



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 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.
- 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

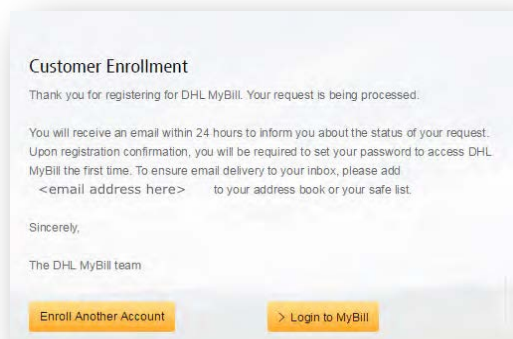
Registering for MyBill

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 **<LK.ebilling@dhl.com>** 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

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

Summary Cards:

- RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
85 Open Transactions
- \$ 112.20
1 Disputed Invoice
- RM 165,311.33
895 Due Now
J\$ 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
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	44.44	0.00	0.00	44.44	RM MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	143.09	0.00	0.00	143.09	RM MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	52.47	0.00	0.00	52.47	RM MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	76.66	0.00	0.00	76.66	RM MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	68.61	0.00	0.00	68.61	RM MYR

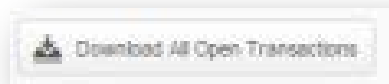
In the main **Dashboard** your invoices are divided into 3 categories:

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

Summary Cards:

- RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
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Download All Open Transactions

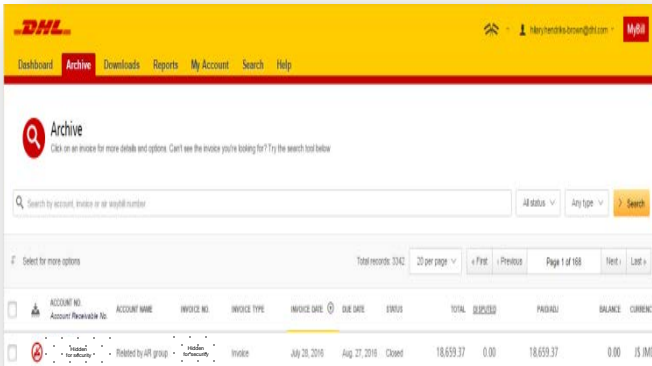
ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	22,612.81	0.00	0.00	22,612.81	J\$ MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	12,319.96	0.00	0.00	12,319.96	J\$ MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	13,863.20	0.00	0.00	13,863.20	J\$ MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	164.48	0.00	0.00	164.48	RM MYR
11111111	Print and Post Account	11111111	Invoice	2016-03-23	2016-04-23	Overdue	1,015.30	0.00	0.00	1,015.30	J\$ MYR



Summary Cards:

- RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
85 Open Transactions
- \$ 112.20
1 Disputed Invoice
- RM 165,311.33
895 Due Now
J\$ 6,620,102.81
54 Due Now

The Archive, Reports & Download Screens



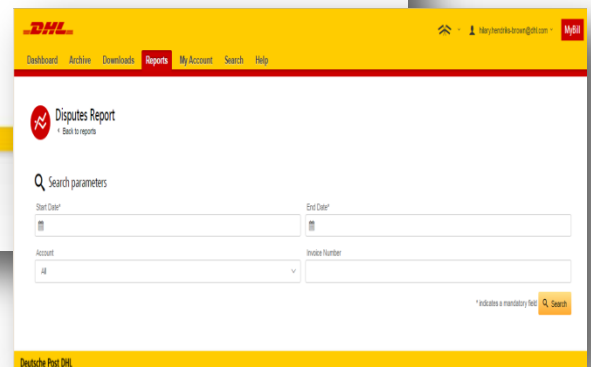
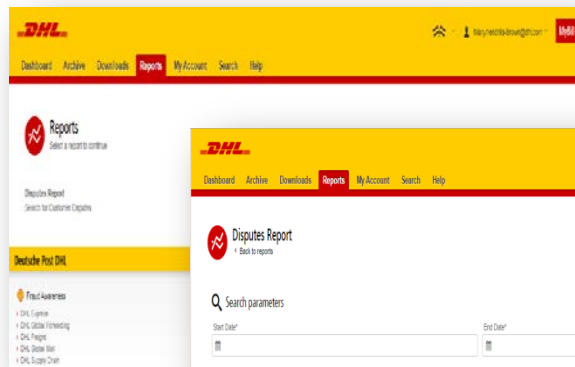
The Archive Screen

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.

