



MyBill

DHL MyBill User Guide



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## What does MyBill offer?

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, 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. 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.
- Pay invoices online via credit and debit 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 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



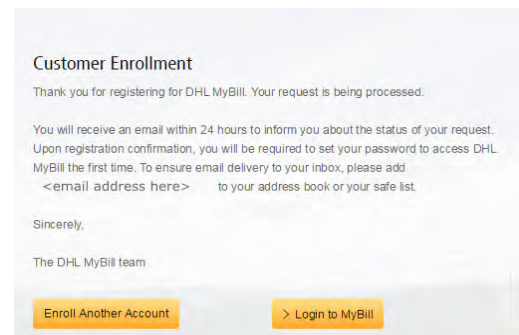
## Registering for MyBill

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

MyBill

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  
3 Open Transactions  
JS 6,941,008.03  
66 Open Transactions

\$ 112.20  
1 Disputed Invoice

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

[Download All Open Transactions](#)

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
1141	Print and Post Account	1141	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	44.44	0.00	0.00	44.44	RM MYR
1141	Print and Post Account	1141	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	143.09	0.00	0.00	143.09	RM MYR
1141	Print and Post Account	1141	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	52.47	0.00	0.00	52.47	RM MYR
1141	Print and Post Account	1141	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	76.66	0.00	0.00	76.66	RM MYR
1141	Print and Post Account	1141	Invoice	Sept. 23, 2016	Nov. 22, 2016	Disputed	68.61	0.00	0.00	68.61	RM MYR

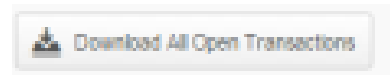
In the main **Dashboard** your invoices are divided into 3 categories:

**Open Transactions** - These are the invoices with outstanding balances that require payment.

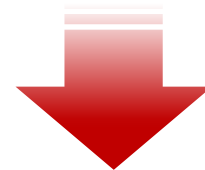
**Disputed Invoices** - All open disputed invoices and their corresponding dispute information can be found here.

**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  
3 Open Transactions  
JS 6,941,008.03  
66 Open Transactions

\$ 112.20  
1 Disputed Invoice

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

[Download All Open Transactions](#)

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
1141	Print and Post Account	1141	Invoice	March 31, 2016	April 30, 2016	Disputed	22,612.81	0.00	0.00	22,612.81	JS BRL
1141	Print and Post Account	1141	Invoice	May 19, 2016	June 18, 2016	Disputed	12,319.86	0.00	0.00	12,319.86	JS BRL
1141	Print and Post Account	1141	Invoice	May 19, 2016	June 18, 2016	Disputed	13,863.20	0.00	0.00	13,863.20	JS BRL
1141	Printed by 40 group	1141	Invoice	April 30, 2016	June 30, 2016	Disputed	164.48	0.00	0.00	164.48	RM MYR
1141	Printed by 40 group	1141	Invoice	May 31, 2016	June 30, 2016	Disputed	1,015.30	0.00	0.00	1,015.30	JS BRL

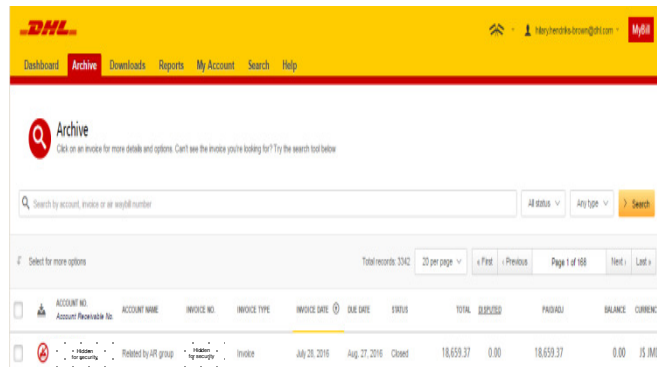
RM 384,242.83  
1741 Open Transactions  
\$ 1,251.25  
3 Open Transactions  
JS 6,941,008.03  
66 Open Transactions

