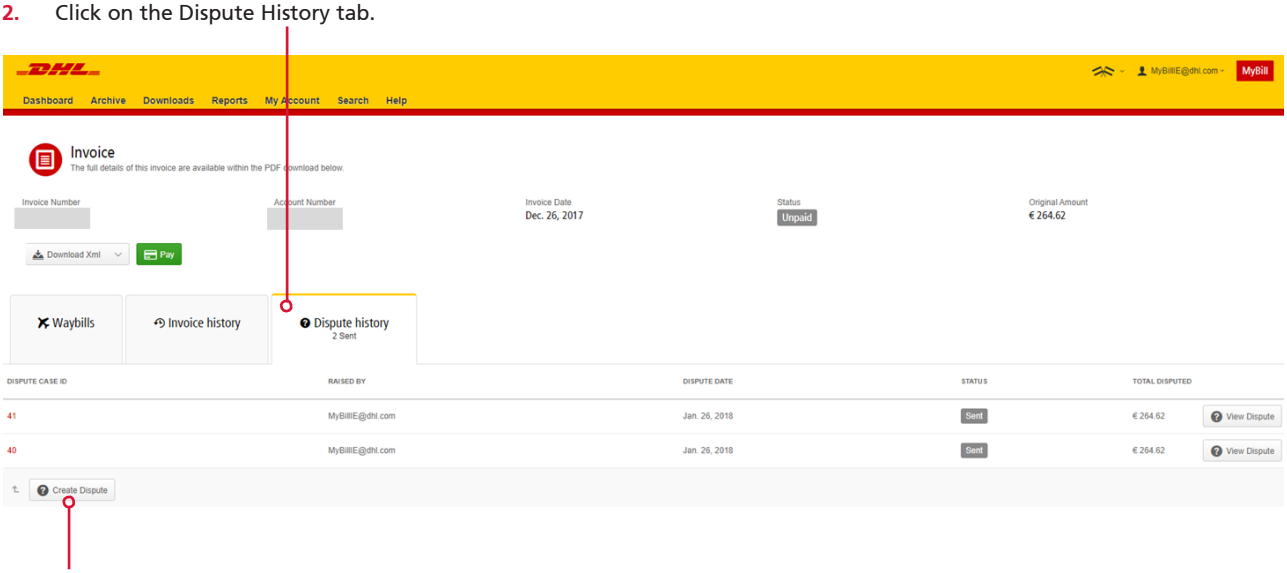


→ Click on the relevant button to display the document.

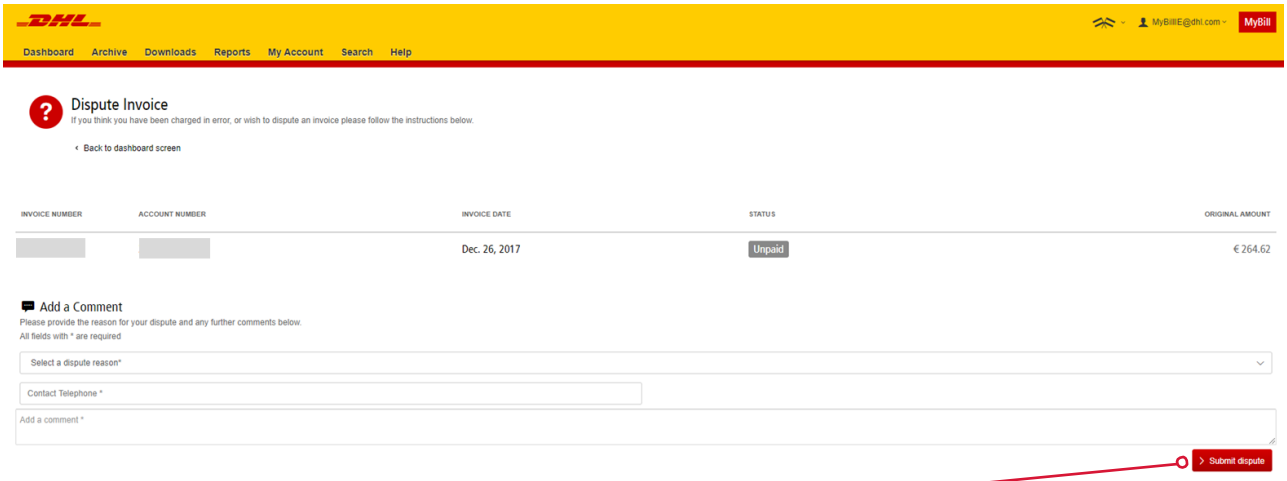
PLACING AN INVOICE INTO QUERY

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.

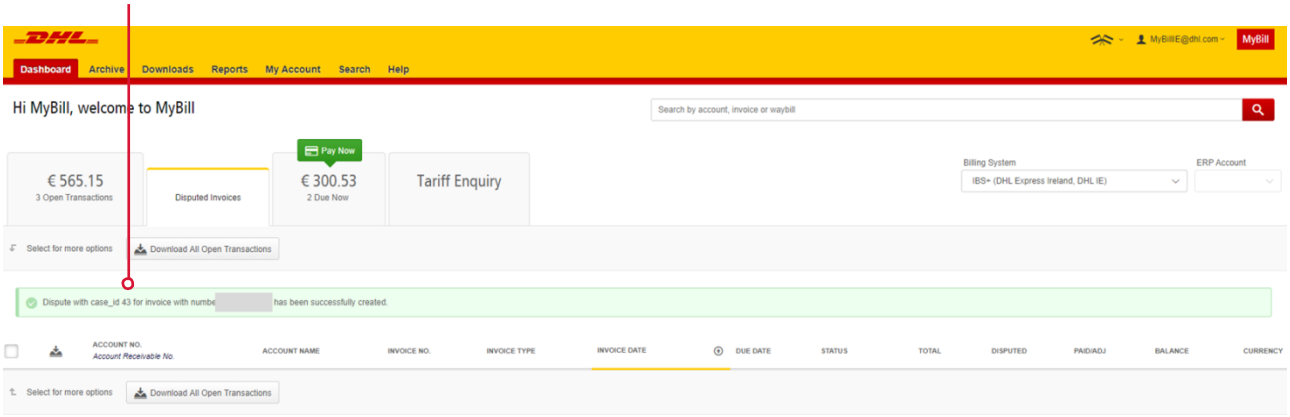


→ Within this section you can view existing queries or click on 'Create Dispute' to register a new query.

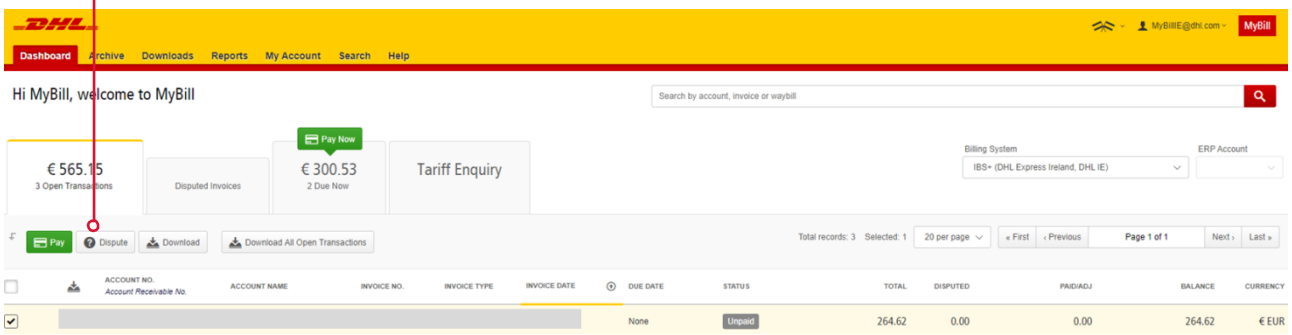


→ Click on the 'Submit dispute' button to register your query.