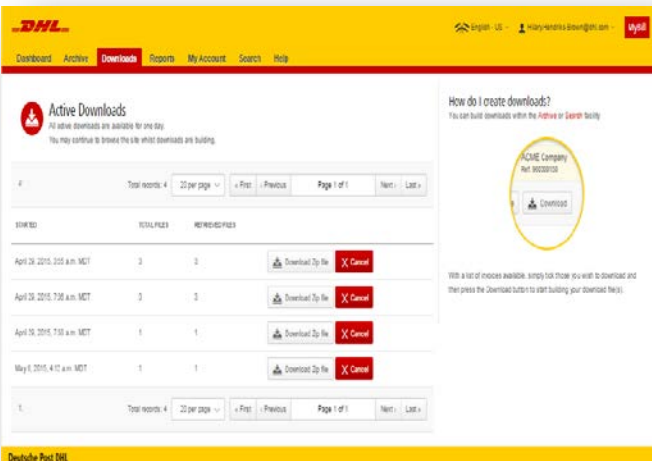
The Report Screen

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



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
Waybill

Invoice Type
All

Status
All

Summary Posting
All

Invoice Date

Start Date
End Date

Save as "Saved Search"?
Enter a name

Search

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



Dashboard

Archive


Downloads

Reports

My Account

Search

Help

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

Email address

First Name

Position


Home Group

Timezone

Last Name

Telephone Number

Language Preference

 **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

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.

Open Invoice Summary	
TOTAL BALANCE	TOTAL OVER DUE
RM 304,242.03	RM 163,305.10
\$ 1,251.25	\$ 0.00
JS 6,941,008.03	JS 6,552,151.13
CURRENT	30 DAYS
RM 86,939.69	60 DAYS
\$ 0.00	90+ DAYS
JS 0.00	

My Accounts

You can have as many company accounts associated with your user profile. You may also include their users to your accounts.

To modify your paper delivery preference, please send account number and request via email to: kidz@22.com

[UPDATE NEW USERS](#)

Select to view options

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

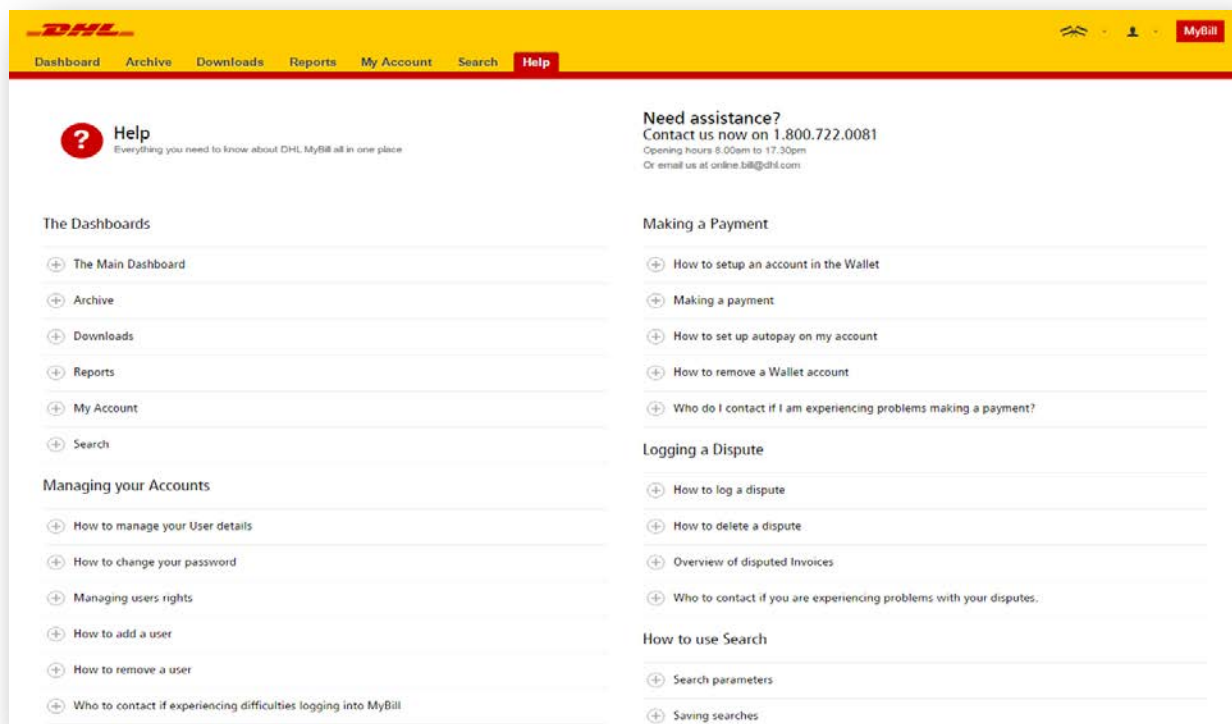
<input type="checkbox"/>	ACCOUNT NUMBER ⓘ	RE ACCOUNT	COUNTRY NAME	BANKNAME
<input type="checkbox"/>	***** <small>***** *****</small>	Related by AR group	Manage	Email phuramon@gmail.com
<input type="checkbox"/>	***** <small>***** *****</small>	Related by AR group	Manage	Email
<input type="checkbox"/>	***** <small>***** *****</small>	Related by AR group	Manage	Email phuramon@gmail.com

