



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.



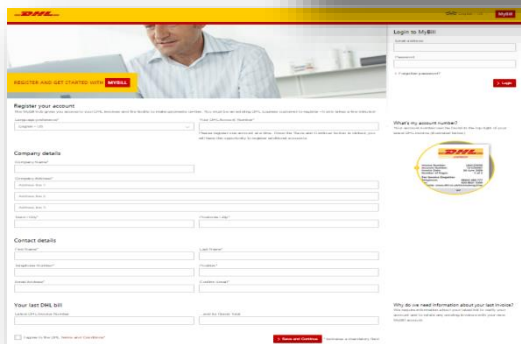
MyBill is a web based solution therefore the requirements for your browser are as followed:

- Apple Safari – Latest version
- Mozilla Firefox – Latest version
- Internet Explorer 9.0 or newer
- Google Chrome – Latest version

MyBill User Guide

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.

Customer Enrollment

Thank you for registering for DHL MyBill. Your request is being processed.

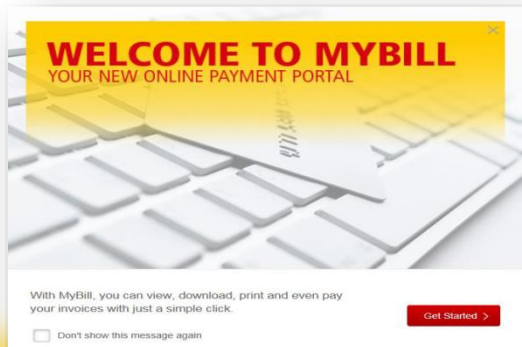
You will receive an email within 24 hours to inform you about the status of your request. Upon registration confirmation, you will be required to set your password to access DHL MyBill the first time. To ensure email delivery to your inbox, please add **<email address here>** to your address book or your safe list.

Sincerely,

The DHL MyBill team

[Enroll Another Account](#)

[Login to MyBill](#)



Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up. Here you can dismiss the message by clicking the 'X' in the top right of the message or by clicking the 'Get Started' button. Select to not have the message displayed again by ticking the 'Don't show this message again' box in the lower left corner of the message



THE SCREENS

MyBill User Guide

The Dashboard

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

Hi Hilary Hendriks, welcome to MyBill

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

\$ 112.20
1 Disputed Invoice

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

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	DUPLICATE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016		Overdue	48.41	0.00	0.00	48.41	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016		Overdue	143.09	0.00	0.00	143.09	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016		Overdue	52.47	0.00	0.00	52.47	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016		Overdue	76.66	0.00	0.00	76.66	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016		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.

Hi Hilary Hendriks, welcome to MyBill

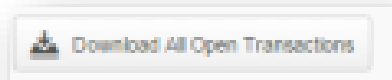
RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
86 Open Transactions

\$ 112.20
1 Disputed Invoice

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

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	DUPLICATE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print & Post (Standard region)		Volume Invoice	Feb 5, 2016	April 6, 2016		Overdue	112.20	112.20	112.20	0.00	S USD

Download All Open Transactions



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
86 Open Transactions

\$ 112.20
1 Disputed Invoice

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

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	DUPLICATE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account		Invoice	March 31, 2016	April 30, 2016		Overdue	22,612.81	0.00	0.00	22,612.81	JS MYR
	Print and Post Account		Invoice	May 19, 2016	June 18, 2016		Overdue	12,319.86	0.00	0.00	12,319.86	JS MYR
	Print and Post Account		Invoice	May 19, 2016	June 18, 2016		Overdue	11,863.20	0.00	0.00	11,863.20	JS MYR
	Printed by left group		Invoice	April 30, 2016	June 29, 2016		Overdue	164.48	0.00	0.00	164.48	RM MYR
	Printed by left group		Invoice	May 31, 2016	June 30, 2016		Overdue	1,015.30	0.00	0.00	1,015.30	JS MYR