\$ 112.20  
1 Disputed Invoice

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



## The Archive, Reports &amp; 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.

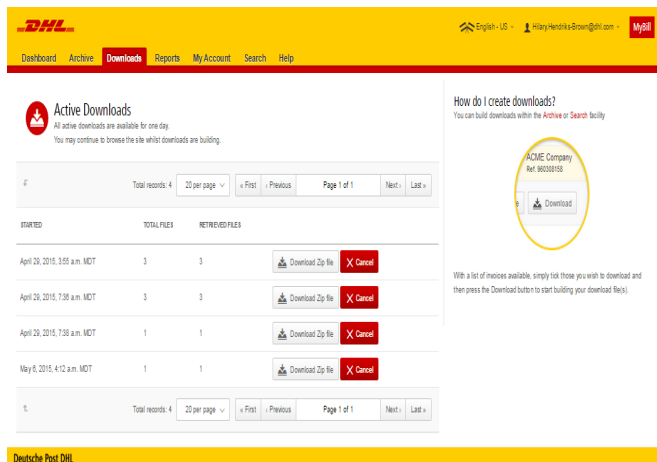
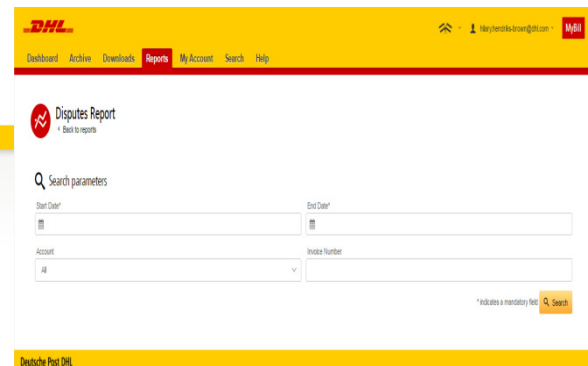
## The Report Screen

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

- Fraud 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

**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: [Text Field] Waybill: [Text Field]

Invoice Type: All Status: All

Summary Posting: All

**Invoice Date**

Start Date: [Calendar Icon] End Date: [Calendar Icon]

**Save as "Saved Search"?**

Enter a name: [Text Field]

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

My User Details

Please remember to keep your details up to date.

Email address

hilary.hendriks-brown@dhl.com

First Name

Hilary Hendriks

Position

Home Group

DHL US

Timezone

Africa/Abidjan

Last Name

Telephone Number

Language Preference

English - US

Change Password

Your password must meet the password policy. Changing Password directly via MyBill, will not change your current DHL.com password for online shipping.

Your current password\*

Enter a new password\*

Confirm new password\*

\* indicates a mandatory field

Save

Open Invoice Summary

TOTAL BALANCE	TOTAL OVER DUE
RM 384,242.83	RM 163,385.18
\$ 1,251.25	\$ 0.00
JS 6,941,008.03	JS 6,553,151.13
CURRENT	30 DAY 5
RM 86,939.69	
\$ 0.00	
JS 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 1.800.722.0081

Upload new users

Select for more options

Total records: 20 20 per page First Previous Page 1

ACCOUNT NUMBER	IR ACCOUNT	COMPANY NAME	MANAGE
		Related by IR group	<div>Manage Me theesimon@gmail.com</div>
		Related by IR group	<div>Manage Me</div>
		Related by IR group	<div>Manage Me theesimon@gmail.com</div>

## 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.**

## 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.

**DHL**

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

**Help**  
Everything you need to know about DHL MyBill all in one place

**Need assistance?**  
Contact us now on 1.800.722.0081  
Opening hours 8.00am to 17.30pm  
Or email us at online.bill@dhl.com

**The Dashboards**

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

**Managing your Accounts**

- + How to manage your User details
- + How to change your password
- + Managing users rights
- + How to add a user
- + How to remove a user
- + Who to contact if experiencing difficulties logging into MyBill

**Making a Payment**

- + How to setup an account in the Wallet
- + Making a payment
- + How to set up autopay on my account
- + How to remove a Wallet account
- + Who to contact if I am experiencing problems making a payment?

