



MyBill

USER GUIDE





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What does MyBill offer?

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.
- 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

Registering for MyBill



You can register for MyBill in just a few simple steps. Go to:

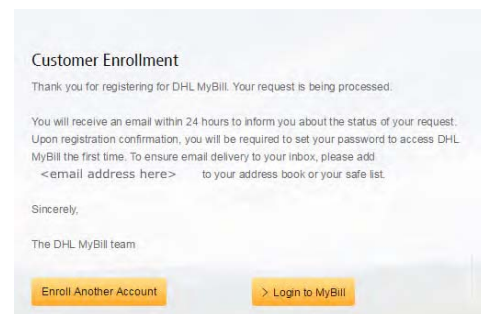
<https://mybill.dhl.com/login>

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.



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**.

Hi Hilary Hendriks, welcome to MyBill

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

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
11111	Print and Post Account	11111	Invoice	Sept 23, 2016	Nov 22, 2016	Disputed	48.44	0.00	0.00	48.44	RM MYR
11111	Print and Post Account	11111	Invoice	Sept 23, 2016	Nov 22, 2016	Disputed	143.09	0.00	0.00	143.09	RM MYR
11111	Print and Post Account	11111	Invoice	Sept 23, 2016	Nov 22, 2016	Disputed	52.47	0.00	0.00	52.47	RM MYR
11111	Print and Post Account	11111	Invoice	Sept 23, 2016	Nov 22, 2016	Disputed	76.66	0.00	0.00	76.66	RM MYR
11111	Print and Post Account	11111	Invoice	Sept 23, 2016	Nov 22, 2016	Disputed	68.62	0.00	0.00	68.62	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.



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).



Hi Hilary Hendriks, welcome to MyBill

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

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
11111	Print and Post Account	11111	Invoice	March 31, 2016	April 30, 2016	Disputed	22,612.81	0.00	0.00	22,612.81	JS BRL
11111	Print and Post Account	11111	Invoice	May 19, 2016	June 18, 2016	Disputed	12,319.86	0.00	0.00	12,319.86	JS BRL
11111	Print and Post Account	11111	Invoice	May 19, 2016	June 18, 2016	Disputed	13,863.20	0.00	0.00	13,863.20	JS BRL
11111	Printed by 4th group	11111	Invoice	April 30, 2016	June 30, 2016	Disputed	164.48	0.00	0.00	164.48	RM MYR
11111	Printed by 4th group	11111	Invoice	May 31, 2016	June 30, 2016	Disputed	1,015.30	0.00	0.00	1,015.30	JS BRL

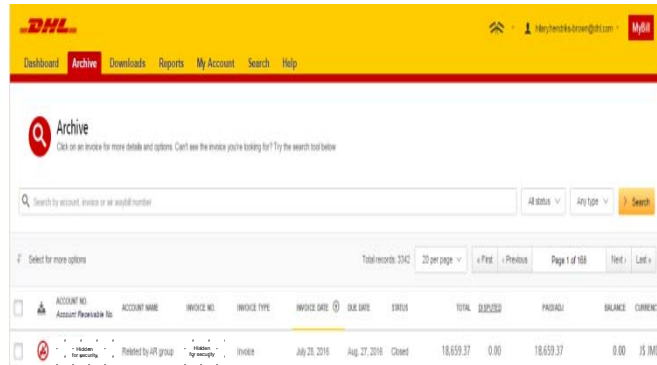
RM 384,242.83
1741 Open Transactions
\$ 1,251.25
JS 6,941,008.03
86 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now



