WELCOME TO MYBILL YOUR NEW ONLINE PAYMENT PORTAL





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DHL MYBILL INTRODUCTION

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REGISTRATION AND ACCESS MyBill Registration

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STEP BY STEP INSTRUCTIONS

Viewing an Invoice Downloads <u>CSV Configuration</u> <u>Waybills & Supporting Documentation</u> <u>Disputing an Invoice</u> <u>Updating a Dispute</u> <u>Making a Payment</u>

DHL INVOICE KEYInvoice SummaryInvoice DetailsCredit Note Details

EMAILS <u>Email with Enrollment information</u> <u>Email with invoice</u> <u>Email with Payment information</u>

Contact Information



DHL MyBill allows you to efficiently manage and pay your DHL invoices online. There is no cost to enroll, view or pay your bills online. It's easy and secure! View your bill online any time, any where via PC or Tablet. No need to purchase checks or stamps. Save a trip to the post office. By scheduling your payments you save time and avoid incurring late fees.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports.

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 invoices 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 allows you to:

- Receive email notification of new invoices
- Pay invoices online via credit card
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in CSV, comma separated files.
- Query and submit disputes at the invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.

System Requirements:

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

- Internet Explorer 9.0 or newer
- Google Chrome: Latest version
- Apple Safari: Latest version
- Mozilla Firefox: latest version.



4 Registration & Access

MyBill Registration

To log in to the DHL MyBill system, open the link below in your web browser <u>https://mybill.dhl.com/login</u>



To begin the process of signing up to MyBill click on the 'Sign-up to MyBill' button.

Login to MyBill	New to MyBill?
Email address	Our MyBill website is easy to use and requires no training. You can use it to
Password	through archived invoices and import invoice data directly into your accounting package. Contact
Forgotten password?	einvoicinghelp@dhl.com for support.
No	Sign-up to MyBill

You will now be asked to select your billing country. Once you have selected your country, click the 'Continue' button.





5 Registration & Access

MyBill Registration

You will now be taken to the "Register your account" screen, here you will be asked to provide the following information:

- Language preferences The language you prefer to use to view the MyBill system.
- Your DHL Account Number

Company Details

- Company Name Your Company Name
- Company Address The postal address of your company, up to three lines are provided for the address.
- Town/City The town or city your company is located in.
- Postcode/Zip The postcode or zip code for your company's address.

Contact Details

- These details refer to the person who should be contacted regarding invoices.
- First Name Contact's first name.
- Last Name Contact's last name.
- Telephone Number The contact's telephone number.
- Position The contact's position within your company.
- Email Address The Contact's email address, this will be used to send them electronic invoice documents and notifications.
- Confirm Email The same email address again to confirm that it has been correctly typed.

Your last DHL bill

This information is used to help verify your account

- Latest DHL Invoice Number The invoice number of your latest DHL bill
- Grand Total The grand total of your last DHL bill

At the bottom of the screen are two check boxes

The first check box is ticked by default and states that you are happy to stop receiving paper invoices and only receive invoice via the electronic MyBill system. If you are happy to do this please leave this box ticked.

The second box is not ticked by default and states that you agree to the DHL Terms and Conditions. You can view the terms and conditions by clicking the red 'Terms and Conditions' text next to the check box, this will open in a new tab or window depending on your internet browser settings. You must tick this box before you can progress with your sign-up to MyBill.

English - US		Four DHL Account Number
	~	
		Please register one account at a time. Once the 'Save and Continue' button is clicked, will have the opportunity to register additional accounts.
Company details		
Company Name*		VAT Number
		e.g. GB123456789
Company Address*		
Address line 1		
Address line 2		
Address line 3		
Town / City*		Postcode / Zip*
Country		State / Region / Province
Contact details First Name*		Last Name*
Contact details First Name*		Last Name*
Contact details First Nama* Telephone Number*		Last Name*
Contact details First Name" Telephone Number		Last Name*
Contact details First Name* Telephone Number* Email Address*		Last Name* Position* Confirm Email*
Contact details First Name* Telephone Number* Email Address*		Last Name* Position* Confirm Email*
Contact details First Name* Telephone Numbe* Email Address* Your last DHL bill		Last Name* Postion* Confirm Email*
Contact details First Name* Telephone Number Email Address* Your last DHL bill Latest DHL: Invice Number		Last Name* Position* Confirm Email* and its Grand Total



MyBill Registration

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 you 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 of the message.

Customer Enrollment			
Thank you for registering for DHL MyBill. Your request is being processed.			
You will receive an email within 24 hours to inform you about the status of your request. Upon registration confirmation, you will be required to set your password to access DHL MyBill the first time. To ensure email delivery to your inbox, please add (temporaryCarribean.dhl@dhl.com) to your address book or your safe list.			
Sincerely,			
The DHL MyBill team			
Enroll Another Account	Login to MyBill		
_	_		





MyBill Dashboard

MyBill

An overview of all account, all invoices relating to these accounts, their due dates and their status. See at a glance any disputed invoices and overdue/unpaid invoices.