Download All Open Transactions



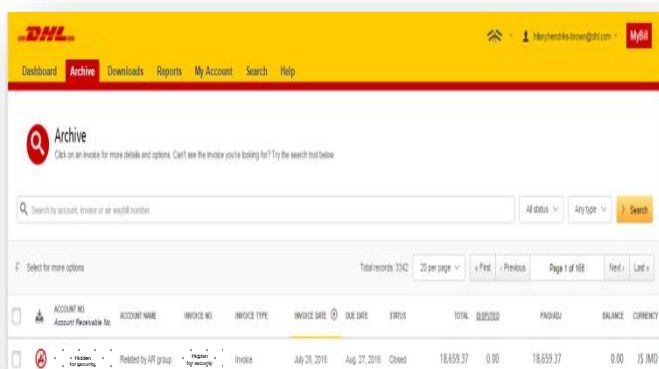
RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
86 Open Transactions

\$ 112.20
1 Disputed Invoice

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

MyBill User Guide

The Archive, Reports & Download Screens



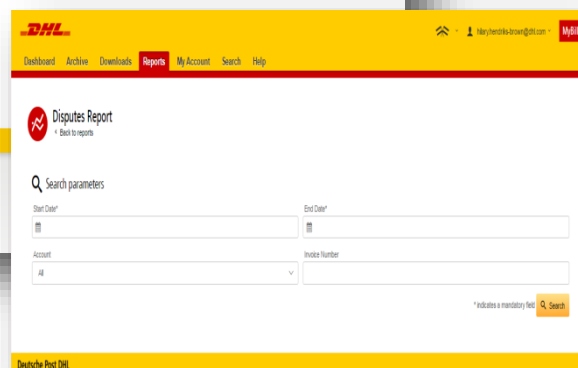
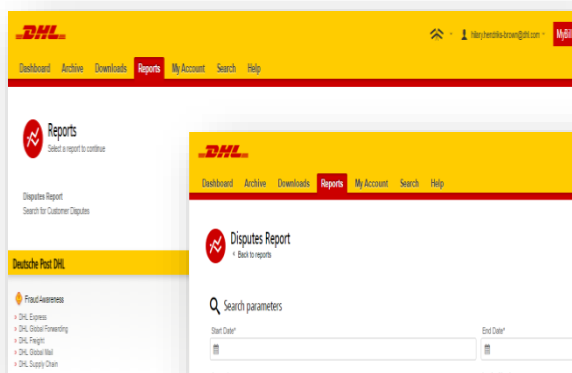
The Archive Screen

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.

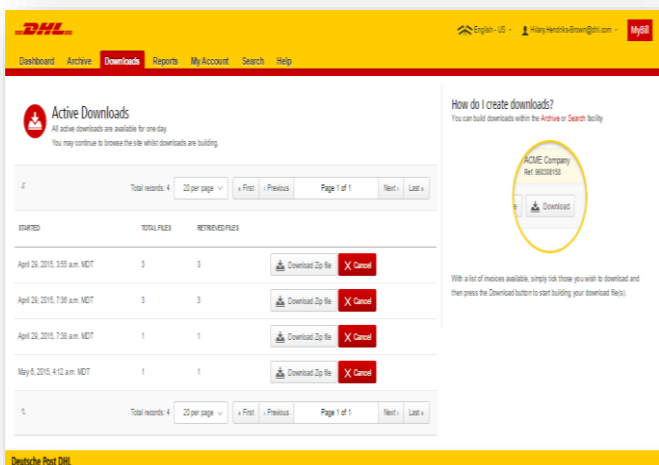
The Report Screen

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.



MyBill User Guide

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

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.

MyBill User Guide

My Account Screen

In the **My Account** screen you will find an overview of your account details. From this screen you can update your user details, change your password, view your open invoice summary and manage your accounts

The screenshot shows the 'My Account' section of the DHL MyBill interface. It includes a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The 'My Account' section is divided into three main areas: 'My User Details', 'Change Password', and 'Open Invoice Summary'.