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

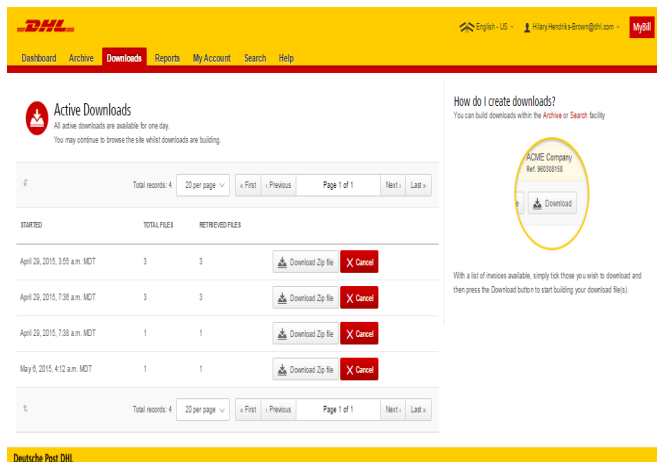
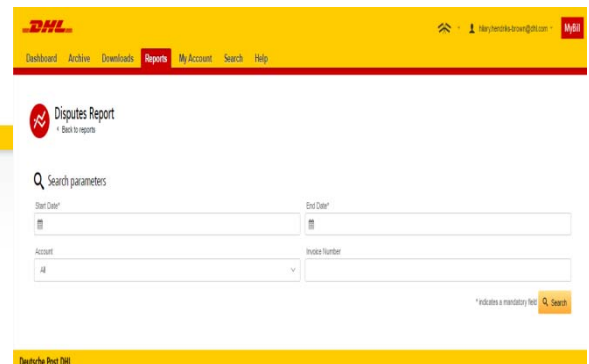
The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report



Deutsche Post DHL

Print Awareness

- DHL Express
- DHL Global Forwarding
- DHL Freight
- DHL Global Mail
- DHL Supply Chain



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

DHL 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

Deutsche Post DHL

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.

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 displays the DHL My Account interface. At the top is a navigation bar with links: Dashboard, Archive, Downloads, Reports, My Account (active), Search, and Help. The user's email, hiliary.hendrika-brown@dhl.com, and a MyBill logo are on the right.

My User Details
Please remember to keep your details up to date.

Fields for user details include: Email address (hiliary.hendrika-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 at the bottom left.

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.

Fields for password change include: Your current password*, Enter a new password*, and Confirm new password*. A Save button is at the bottom right.

Open Invoice Summary

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

CURRENT	30 DAYS	60 DAYS	90+ DAYS
RMB 86,935.69			
\$ 0.00			
¥ 0.00			

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 1.800.722.0381. [Upload new users](#)

Select for more options. Total records: 29. 20 per page. < First < Previous Page 1 of 2 Next > Last >

ACCOUNT NUMBER	AS ACCOUNT	COMPANY NAME	MANAGE
...	...	Related by AR group	Manage Me thesaron@gmail.com
...	...	Related by AR group	Manage Me
...	...	Related by AR group	Manage Me thesaron@gmail.com

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

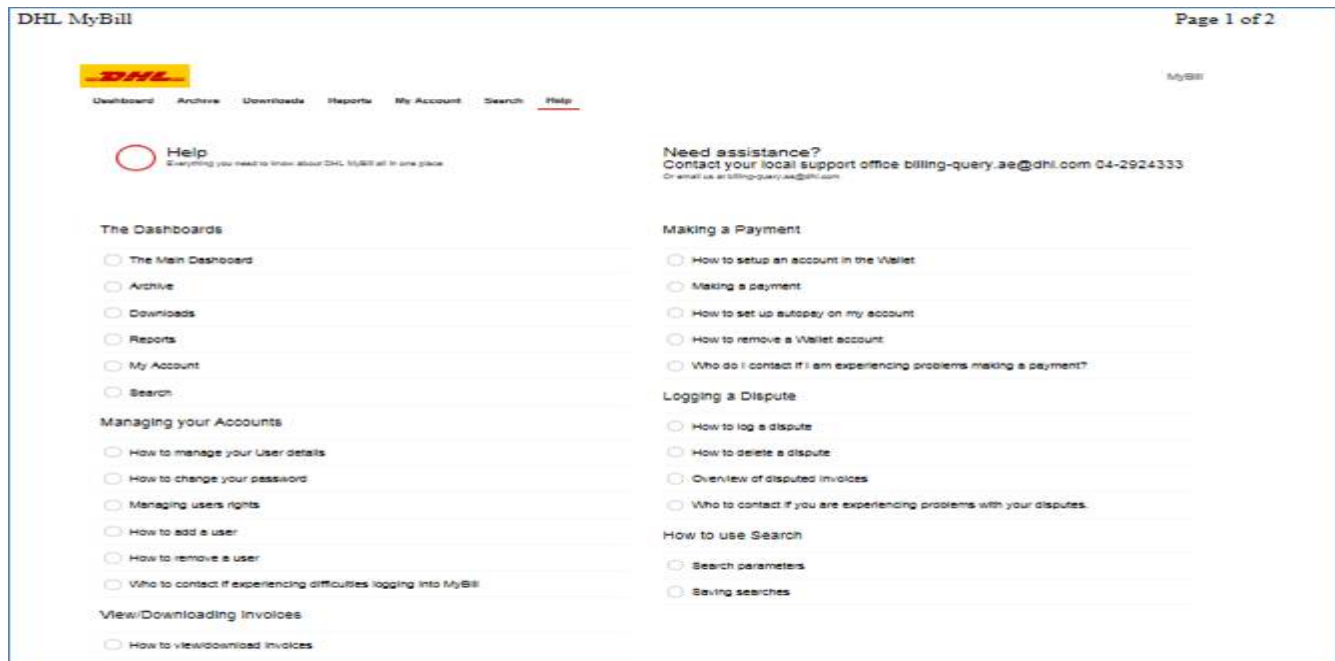
The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