Dashboard Archive Downloads Reports My Acc	ccount Search Help	3	😂 🐇 🔛 MyBill
Hi Sergio Villegas, welcome to MyBill	[Search by account, invoice or waybill	٩
f 20,362.11 3 Open Transactions Disputed Invoices	E Pay Now <i>f</i> 20,389.71 2 Due Now	Billing System SAP (DHL Express	ERP Account 123456789 V Statement of Account
Select for more options		Total records: 3 20 per page 🗸 🤇 « First 🗠 Pr	evious Page 1 of 1 Next > Last >
ACCOUNT NO. Account Receivable No. ACCOUNT NAME INVOIC			
23456789 Acc.created by Mass U23456789 Upload CURI 1			Pay Now
123456789 Acc.created by Mass CURI 1 123456789 upload CURI 1	4 20 262 11		4 20 290 71
123456789 Acc.created by Mass 14100 123456789 upload 14100	J ZU, SUZ. II 3 Open Transactions	Disputed Invoices	2 Due Now
Select for more options Download All Open Transactions			
How MyBill Works How to pay your DHL invoices on-line Learn more		All Open Transaction	IS
Deutsche Post DHL	ACCOUNT Account Re	NO. ACCOUNT NAME	INVOICE NO. INVOICE TYPE

Your MyBill **Dashboard**

Once you have logged into MyBill you will be redirected to the main **Dashboard**. From here you can navigate to multiple options. Your main Tabs are: **Archive, Downloads, Reports. My Account, Search and Help**.

Your Dashboard invoice status shows:

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.



The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** and will automatically be placed in the **Archive**. No further action required on these invoices and are simply available for reference/retrieval

-DHL_	*	MyBill
Dashboard Archive Downloads Reports My Account Search Help		
Archive Click on an invoice for more details and options. Can't see the invoice you're looking for? Try the search tool below		
Q Search by account, invoice or air waybill number	All status 🗸 Any type 🗸 >	Search
F Select for more options Total records: 19 20 per page ~	« First < Previous Page 1 of 1 Next >	Last »
ACCOUNT NO. Account Receivable No. ACCOUNT NAME INVOICE NO. INVOICE TYPE INVOICE DATE O DUE DATE STATUS TO T	TAL DISPUTED PAID/ADJ BALANCE	CURRENCY

The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format.



The Download 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.

DHL						3AC	MyBill
Dashboard Archive D	ownloads Reports	My Account Sea	rch Help				
Active Downl All active downloads ar You may continue to br	Dads e available for one day. owse the site whilst downloads a	are building.				How do I create downloads? You can build downloads within the Archive or Search facility	
£	Total records: 1	20 per page 🗸 🤘 « Fi	st < Previous	Page 1 of 1	Next> Last	Ref 96036158	
STARTED	TOTAL FILES	RETRIEVED FILES					
May 11, 2016, 10:31 p.m. EST	1	1	A Download	d Zip file X Canc	le	With a list of invoices available, simply tick those you wish to down	nload and
t	Total records: 1	20 per page 🗸 🤘 « Fi	st (Previous	Page 1 of 1	Next > Last	then press the Download button to start building your download file	∌(S).



The Search Screen

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

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Dashboard Archive Downloads Reports My Accou	nt Search Help	
Search Invoices Did you know you can save search criteria as a saved search?		
Saved Searches	Q Search parameters	
Start with a custom search and then save your search criteria in the search	Account	
results.	All	~
Custom search	Invoice Number	Waybill
Start a new search with custom criteria		
Custom search	Invoice Type	Status
	All	All
	Summary Posting	
	All ~	
	Invoice Date	
	Start Date	End Date
	 	
	Save as "Saved Search"?	
	Enter a name	
		Q. Search

Simply select the parameters you wish to search then 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 shipment dates

The search screen also allows you to save your search parameters. Select your search parameters, enter a name in *Save a "Saved Search"* field then select *Search*. This name of the file will appear in the *Saved Search* Section.

To use the same report parameters simply click on the saved search name.



My Account Screen

In the <u>My Account</u> 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

Dashboard Archive Downloads Reports My Acco	nt Search Help	🔆 – 1 — Мува
My User Details Preser entember to keep your details up to date.		Change Password Your password must neet the password policy. Changing Password directly van MrBill, with not change your current DHL com password for online shipping
		Management and an and a
First Name	Last Name	Your current password.
		Enter a new password*
Position	Telephone Number	
		Confirm new password*
Home Group	Language Preference	
	English - US V	* indicates a mandatory field - Save
Timezone		
Save		

My User Details : In this section you can alter/update your email address, name details, telephone number, preferred language etc. Change Password: In this section you can update/change your password should you wish to. Password change in MyBill will not change DHL Web Shipping password.

Open Invoice Summary :This section gives you an overview of the outstanding balance.	Open Inv	Open Invoice Summary			
	TOTAL BALANCE	TOTAL BALANCE			
	\$ 2,816.82 CURRENT	30 DAYS	\$ 2,816.82 60 days	90+ DAYS	
	\$ 0.00	\$ 1,570.26	\$ 1,246.56	\$ 0.00	

	My Accounts You can have one or more co You may also invite other use Upload new users	mpany accounts associated with rs to your Accounts.	ı your user profile.
t	Select for more options		
	ACCOUNT NUMBER AR ACCOUNT	COMPANY NAME	MANAGE
	C01307220	Print & Post/Standard register	👤 Manage 🛛 Me
-			

The **My Accounts** section is an overview of all the accounts you have access to and those to whom the Administrator has given access to.

Here you can view user 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 "Me" provides a list of rights you have for that account.

Access rights can include: <u>Manage</u> <u>users</u> and <u>Dispute</u>.

In the same window you can also choose how you want invoice attachments with your email. Click on the dropdown menu to view and select available options.