➔ A dispute reference will be displayed.



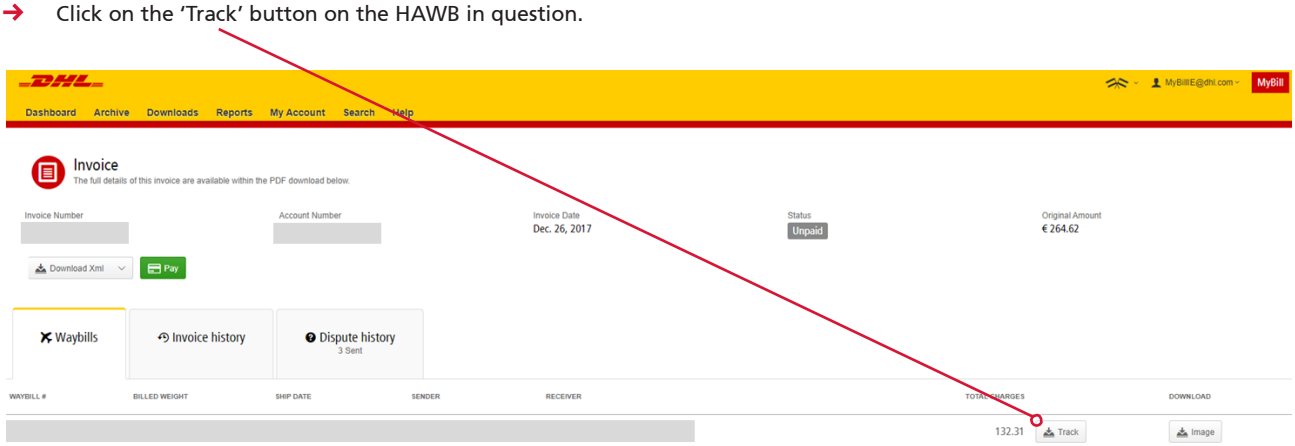
➔ The alternative method is to tick the checkbox against the invoice, which will display the additional buttons under tabs. Select the 'Dispute' button.



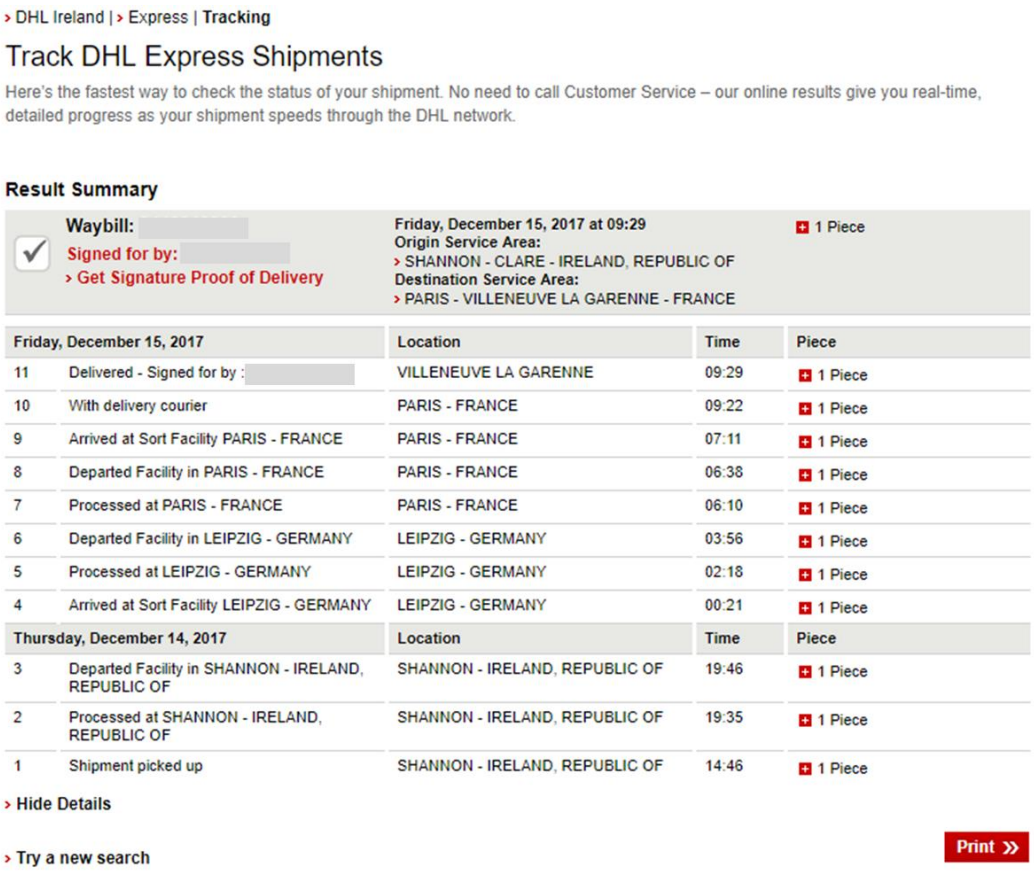
TRACK AND TRACE

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

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



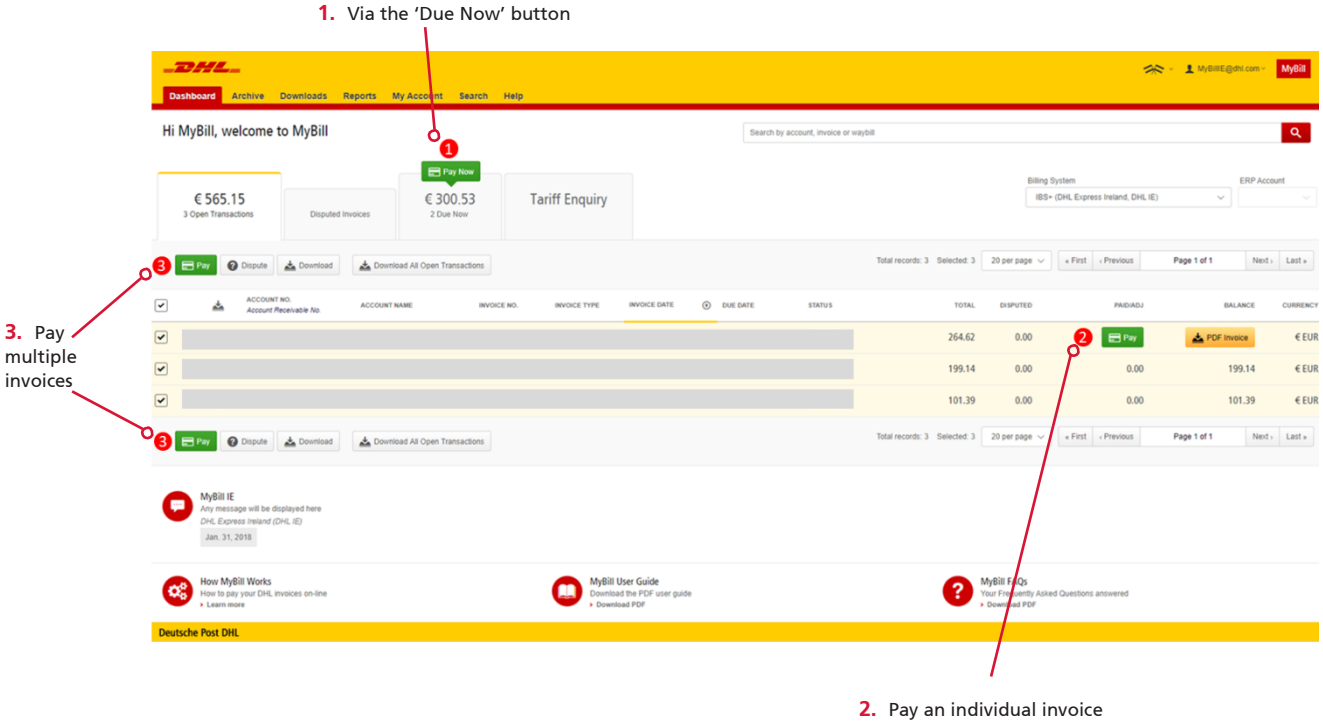
- This will open the tracking details.