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 your invoices by email. Click on the dropdown menu to view and select the available options.

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



MyBill




Step-by-step - How to use the
functionality of MyBill



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

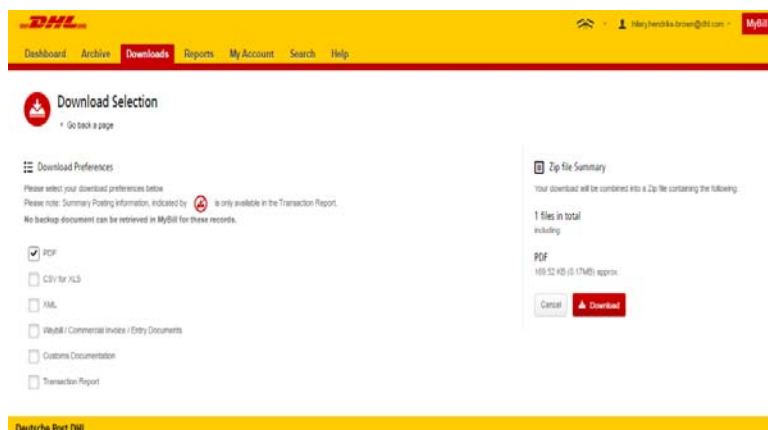
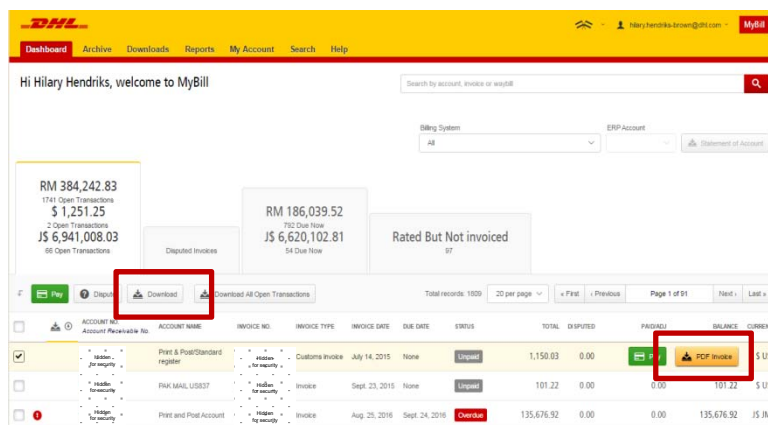
Option 1:

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 chose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button



Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
2 Open Transactions
J\$ 6,941,008.03
88 Open Transactions

Disputed Invoices

RM 186,039.52
702 Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
1741	Phon & Post/Standard register	1741	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
2	Phon & Post/Standard register	2	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
88	Phon & Post/Standard register	88	Invoice	Aug. 28, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
	Phon & Post/Standard register		Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ 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
☐ Waybill / 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
506.96 KB (510KB) 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 ☒ Customized
☐ XML
☐ Waybill / 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
15.02 KB (15.02KB) 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 the be redirected to the **Download** screen from where you can download your file.