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






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

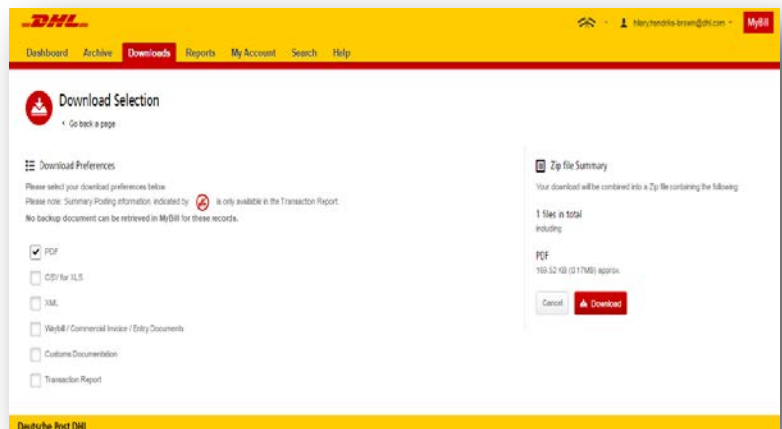
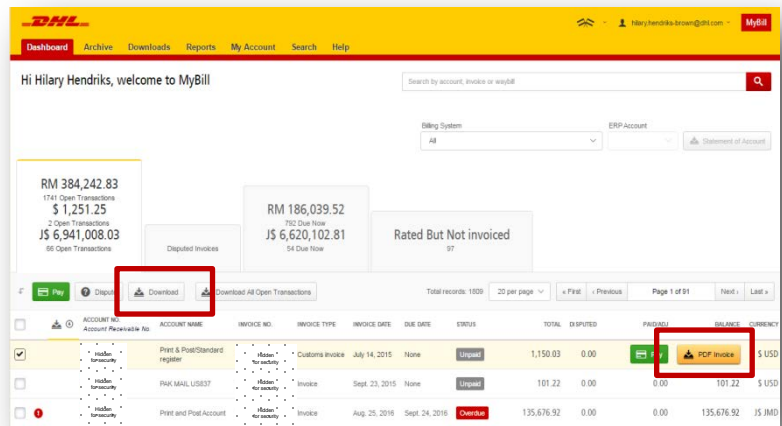
Option 1:

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



Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 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

Download All Open Transactions

	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	Print & Print (Standard) register	Hilary Hendriks	1741	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	Print MAIL US\$37	Hilary Hendriks	101	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	Print and Print Account	Hilary Hendriks	135	Invoice	Aug. 25, 2016	Sept. 24, 2016	Unpaid	135,676.92	0.00	0.00	135,676.92	J\$ BMD
<input checked="" type="checkbox"/>	Print and Print Account	Hilary Hendriks	117	Invoice	Aug. 11, 2016	Sept. 10, 2016	Unpaid	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
508.56 KB (0.50MB) 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 (0.02MB) 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 & Supporting Documentation