			56789	ange their email delivery preference.	Users Admin - Acc.crea ew user permissions. emove users from the account, and cha	Account Manage and vi You may also r
	MAIL DELIVERY PREFERENCE	AR MANAGER	DISPUTE	MANAGE USERS	USER	EMAIL ADDRESS
~	Email - PDF and link		~	•		
✓ fame ▲ Add rew user						
						Back to My Account
						Back to My Account



Help Screen

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

DHL	📯 – 💄 – <mark>Му</mark> Вії
Dashboard Archive Downloads Reports My Account Search Help	
Percent Help Everything you need to know about DHL MyBill all in one place	Need assistance? Contact your local support office +1- 88-888-888 Or email us at Caribbean.MyBill@dhl.com
The Dashboards	Making a Payment
(+) The Main Dashboard	\oplus How to setup an account in the Wallet
(+) Archive	① Making a payment
(\div) Downloads	$\oplus\;$ How to set up autopay on my account
(+) Reports	$\oplus\;$ How to remove a Wallet account
+ My Account	$\oplus\;$ Who do I contact if I am experiencing problems making a payment?

Help provides additional support for MyBill main pages:

- Dashboard
- My Accounts
- View/Downloading Invoices
- Payments
- Disputes
- Search

For additional support DHL also provides an FAQ and User Guide available on DHL.com and at the bottom of your **Dashboard**.

If further assistance is needed please contact DHL via email at <u>Caribbean.MyBill@dhl.com</u>



12 Step by Step Instructions

Viewing an Invoice

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



- Overdue invoice
- Oisputed 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:

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

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







From your **Dashboard**, select the invoices by ticking the boxes next to the invoices and select *Download*.

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Hi Se	ergio	Villegas, w	elcome to MyBill	My Accou		sih	Search by acc	count, invoice o	or waybill				٩
f	20, 3 Open Tr	362.11 ransactions	Disputed Invoices	f 20	Pay Now 0,389.71 Due Now		Billing Syste	em L Express		~	ERP Account 123456789 ~	▲ Statement of	Account
t] Pay	Dispute	Lownload	Download All Op	en Transactions		To	tal records: 3	20 per page 🗸	« First < Pre	evious Page 1 of	f1 Next>	Last »
	*	ACCOUNT NO. Account Receivab	le No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
•	3	123456789 123456789	Acc.created by Mass upload	CURI 12345	Invoice	May 31, 2016	June 15, 2016	Overdue	10,795.48	0.00	0.00	10,795.48	f ANG
• •		123456789 123456789	Acc.created by Mass upload	CURI12345	Invoice	April 30, 2016	May 15, 2016	Overdue	9,594.38	0.00	🖃 Pay		f ANG
	ø	123456789 123456789	Acc.created by Mass upload	141001002	Unapplied Payments	April 25, 2016	April 25, 2016	Unpaid	-27.60	0.00	0.00	-27.60	f ANG
î.	Pay	Dispute	🛓 Download	Download All Op	en Transactions		Tot	tal records: 3	20 per page 🗸	« First « Pre	evious Page 1 of	f1 Next>	Last »

For a single invoice, you will be redirected to **Downloads** where you can choose your download preference. For invoices where a symbol is shown the only available report will be the "Transaction Report".

DHL	Alter 🖌 🕹 MyBill
Dashboard Archive Downloads Reports My Account Search Help	
Consider a page	
E Download Preferences Prease setest your download preferences below Prease note: Summary Postny information, indicated by Prof: Conversitient Profile Commercial Invoice / Entry Documents. Transaction Report	Zip file Summary Your dowinked will be contended into a Zip file containing the following: Hels in total mobility POF 169 52 XIB (0. 171-05) approx. Cancel A Dowinted

If available and you choose the <u>CSV for XLS</u> format, you can customize the file. To customize the file, select *Customize Format;* otherwise, select *Download* to continue with the standard format. You will then be redirected to the *Download* screen where you can download your file.





14 Step by Step Instructions

CSV Configuration



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 selected fields, customize the file to your specification.

To customize the set order, select the column header from the *Selected columns* field and drag across to the *Available columns* field.

In addition, there is an option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box and select *Done*, *apply settings* If you simply want to change the sort order of the CSV file, select one of the options available in the *Sort order* drop down menu.

To save your settings, enter a preferred file name in "Save all settings for later?" then select Done, apply settings button.

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

Once *Done, apply settings* are selected you will be redirected to **Downloads** where you can *Download* your file (see page 15).



¹⁵ Step by Step Instructions Waybills & Supporting Documentation

Waybills and Customs paperwork

As with invoices, there are several ways to view Waybills and/or customs paperwork.

Single invoices

Waybill (AWB) only

From your **Dashboard,** select the invoice. Click on the *Waybill* number; the Waybill details will appear in a new window.

Waybill/other available documents

Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view. If no paperwork available for Waybill chosen and additional help is needed please contact DHL.

Multiple Invoices

From your **Dashboard** select the invoices and select the *Download* button. You will then be directed 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.



Close





Disputing an Invoice

MyBill

MyBill offers online dispute of an invoice

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.

-7	74	7	L											*	· · 1	1	MyBill
Das	hboai	rd	Archive	Dow	nloads Rep	orts My /	Account S	earch Help									
										Search by act	count, invoice c	r waybill					٩
									Billing System				ER	P Account			
	\$1	135	5.02				\$ 135.02		SAP				v 99	9999999	× .	📥 Statement of	Account
	open				Disputed Invoices	5											
1	Pa	y	O Dispute	*	Download	🛓 Download	I All Open Transa	actions		То	tal records: 4	20 per page 🗸	« First	(Previous	Page 1 of 1	Next >	Last »
	*		ACCOUNT NO. Account Receivabl	e No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS		TOTA	il disput	TED	PAIDIADJ	BALANCE	CURREN
e	6)	9999999999 9999999999		Print and Post Account	CUR12345	Invoice	July 29, 2016	Aug. 13, 2016	Overdue		43.0	2 0.	00	0.00	43.02	\$ B
e	6)	9999999999 9999999999		Print and Post Account	CUR12356	Invoice	July 29, 2016	Aug. 13, 2016	Overdue		92.0	0 0	00	0.00	92.00	\$ BS

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.