CSV Configuration

DHL MyBill

Dashboard Archive Downloads Reports My Account Search Help

CSV Configuration
Go back a page

Pre-saved configurations

Load Delete

Excluded Column Header

Included Column Header

- Billing Account
- Invoice Number
- Shipment Number
- Billing Country
- Billing Source
- Invoice Type
- Invoice Date
- Payment Terms
- Due Date
- Parent Account
- Billing Account Name
- Billing Address 1
- Billing Address 2
- Billing Address 3
- Billing Postcode
- Billing City

Export options

Sort order
Please select the order in which invoice data is to be listed within your export.

By Product, followed by Origin

☒ Concatenated
produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types) will generate separate files within the same Zip download - one file per CSV structure.

Save all settings for later?

Save

Done, apply settings

Deutsche Post DHL

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.

Waybills & Supporting Documentation

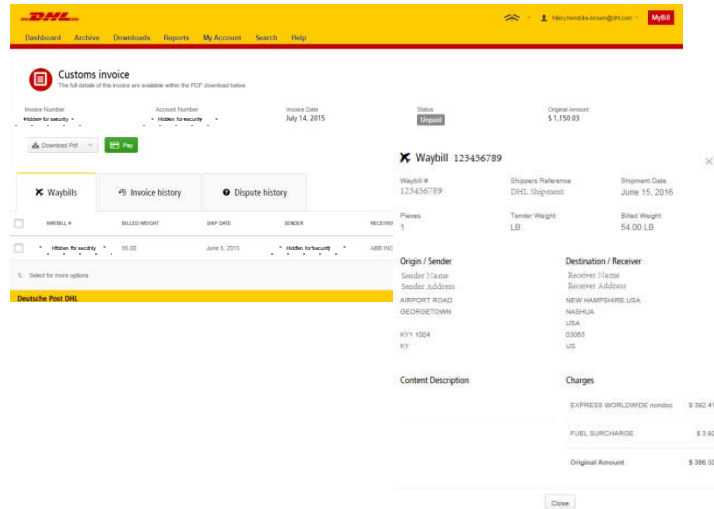
Waybills and Customs paperwork

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

Single invoices

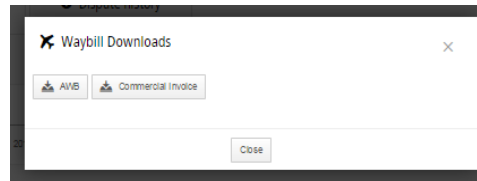
Option 1

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

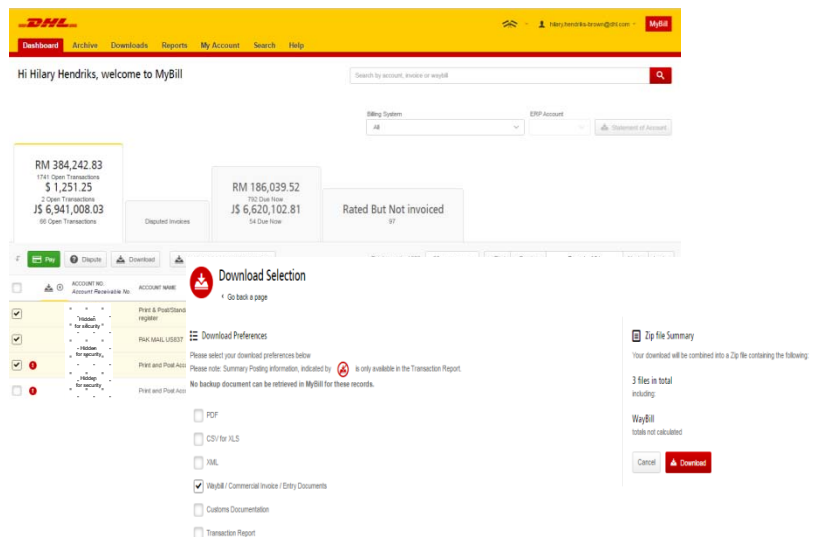
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.