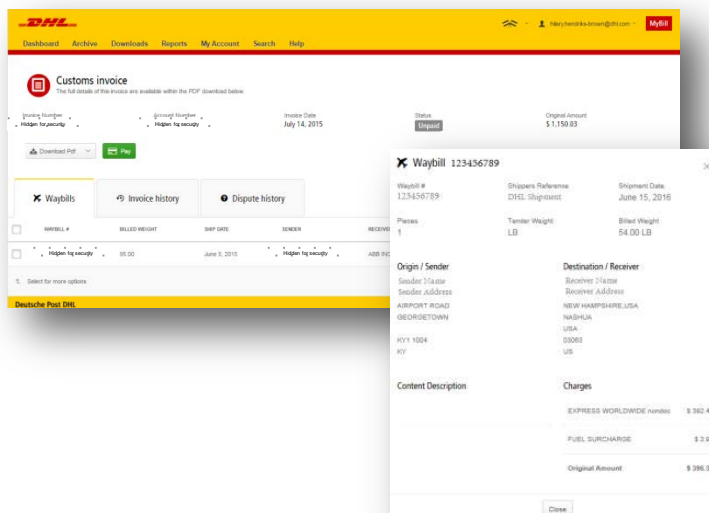
Waybills and Customs paperwork

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

Single invoices

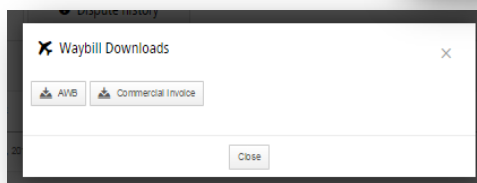
Option 1

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

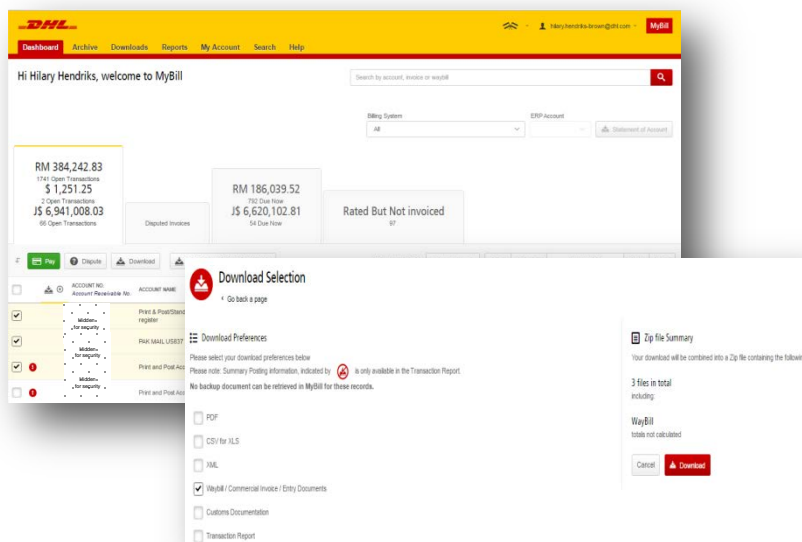
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.

DHL MyBill Dashboard

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or waybill

Billing System: All ERP Account: Statement of Account

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

\$ 112.20
1 Disputed Invoice

RM 179,405.91
736 Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

Pay Dispute Download Download All Open Transactions

Total records: 1810 20 per page < First < Previous Page 1 of 91 Next > Last >

ACCOUNT NO.	ACCOUNT RECEIVABLE NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	EX-DUTY	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input checked="" type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					
<input type="checkbox"/>		Print and Post Account	1741	Invoice	Sept. 23, 2016		Unpaid					

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
1741	1741	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 play 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**.

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
7366157	Willy.Hendrik-Drown@dhl.com	April 29, 2015	Open	\$ 439.90

🔍 View Dispute

📧 You have 1 open dispute

Deutsche Post DHL

Reason for dispute: Incorrect rate

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
7366157	Willy.Hendrik-Drown@dhl.com	April 29, 2015	Open	\$ 439.90

Dispute Comments

1 4/29/2015 3:44 a.m.
check the rates please - these are incorrect

1 4/29/2015 3:44 a.m.
Willy.Hendrik-Drown@dhl.com check the rates please - these are incorrect

Add comment

Deutsche Post DHL

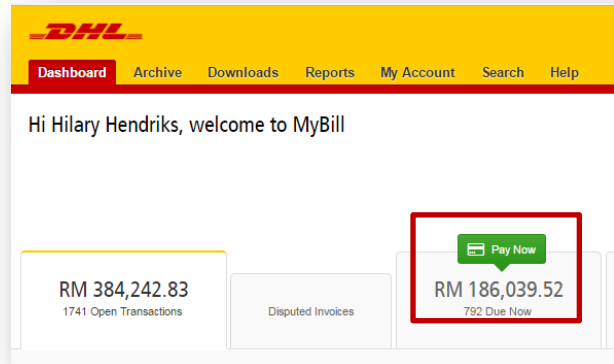
Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done here.

Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**

Making a Payment

MyBill allows you to make quick and secure payments online

Invoices can be paid by clicking on *Pay Now* on your **Dashboard** “Due Now”.



Or hover your mouse over the invoice line and click on the *Pay* button that appears

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYMENT	BALANCE	CURRENCY
<input type="checkbox"/>	1741	Print and Post Account	1741	Invoice	July 29, 2016	Sept 27, 2016	Overdue	54.34	0.00	<input type="checkbox"/>	54.34	RM MYR
<input type="checkbox"/>	1741	Print and Post Account	1741	Invoice	July 29, 2016	Sept 27, 2016	Overdue	142.70	0.00	<input type="checkbox"/>	142.70	RM MYR
<input type="checkbox"/>	1741	Print and Post Account	1741	Invoice	July 29, 2016	Sept 27, 2016	Overdue	95.58	0.00	<input type="checkbox"/>	95.58	RM MYR

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

RM 384,242.83 1741 Open Transactions	Disputed Invoices	RM 186,039.52 792 Due Now	Rated But Not Invoiced 97
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 have reviewed the details select *Confirm*

Making a Payment


Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
999999999	Print and Post Account	820122043	Oct. 30, 2015	Nov. 29, 2015	\$ 15.00

Total to pay **\$ 15.00**

Total payment amount MD 15.00

Credit Card

 **VISA**

Card Number

Card Holder Name


Card Expiry Date /

CVV What is CVV?


Pay

Previous

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


Select for more options  Download All Open Transactions

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 address set up in your profile.


Search by account, invoice or waybill

Billing System: SAP ERP Account: 999999999 

\$ 47.43 1 Open Transactions Disputed Invoices \$ 47.43 1 Due Now

Select for more options  Download All Open Transactions

Total records: 17 20 per page < First < Previous Page 1 of 1 Next > Last >

	ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
	999999999	Print and Post Account	820122043	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD

Dashboard shows *Payment(s) in progress* until bank confirmation of payment then it will move to **Archive**



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 card information.

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 | Statement of Account

RM 384,242.83
1141 Open Transactions
\$ 1,251.25
RM 6,941,008.03
89 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
RM Total
\$ 6,620,102.81
Net User Total

Rated But Not Invoiced
87

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

Total records: 87 | 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
	1*	1.50 W	Sept. 13, 2018	PHG	PHN	USA	76.98	0.00	0.00	0.00	16.84	View Image	
	1*	2.00 V	Sept. 9, 2018	SHA	PHN	USA	19.27	0.00	0.00	0.00	20.92	View Image	
	1*	2.00 W	Sept. 9, 2018	SGN	PHN	USA	31.80	0.00	0.00	0.00	34.36	View Image	
	N	3.00 G	Sept. 14, 2018	KUL	PHN	USA	22.00	0.00	0.00	1.40	26.28	View Image	
	1*	18.50 W	Sept. 12, 2018	SHK	PHN	USA	162.40	0.00	0.00	0.00	166.62	View Image	
	1*	1.00 W	Sept. 12, 2018	PHG	PHN	USA	13.89	0.00	0.00	0.00	15.01	View Image	
	1*	1.00 W	Sept. 9, 2018	SGN	PHN	USA	28.37	0.00	0.00	0.00	30.88	View Image	
	1*	1.00 W	Sept. 9, 2018	SGN	PHN	USA	28.37	0.00	0.00	0.00	30.88	View Image	
	1*	8.00 G	Sept. 13, 2018	SPN	PHN	USA	35.28	0.00	0.00	0.00	32.71	View Image	
	1*	1.00 W	Sept. 9, 2018	SGN	PHN	USA	28.37	0.00	0.00	0.00	30.88	View Image	
	N	15.00 G	Sept. 14, 2018	KUL	PHN	USA	165.34	0.00	0.00	3.27	167.85	View Image	
	1*	1.00 W	Sept. 9, 2018	SGN	PHN	USA	28.37	0.00	0.00	0.00	30.88	View Image	
	N	3.00 G	Sept. 15, 2018	KUL	PHN	USA	20.74	0.00	0.00	1.34	23.75	View Image	
	1*	19.00 W	Sept. 9, 2018	SHA	PHN	USA	173.71	0.00	0.00	0.00	133.35	View Image	
	1*	13.00 G	Sept. 9, 2018	SGN	PHN	USA	175.88	0.00	0.00	0.00	82.12	View Image	
	1*	4.00 G	Sept. 9, 2018	SGN	PHN	USA	44.09	0.00	0.00	0.00	47.84	View Image	
	N	2.00 W	Sept. 15, 2018	KUL	PHN	USA	18.98	0.00	0.00	1.20	21.28	View Image	
	1*	1.00 W	Sept. 9, 2018	SGN	PHN	USA	28.37	0.00	0.00	0.00	30.88	View Image	
	N	1.00 W	Sept. 15, 2018	PHN	PHN	USA	12.00	0.00	0.00	0.00	13.77	View Image	
	1*	1.00 W	Sept. 9, 2018	SGN	PHN	USA	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: 87 | 20 per page | < First | Previous | Page 1 of 5 | Next | Last >