My User Details: This section contains a form for updating user information. Fields include Email address (hilary.hendriks-brown@dhl.com), First Name (Hilary Hendriks), Last Name, Position, Telephone Number, Home Group (DHL US), Language Preference (English - US), and Timezone (Africa/Abidjan). A 'Save' button is located at the bottom left.

Change Password: This section includes a 'Change Password' button and a text box for the current password. Below it are fields for 'Enter a new password*' and 'Confirm new password*'. A note states: 'Your password must meet the password policy. Changing Password directly via MyBill, will not change your current DHL.com password for online shipping'. A 'Save' button is at the bottom right.

Open Invoice Summary: This section displays a table of invoice balances. The table has two main columns: 'TOTAL BALANCE' and 'TOTAL OVER DUE'. The data is as follows:

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

Below the table, there is a section for 'CURRENT' balances, categorized by aging: 30 DAYS, 60 DAYS, and 90+ DAYS.

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.

The screenshot shows the 'My Accounts' section. It includes a heading 'My Accounts' and a note: '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 1.800.722.0001. Upload new users'. Below this is a table with columns for 'ACCOUNT NUMBER', 'REACCOUNT', 'COMPANY NAME', and 'MESSAGE'. The table contains three rows of accounts, each with a 'Manage' button and a 'Me' button. The 'Me' buttons are linked to the email address 'freesimon@gmail.com'. At the bottom of the table, there is a pagination control showing 'Total records: 20', '20 per page', and navigation buttons for 'First', 'Previous', 'Page 1 of 2', 'Next', and 'Last'.

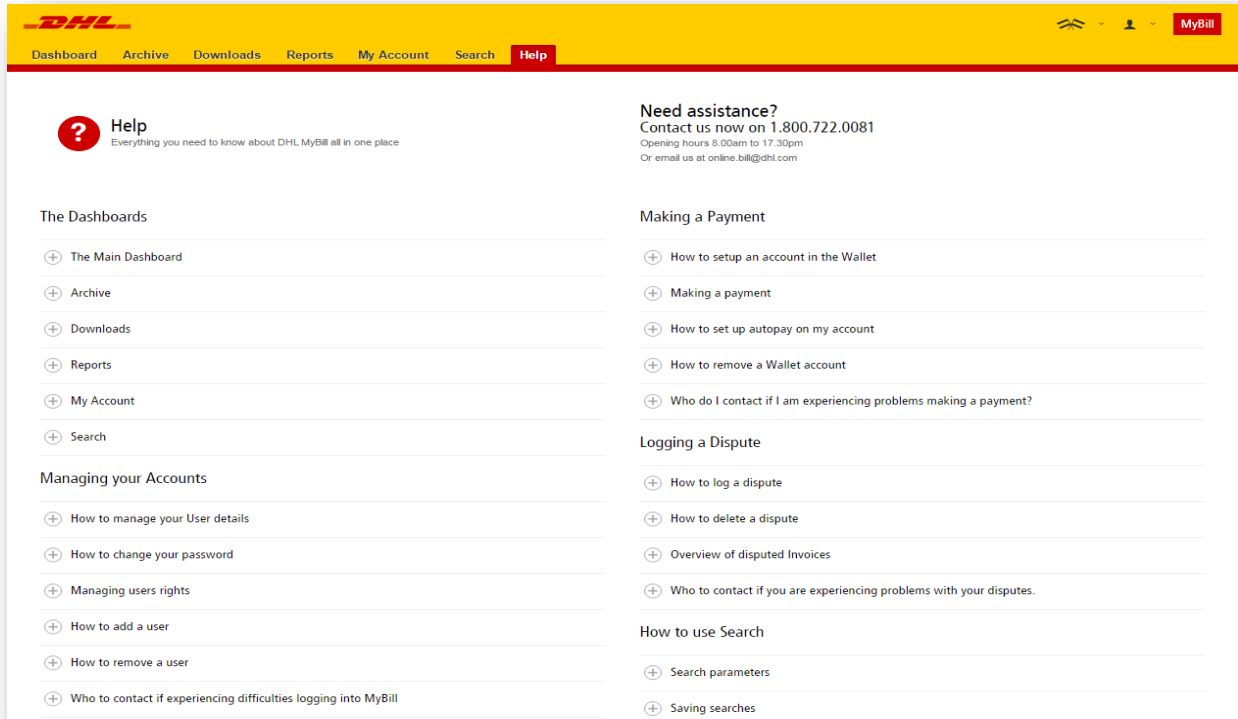
If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button will provide you with a list of rights you have for that account which include: *Manage users*, and *Dispute*.

