# MyBill

DHL MyBill User Guide

EN\* PX 4980



## **Content Page**

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DHL INVOICES Invoice Breakdown

CONTACT DETAILS



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

Customer Enrollment	Contract of the second s
Thank you for registering for DH	IL MyBill. Your request is being processed.
You will receive an email within :	24 hours to inform you about the status of your request.
Upon registration confirmation, y	you will be required to set your password to access DHL
MyBill the first time. To ensure e	mail delivery to your inbox, please add
<email address="" here=""></email>	to your address book or your safe list.
Sincerely,	
The DHL MyBill team	



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

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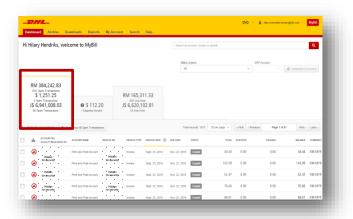
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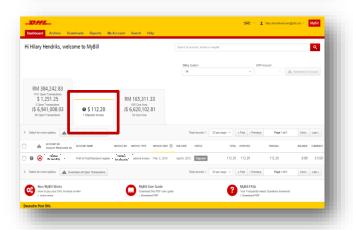
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MyBill

## The Dashboard

Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; **Archive**, **Downloads**, **Report**, **My Account**, **Search** and **Help**.





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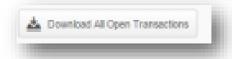
In the main **Dashboard** your invoices are divided into 3 categories:

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

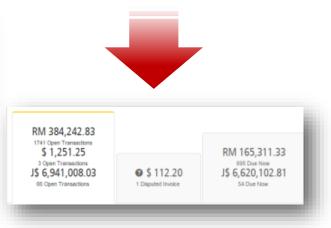
**Disputed Invoices** - All open disputed invoices and their corresponding dispute information can be found here.

**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).





## The Archive, Reports & Download Screens

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How do I create downloads?

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#### **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**

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loads are available for one day

Active Downloads

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April 29, 2015, 7:38 a.m. MDT

April 29, 2015, 7:38 a.m. MDT

May 6, 2015, 4:12 a.m. MDT

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

20 per page v e First e Previous

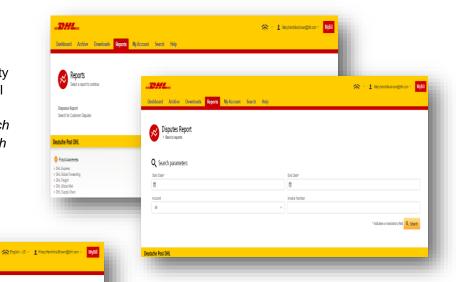
rds:4 20 per page ↓ k First

🛓 Download Zip file 🗙 Cancel

📥 Download Zip file 🗙 Cancel

🛓 Download Zip file

📥 Do



## **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.



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

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Search Invoices			
Did you know you can save search criteria as a saved search?			
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	Invoice Number	Waybill	
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4	Invoice Type	Status	
No saved searches	All	~ All	~
Use custom search to create a new saved search	Summary Posting		
	All	$\sim$	
	im Invoice Date		
	Start Date	End Date	
	<b> </b>	<b>#</b>	
	Save as "Saved Search"?		
	Enter a name		
			Q 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 Acco	unt Search Help			itiary.hendriks-brown@r	Ihl.com ~ MyBill
My User Details Please remember to keep your details up to date.				Change Password Your password must meet the password poli Changing Password directly via MyBill, will no	
Email address				current DHL.com password for online shipping	ng
hilary.hendriks-brown@dhl.com				Your current password*	
First Name	Last Name				
Hilary Hendriks				Enter a new password*	
Position	Telephone Number				
				Confirm new password*	
Home Group DHL US	Language Preference English - US		~		
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Number, Language Preference, etc.	J\$ 0.00			number and request via email to 1.800.722.0081	
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#### **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 you 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.