How MyBill Works
How to print your DHL invoices online
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
What frequently asked questions answered
Download PDF

Deutsche Post DHL

Global Assistance
DHL Logistics

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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

RM 384,242.83
1161 Open Transactions
\$ 1,251.25
JS 6,941,008.03
65 Open Transactions

\$ 112.20
1 Dispatched Invoice

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

Rated But Not Invoiced
67

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

Total records: 67 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 DUES	TOTAL CHARGE	SHIPMENT IMAGE
Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	Range -> for security for security for security	View Image

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

RM 384,242.83
1161 Open Transactions
\$ 1,251.25
JS 6,941,008.03
65 Open Transactions

\$ 112.20
1 Dispatched Invoice

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

Rated But Not Invoiced
67

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

Total records: 67 20 per page < First < Previous Page 1 of 5 Next > Last >

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

Report Configuration

Pre-saved configurations: 0

Excluded Column Header

Included Column Header

Export options

Send order: By Product, followed by Origin

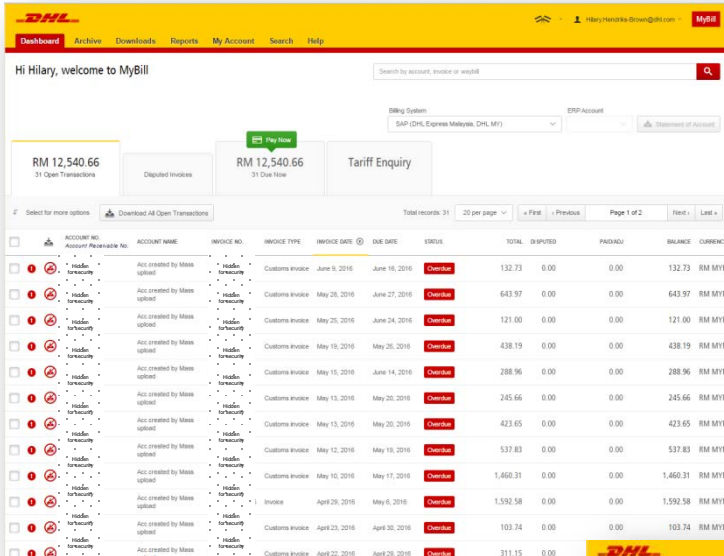
Export format: CSV

Save all settings for later?

Done, apply settings

Tariff Enquiry

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



Hi Hilary, welcome to MyBill

Search by account, invoice or waybill

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 for 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	DUPLICATE	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	June 9, 2016	June 16, 2016	132.73	0.00	0.00	132.73	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 28, 2016	June 27, 2016	643.97	0.00	0.00	643.97	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 25, 2016	June 24, 2016	121.00	0.00	0.00	121.00	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 19, 2016	May 24, 2016	438.19	0.00	0.00	438.19	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 15, 2016	June 14, 2016	288.96	0.00	0.00	288.96	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 13, 2016	May 20, 2016	245.66	0.00	0.00	245.66	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 13, 2016	May 20, 2016	423.65	0.00	0.00	423.65	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 12, 2016	May 19, 2016	537.83	0.00	0.00	537.83	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	May 10, 2016	May 17, 2016	1,460.31	0.00	0.00	1,460.31	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Invoice	April 29, 2016	May 6, 2016	1,592.58	0.00	0.00	1,592.58	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	April 23, 2016	April 28, 2016	103.74	0.00	0.00	103.74	RM MYR
10000000000000000000	Acc created by Mass upload	10000000000000000000	Customer Invoice	April 22, 2016	April 28, 2016	311.15	0.00	0.00	311.15	RM MYR