**Logging a Dispute**

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

**How to use Search**

- + Search parameters
- + Saving searches

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






# STEP-BY-STEP

Over the next few pages we will explain, 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

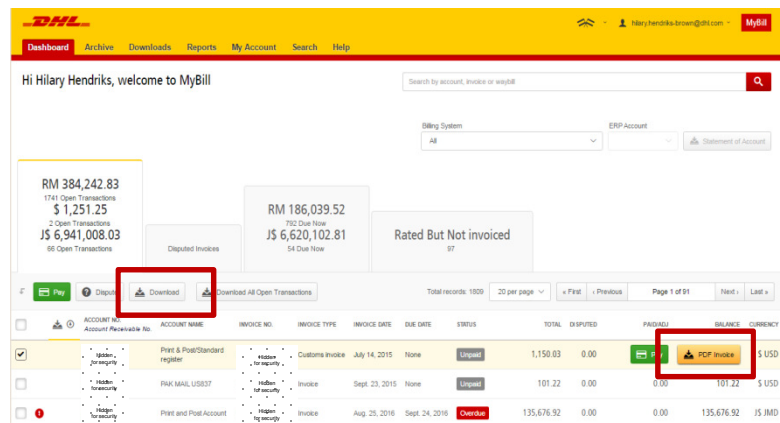
## Option 1:

To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

## Option 2:

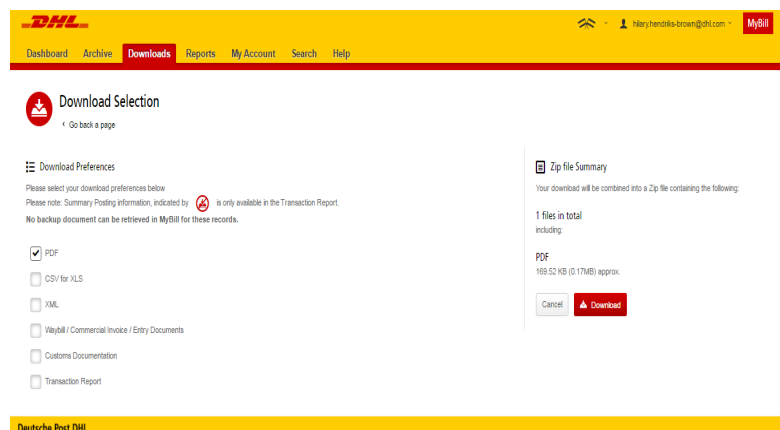
Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

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




The screenshot shows the MyBill dashboard with a list of invoices. The 'Download' button is highlighted in the top navigation bar. The invoice list includes columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Priority, Balance, and Currency. The 'PDF Invoice' button is highlighted in the invoice list.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PRIORITY	BALANCE	CURRENCY
1141 Open Transactions	Print & Post/Standard register	1141	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	High	1,150.03	USD
2 Open Transactions	PAK MAIL US837	2	Invoice	Sept 23, 2015	None	Unpaid	101.22	0.00	High	101.22	USD
65 Open Transactions	Print and Post Account	65	Invoice	Aug 25, 2016	Sept 24, 2016	Overdue	135,676.92	0.00	High	135,676.92	USD



The screenshot shows the 'Download Selection' screen. It includes a 'Download Preferences' section with checkboxes for PDF, CSV for XLS, XML, Waybill / Commercial Invoice / Entry Documents, Customs Documentation, and Transaction Report. The 'PDF' checkbox is selected. There is also a 'Zip file Summary' section showing the download will be combined into a Zip file containing 1 file in total, including a PDF of 168.52 KB (0.17MB) approx. The 'Download' button is highlighted.