DHL				※ ≤ 1	МуВіІІ
Dashboard Archive	Downloads Reports My Account	Search Help			
Pispute Inv If you think you hav & Back to deshboo	Dice been charged in error, or wish to dispute an involce y ind screen	lease follow the instructions below.			
INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS		ORIGINAL AMOUNT
CUR12356	999999999	July 29, 2016	Overdue		\$ 92.00
Add a Comment Please provide the reason for you Select a dispute reason	r dispute and any further comments below.				~
Add a comment					
					> Submit dispute

Note: Only one dispute can be logged per invoice



Updating a Dispute

Once you submit a dispute it can not 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.

Cathoard Artive Cathoard Invoice Cathoard Cathoard Cathoar	Downloads Reports My According Account Number 0000000000	wurt Search Help Hencico Dalle Any 28, 2016 D Dispute hictory 1 Open	Batun Disparted	52.005 52.005	L Medi Drigned Anount 13 106,027.32 I Total, samyrato .4 100.027.32 View Dispute	From the Dashboard select <i>Disputed Invoice</i> tab then select the invoice you wish to update. Select the <i>Dispute History</i> tab and then the <i>View Dispute</i> .
Incice Number BD412345 Download Patr ~	Account Number 999999999	Invice June 3	Date 0, 2016	Status Disputed	Orginal Amount \$ 198.05	Want an overview of all disputes? Go to the Reports screen and download the Disputes Report .
Reason for dispute Incorrect extra cha Dispute Case ID 1700065	rges Raised by Customer	1 Open Dispon Aug. 1	- Date 1, 2016	Status Open	Total Disputed \$ 198.05	Here you will find the details of your dispute as well as the option to add a comment to your dispute.
Dispute Comments	Aug. 11, 2016, 1023 a. Please check this di Aug. 12, 2016, 7.18 an In process	m. spute				Note: DHL updates take a minimum of 24 hours before available in MyBill



Making a Payment

DHL_

Invoices can be paid by clicking on Pay Now on your Dashboard "Due Now".

Or select the invoices you want to pay and then click Pay for each invoice

_ '	Jashboaru	AICI	ive	Dowinioa	aus	кер	UITS	IVIY	ACCO	unit	Searc		eih	
	\$ 93, 4 Open 1	,933.98	}	Di	isputed	Invoice	25		\$	93,9 3 Due	933.9 Now	98		
£	Select for m	ore options	*	Downlos	id All O	pen Tr	ansactio	ns						
	*	ACCOUNT Account R	NO. eceivable	No. ACI	COUNT	NAME	INVOIO	e no.	INVO	ICE TYP	e invo	DICE DATE	•	0
	550598589 1300038018	Accurrented by Mass upload	KUL0001431149	Involce Jun	e 10, 2016	Aug. 9, 2016	Unpsid		1,419.82	0.00	0.00	1.419.82	RM MYR	
	550598589 1300035015	Accoreated by Mass upload	KUL0001431145	Invoice Jun	e 10, 2016	Aug. 9, 2016	Unpeid		33.43	0.00	0.00	33.43	RM MYR	
•	550598589 1300035015	Acc.created by Masa upload	KUL0001431148	Invoice Jun	e 10, 2016	Aug. 9, 2016	Unpeld		413.96	0.00	🖶 Pay	A PDF Involce	RM MYR	

Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you review, select Confirm

			payment process.	rm" to proceed to the	elow and press "Confin	view your selection be	ces for payment. Please re	\$15.00 ave selected the following invoice	
BALANCE	PAIDADJ	ORIGINAL AMOUNT	STATUS	DUE DATE	INVOICE DATE	INVOICE TYPE	INVOICE NUMBER	ACCOUNT NAME	ACCOUNT NUMBER
\$ 15.00	\$ 0.00	\$ 15.00	Overdue	Nov. 29, 2015	Oct. 30, 2015	Invoice	KIN12345	Print and Post Account	999999999
\$ 15.00	Total to pay								
Confirm			_						X Cancel
	FAIDADA	ORGINAL ANCONT \$15.00	STATUS Overdue	DUE DATE Nov. 29, 2015	INVOICE DATE	Invoice	INVOICE NUMBER	ACCOUNT NAME	ACCOUNT NUMBER 9999999999 X Cancel





Making a Payment



Once you confirm you will be requested to enter the credit card details and then select the *Pay* button.

ct for more options	Total records: 25	20 per page 🗸	« First	< Previous	Page 1 of 2	Next>	Last >
Your payment was successful. Your transaction reference number is: 20160816220514-1687089. Thank you for choosing DHL.							

Once the payment has been successfully submitted a confirmation message will appear. A confirmation email will be sent to the email set up in your profile.