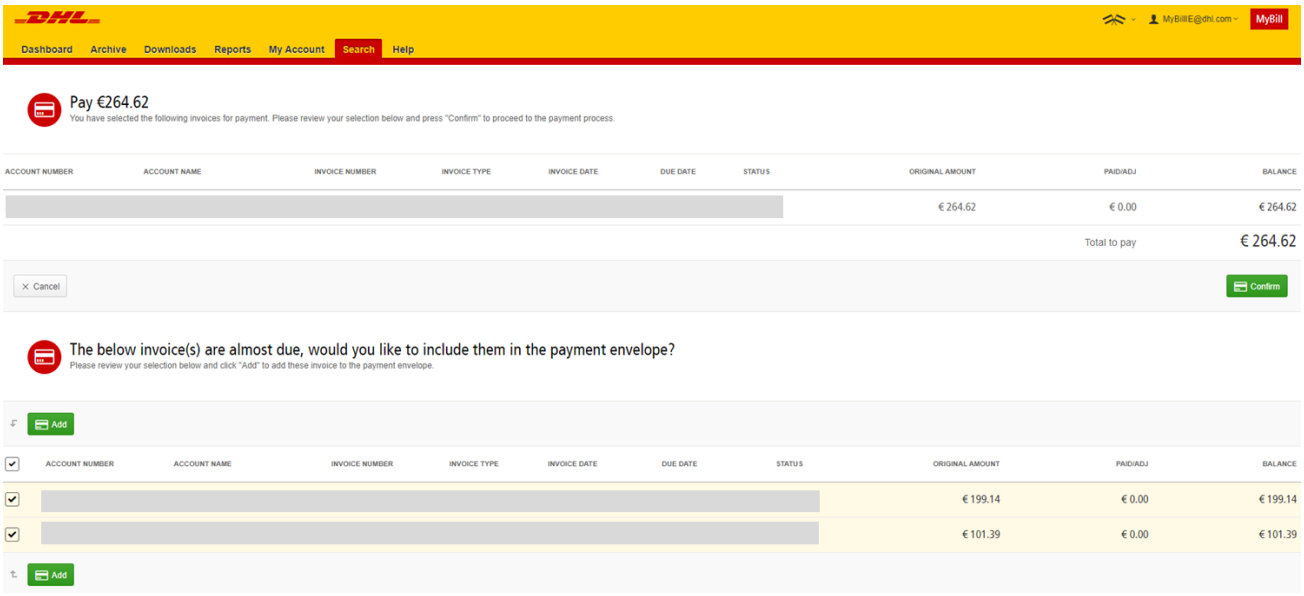
PAYING AN INVOICE

Within MyBill the invoices can be paid via three options:

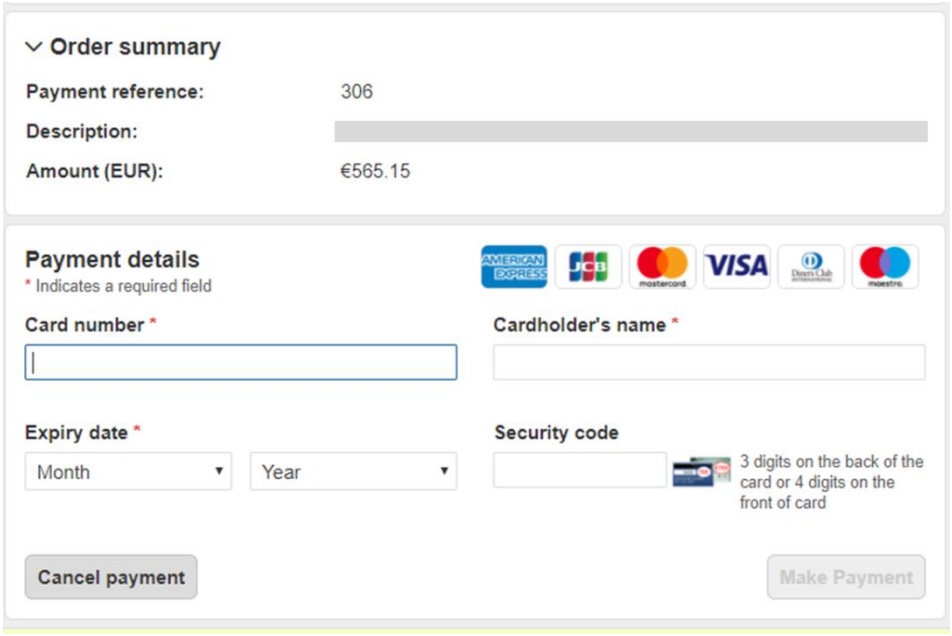
1. Invoices due as per the payment terms.
2. Single invoice.
3. Multiple invoices.



- 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.