**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:

1 files in total including:

PDF  
168.52 KB (0.17MB) approx.



## 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  
68 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	Print & Post/Standard register	1741	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
2	Print & Post/Standard register	2	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
68	Print & Post/Standard register	68	Invoice	Aug. 20, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ BMD
	Print & Post/Standard register		Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ BMD

## 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  
18.02 KB (18.02KB) 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

## 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 &amp; Supporting Documentation

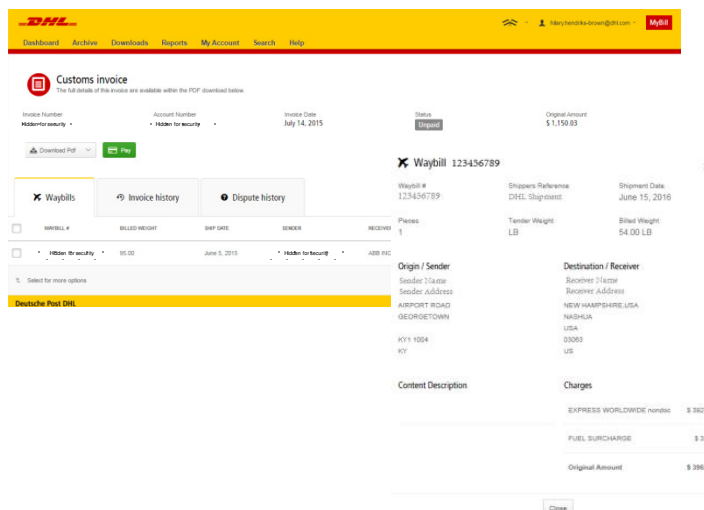
## Waybills and Customs paperwork

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

## Single invoices

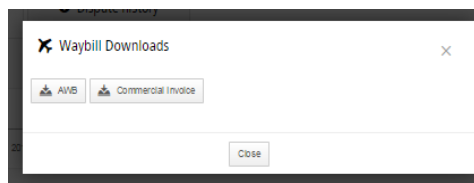
## Option 1

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

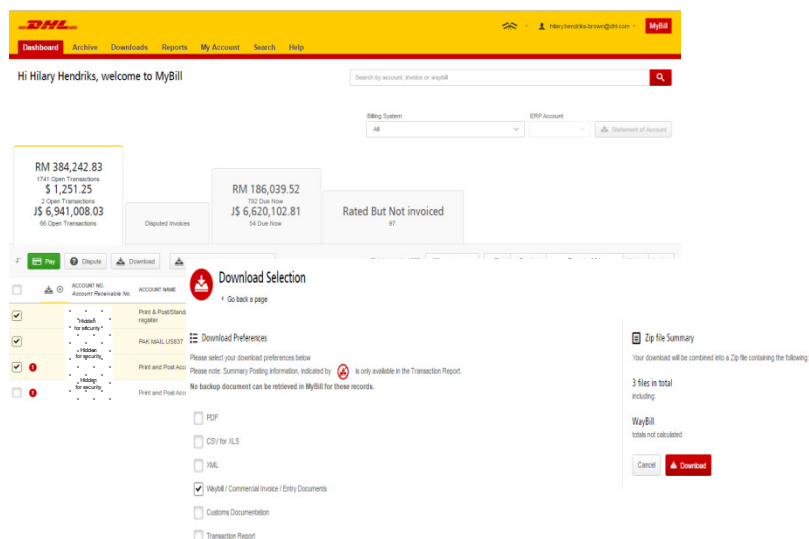
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



## 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 dashboard. At the top, there's a navigation bar with links like Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below this, a welcome message 'Hi Hilary Hendriks, welcome to MyBill' is shown. The main area features several summary cards for account balances and transaction counts. A table lists various 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 highlighted with a red 'X' icon, indicating they are disputed. To the right, a 'Dispute invoices' section provides instructions and a 'Back to dashboard screen' link. Below this, a table shows the details of the disputed invoices, including Invoice Number, Account Number, Invoice Date, Status (Unpaid), and Original Amount. A 'Add a Comment' section allows users to provide a reason for the dispute and add further comments. At the bottom, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. The footer includes the Deutsche Post DHL logo, a Fraud Awareness section, and accessibility information.