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 displays the DHL MyBill portal interface. At the top, the DHL logo is on the left, and user information (Hilary Hendriks-brown@dhl.com) and a MyBill button are on the right. Below the header, a navigation bar includes links for Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. A welcome message "Hi Hilary Hendriks, welcome to MyBill" is followed by a search bar and filters for Billing System (AB) and ERP Account. A summary section shows financial data: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03, 66 Open Transactions), \$ 112.20 (1 Disputed Invoice), RM 179,405.91 (736 Due Now, JS 6,620,102.81, 54 Due Now), and a "Rated But Not invoiced" status with 97 items. A table lists invoices with columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Invoiced, Balance, and Currency. Two invoices are selected, and the "Dispute" button is active. The "Dispute invoices" section provides instructions and a "Back to dashboard screen" link. A table shows the selected invoices with columns for Invoice Number, Account Number, Invoice Date, Status, and Original Amount. Two invoices are listed, both with a status of "Unpaid". Below this, there is a "Add a Comment" section with a dropdown for "Select a dispute reason" and a text area for "Add a comment". A "Submit dispute" button is at the bottom right. The footer includes links for "How MyBill Works", "MyBill User Guide", and "MyBill FAQs", along with a "Deutsche Post DHL" section and a "Fraud Awareness" section.

Dispute invoices
If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.

Back to dashboard screen

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
1741	1741	Sept. 23, 2016	Unpaid	RM 44.44
736	736	Sept. 23, 2016	Unpaid	RM 143.09

Add a Comment
Please provide the reason for your dispute and any further comments below.

Select a dispute reason

Add a comment

Submit dispute

How MyBill Works
How to pay your DHL invoices on-line
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Your Frequently Asked Questions answered
Download PDF

Deutsche Post DHL

Fraud Awareness

- DHL Express
- DHL Global Forwarding
- DHL Freight
- DHL Global Mail
- DHL Supply Chain

Accessibility | Terms & Conditions | Privacy & Cookies
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Note: Only one dispute can be logged per invoice

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**.

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**

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

Search by account, invoice or waybill

Billing System: All | LSP* Account: | Statement of Account

RM 384,242.83
1141 Open Transactions
\$ 1,251.25
1 Open Transactions
RM 165,311.33
RM 6,620,102.81
97 Open Transactions

Rated But Not Invoiced
97

This data is not final until billed. Download All Open Transactions

Total records: 97 | 20 per page | 1st | Previous | Page 1 of 5 | Next | Last

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	1*	1.00 W	Sept. 13, 2018	PHG	PLN	USD	19.58	0.00	0.00	0.00	19.58	View Image
Hidden for security	Hidden for security	1*	2.00 V	Sept. 6, 2018	SHN	PLN	USD	19.27	0.00	0.00	0.00	20.62	View Image
Hidden for security	Hidden for security	1*	2.00 W	Sept. 6, 2018	SGN	PLN	USD	31.80	0.00	0.00	0.00	34.38	View Image
Hidden for security	Hidden for security	N	3.00 G	Sept. 14, 2018	KUL	PLN	USD	22.92	0.00	0.00	1.49	26.28	View Image
Hidden for security	Hidden for security	1*	18.00 W	Sept. 12, 2018	SHK	PLN	USD	92.40	0.00	0.00	0.00	98.62	View Image
Hidden for security	Hidden for security	1*	1.00 W	Sept. 12, 2018	PHG	PLN	USD	13.89	0.00	0.00	0.00	15.01	View Image
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	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	1*	6.00 G	Sept. 13, 2018	SHN	PLN	USD	30.28	0.00	0.00	0.00	32.70	View Image
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	N	10.00 G	Sept. 14, 2018	KUL	PLN	USD	50.54	0.00	0.00	3.27	57.88	View Image
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	N	3.00 G	Sept. 15, 2018	KUL	PLN	USD	20.74	0.00	0.00	1.34	23.79	View Image
Hidden for security	Hidden for security	1*	10.00 W	Sept. 6, 2018	SHN	PLN	USD	153.71	0.00	0.00	0.00	153.39	View Image
Hidden for security	Hidden for security	1*	13.00 G	Sept. 6, 2018	SGN	PLN	USD	79.99	0.00	0.00	0.00	82.12	View Image
Hidden for security	Hidden for security	1*	4.00 G	Sept. 6, 2018	SGN	PLN	USD	44.00	0.00	0.00	0.00	47.84	View Image
Hidden for security	Hidden for security	N	2.00 W	Sept. 15, 2018	KUL	PLN	USD	18.96	0.00	0.00	1.20	21.28	View Image
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	N	1.00 W	Sept. 15, 2018	PLN	PLN	USD	12.02	0.00	0.00	0.78	13.77	View Image
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