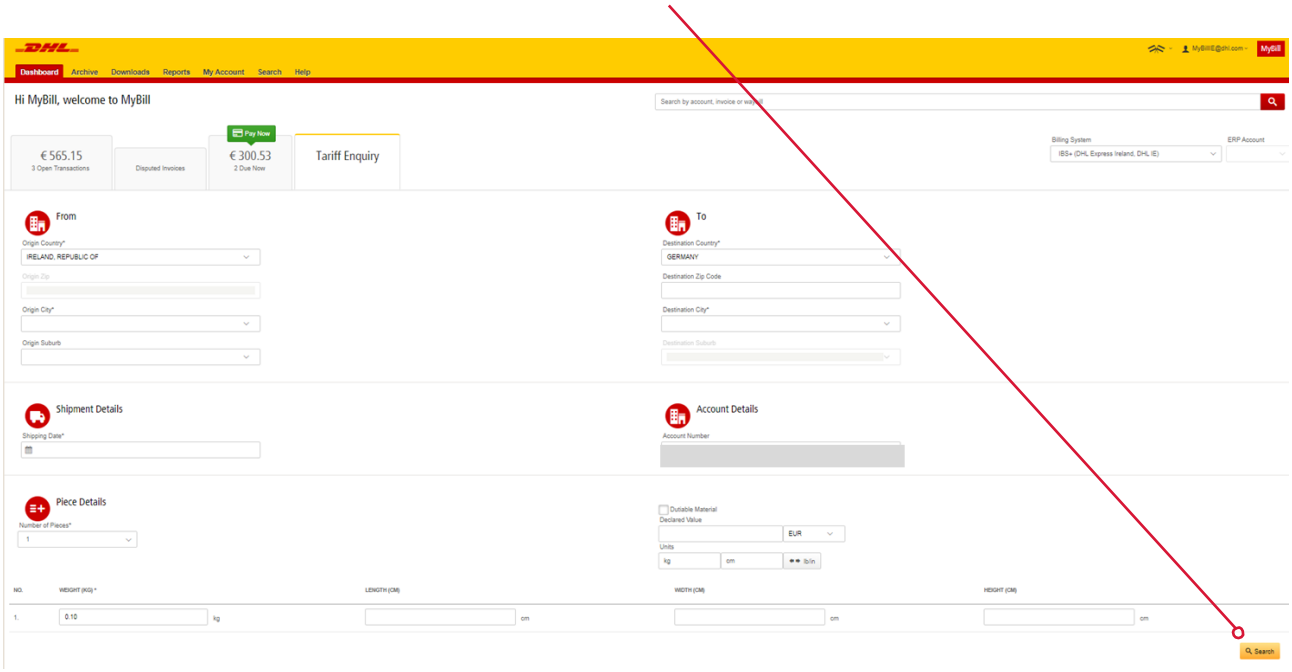


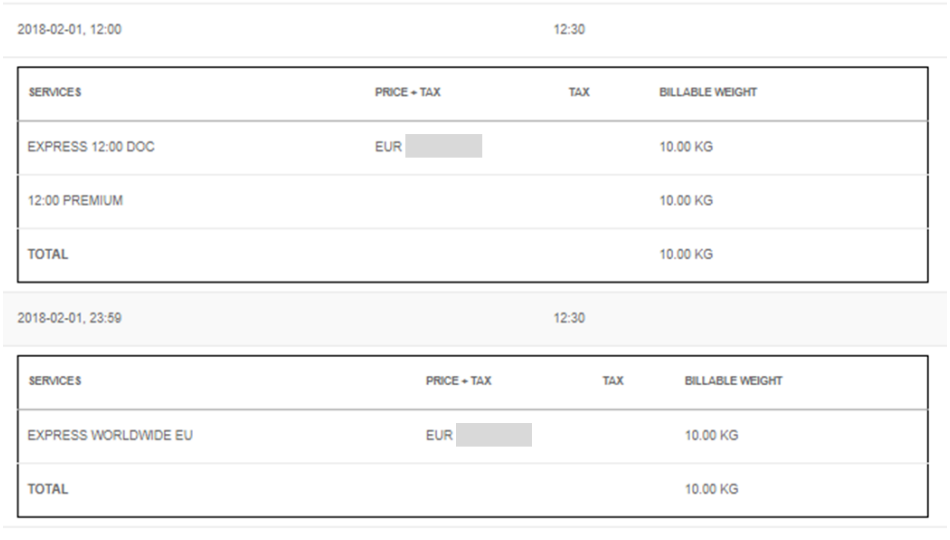
- The invoice status will be reflected as ‘payment in progress’ until the payment is received from your card payment provider.

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.





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

SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS 12:00 DOC	EUR		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		10.00 KG
TOTAL			10.00 KG

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

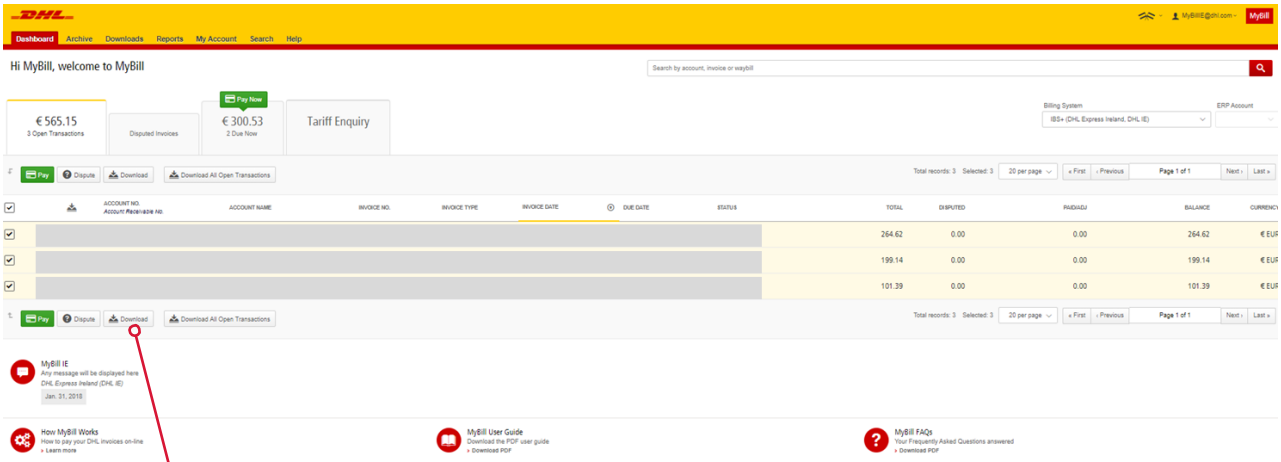
CUSTOMISED CSV FILES

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.

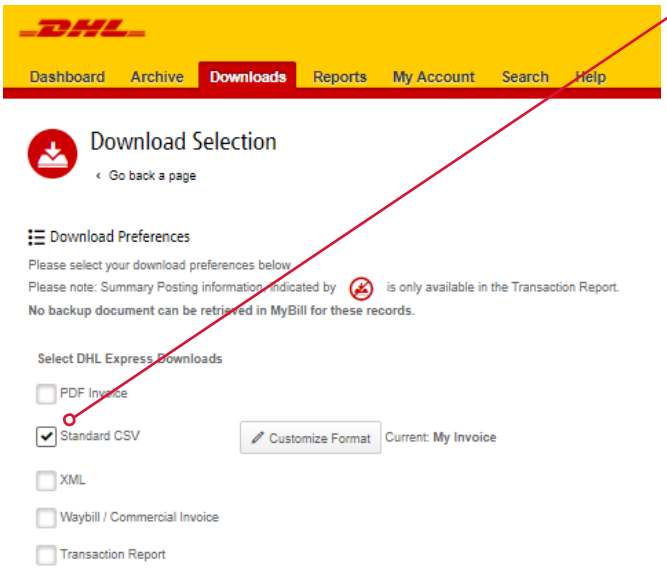
CREATE A NEW CUSTOMISED CSV TEMPLATE

→ 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.