Dashboard Archive Downloads Reports My Account Search <mark>Help</mark>	🚕 – 主 – <mark>Мувії</mark>
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.bil@dhl.com
The Dashboards	Making a Payment
① The Main Dashboard	+ How to setup an account in the Wallet
(+) Archive	+ Making a payment
Downloads	$(\div) \;\; \mbox{How to set up autopay on my account}$
+ Reports	⊕ How to remove a Wallet account
+ My Account	$\oplus\;$ Who do I contact if I am experiencing problems making a payment?
(+) Search	Logging a Dispute
Managing your Accounts	How to log a dispute
+ How to manage your User details	+ How to delete a dispute
How to change your password	Overview of disputed Invoices
① Managing users rights	$\oplus\;$ Who to contact if you are experiencing problems with your disputes.
$\oplus$ How to add a user	How to use Search
$\oplus$ How to remove a user	Search parameters
$\oplus\;$ Who to contact if experiencing difficulties logging into MyBill	Saving searches

The **Help** screen in 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

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Over the next few pages we will explain, step-by-step, how to use the functionality of MyBill MyBill User Guide

## Viewing an Invoice

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



#### **Single invoices**

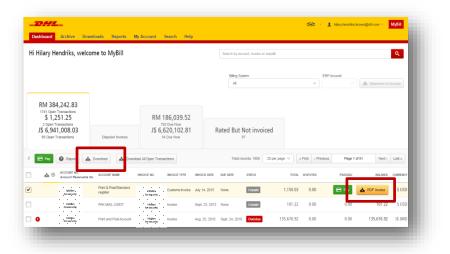
#### **Option 1:**

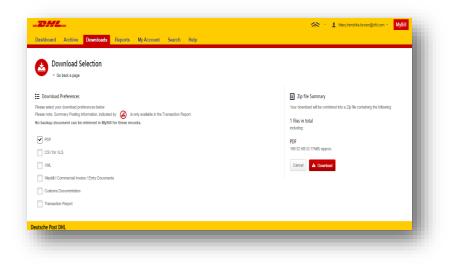
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

#### **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

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						All			- I		Statement of A	ecount
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2 Open Transaction			71	12 Due Now 520,102.81	B	ated But I	Not invoice	ed				
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E Pay 🙂 🗈	ispute 📥	Download 📩 Downl	and All Open Trans	actions		Total re	cords: 1809 2	10 per page 🗸 🗼 K Pirst	< Previous	Page 1 of 91	Next>	Last »
	INT NO. nt Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL DISP	UTED	PAID/ADJ	BALANCE	CURRENCY
		Print & Post/Standard	Midden, for security	Customs invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
Accou	ldden security	register					Unpaid	101.22	0.00	0.00	101.22	\$ USD
Access Ac	laden security laden security	PAK MAIL US837	Hidden for security	Invoice	Sept. 23, 2015	None	onteno					
Access Ac	laden security	PAK MAIL US837	for security Hotlen	Invoice Invoice	Sept. 23, 2015 Aug. 25, 2016		Overdue		0.00	0.00	135,676.92	J\$ JMD

#### **Multiple invoices**

To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.

_DHL_	📯 - 1 bileryhendriks-brown@dhl.com - MyBill
Dashboard Archive Downloads Reports My Account Search Help	
Download Selection	
Deventional Preferences  Present rest compared preferences taken  Present  Present Present  Present  Present Present  Present  Present  Present Present Present Present  Present Present Present Present Present Present Pres	20 file Summary      Your sevented at the contented the s 20 file containing the following:      3 files in total      scheding      Pof      505 498 (5048) species.      Carrier      A Constant
Transaction Report	
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As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.