This data is not final until billed. Download All Open Transactions

Total records: 97 | 20 per page | 1st | Previous | Page 1 of 5 | Next | Last

How MyBill Works | MyBill User Guide | MyBill FAQs

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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.

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Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83

1741 Open Transactions

S\$ 1,251.25

3 Open Transactions

S\$ 6,941,008.03

60 Open Transactions

RM 165,311.33

1071 Open Items

S\$ 6,620,102.81

14 Open Items

\$112.20

1 Open Invoice

Rated But Not Invoiced

0

Filtering System

AB

ERP Account

Statement of Account

Search by account, invoice or receipt

This data is not final and will be billed.

Download All Open Transactions

Total Invoices: 107

20 per page

1 First

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BILLING ACCOUNT	INVOICE NUMBER	PRODUCT	WEIGHT	INVOICE DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL BASES	TOTAL CHARGE	STATUS
Alaska - for security	Alaska - for security	NI	11.00 LB	Sep 10, 2016	PERU	KUAL	USDC	\$1.85	0.00	0.00	0.36	\$9.57	Open Invoice
Alaska - for security	Alaska - for security	PI	0.00 LB	Sep 15, 2016	PERU	BANG	USDC	23.49	0.00	0.00	1.12	40.10	New Invoice
Alaska - for security	Alaska - for security	DI	0.00 LB	Sep 15, 2016	PERU	BANG	USDC	6.12	0.00	0.00	0.28	16.53	New Invoice
Alaska - for security	Alaska - for security	NI	10.00 LB	Sep 15, 2016	PERU	KUAL	USDC	47.96	0.00	0.00	3.11	54.24	New Invoice
Alaska - for security	Alaska - for security	NI	3.00 LB	Sep 15, 2016	KUAL	KUAL	USDC	20.74	0.00	0.00	1.34	23.75	New Invoice
Alaska - for security	Alaska - for security	NI	2.50 LB	Sep 15, 2016	KUAL	PERU	USDC	16.96	0.00	0.00	1.20	21.26	New Invoice
Alaska - for security	Alaska - for security	NI	0.00 LB	Sep 15, 2016	PERU	PERU	USDC	12.02	0.00	0.00	0.76	13.77	New Invoice

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.

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 screenshot shows the MyBills.com website interface. At the top, there's a navigation bar with links like Dashboard, Archives, Downloads, Reports, My Account, Search, and Help. The main header area displays the user's name, 'Hi Hilary Hendriks, welcome to MyBill', and a search bar. Below this, there are several summary cards showing account balances and transaction details. A table titled 'Total recently 0/ 22 per page' lists various bills with columns for Bill Number, Description, Product, Amount, Due Date, Status, Currency, Weight, Charge, Insurance, Discount, Total Tax, and Total Charge. A red box highlights a 'Download' button in the top right corner of the table, which has opened a dropdown menu with options: 'Download All Open Transactions...', 'Configure Download options', and 'Download All Archived Transactions...'. The 'Download' button is also highlighted with a red circle.

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Report Configuration

↳ Go back a page

Pre-saved configurations

Load

Delete

Excluded Column Header

Included Column Header

Arway Bill No

Bill Account

Bill Country Name

Bill Country Code

Bill Currency Code

Bill Service Area Code

Bill Service Area Name

Consigee Address Line One

Consigee Address Line Two

Consigee City

Consigee Contact Name

Consigee Country Code

Consigee Name

Consigee PIN/VN

Consigee Zip Code

Destination Country Code

Expert options

Sort 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?