					Search by account, invoice or	waybill				٩
										-
				Billing System			ERP Account			
\$ 47.43		\$ 47.43		SAP		~	999999999	~ 🔺	Statement of A	Account
1 Open Transactions	Disputed Invoices	1 Due Now								
Select for more options	Download All Open Transactions				Total records: 17	20 per page 🗸	« First	Page 1 of 1	Next>	Last »
ACCOUNT NO. Account Receivable	No. ACCOUNT NAME INVOICE	NO. INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDIADJ	BALANCE	CURRENCY
	Print and Post KEN1254	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD

Dashboard shows <u>Payment(s) in</u> <u>progress</u> until bank confirmation of payment then it moves to **Archive**

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Concerned about making payments online? Don't be.

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your credit card information.



Freight Invoice Summary

MyBill

INVOICE							=		č t	
CUSTOMER CONTACT PO BOX 2256 GRAND CAYM CAYMAN ISI A						Invoice Accour Invoice Page:	e Numbe nt Numb e Date:	er: ber:	4 99	M012345 99999999 05-07-16 1 of 4
C TIM IT DO T		6	7		8	For Inv Teleph Websit	oice Inq ione: te:	uiries www.mvl	+1-345- pill.dhl.d	623-8575 com/login
Type of Service		Number of Shipments	Total Weight	Number of Items	Standar Shippin Charo	rd Total	of Extra harges	Discount 10		Total amount (incl. VAT)
EXPRESS WORLDWIDE D	DOC ENT	15	15.00	15	1,095.4	44	27.54	-442.79	36.60 -0.01	716.79 -0.01
Total		15	15.00	15	1,095.4	44	27.54	-442.79	36.59	716.78
Analysis of Extra Charg FUEL SURCHARGE	es		Total 11.54	14	<mark>nalysis o</mark> Veight Ch	f Discour	n ts count (w)			Total -442.79
EXTENDED LIABILITY			16.00		otal Disco	ounts				-442.79
Analysis of VAT										Total
Code Code De	escription						Rate	Taxa	ble Total	VAT
11 POSTAL	TAX						0.0%		657.23	36.60
Total VAT									-	36.59
17 Payment due o	date: 04-08-16					To	tal Amo	unt (USD	Total	(Incl. VAT) 716 78
Exchange Rate	2: 0.82					16 Tot	tal Amo	unt (KYD	5	587.76
PLE	ASE SEND YOUR REM	ITTANCES TO DH	L EXPRESS	CAYMAN	ISLANDS	68 MARY	STREET	GEORGE TO	WN	
	DHL Expres	Company Regist	tration Num	iber: • Cres	t Code: Di	EI: +1-345 KYNXX	-023-8575			
By Check	tana dataik ta Du		an Island	5 (8 Mor	.mybiii.d	ini.com/	login to l	login and r	паке а р	ayment.
By Check Send check and remit Wire Transfer	ttance details to DH	IL Express Caym	an Island:	s, 68 <mark>M</mark> ary	Street C	George 1	login to l Fown.	login and r	nake a p	ayment.
By Check Send check and remit Wire Transfer Bank Name: Bank Address:	ttance details to DH Scotia Bank & Trust C P O Box 689 George 1	IL Express Caym Cayman Ltd. Town, Grand Cay	an Island:	s, 68 <mark>M</mark> ary	Street C	George 1	login to l Fown. Invoice Account	No:	GCM 999	012345 999999
By Check Send check and remit Wire Transfer Bank Name: Bank Address: Account Number:	Scotia Bank & Trust C P O Box 689 George 1 Islands - KY1-1107 7002096	IL Express Caym Cayman Ltd. Town, Grand Cayr	an Island:	s, 68 Mary	Street C	George 1	login to l fown. Invoice Account Amo	No: No: unt:	паке а р GCM 999 587. 716.	0 <u>12345</u> 999999 76 KYD 78 USD
By Check Send check and remit Wire Transfer Bank Name: Bank Address: Account Number: Remittance advices sh	Scotia Bank & Trust C P O Box 689 George 1 Islands - KY1-1107 7002096 ould be emailed to:	L Express Caym Cayman Ltd. Town, Grand Cayr	man	s, 68 Mary	Street C	George 1	login to l Fown. Invoice Account Amo	No: No: No: No:	бсм бсм 999 587. 716.	0 <u>12345</u> 999999 76 KYD 78 USD
By Check Send check and remit Wire Transfer Bank Name: Bank Address: Account Number: Remittance advices sh Please state your DHL	Scotia Bank & Trust C P O Box 689 George 1 Islands - KY1-1107 7002096 ould be emailed to: Invoice Number an	L Express Caym Cayman Ltd. Town, Grand Cayr : ky.finance@dl id Account Num THANK Y	man hl.com ber as a r	eference	when m	George 1	Invoice Account Amo	No: No: No: unt:	бсм GCM 999 587. 716.	0 <u>12345</u> 999999 76 KYD 78 USD
By Check Send check and remit Wire Transfer Bank Name: Bank Address: Account Number: Remittance advices sh Please state your DHL	Scotia Bank & Trust C P O Box 689 George 1 Islands - KY1-1107 7002096 ould be emailed to: Invoice Number an ding the cate	L Express Caym Cayman Ltd. Town, Grand Cayr : ky.finance@dł d Account Num THANK YO SGOTIES ANC	man ber as a r OU FOR	s, 68 Mary eference CHOOS	when mains of the second secon	George 1 (19) aking a HL YOUR IN	Invoice Account Amo payment	No: No: Unt: tional I	GCM 999 587. 716.	0 <u>12345</u> 999999 76 KYD 78 USD
By Check Send check and remit Wire Transfer Bank Address: Account Number: Remittance advices sh Please state your DHL re's a key to rea	ttance details to DH <u>Scotia Bank & Trust C</u> P O Box 689 George 1 Islands - KY1-1107 7002096 ould be emailed to: Invoice Number an ding the cate ss	IL Express Caym Cayman Ltd. Town, Grand Cayn : ky.finance@dh d Account Num THANK Ye egories ance 7 Total We shipments	man bl.com ber as a r ou For codes ight: To with	s, 68 Mary eference CHOOS s found otal weig in this	when m. ING DH d ON y ght of s serv	George 1 (19) aking a -IL /Our Ir all vice	Invoice Account Amo payment terna 4 Ana the	No: No: No: tional l lysis of discount,	GCM 999 587. 716. NVOICE Discour code at	o <u>12345</u> 999999 76 KYD 78 USD
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By Check Send check and remit Wire Transfer Bank Address: Account Number: Remittance advices sh Please state your DHL re's a key to rea DHL Cayman Addre E OF INVOICE: Invo e	ttance details to DH <u>Scotia Bank & Trust C</u> P O Box 689 George 1 <u>Islands - KY1-1107</u> 7002096 ould be emailed to: Invoice Number an ding the cate ss pice, Credit ing Address	IL Express Caym Cayman Ltd. Town, Grand Cayn Cayman Ltd. Town, Grand Cayn Cayman Ltd. Town, Grand Cayn Cayna Cayn Cayn Cayna Cayn Cayn Cayna Cayn Cayn Cayna Cayn Cayn Cayn Cayn Cayn Cayn Cayn Cayn	an Island man ber as a r OU FOR d CODES ight: To s with n and inv Shi ation cha	s, 68 Mary eference CHOOS s found otal weig in this voice per pping arge	when m ing ph ing ph ght of s sen iod char	George 1 (19) aking a HL OUIT IT all vice rge: ther	Invoice Account Amo payment Ama Ana the Ana the the	No: No: No: Invint No: Ilysis of discount, alysis of V e, taxable tax code	GCM 999 587. 716. Discour code ar code ar total ar adjustm	o <u>12345</u> 9999999 76 KYD 78 USD tts: Descripti nd amount T code, descri nd total of VA nent