-DHL	📯 🕐 🛓 hlæytendriks-broaniljoti com 🔹 MyGil
Dashboard Archive Downloads Reports My Account Search Help	
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Neutsche Post DHL	

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		
<ul> <li>Go back a page</li> </ul>		
Pre-saved configurations 🔞		
	V 🚡 Load	Delete
Excluded Column Header 💿	Included Column Header	Export options
	Billing Account	A
	Invoice Number	<ul> <li>Sort order</li> </ul>
	Shipment Number	Please select the order in which invoice data is to be listed within your export.
	Billing Country	
	Billing Source	By Product, followed by Origin
	Invoice Type	
	Invoice Date	■+ Concatenated
	Payment Terms	produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types)
	Due Date	will generate separate files within the same Zip download - one file per
	Parent Account	CSV structure.
	Billing Account Name	
	Billing Address 1	Save all settings for later?
	Billing Address 2	Save
	Billing Address 3	
	Billing Postcode	
	Billing City	<ul> <li>Done, apply settings</li> </ul>

## **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.

One 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

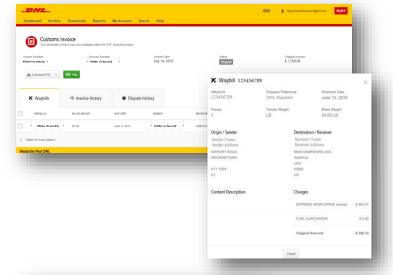
#### Waybills and Customs paperwork

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

#### **Single invoices**

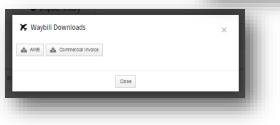
#### **Option 1**

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

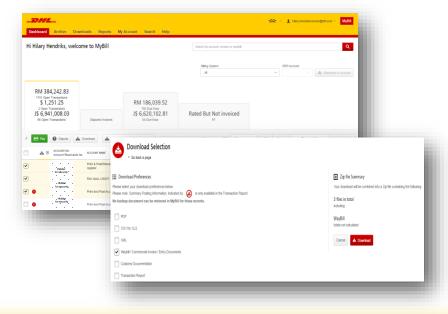
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



#### **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.

	elcome to MyBill			Search by account, invoice or waybill		۹.		
				Billing System All	ERP Account	a Statement of Account		
M 384,242.83 741 Open Transactions \$ 1,251.25 3 Open Transactions 5 6,941,008.03	€ \$ 112.20	RM 179,4 736 Due 1 J\$ 6,620,	ow 02.81	Rated But Not invoiced		- 1		
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for security     reader     recurity     reduce     recurity     recurity     recurity	Print and Post Account Had	an Invoice	Sept. 23, 201 Sept. 23, 201	INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AM
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				Select a dispute reason				
				Add a comment				> Submit disp
				How MyBill Works How to pay your DHL invokes on-lin , Learn more	e .	MyBill User Guide Download the PDF user guide , Download PDF	Your Frequent	By Asked Questions answered
				Oeutsche Post DHL				Accessibility   Terms & Conditions   Privacy & C 2014 © DHL International GmbH All rights re
				PHL Express     DHL Express     DHL Sibeal Forwarding     DHL Sibeal Forwarding     DHL Sibeal Forwarding     DHL Sibeal Mail     DHL Sibeal Mail     DHL Supply Chain				2014 © DHL International GmbH. All rights re



## 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.

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	Dashboard Archive	Downloads Reports I	ly Account Search Help				
Go to the <b>Disputed Invoice</b> dashboard and select the invoice you wish to update. Select the <b>Dispute History</b> tab and then the <i>View Dispute</i> button.	Customs The full defails of Invade Namber Invade Namber	Invoice fits invoice are available within the PD Account Number Control Number	Invoice D			Total \$ 438.90	
Want an overview of all disputes? Go to the <b>Reports</b> screen and download the	🗶 Waybills	⊕ Invoice history	Dispute history				
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de Back						
Reason for dispute Incorrect rate						
Dispute Case ID 7366157	Railed by	Clisput April 2	e Date 29, 2015	Status Open	Total Disputed \$ 439.90	
Dispute Comments						
	April 29, 2015, 4:44 a.m.					
L	Check the rates please	- these are incorrect				
Hiay Hilary.Hendriks-Brown	April29,2015,3:44 a.m. n@dhl.com Check the rates please	- these are incorrect				
	Add a comment					1
					🛨 Add comm	ert
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** 