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**.

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

Invoice Number: 7366157  
Account Number: 7366157  
Invoice Date: March 31, 2015  
Status: Disputed  
Total: \$ 439.90

Download Pdf

Waybills | Invoice history | **Dispute history** 1 Open

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
7366157	Hilary.Hendriks-Brown@dhl.com	April 29, 2015	Open	\$ 439.90

You have 1 open dispute

Deutsche Post DHL

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

Invoice Number: 7366157  
Account Number: 7366157  
Invoice Date: March 31, 2015  
Status: Disputed  
Total: \$ 439.90

Download Pdf

Waybills | Invoice history | **Dispute history** 1 Open

Back

Reason for dispute  
Incorrect rate

Dispute Case ID	Raised by	Dispute Date	Status	Total Disputed
7366157	Hilary.Hendriks-Brown@dhl.com	April 29, 2015	Open	\$ 439.90

Dispute Comments

1  
April 29, 2015, 3:44 a.m.  
Check the rates please - these are incorrect

Hilary  
Hilary.Hendriks-Brown@dhl.com  
April 29, 2015, 3:44 a.m.  
Check the rates please - these are incorrect

Add a comment

Add comment

Deutsche Post DHL

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 Transaction

J\$ 6,941,008.03  
89 Open Transactions

\$ 112.20  
1 Dispatched Invoice

RM 165,311.33  
RBNI Total

J\$ 6,620,102.81  
RBNI Total

Rated But Not Invoiced  
97

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

Total records: 97 | 20 per page | < First | 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
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 13, 2018	PHIL	PHIL	USD	18.58	0.00	0.00	0.00	18.58	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	2.00 V	Sept. 8, 2018	DM	PHIL	USD	19.27	0.00	0.00	0.00	20.52	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	2.00 W	Sept. 8, 2018	SGN	PHIL	USD	31.80	0.00	0.00	0.00	34.38	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	3.00 S	Sept. 14, 2018	KUL	PHIL	USD	22.92	0.00	0.00	1.48	28.28	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	18.00 W	Sept. 12, 2018	BRK	PHIL	USD	92.40	0.00	0.00	0.00	98.82	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 12, 2018	PHIL	PHIL	USD	13.89	0.00	0.00	0.00	15.01	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 8, 2018	SGN	PHIL	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 8, 2018	SGN	PHIL	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	6.00 S	Sept. 13, 2018	DM	PHIL	USD	30.28	0.00	0.00	0.00	32.70	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 8, 2018	SGN	PHIL	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	10.00 S	Sept. 14, 2018	KUL	PHIL	USD	50.54	0.00	0.00	3.27	57.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 8, 2018	SGN	PHIL	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	3.00 S	Sept. 15, 2018	KUL	PHIL	USD	20.74	0.00	0.00	1.34	23.75	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	10.00 W	Sept. 8, 2018	SGN	PHIL	USD	153.71	0.00	0.00	0.00	153.71	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	10.00 W	Sept. 8, 2018	SGN	PHIL	USD	75.90	0.00	0.00	0.00	82.12	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	4.00 S	Sept. 8, 2018	SGN	PHIL	USD	44.00	0.00	0.00	0.00	47.84	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	2.00 W	Sept. 15, 2018	KUL	PHIL	USD	18.58	0.00	0.00	1.20	21.28	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 8, 2018	SGN	PHIL	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 15, 2018	PHIL	PHIL	USD	12.02	0.00	0.00	0.78	13.77	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1	1.00 W	Sept. 8, 2018	SGN	PHIL	USD	28.37	0.00	0.00	0.00	30.88	View Invoice

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

Total records: 97 | 20 per page | < First | 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.