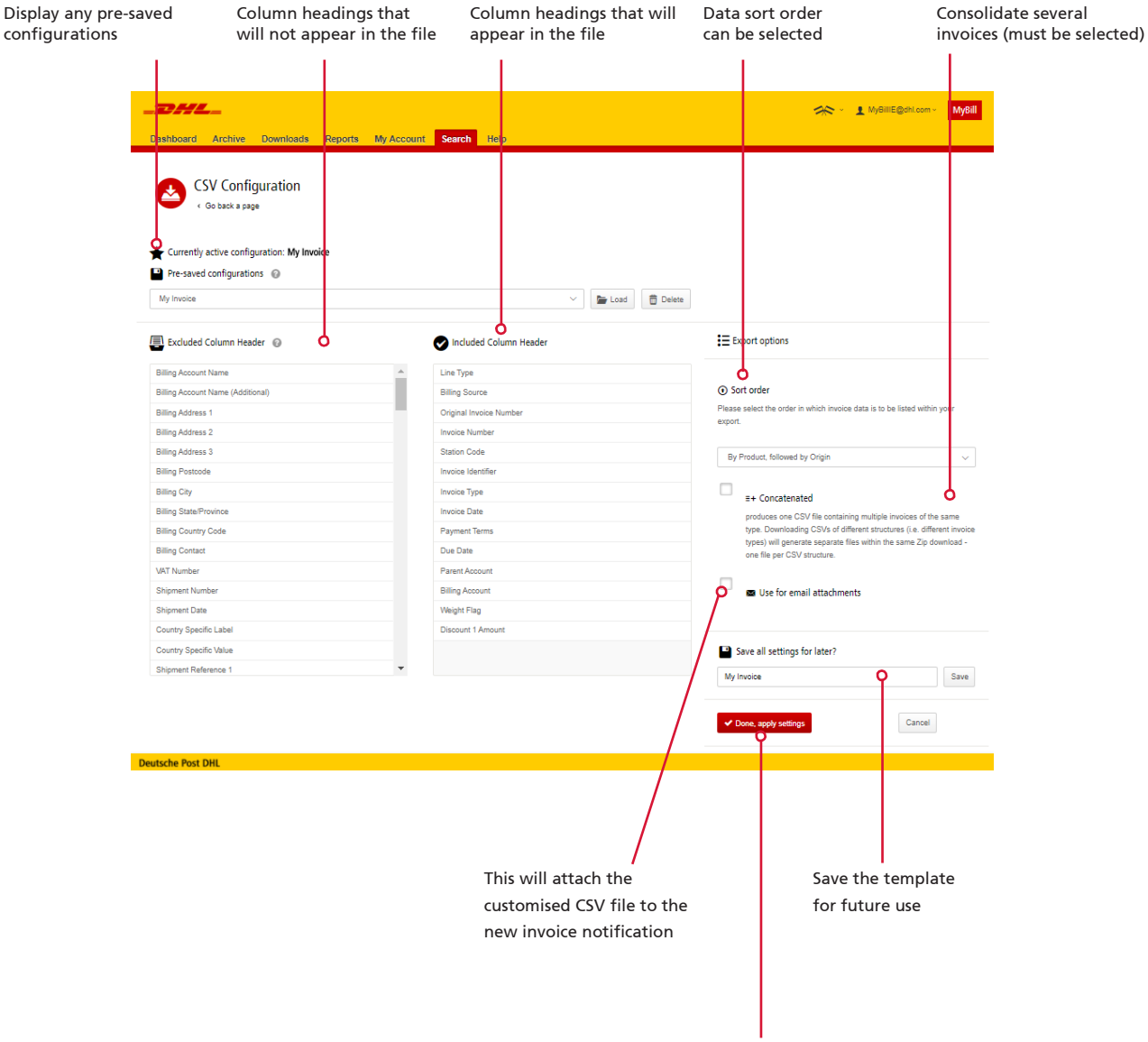
→ Select the 'Download' button to initiate the 'Download Selection' page.

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



→ Then click on the customise format button.

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



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

ARCHIVE AND DOWNLOADS

ARCHIVED INVOICES

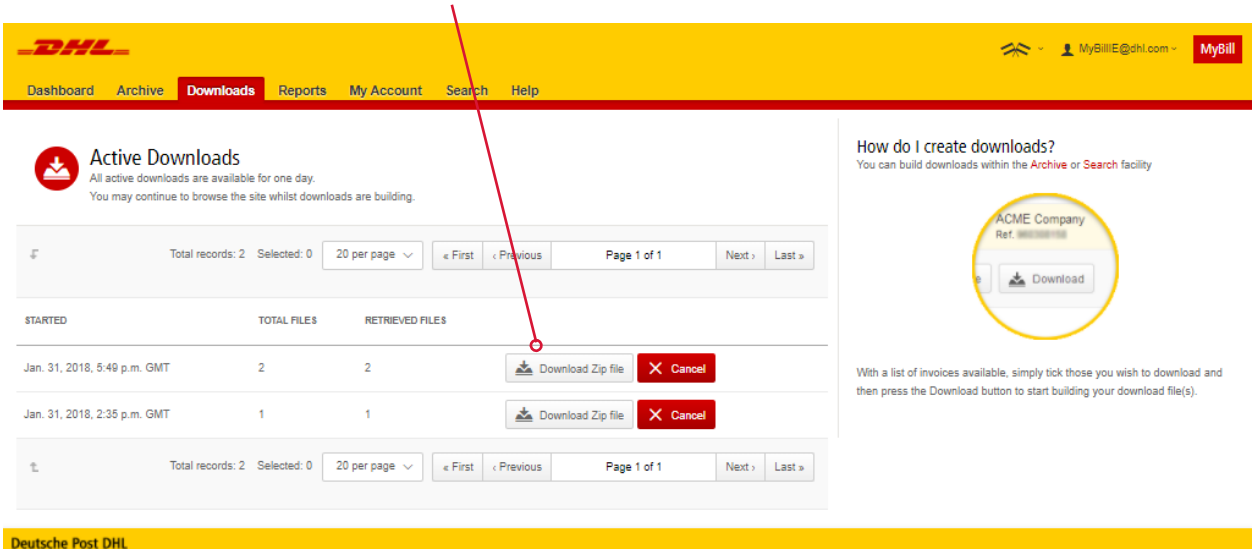
All paid invoices will be removed from the Dashboard and visible in the ‘Archive’ tab. From this tab you are still able to view / download invoices, shipment history and register queries.

Follow the same steps as with the Dashboard instructions.

DOWNLOADS

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

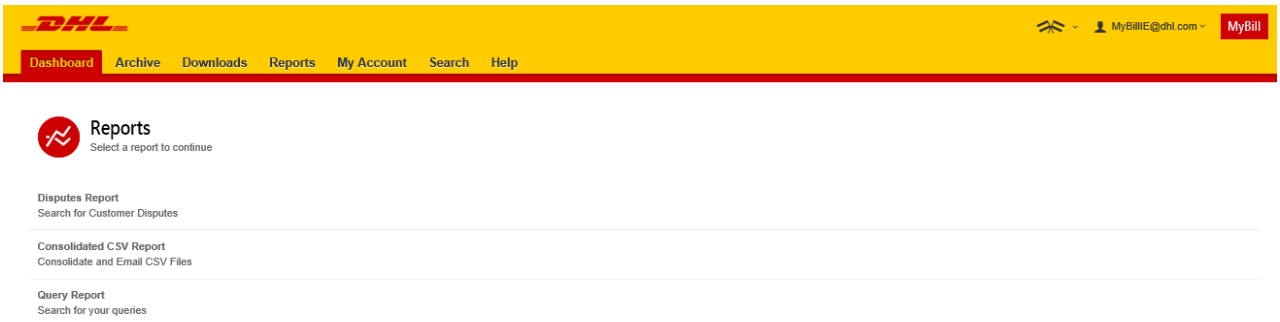
➔ To view the details, click on the ‘Download Zip file’ button to open the zip file.