By Check Send check and remit Wire Transfer Bank Address: Account Number: Remittance advices sh Please state your DHL re's a key to rea e DHL Cayman Addre E OF INVOICE: Invo stomer Name and Bill	ttance details to DH <u>Scotia Bank & Trust C</u> P O Box 689 George 1 <u>Islands - KY1-1107</u> 7002096 ould be emailed to: Invoice Number an ding the cate ss bice, Credit ing Address <u>BILLING</u> t. Number	L Express Caym Cayman Ltd. Town, Grand Cayn Thank You Cayonics and Thank You Cayonics and Thank You Cayonics and Thank You Cayonics and Thank You Cayonics and Thank You Cayonics and Thank You Standard Transporta Standard Total of E charges for	man ber as a r ou For d codes ight: To s with n and inv Shi ation cha xtra Cha or each s	s, 68 Mary reference CHOOS s found otal weig in this voice per pping arge rges: Tot ervice	when m ing ph d on y ght of s servid char tal of ot	George 1 (19) aking a HL OUIT IIT all vice rge: ther	Invoice Account Amo payment 14 Ama 15 Ana the 15 Ana rate the 16 Tota pay	tional I No: No: Uunt lysis of discount, alysis of V e, taxable tax code al Amoun ment	GCM 999 587. 716. NVOICE Discour code ar code ar total ar adjustm nt: Tota	e: T code, descripting total of VA amount di
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By Check Send check and remit Wire Transfer Bank Name: Bank Name: Bank Address: Account Number: Remittance advices sh Please state your DHL Reference advices sh Please state your DHL re's a key to real e DHL Cayman Addre PE OF INVOICE: Involution of Final State and Bill STOMER ORMATION: Account bice No, Invoice Date re 1 is always the re. e of service: Description	Scotia Bank & Trust C P O Box 689 George T Islands - KY1-1107 7002096 ould be emailed to: Invoice Number an ding the cate ss bice, Credit ing Address BILLING nt Number, e, Page NO: e Summary cription of	L Express Caym Cayman Ltd. Town, Grand Cayr Cayman Ltd. Town, Grand Cayr THANK Ye Cayonics and Cayra Comparison Comparison Comparison Charges for Discount VAT Amo Charges +	man ber as a r ou For ou For d codes ight: To ight: To ight: To ight: To ight: To ight: To cou For ou For	s, 68 Mary eference cHOOS s found otal weight voice per pping arge rges: Tot ervice	when ma ing of of ght of s service char tal of ot	Seorge 1 19 aking a +L 'OUR In all vice rge: ther (eight Total	Invoice Account Amo payment Amo payment Amo Amo Amo Amo Amo Amo Amo Amo Amo Amo	tional I No: No: No: No: No: No: No: No: No: No:	GCM 999 587. 716. NVOICE Discour code al total ar adjustm nt: Tota truction	ayment. 012345 0999999 76 KYD 78 USD 78 U
By Check Send check and remit Wire Transfer Bank Name: Bank Address: Account Number: Remittance advices sh Please state your DHL re's a key to rea e DHL Cayman Addre Please state your DHL re's a key to rea e DHL Cayman Addre Please state your DHL re's a key to rea e DHL Cayman Addre Please state your DHL re's a key to rea e DHL Cayman Addre Please state your DHL re's a key to rea e DHL Cayman Addre Please state your DHL re's a key to rea e OF INVOICE: Invo e state your DHL STOMER ORMATION: Account please No, Invoice Date e 1 is always the e. e of service: Deservice whor of Shipmen	scotia Bank & Trust C P O Box 689 George T Islands - KY1-1107 7002096 ould be emailed to: Invoice Number an ding the cate ss bice, Credit ing Address BILLING at Number, e, Page NO: e Summary cription of	L Express Caym Cayman Ltd. Town, Grand Cayr Cayman Ltd. Town, Grand Cayr Cayman Ltd. Town, Grand Cayr Cayra Cayra Cayra Cayra Cayra Comparison Charges for Discount Charges for Discount Charge + Charge for Charge for	man ber as a r ou For ou For ou For ou For d codes ight: To s with n and inv Shi ation cha xtra Cha or each s unt nount (Other Cor or each li	s, 68 Mary reference cHOOS s found btal weig in this voice per pping arge rges: Tot ervice	when mains of the service of the ser	Seorge 1 19 aking a -IL 'OUR IR all vice rge: ther (eight Total	Invoice Account Amo payment Amo payment Ama Ana the Ana the Ana the Ana the To trate the the the the the the the the avai (1) Due	tional I No: No: No: No: No: No: No: No: No: No:	GCM 999 587, 716 NVOICE Discour code ar code ar code ar total ar adjustm nt: Tota truction ent p	ayment. 012345 9999999 76 KYD 78 USD 2: ts: Descripti nd amount T code, descripti nd total of VA nent al amount du s: instruction ayment me
By Check Send check and remit Wire Transfer Bank Address: Account Number: Account Number: Remittance advices sh Please state your DHL re's a key to rea DHL Cayman Addre DHL Cayman Addre DHL Cayman Addre DHL Cayman Addre DHL Cayman Addre DHL Cayman Addre Correct Involce: Invol e Stomer Name and Bill STOMER ORMATION: Account bice No, Invoice Date e 1 is always the e. e of service: Descrice nber of Shipments	scotia Bank & Trust C P O Box 689 George 1 Islands - KY1-1107 7002096 ould be emailed to: Invoice Number an ding the cate ss bice, Credit ing Address BILLING at Number, e, Page NO: e Summary cription of nts: Total within this	 IL Express Caym Cayman Ltd. Town, Grand Cayn Thank Ya Count Num THANK Ya Count Num Count Num Thank Ya Count Num Standard Transporta Standard Transporta Standard Total of E Charges for Discount VAT Amo Total An Charge + Charge for Analysis count 	man bl.com ber as a r ou For ou For d codes ight: To s with n and inv Shi ation cha xtra Cha or each s unt nount (Other Co or each li of Extra (s, 68 Mary eference CHOOS s found otal weig in this voice per pping arge rges: Tot ervice	when m ING DH J ON Y ght of s service iod char tal of ot XT): W SVP = Descrir	George 1 (19) aking a HL (OUT II all vice rge: ther (eight Total ption	Invoice Account Amo Payment Amo Payment Amo Ana Ana Ana Ana Ana Ana Ana Ana Ana Ana	tional I No: No: No: No: No: No: No: No: No: No:	GCM 999 587. 716. NVOICE Discour code an total ar adjustm nt: Tota truction ent por mation	ayment. 012345 9999999 76 KYD 78 USD 2: 15: Descripti nd amount T code, descripti nd amount di 1 code, descripti 1 amount di 1 amount di