Save

Go to

Go to

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

Tariff Enquiry

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

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
10100000000000000000	Acc created by Mises upload	132.73	Customer Invoice	June 9, 2016	June 10, 2016	Outstanding	132.73	0.00	0.00	132.73	RM MYR
10100000000000000000	Acc created by Mises upload	643.97	Customer Invoice	May 28, 2016	June 27, 2016	Outstanding	643.97	0.00	0.00	643.97	RM MYR
10100000000000000000	Acc created by Mises upload	121.00	Customer Invoice	May 25, 2016	June 24, 2016	Outstanding	121.00	0.00	0.00	121.00	RM MYR
10100000000000000000	Acc created by Mises upload	438.19	Customer Invoice	May 19, 2016	May 26, 2016	Outstanding	438.19	0.00	0.00	438.19	RM MYR
10100000000000000000	Acc created by Mises upload	288.96	Customer Invoice	May 15, 2016	June 14, 2016	Outstanding	288.96	0.00	0.00	288.96	RM MYR
10100000000000000000	Acc created by Mises upload	245.66	Customer Invoice	May 13, 2016	May 20, 2016	Outstanding	245.66	0.00	0.00	245.66	RM MYR
10100000000000000000	Acc created by Mises upload	423.65	Customer Invoice	May 13, 2016	May 20, 2016	Outstanding	423.65	0.00	0.00	423.65	RM MYR
10100000000000000000	Acc created by Mises upload	537.83	Customer Invoice	May 12, 2016	May 19, 2016	Outstanding	537.83	0.00	0.00	537.83	RM MYR
10100000000000000000	Acc created by Mises upload	1,460.31	Customer Invoice	May 10, 2016	May 17, 2016	Outstanding	1,460.31	0.00	0.00	1,460.31	RM MYR
10100000000000000000	Acc created by Mises upload	1,592.58	Invoice	April 29, 2016	May 6, 2016	Outstanding	1,592.58	0.00	0.00	1,592.58	RM MYR
10100000000000000000	Acc created by Mises upload	103.74	Customer Invoice	April 23, 2016	April 28, 2016	Outstanding	103.74	0.00	0.00	103.74	RM MYR
10100000000000000000	Acc created by Mises upload	311.15	Customer Invoice	April 22, 2016	April 28, 2016	Outstanding	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.

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.

From

Origin Country*

Origin Zip

Origin City*

Origin Suburb

To

Destination Country*

Destination Zip Code

Destination City*

Destination Suburb

Shipment Details

Shipping Date*

Account Details

Account Number

Piece Details

Number of Pieces*

Duration Material Declared Value

Units

kg cm m Box

NO. WEIGHT (kg)* LENGTH (cm) WIDTH (cm) HEIGHT (cm)