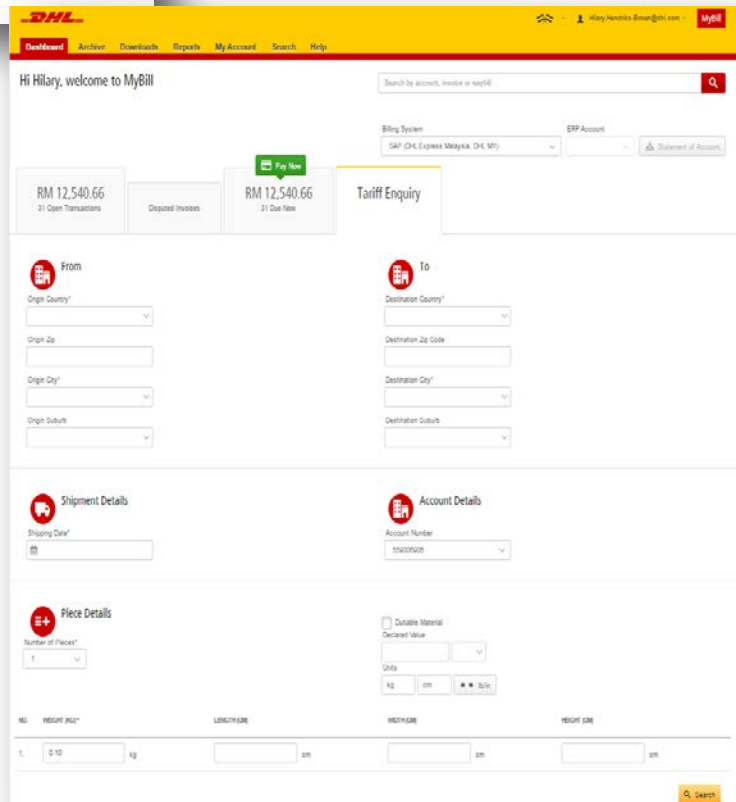
The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

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.



Hi Hilary, welcome to MyBill

Search by account, invoice or waybill

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

From

Origin Country*

Origin Zip

Origin City*

Origin Suburb

To

Destination Country*

Destination Zip Code

Destination City*

Destination Suburb

Shipment Details

Shipment Date*

Account Details

Account Number

Statement

Piece Details

Number of Pieces*

Disable Material Declared Value

Units

kg cm m

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

1. 0.10 kg 100 cm 100 cm 100 cm

Search

Track & Trace

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

Hi Hilary Hendrix, welcome to MyBill

RM 384,242.83 (141 Open Transactions)

RM 185,029.52 (102 Open Transactions)

Rated But Not Invoiced

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUO DATE	STATUS	TOTAL	EXPENSED	PROFIT	BALANCE	CURRENCY
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	142.70	0.00	0.00	142.70	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	95.58	0.00	0.00	95.58	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	122.98	0.00	0.00	122.98	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	168.29	0.00	0.00	168.29	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	July 28, 2016	Sept 27, 2016	Complete	120.04	0.00	0.00	120.04	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	May 27, 2016	July 26, 2016	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	May 27, 2016	July 26, 2016	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
185,029.52	Print and Prod Account	185,029.52	Invoice	May 31, 2016	July 30, 2016	Complete	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.

Invoice

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

Invoice Number: 185,029.52
Account Number: 185,029.52
Invoice Date: July 29, 2016
Status: Complete
Original Amount: RM 54.34

Download PDF

Waybills | Invoice history | Dispute history

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
185,029.52	1.50	July 28, 2016	Hilary Hendrix	Hilary Hendrix	RM 54.34	Track

Describe Post DHL

Availability: Terms & Conditions: Privacy & Cookies
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DHL Global | Express | Tracking

Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

Result Summary

Waybill: 185,029.52
Signed for by: MR 1
Get Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59
Origin Service Area: HONG KONG - HONG KONG
Destination Service Area: PENANG - PENANG - MALAYSIA