REPORTS

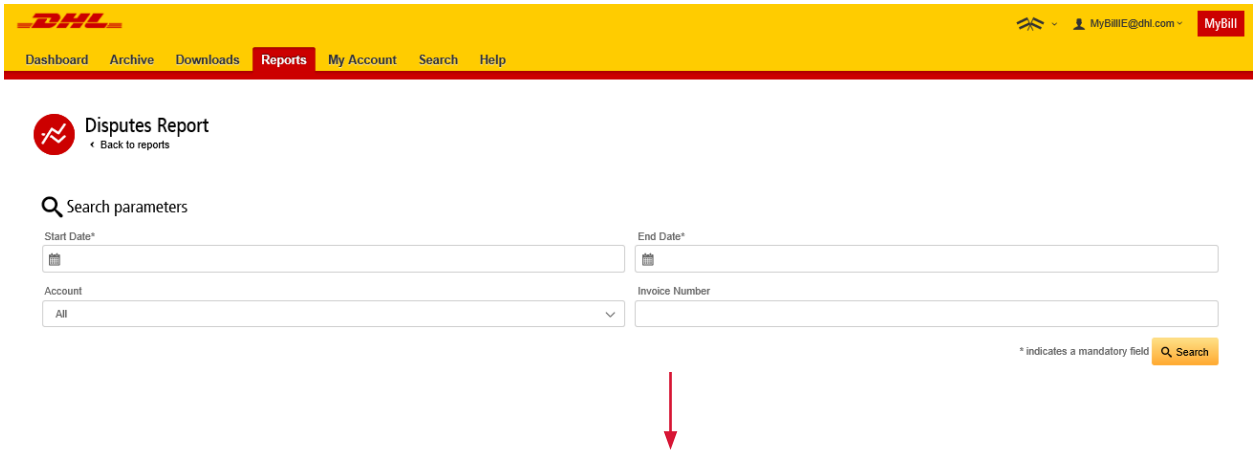
Within this section you can generate a report detailing the queries registered and their current status.

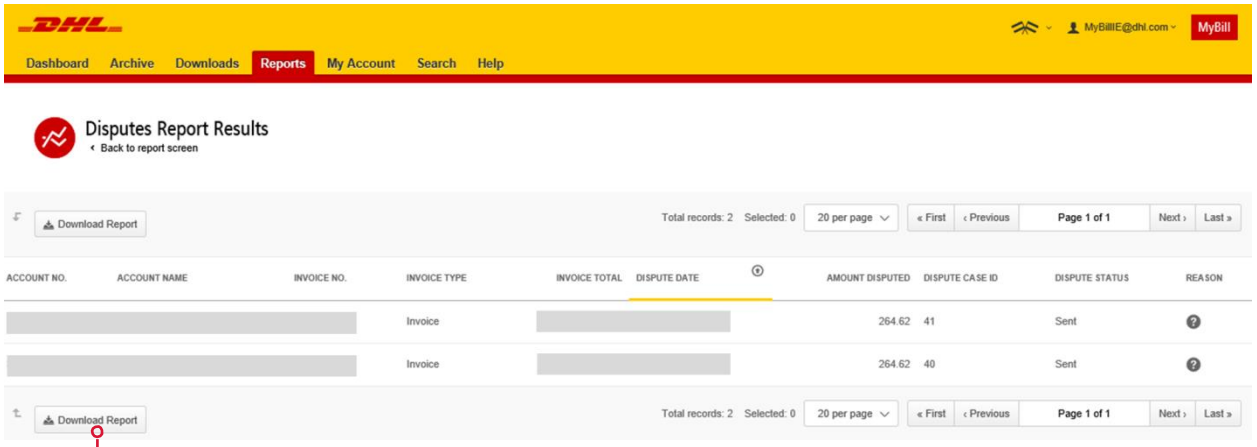
REPORTS



→ Click on the 'Reports' tab then select the 'Dispute Report'.

→ Enter the required details followed by the 'Search' button.





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

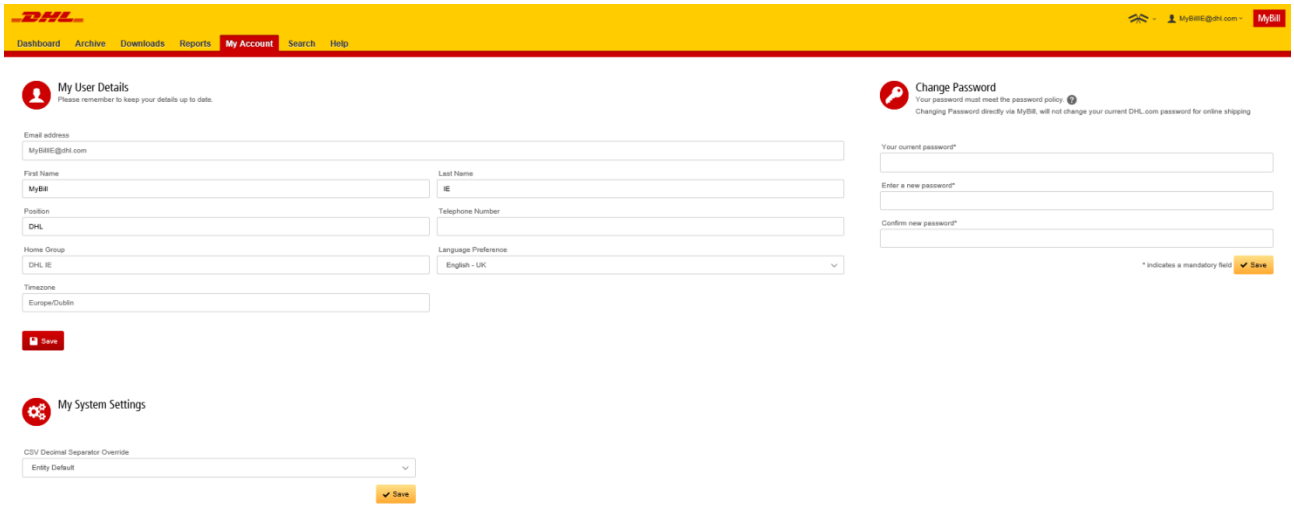
MY ACCOUNT

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

OVERVIEW OF YOUR ACCOUNTS

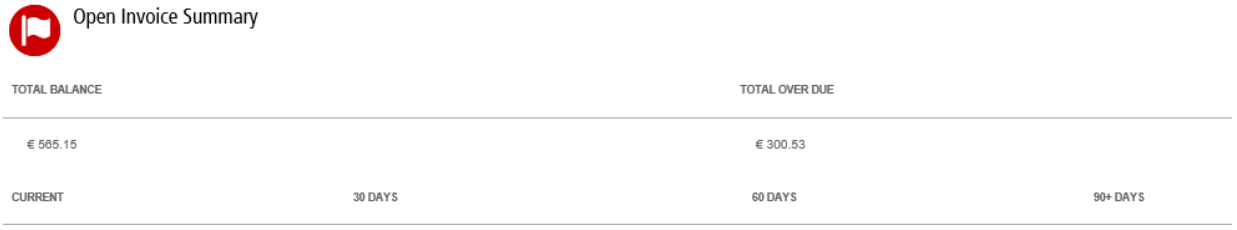
This screen provides an overview of your account.

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



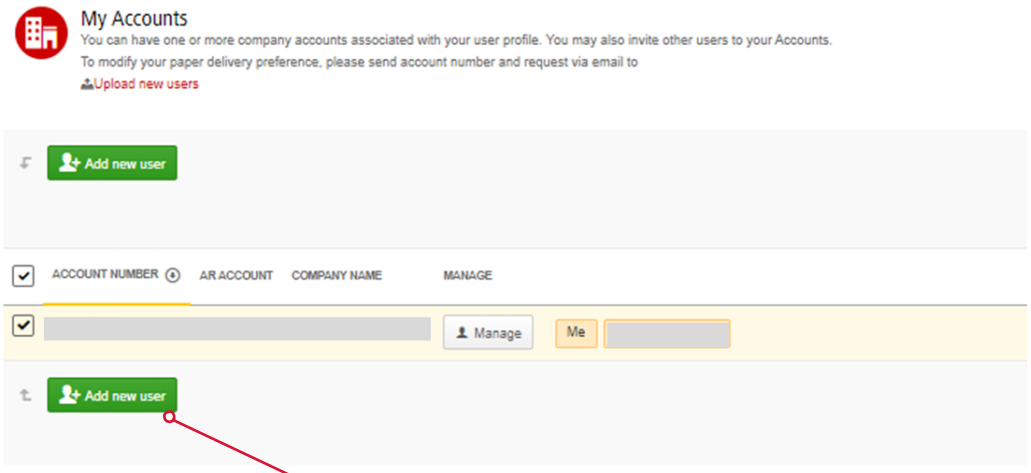
NOTE:
If the password is changed this will not update the MyDHL.