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.

MyBill User Guide

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

MyBill User Guide

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

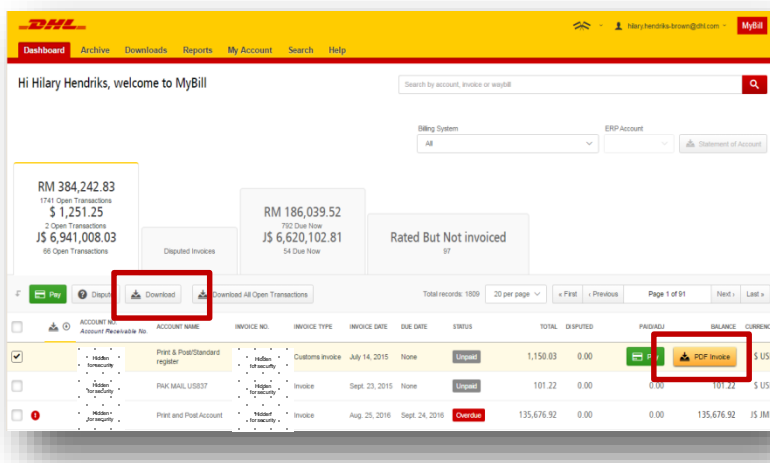
Option 1:

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

Option 2:

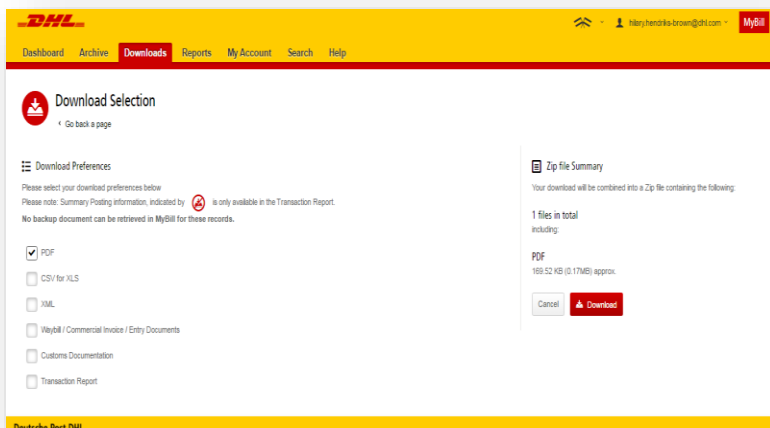
Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

Should you select the *Download* option you will be redirected to the **Downloads** screen where you can choose 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 first invoice is highlighted with a yellow background. A red box highlights the 'Download' button in the action column. Another red box highlights the 'PDF Invoice' button that appears on hover over the invoice line.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYDAYS	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	Hilary Hendriks	Print & Post/Standard register	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	101.22	\$ USD
<input type="checkbox"/>	FRANK MAIL US537	Invoice	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input type="checkbox"/>	Hilary Hendriks	Print and Post Account	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	US JMD



The screenshot shows the 'Download Selection' screen. It includes a 'Download Preferences' section with checkboxes for PDF, CSV for XLS, XML, MyBill / Commercial Invoice / Entry Documents, Customs Documentation, and Transaction Report. The PDF option is selected. A 'Zip file Summary' section indicates that the download will be combined into a Zip file containing 1 file in total, with a size of 168.52 KB (0.17MB) approx. A 'Download' button is visible at the bottom right.