The Rated but not Invoiced (RBNI) functionality provides an overview of dispatched shipments that have been rated <u>but not yet billed</u>.

i Hilary He	ndriks, welco	ome to MyBill					Search by acco	unt, invoice or weybill					٩
							Billing System Al			~	6° Account	📥 Statement (	f Account
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LING ACCOUNT	<ul> <li>SHIPMENT N</li> </ul>	UMBER PRODUCT	WEIGHT	SHIPMENT DATE	ORGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
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How M How to p Learn		zołne			MyBill User Download Download	PDF user guide				MyBill FAQ: fair Frequently Download P	Asked Quantizers at OP	penarati	

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.

0

<u>Please note: data found in the Rated but not Invoiced screen is not final until billed</u> and is subject to change.



## Rated but not Invoiced - RBNI

II Hilary F	lendriks, welc	ome to My	yBill				Search by ac	ount, invoice or wayb					٩
							Dilling Dy All	stern			EPIP Account	< A Sater	ent of Account
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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.

Deshboard	Archive Do	wnloads R	leports M	ly Account Se	earch Hel	p				*	A Matry Her	driks-brown@dhLto	т Муба
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	Billing Country Name	Please select the order in which invoice data is to be listed within your export.
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	Billing Service Area Name	
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	Consignee Name	Save all settings for later?
	Consignee PRVN	Save
	Consignee Zip Code	
	Destination Country Code	✓ Done, apply settings

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.

<u>The RBNI Report Configuration screen is</u> <u>similar to the Invoice Report Configuration</u> <u>screen - see this section for further</u> <u>instructions</u>



MyBill User Guide

Tariff Enquiry

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

Hi	Hilary,	welcome	to MyBill				Search by ac	count, invoice o	or waybill				۹.
							Billing Sys SAP (D		aleysia, DHL MY)	<pre>ERP/</pre>	Account 🗸 🚽	Statement of A	Account
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£ .	Select for m	ore options	A Download All Open Transactions				Total	records: 31	20 per page 🗸	First Previous	Page 1 of 2	Next >	Last »
	۵	ACCOUNT NO. Account Rece	vable No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DI SPUTED	PAIDIADJ	BALANCE	CURRENCY
	0 @	Hidden for security	Acc. created by Mass upload	Hdden for escurity	Customs invoice	June 9, 2016	June 16, 2016	Overdue	132.73	0.00	0.00	132.73	RM MYR
	0 @	Hidden Acroscority	Acc.created by Mass upload	Hdah for mounty	Customs invoice	May 28, 2016	June 27, 2016	Overdue	643.97	0.00	0.00	643.97	RM MYF
	0 Ø	Hidden for security	Acc.created by Mass upload	Hidden for security	Customs invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00	RM MYR
	0 @	Habin for excurity	Acc.created by Mass upload	Höden før security	Customs invoice	May 19, 2016	May 26, 2016	Overdue	438.19	0.00	0.00	438.19	RM MYR
	0 🙆	Hidden for security	Acc.created by Mass upload	Hidden for elicurity	Customs invoice	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96	RM MYR
	0 🙆	Hitten	Acc.created by Mass upload	Hoon for security-	Customs invoice	May 13, 2016	May 20, 2016	Overdue	245.66	0.00	0.00	245.66	RM MYR
	0 @	Hidden	Acc.created by Mass upload	Hidden	Customs invoice	May 13, 2016	May 20, 2016	Overdue	423.65	0.00	0.00	423.65	RM MYR
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	0 🙆	for security Hidden	Acc.created by Mass upload	for security Hidden	Customs invoice	May 10, 2016	May 17, 2016	Overdue	1,460.31	0.00	0.00	1,460.31	RM MYR
	0 🙆	for sectrity Hidden	Acc.created by Mass upload	for shourity Hidden	-5 Invoice	April 29, 2016	May 6, 2016	Overdue	1,592.58	0.00	0.00	1,592.58	RM MYR
	0 🙆	for security	Acc.created by Mass upload	for security	Customs invoice	April 23, 2016	April 30, 2016	Overdue	103.74	0.00	0.00	103.74	RM MYR
	0 🏼	for security,	Acc.created by Mass	fpr security	Customs invoice	April 22, 2016	April 29, 2016	Overdue	311.15	0.00		-	

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.