Freight Invoice Details

1	Invoice Number: Account Numbe Invoice Date:		GCM012345 99999999 05-07-16	2 INV	OICE					_	Z	-7	Z ,
B	Number of Page	5	4 of 4	7	8	9	10	11	12	13	14	15	16
An wayb Number	III Smppers Reference	Snipmen Date	t Origin / consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	VAT / Code	Total amount (incl. VAT)
<u>123456789</u>	DHLShip	30-06-16	GCM, GRAND CAYMAN CUSTOMER ANDREW MILLER KY-KY1-1107, GEORGE TOWN GRA	PMI, Palma De Mallorca DEST CUSTOMER DEST CUSTOMER CONT PASEO MARITIMO 21 ES-07014, PALMA DE MALLORCA	EXPRESS WORLDWIDE doc	1.00	B 1	78.32	-31.33 w -0.31 w	FUEL SURCHARGE	0.78	2.44 T1	49.43 0.47
Service Sub	total - EXPRESS WORL	DWIDE doc	Υ			15.00	15	1.095.44	-442.79 w		27.54	36.60	716.79
									ATA	X CODE ADJUSTMEN	r	-0.01	
					Total:	15.00	15	1,095.44	-442.79		27.54	36.59	716.78
					Total:	15.00	15	1,095.44			KYD		587.76
					18 A=0	lustomer A	Actual Weig	nt V = Custo	omer Volumetric	Weight B = DHL Act	ual Weight W =	OHL Volume	aric Weight

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

1	CUSTOMER BILLING INFORMATION: Account Number, Invoice No, Invoice Date, Page NO: Page 1 is always the Summary Page	6 7	Orig and Dest nam
2	TYPE OF INVOICE: Invoice, Credit	8	Туре
3	Note Air Waybill Number: Customer DHL Waybill Number	9	Wei of a dese cod
4	Shippers Reference: Reference information provided in the Waybill	10	Nun ship dese
5	Shipment Date: Date the shipment was sent	11	Star char
		12	Disc

- Origin/Consignor: Consignor name and address
- Destination/Consignee: Consignee name and address
- Type of service
- Weight in Kg and code: Total weight of all shipments within this service description and invoice period, and code of the weight billed.
- 10 Number of items: Total number of shipments within this service description and invoice
- 11 Standard Charge: Transportation charge
- 2 Discount amount and code