Thursday, July 21, 2016	Location	Time	Place
11 Delivered - Signed for by: MR THAM TUN DO	PENANG	14:59	1 Piece
10 VWR delivery courier	PENANG - MALAYSIA	12:04	1 Piece
9 Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:59	1 Piece
8 Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23	1 Piece
7 Customs status updated	PENANG - MALAYSIA	07:20	1 Piece
6 Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:36	1 Piece
5 Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:26	1 Piece
Wednesday, July 20, 2016	Location	Time	Place
4 Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07	1 Piece
3 Arrived at Sort Facility HONG KONG - HONG KONG	HONG KONG - HONG KONG	15:56	1 Piece
2 Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	14:43	1 Piece
1 Shipment picked up	HONG KONG - HONG KONG	11:23	1 Piece

Hide Details

Try a new search

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 INVOICES

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

Invoice Breakdown

1 DHL Express INVOICE

2 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

3 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Page: 1 of 7

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: **8** www.mybill.dhl.com/login

4 Type of Service	5 Number of Shipments	6 Total Weight	6 Number of Items	7 Standard Shipping Charge	8 Total of Extra Charges	9 Discount	10 Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

11 Analysis of Extra Charges **Total**

EXTENDED LIABILITY	72.00
FUEL SURCHARGE	41.15
Total Extra Charges	113.15

12 Analysis of Discounts **Total**

Weight Charge Discount (w)	-1,012.07
Total Discounts	-1,012.07

13 Payment due date: 21-09-16

14 Total Amount (USD) **746.71**

PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01

15 DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNX

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

16 Payment Instructions

Invoice No:	BDA012345
Account No:	999999999
Amount:	746.71 USD

Remittance advices should be emailed to: AccountsReceivableBM@dhl.com
Please state your DHL Invoice Number and Account Number as a reference when making a payment

THANK YOU FOR CHOOSING DHL

- 1** Type of invoice: Invoice, Credit note, etc.
- 2** Customer Name and Billing Address
- 3** Customer Billing Information: Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)
- 4** Type of Service: Description of service
- 5** Number of Shipments: Total number of shipments within this service description and invoice
- 6** Total Weight: total weight of all shipments within this service description and invoice period

- 7** Standard Shipping Charge: Transportation charge
- 8** Total of Extra Charges: Total of other charges for each service
- 9** Discount
- 10** Total Amount (incl. VAT): Weight charge + Other Charge + SVP = Total Charge for each line
- 11** Analysis of Extra Charges: Description of additional charges for each service
- 12** Analysis of Discounts: Description of the discount, code and amount

- 13** Total Amount: Total amount due for payment
- 14** Due Date
- 15** The DHL address
- 16** Payment Instructions: instructions for the different payment methods available
- 17** Billing information for processing: Account number, Invoice number, Amount Due.

Invoice Breakdown

1


Invoice Number: BDA012345

Account Number: 999999999

Invoice Date: 22-08-16

Number of Pages: 7 of 7

2 INVOICE



3	4	5	6	7	8	9	10	11	12	13	14	15
Air Waybill Number	Shippers Reference	Shipment Date	Origin / Consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of Items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	Total amount (incl. VAT)
123456789	DHL Ship	12-08-16	BOA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BMF, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 UP-2003b, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00 B	1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.20 0.58
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	27.78
						25.60	25	1,645.63	-1,012.07		112.15	746.71
						17 A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight						

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

- 1 **Customer Billing Information:** Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybil number
- 4 **Type of Service:** Description of service
- 5 **Shippers Reference:** Reference information provided in the Waybill
Shipment Date: Date the shipment was sent
- 6 **Origin/Consignor:** Consignor name and address
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
- 9 **Weight in KG and Code:** Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- 10 **Number of item:** Total number of shipments within this service description and invoice
- 11 **Standard Charge:** Transportation charge
- 12 **Discount amount and code**
- 13 **Extra Charge Description:** Description of additional charges for each service
- 14 **Extra Charges Amount:** Total of other charges for each service
- 15 **Total Amount (incl. VAT):** Standard Charge + Other Charge + SVP = Total Charge for each line
- 16 **Service Subtotal:** Total of weight, items, and charges for each type of service
- 17 **Weight code descriptions**



Contact Details Srilanka

For Invoice enquiries:

Telephone: +94 11 4 225225

Email: query.lk@dhl.com

For MyBill specific issues and queries:

Telephone: +94 11 4 225225

Email: srilanka.mybill@dhl.com