🚓 🕤 🛔 Hlary, Ha

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.

i Hilary, welcome to MyBill		Search by account, invoice or waybill	۹
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## Track & Trace

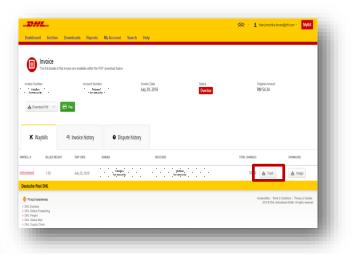
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

łi	Hilary He	ndriks, welc	ome to MyBill				Search by	y account, invoice o	r wajbil				Q.
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	۰ 🛓	ACCOUNT NO. Account Receivable	No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	EDCUS	TOTHE.	DISPUTED	PRICIACI	BALANCE	CURRENCY
	0	Hidden for security	Print and Post Account	Hidden to/security	Involve	July 29, 2016	Sept. 27, 201	Overdue	54.34	0.00	-0.01	54.35	RM MYR
	0	Hidden for security	Print and Post-Account	Hidden to/security	Invoice	July 29, 2016	Sept. 27, 201	Overdue	142.70	0.00	0.00	142.70	RM MYR
	0	Fidden for security Hidden for security	Print and Post-Account	Hidden for security Hidden for security	Invoice	July 29, 2016	Sept. 27, 201	Overdue	95.58	0.00	0.00	95.58	RM MYR
1	0	for security Hidden for security	Print and Post Account	Hidden for security	Invoke	July 29, 2016	Sept. 27, 200	Overdue	54.34	0.00	-0.01	\$4.35	RM MYR
		Hidden for security	Print and Post Account	tedden for security	Invoice	34y 29, 2016	Sept. 27, 201	Overdue	122.98	0.00	0.00	122.98	RM MYR
1	•	Hidden	Print and Post-Account	tidden, for security bidden,	Invoice	July 29, 2016	Sept. 27, 201	Overdue	168.29	0.00	0.00	168.29	RM MYR
	0	for security	Print and Post-Account	for separity . Midden- for separity	Invoice	July 29, 2016	Sept. 27, 201	Overdue	120.04	0.00	0.00	120.04	RM MYR
	0 @	Hidden for security	Print and Post-Account	Ndder- for security	Inoise	May 27, 2016	July 26, 2016	Overdue	1.262.69	0.00	0.00	1.262.69	RM MYR
	0 0	for security Hodan	Print and Post Account	kidden- , for segurity , Nidden*	Invoice	May 27, 2016	July 26, 2016	Overdue	5,883.91	0.00	0.00	5,883.91	RM MYR
	0 0	for security Hidden	Print and Post-Account	Nidden"	7 Invoice	May 31, 2016	July 30, 2018	Overdue	84.31	0.00	0.00	84.31	RM MYR

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.