MyBill User Guide

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

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

Disputed Invoices

RM 186,039.52
730 Due From
JS 6,620,102.81
54 Due From

Rated But Not Invoiced
97

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	STATUS	TOTAL	IS INVOICED	PAYABLE	BALANCE	CURRENCY
<input type="checkbox"/>	174888 - for sports	Print & Post/Standard register	174888 - for sports	Customers Invoice	July 14, 2016	None	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	174888 - for sports	Print & Post/Standard register	174888 - for sports	Invoice	Sept. 23, 2016	None	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	174888 - for sports	Print & Post/Standard register	174888 - for sports	Invoice	Aug. 25, 2016	Sept. 24, 2016	135,676.92	0.00	0.00	135,676.92	JS JMD
<input checked="" type="checkbox"/>	174888 - for sports	Print and Post/Account	174888 - for sports	Invoice	Aug. 11, 2016	Sept. 10, 2016	117,211.53	0.00	0.00	117,211.53	JS JMD

Multiple invoices

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

Download Selection

Go back a page

Download Preferences

Please select your download preferences below
Please note: Summary Posting information, indicated by is only available in the Transaction Report.
No backup document can be retrieved in MyBill for these records.

- PDF
- CSV for XLS
- XML
- Waybill / Commercial Invoice / Entry Documents
- Customs Documentation
- Transaction Report

Zip file Summary

Your download will be combined into a Zip file containing the following:

3 files in total including:

PDF
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
- Concatenated
- Customize Format
- 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
16.02 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 be redirected to the **Download** screen from where you can download your file.

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.

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Waybills & Supporting Documentation

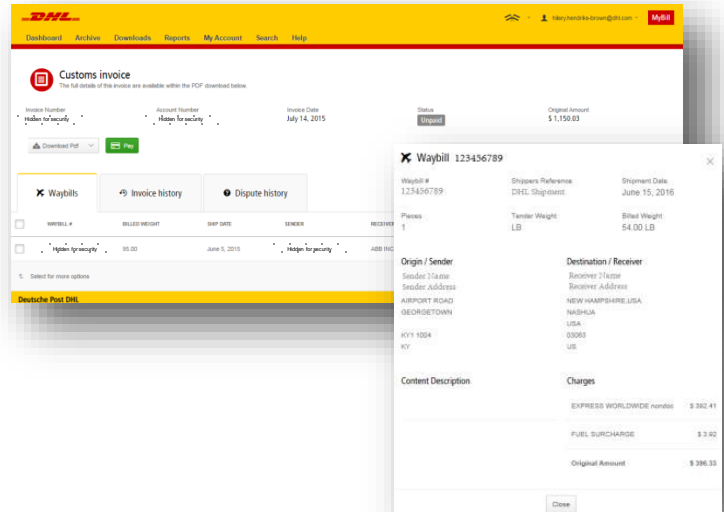
Waybills and Customs paperwork

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

Single invoices

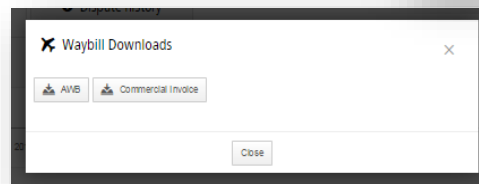
Option 1

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

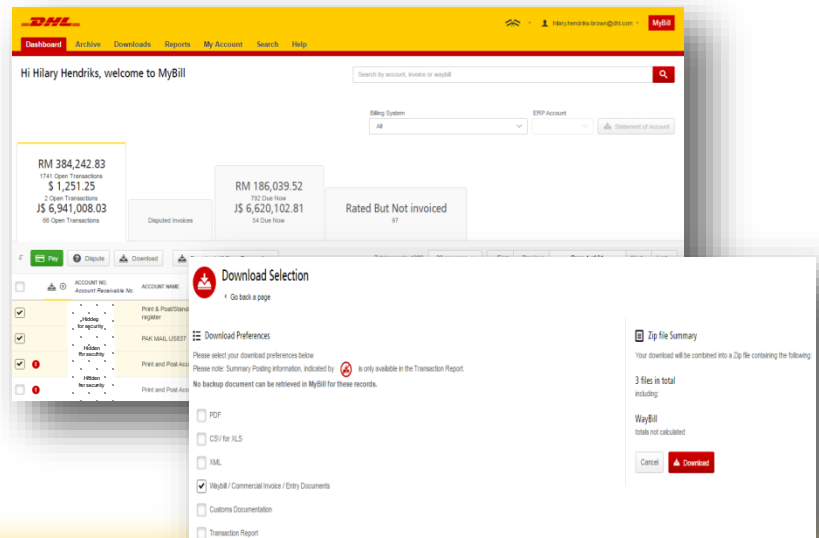
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.