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

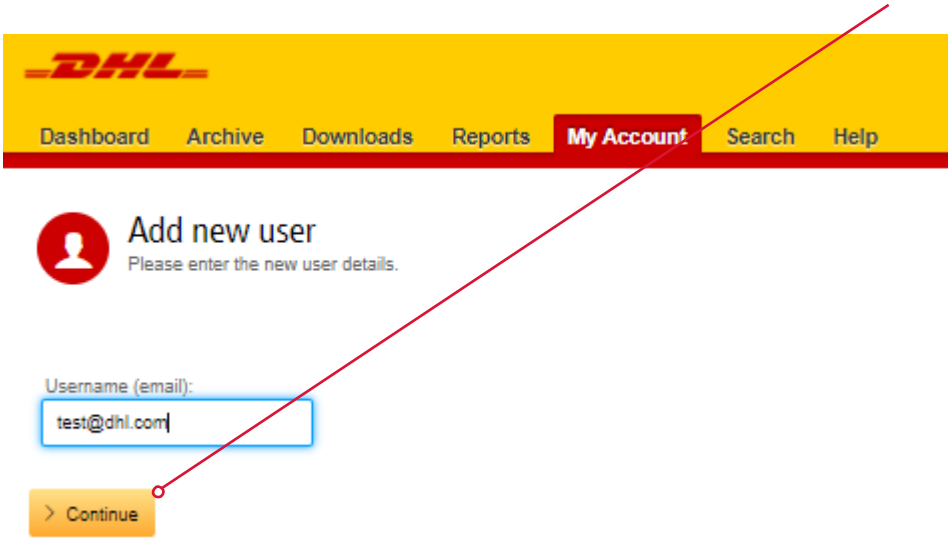


MANAGE RIGHTS

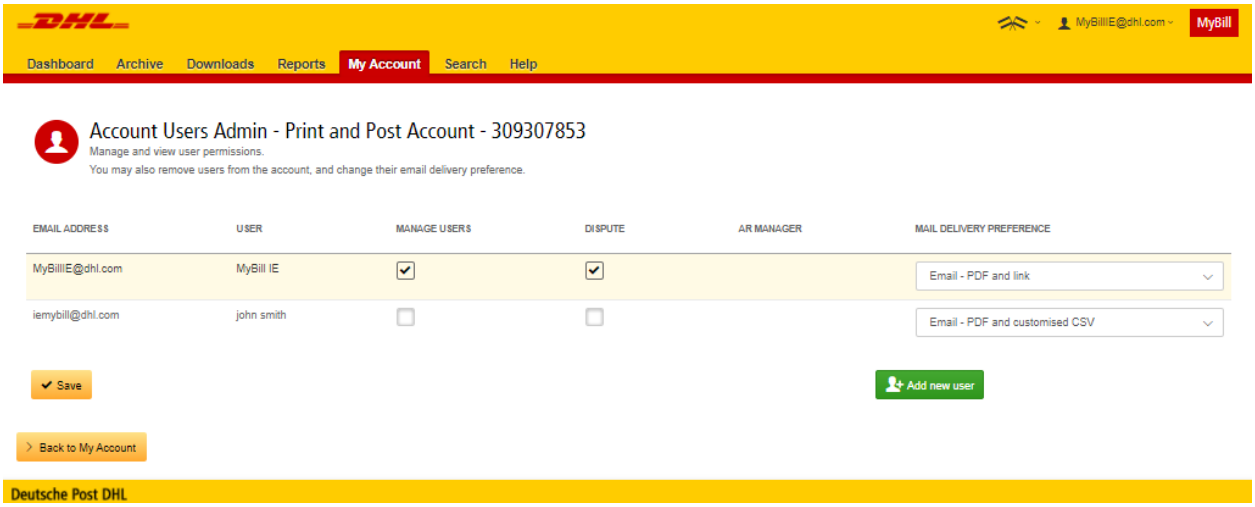
➔ My Accounts – in this section if you have manage rights, you can add or remove email addresses.



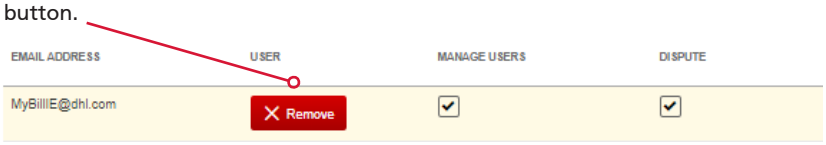
➔ To add a new user click on the 'Add new user' button. Enter the details and select 'Continue' followed by 'Save'.