1. 2.10 kg cm cm cm

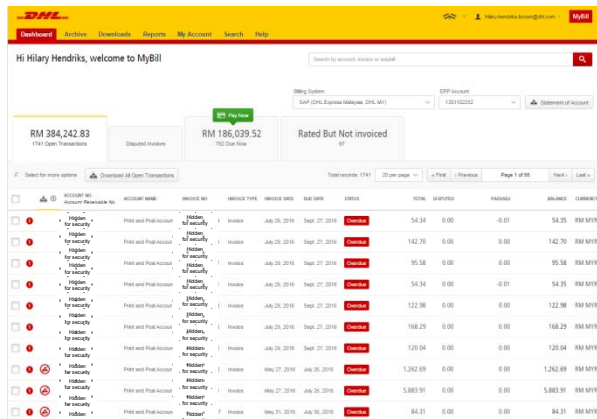
Search

MyBill User Guide

Track & Trace

MyBill

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

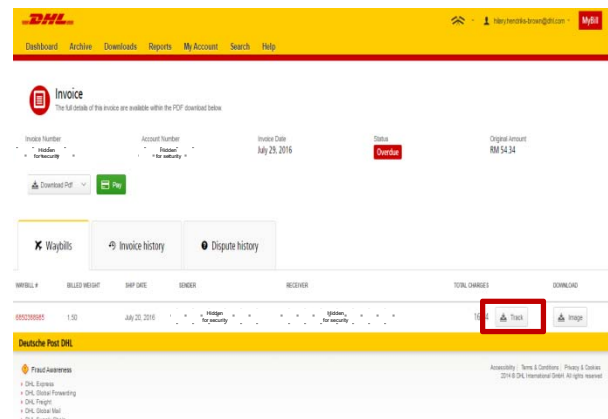


The screenshot shows the DHL MyBill dashboard for user Hi Hilary Hendrix. It displays a list of invoices with columns for ID, ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, INVOICED, PAYABLE, BALANCE, and CURRENCY. The first invoice is highlighted with a green 'Track' button.

ID	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	INVOICED	PAYABLE	BALANCE	CURRENCY
1	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR
2	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
3	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR
4	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR
5	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	122.98	0.00	0.00	122.98	RM MYR
6	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	168.29	0.00	0.00	168.29	RM MYR
7	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 29, 2016	Sept 27, 2016	Overdue	120.04	0.00	0.00	120.04	RM MYR
8	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	May 27, 2016	July 26, 2016	Overdue	1,262.69	0.00	0.00	1,262.69	RM MYR
9	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	May 27, 2016	July 26, 2016	Overdue	5,883.91	0.00	0.00	5,883.91	RM MYR
10	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	May 31, 2016	July 30, 2016	Overdue	84.31	0.00	0.00	84.31	RM MYR

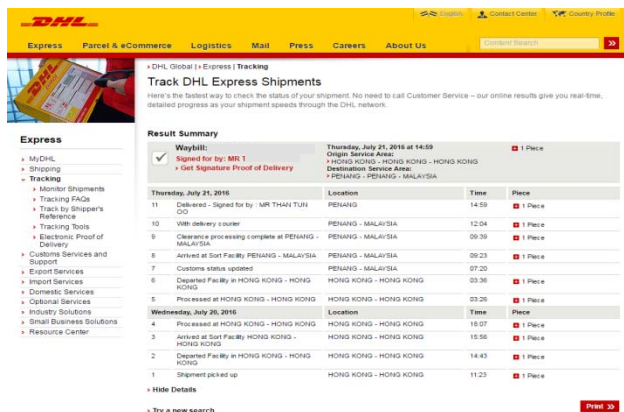
Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.

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.



The screenshot shows the DHL Invoice screen for invoice number 10000000000000000000. It displays a breakdown of shipments with columns for INVOICE #, BILLING HEIGHT, SHIP DATE, SENDER, RECEIVER, TOTAL CHARGES, and DOWNLOAD. The 'Track' button is highlighted for the first shipment.

INVOICE #	BILLING HEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
10000000000000000000	1.50	July 29, 2016	10000000000000000000	10000000000000000000	54.35	Track Invoice



The screenshot shows the DHL Express Tracking page for shipment 10000000000000000000. It displays a detailed shipment history with columns for Date, Location, Time, and Piece. The 'Track' button is highlighted for the first shipment.

Date	Location	Time	Piece
Thursday, July 21, 2016	HONG KONG - HONG KONG	14:59	1 Piece
11	Delivered - Signed for by: MR THAM TUN OOI		1 Piece
10	VIB 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	Customs status updated	07:20	1 Piece
6	Departed Facility HONG KONG - HONG KONG	03:36	1 Piece
5	Processed at HONG KONG - HONG KONG	03:26	1 Piece
Thursday, July 20, 2016	HONG KONG - HONG KONG	18:07	1 Piece
4	Processed at Sort Facility HONG KONG - HONG KONG	15:56	1 Piece
3	Arrived at Sort Facility HONG KONG - HONG KONG	14:43	1 Piece
2	Departed Facility HONG KONG - HONG KONG	11:23	1 Piece
1	Shipment picked up		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



CONTACT DETAILS

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

For Invoice enquiries:

Telephone: 0098 21 84079

Fax: 0098 21 88721717

Email: IR.CA@DHL.COM

For MyBill specific issues and queries:

Telephone: 0098 21 84079

Email: IR.CA@DHL.COM