MyBill User Guide

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 user interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and filters for 'Billing System' and 'ERP Account' are visible. The dashboard shows several key metrics: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), RM 179,405.91 (736 Due Now, JS 6,620,102.81), and a 'Rated But Not invoiced' status of 97. A 'Dispute' button is highlighted in the navigation bar.

The main area shows a list of invoices with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/AV', 'BALANCE', and 'CURRENCY'. Two invoices are selected, and the 'Dispute' button is active. Below the list, the 'Dispute invoices' screen is shown, featuring a question mark icon and the text: 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' A 'Back to dashboard screen' link is provided. A table lists the selected invoices:

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
[Redacted]	[Redacted]	Sept. 23. 2016	Unpaid	RM 44.44
[Redacted]	[Redacted]	Sept. 23. 2016	Unpaid	RM 143.09

Below the table, there's a 'Add a Comment' section with a dropdown for 'Select a dispute reason' and a text area for 'Add a comment'. A 'Submit dispute' button is at the bottom right. At the bottom of the page, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. The footer includes 'Deutsche Post DHL', 'Fraud Awareness' (with links to DHL Express, DHL Global Forwarding, DHL Freight, DHL Global Mail, and DHL Supply Chain), and 'Accessibility | Terms & Conditions | Privacy & Cookies 2014 © DHL International GmbH. All rights reserved.'




Note: Only one dispute can be logged per invoice

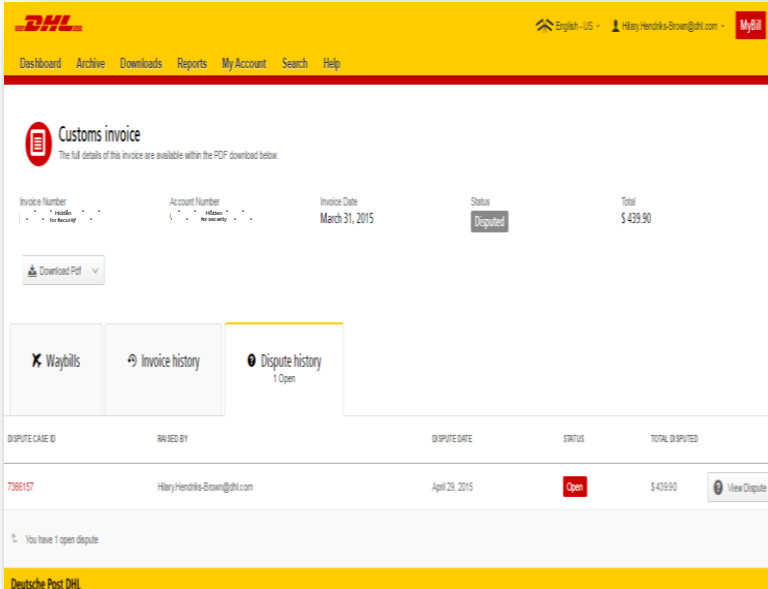
MyBill User Guide

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.