- 13 Extra Charges Description: Description of additional charges for each service
- Extra Charges Amount: Total of other charges for each service
- 15 VAT/Code: VAT amount and VAT code, the tax is 2.44 USD per export shipment.
- 10 Total Amount (incl. VAT): Standard Charge + Other Charge + SVP = Total Charge for each line
 - 7 Service subtotal: total of weight, items, and charges for each type of service





21 DHL Invoice Key

Credit Note Details

1	Credit Number: Account Number: Invoice Date:		GCMI12345 999999999 23-08-16	2 CREDIT NOTE				-					
3	Number of Pages	es:	2.of 2	7	8	9	10	11	12	13	14	15	16
Air Waybi Number	II Shippers Reference	Shipmen Date	nt Origin / Consignor	Destination / Consignee	Type of Service	Weight M in Kg o	lumber of items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	VAT / Code	Total amount (incl. VAT)
23456789	DHL Ship	27-05-16	RTH, Tortola CUSTOMER CONTACT STREET	ELZ, Elizabeth DEST CUSTOMER DEST CUSTOMER CONT STREET	EXPRESS WWIDE DO	-2.91 B	-1	-133.40	46.69 w 0.23 w	FUEL SURCHARG	E -0.67		-86.71 -0.44
	Original Invoice N GCMI12345	umber:	TOROTLA VG-, ROAD TOWN	RUTHERFORD,NJ US-07070, ELIZABETH 07070 NJ									
10	Correction Reason	: ACCOUNT N	NUMBER (OPS)										-87.15
Service Sub	total - EXPRESS WWI	DE DOC				-2.91	-1	-133.40	46.92 w		-0.67		-87.15
					Total:	-2.91	-1	-133.40	46.92		-0.67		-87.15
					Total:	-2.91	-1	-133.40			KYD		-71.46

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

- CUSTOMER BILLING **INFORMATION:** Account Number, Invoice No, Invoice Date, Page NO: Page 1 is always the Summary Page. a TYPE OF INVOICE Invoice, Credit Note Air Waybill Number: Customer DHL Waybill Number Shippers Reference: Reference information provided in the Waybill Shipment Date: Date the shipment was sent Origin/Consignor: Consignor name 13 and address
 - Destination/Consignee: Consignee name and address
 - Type of service
 - Weight in Kg and code: Total weight of all shipments within this service description and invoice period, and code of the weight billed.
 - Number of items: Total number of shipments within this service description and invoice
 - Standard Charge: Transportation charge
 - Discount amount and code
 - Extra Charges Description: Description of additional charges for each service

- 14 Extra Charges Amount: Total of other charges for each service
- VAT/Code: VAT amount and VAT 15 code, the tax is 2.44 USD per export shipment.
- 16 Total Amount (incl. VAT): Standard Charge + Other Charge + SVP = Total Charge for each line
- Original invoice number and correction 17 reason
 - Service subtotal: total of weight, items, and charges for each type of service



19 Weight codes description



22 DHL Invoice Key

After you complete the registration and that registration is approved, you will receive this email that activates your account. Is very important that you go to the link in this email as soon as possible since is only active for 24 hours.





Email with invoice

MyBill

This is the email that comes with the invoice. It contains the PDF file with the image of the invoice and it comes with a URL that will take you straight to the pay section of this invoice in case you want to pay.

5 	BY 9:00, BY 12:00, BY D							
Invoice XXX12345	<mark>Inv. Date</mark> Feb. 29, 2016	Total \$ 31.77						
THIS IS AN AUTOMATED MESSAGE, DO NOT REPLY								
Dear DHL Customer,								
Please find attached your current invoice in PDF format, dated Feb. 29, 2016 for shipments and services supplied by DHL.								
If you are unable to open this attachment, or have any invoice related questions, please contact +1								
To download your invoice in a different format, visit <u>DHL MyBill</u> . You can also view invoice/payment history and review your account details.								
We look forward to receiving your payment within the agreed credit terms as stated on your invoice.								
Thank you for using DHL.								
Sincerely,								
The DHL MyBill Team								
		Click here to download Adobe Acrobat Reader						



Payment confirmation email

After you complete an online payment you will receive an email like this with all the information of your payment , date, amount and confirmation number

6		BY 9:00, BY 12:0	DO, BY DHL	DHL_				
THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY								
Dear DHL Customer.								
This is an automatically-generated email to inform you about your recent payment. If you have any questions or wish to contact DHL, please read below for instructions.								
Payment Information								
Date:		Aug. 18, 2016, 9	Aug. 18, 2016, 9:35 a.m.					
Email Address:			example@dhl.co	om				
Number of Invoice	es Selected for Payr	nent:	1					
Total Requested F	Payment Amount:		\$ 15.00					
Number of Invoice	es Paid:		1					
Total Amount for I	nvoices Paid:		\$ 15.00					
Payment Details								
Payment Status	Account Number	Invoice Number	Confirmation Number	Payment Amount				
Authorized	999999999	KIN12345	1714715345428352	\$ 15.00				
Thank you for choosing DHL								
Please do not reply to this email; it is used to send automated emails and is not monitored for responses.								
If you have any questions please contact +1-345-623-8575.								
With kind regards,								
The DHL e-Billing Team								
Please do not reply to this email; it is used to send automated emails and is not monitored for responses. If you have any questions, please contact DHL Billing Support.								



Contact DHL



Need further assistance?

Go to the <u>Help</u> section in MyBill or send an email to <u>Caribbean.MyBill@dhl.com</u>