## Rated but not Invoiced - RBNI

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or weight

Billing System: All ERP Account: Statement of Account

RM 384,242.83  
150 Open Transactions  
\$ 1,251.25  
1 Disputed Invoice  
JS 6,941,008.03  
05 Open Transactions

\$ 112.20  
1 Disputed Invoice

RM 165,311.33  
05 Open Transactions  
JS 6,620,102.81  
54 Due Now

Rated But Not Invoiced  
07

This data is next final until billed. Download All Open Transactions

Total records: 07 20 per page First 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	ACTION
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.00 B	Sept. 15, 2016	PERN	KUL	USD	\$1.83	0.00	0.00	3.36	\$3.37	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	9.00 W	Sept. 15, 2016	PERN	BKK	USD	23.49	0.00	0.00	1.12	45.10	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	0.00 B	Sept. 15, 2016	PERN	BKK	USD	6.10	0.00	0.00	0.20	11.53	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept. 15, 2016	PERN	KUL	USD	47.86	0.00	0.00	3.11	54.94	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept. 15, 2016	KUL	PERN	USD	20.74	0.00	0.00	1.34	23.75	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.00 W	Sept. 15, 2016	KUL	PERN	USD	16.56	0.00	0.00	1.20	21.26	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept. 15, 2016	PERN	PERN	USD	12.02	0.00	0.00	0.76	13.77	<a href="#">View Image</a>

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 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.

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or weight

Billing System: All ERP Account: Statement of Account

RM 384,242.83  
150 Open Transactions  
\$ 1,251.25  
1 Disputed Invoice  
JS 6,941,008.03  
05 Open Transactions

\$ 112.20  
1 Disputed Invoice

RM 165,311.33  
05 Open Transactions  
JS 6,620,102.81  
54 Due Now

Rated But Not Invoiced  
07

This data is next final until billed. Download All Open Transactions

Total records: 07 20 per page First 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	ACTION
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.00 B	Sept. 15, 2016	PERN	KUL	USD	\$1.83	0.00	0.00	3.36	\$3.37	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	9.00 W	Sept. 15, 2016	PERN	BKK	USD	23.49	0.00	0.00	1.12	45.10	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	0.00 B	Sept. 15, 2016	PERN	BKK	USD	6.10	0.00	0.00	0.20	11.53	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept. 15, 2016	PERN	KUL	USD	47.86	0.00	0.00	3.11	54.94	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept. 15, 2016	KUL	PERN	USD	20.74	0.00	0.00	1.34	23.75	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.00 W	Sept. 15, 2016	KUL	PERN	USD	16.56	0.00	0.00	1.20	21.26	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept. 15, 2016	PERN	PERN	USD	12.02	0.00	0.00	0.76	13.77	<a href="#">View Image</a>

Report Configuration

Go back a page

Pre-saved configurations

Load Create

Excluded Column Header

Included Column Header

Export options

Start 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?

Done

Deutsche Post DHL

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

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Hi Hilary, welcome to MyBill

Billing System  
SAP (DHL Express Malaysia, DHL MY)

ERP Account  
Statement of Account

RM 12,540.66  
31 Open Transactions

Disputed Invoices

RM 12,540.66  
31 Due Now

Tariff Enquiry

Select more options Download All Open Transactions

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

	ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	June 9, 2016	June 10, 2016	Overdue	132.73	0.00	0.00	132.73 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 28, 2016	June 27, 2016	Overdue	643.97	0.00	0.00	643.97 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 19, 2016	May 26, 2016	Overdue	438.19	0.00	0.00	438.19 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 13, 2016	May 25, 2016	Overdue	245.66	0.00	0.00	245.66 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 13, 2016	May 25, 2016	Overdue	423.65	0.00	0.00	423.65 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 12, 2016	May 19, 2016	Overdue	537.83	0.00	0.00	537.83 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	May 10, 2016	May 17, 2016	Overdue	1,460.31	0.00	0.00	1,460.31 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Invoice	April 29, 2016	May 6, 2016	Overdue	1,592.58	0.00	0.00	1,592.58 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	April 23, 2016	April 30, 2016	Overdue	103.74	0.00	0.00	103.74 RM MYR
		Hilary for security	Acc created by Miles updated	Invoice for security	Customers Invoice	April 22, 2016	April 26, 2016	Overdue	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.