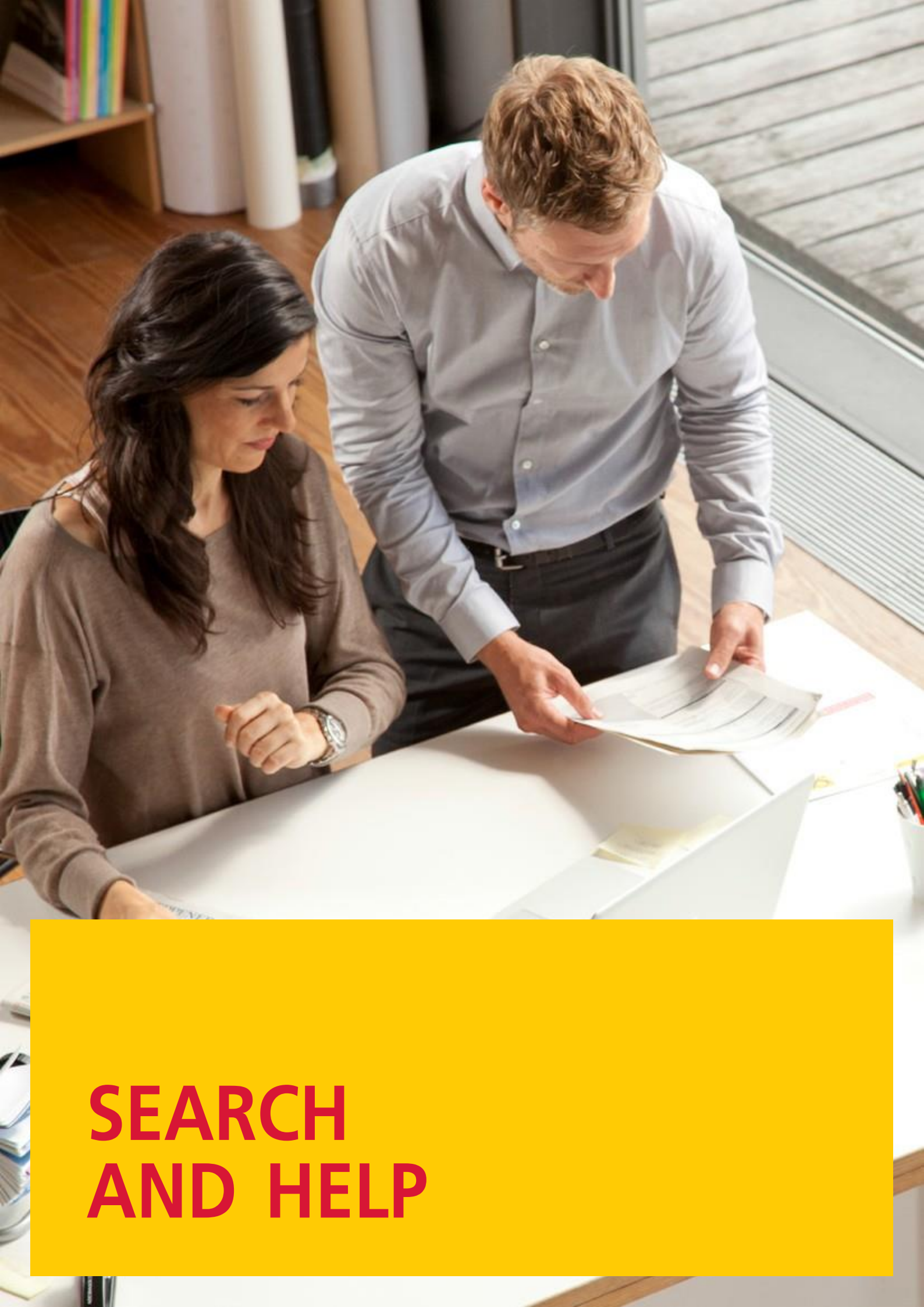


→ Within the ‘Account Users Admin’ section you can assign the necessary rights i.e. to manage, to log queries and the type of notification to receive.



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

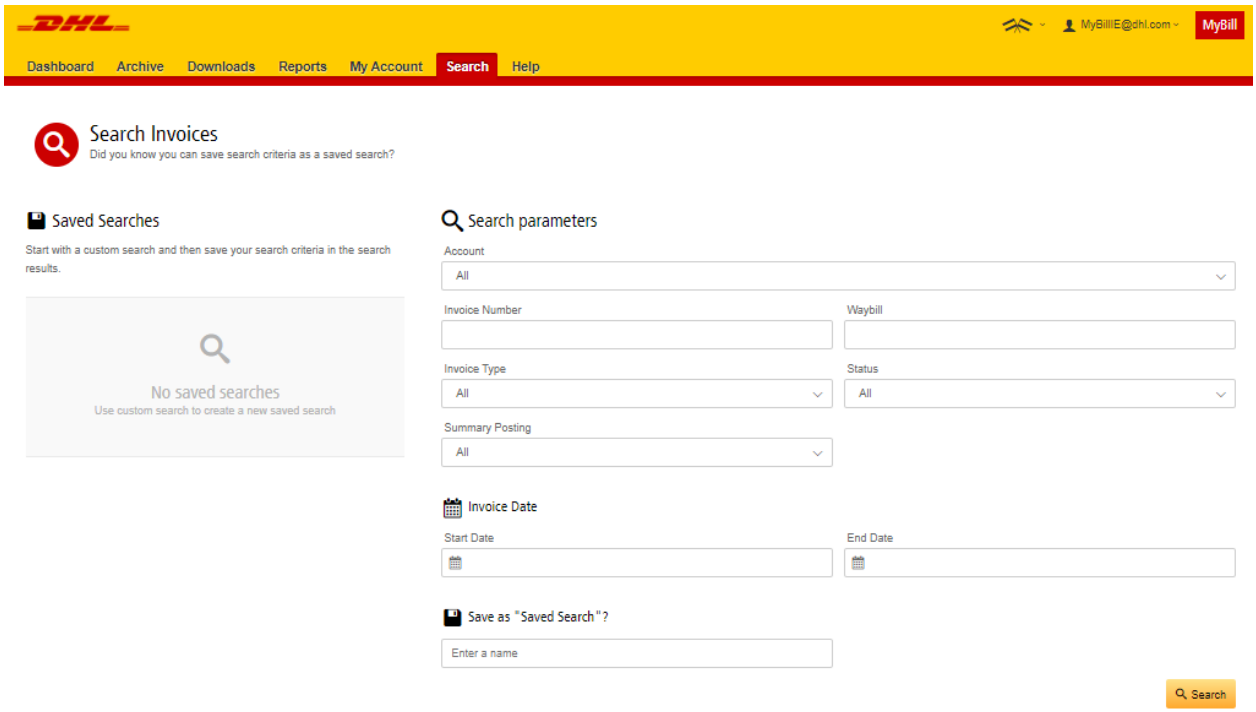




SEARCH AND HELP

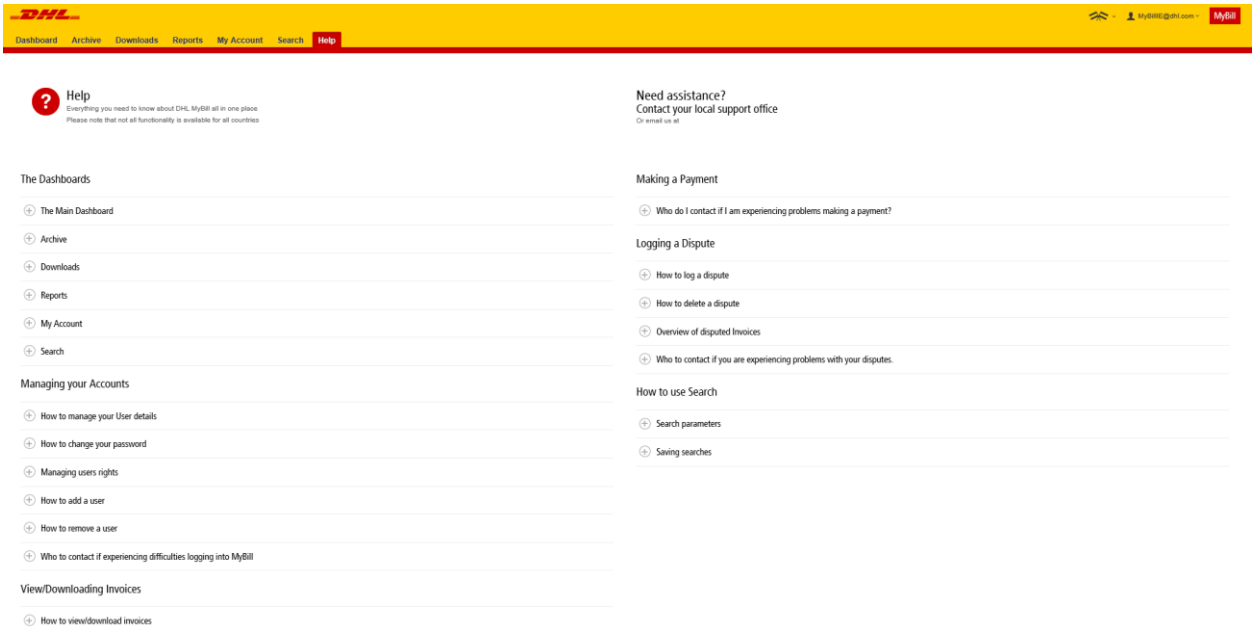
SEARCH

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



HELP

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



APPENDIX

APPENDIX A
– FAQ

MYBILL E-INVOICE FAQS

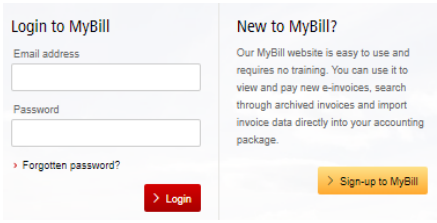
We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

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: ie.inveng@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 **01-8701555** or alternatively email ie.esupport@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 ie.invenq@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 **01-8701555** for general information and technical support or you can email the eSupport team directly on ie.esupport@dhl.com

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