Express Parcel & eC	ommerce	Logistics Mail	Press	Careers	About Us	Con	tent Search	<b>&gt;&gt;</b>
10T	Trac Here's	Global   > Express   Tracking CK DHL Express Shi the fastest way to check the sta d progress as your shipment sp	tus of your s	hipment. No nee		ice – our on	line results giv	e you real-time,
kpress	Resu	It Summary						
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Tracking				PENANG - PEN	LANG - MALAYSIA			
<ul> <li>Monitor Shipments</li> </ul>	Thurs	day, July 21, 2016		Location		Time	Piece	
<ul> <li>Tracking FAQs</li> </ul>	11	Delivered - Signed for by : MR Th	HAN TUN	PENANG		14:59	1 Piece	
<ul> <li>Track by Shipper's Reference</li> </ul>		00					L L L L L L L L L L L L L L L L L L L	
<ul> <li>Tracking Tools</li> </ul>	10	With delivery courier		PENANG - MAL	AYSIA	12:04	1 Piece	
<ul> <li>Electronic Proof of Delivery</li> </ul>	9	Clearance processing complete a MALAYSIA	et PENANG -	PENANG - MAL	AYSIA	09:39	1 Piece	
Customs Services and Support	8	Arrived at Sort Facility PENANG	- MALAYSIA	PENANG - MAL	AYSIA	09:23	1 Piece	
Export Services	7	Customs status updated		PENANG - MAL	AY'SIA	07:20		
Import Services	6	Departed Facility in HONG KON	G - HONG	HONG KONG -	HONG KONG	03:36	1 Piece	
Domestic Services		KONG						
Optional Services	6	Processed at HONG KONG - HO	ONG KONG	HONG KONG -	HONG KONG	03:26	1 Piece	
Industry Solutions	Wedn	esday, July 20, 2016		Location		Time	Piece	
Small Business Solutions	4	Processed at HONG KONG - HO	ONG KONG	HONG KONG -	HONG KONG	18:07	1 Piece	
Resource Center	3	Arrived at Sort Facility HONG KO HONG KONG	ong -	HONG KONG -	HONG KONG	15:56	1 Piece	
	2	Departed Facility in HONG KONE KONG	G - HONG	HONG KONG -	HONG KONG	14:43	1 Piece	
	1	Shipment picked up		HONG KONG -	HONG KONG	11:23	1 Piece	
	Hide	Details						
		new search						Print >>

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



A new window will appear with your shipment Track and Trace details. You will also find a link on the screen for the <u>Proof of</u> <u>Delivery</u> image.

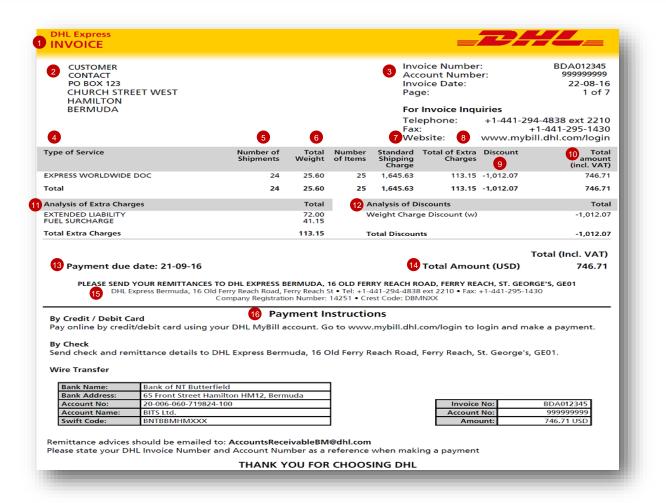




## **DHL INVOICES**

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

## **Invoice Breakdown**



- 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
- Total Weight: total weight of all shipments within this service description and invoice period

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

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



## **Invoice Breakdown**



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

- 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
- Shippers Reference: Reference information provided in the Waybill

Shipment Date: Date the shipment was sent

Origin/Consignor: Consignor name and address

- Destination/Consignee: Consignee name and address
- 8 Type of service: Description of service
- 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.
- Number of item: Total number of shipments within this service description and invoice
- 1 Standard Charge: Transportation charge
- Discount amount and code

- 13 Extra Charge Description: Description of additional charges for each service
- Extra Charges Amount: Total of other charges for each service
- Total Amount (incl. VAT): Standard Charge + Other Charge + SVP = Total Charge for each line
- Service Subtotal: Total of weight, items, and charges for each type of service
- Weight code descriptions





## **Contact Details Lesotho**

For Invoice enquiries:

Telephone: +266 22311082 Email: lsfinance@dhl.com For MyBill specific issues and queries:

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