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[Help](#)

Hilary Mendika-Brown@dhl.com
 Mydhl

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## Hi Hilary, welcome to MyBill

Billing System

SAP (DHL Express Malaysia, DHL MY)

ERP Account

Statement of Account

RM 12,540.66

31 Open Transactions

Disputed Invoices

Pay Now

RM 12,540.66

31 Due Now

Tariff Enquiry

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

MS000000

Piece Details

Number of Pieces\*

1

☐ Durable Material

Declared Value

Units

kg cm mm ft/in

NO.	WEIGHT (KG)*	LENGTH (CM)	WIDTH (CM)	HEIGHT (CM)
1.	0.10 kg	cm	cm	cm

Search

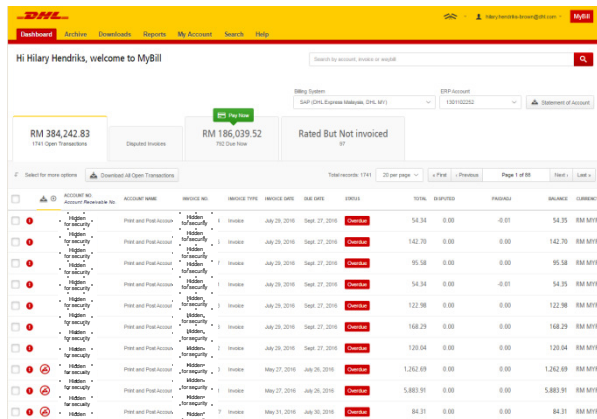


# MyBill User Guide

## Track & Trace

MyBill

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

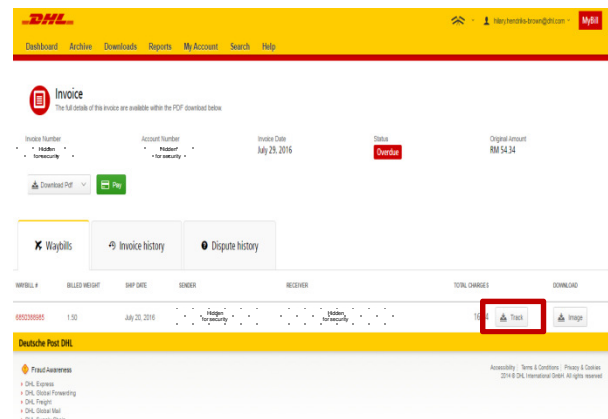


The screenshot shows the DHL MyBill dashboard for user Hi Hilary Hendriks. It displays a summary of the account with a balance of RM 384,242.83 and a due date of 17th Oct 2016. Below this, there's a table of open transactions. The table has columns for ID, ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, QUANTITY, PAYMENT, BALANCE, and CURRENCY. The first row shows an invoice for 'Hilary, Hilary' with a total of 54.34 and a balance of 54.35. A 'Track' button is visible next to the invoice line.

ID	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	QUANTITY	PAYMENT	BALANCE	CURRENCY
1	Hilary, Hilary	Hilary, Hilary	1	Invoice	July 29, 2016	Sept 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR
2	Hilary, Hilary	Hilary, Hilary	2	Invoice	July 29, 2016	Sept 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
3	Hilary, Hilary	Hilary, Hilary	3	Invoice	July 29, 2016	Sept 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR
4	Hilary, Hilary	Hilary, Hilary	4	Invoice	July 29, 2016	Sept 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR
5	Hilary, Hilary	Hilary, Hilary	5	Invoice	July 29, 2016	Sept 27, 2016	Overdue	122.98	0.00	0.00	122.98	RM MYR
6	Hilary, Hilary	Hilary, Hilary	6	Invoice	July 29, 2016	Sept 27, 2016	Overdue	168.29	0.00	0.00	168.29	RM MYR
7	Hilary, Hilary	Hilary, Hilary	7	Invoice	July 29, 2016	Sept 27, 2016	Overdue	120.04	0.00	0.00	120.04	RM MYR
8	Hilary, Hilary	Hilary, Hilary	8	Invoice	May 27, 2016	July 26, 2016	Overdue	1,262.89	0.00	0.00	1,262.89	RM MYR
9	Hilary, Hilary	Hilary, Hilary	9	Invoice	May 27, 2016	July 26, 2016	Overdue	5,883.91	0.00	0.00	5,883.91	RM MYR
10	Hilary, Hilary	Hilary, Hilary	10	Invoice	May 31, 2016	July 30, 2016	Overdue	84.31	0.00	0.00	84.31	RM MYR

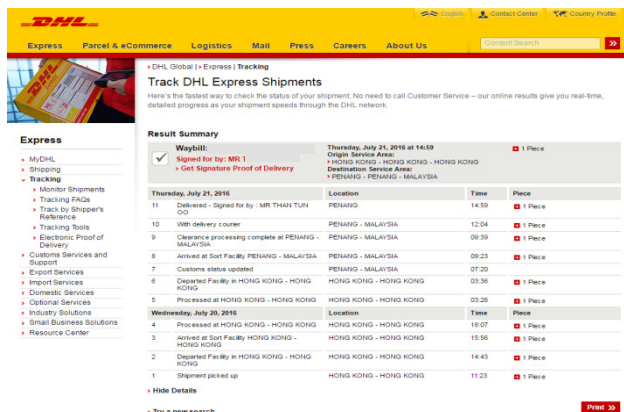
Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.

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 1. It displays a breakdown of shipments with columns for INVOICE #, BILLED WEIGHT, SHIP DATE, SENDER, RECEIVER, TOTAL CHARGES, and DOWNLOAD. The first row shows a shipment to 'Hilary, Hilary' with a total charge of 1.00. A 'Track' button is visible next to the shipment line.

INVOICE #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
1	1.00	July 29, 2016	Hilary, Hilary	Hilary, Hilary	1.00	Track



The screenshot shows the DHL Express Tracking page for a shipment. It displays a detailed history of the shipment, including the origin, destination, and a list of events. The first event shows the shipment was picked up on Thursday, July 21, 2016, at 14:59. The destination is HONG KONG - HONG KONG.

Waybill	Origin	Destination	Time	Place
1	HONG KONG - HONG KONG	HONG KONG - HONG KONG	14:59	1 Piece
2	HONG KONG - HONG KONG	HONG KONG - HONG KONG	12:04	1 Piece
3	HONG KONG - HONG KONG	HONG KONG - HONG KONG	09:59	1 Piece
4	HONG KONG - HONG KONG	HONG KONG - HONG KONG	09:23	1 Piece
5	HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:36	1 Piece
6	HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:28	1 Piece
7	HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07	1 Piece
8	HONG KONG - HONG KONG	HONG KONG - HONG KONG	15:56	1 Piece
9	HONG KONG - HONG KONG	HONG KONG - HONG KONG	14:43	1 Piece
10	HONG KONG - HONG KONG	HONG KONG - HONG KONG	11:23	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.





### Contact Details Lebanon

For Invoice enquiries:

**Telephone:** +961 1 629700

**Fax:** +961 1 629701

**Email:** LBBILLINGQUERY@DHL.COM

For MyBill specific issues and queries:

**Telephone:** +961 1 629700

**Email:** LBBILLINGQUERY@DHL.COM