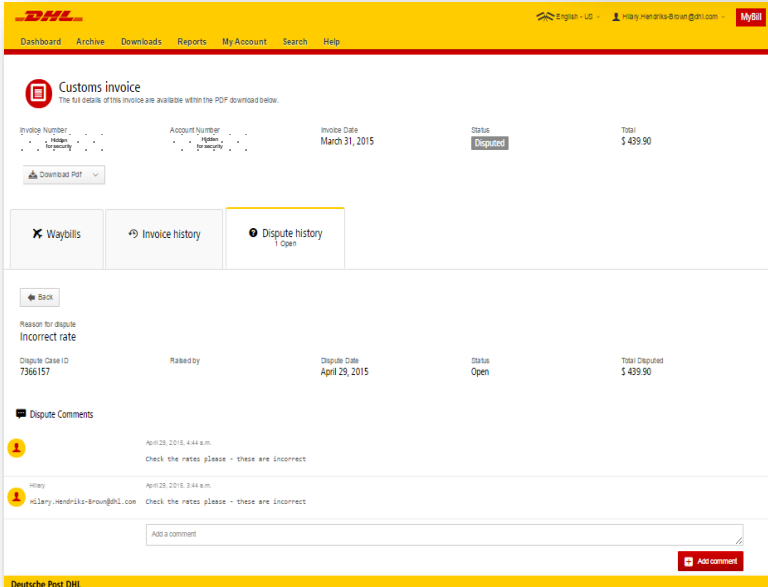
 Want an overview of all disputes? Go to the **Reports** screen and download the **Disputes Report**.



The screenshot shows the 'Customs invoice' dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below that, the 'Customs invoice' section displays details: Invoice Number (7366157), Account Number (Hilary Hendrika-Brown), Invoice Date (March 31, 2015), Status (Disputed), and Total (\$ 439.90). A 'Download Pdf' button is available. Below the details are three tabs: 'Waybills', 'Invoice history', and 'Dispute history' (1 Open). The 'Dispute history' tab is active, showing a table with the following data:

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

Below the table, it says 'You have 1 open dispute'. At the bottom, there's a 'Deutsche Post DHL' logo.



The screenshot shows the 'Dispute history' view for the selected dispute. It includes a 'Back' button and a 'Reason for dispute' section with the text 'Incorrect rate'. Below this is a table with the following data:

Dispute Case ID	Raised by	Dispute Date	Status	Total Disputed
7366157		April 29, 2015	Open	\$ 439.90

Below the table is a 'Dispute Comments' section. It shows a comment from Hilary.Hendrika-Brown@dhl.com on April 29, 2015, at 3:44 a.m., with the text 'Check the rates please - these are incorrect'. There is an 'Add comment' button at the bottom right.

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**

MyBill User Guide

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

RM 384,242.83
1141 Open Transactions
\$ 1,251.25
881 Open Transactions
J\$ 6,941,008.03
81 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
881 Open Items
J\$ 6,620,102.81
94 Open Items

Rated But Not Invoiced
57

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

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*	1.50 W	Sept. 13, 2018	HRG	PLN	USD	19.58	0.00	0.00	0.00	18.94	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	2.00 V	Sept. 8, 2018	DMA	PLN	USD	19.27	0.00	0.00	0.00	20.62	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	2.00 W	Sept. 8, 2018	SGN	PLN	USD	31.80	0.00	0.00	0.00	34.38	View Invoice
Rated but not Invoiced	Rated but not Invoiced	N	3.00 S	Sept. 14, 2018	KUL	PLN	USD	22.00	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	BKK	PLN	USD	12.40	0.00	0.00	0.00	58.62	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.00 W	Sept. 12, 2018	HRG	PLN	USD	13.89	0.00	0.00	0.00	15.01	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	8.00 S	Sept. 13, 2018	SN	PLN	USD	30.28	0.00	0.00	0.00	32.70	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated but not Invoiced	Rated but not Invoiced	N	10.00 S	Sept. 14, 2018	KUL	PLN	USD	10.54	0.00	0.00	3.27	57.88	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated but not Invoiced	Rated but not Invoiced	N	3.00 S	Sept. 15, 2018	KUL	PLN	USD	20.74	0.00	0.00	1.34	23.79	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	18.00 W	Sept. 8, 2018	BKJ	PLN	USD	103.71	0.00	0.00	0.98	133.29	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	13.00 S	Sept. 8, 2018	SGN	PLN	USD	79.90	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	PLN	USD	44.00	0.00	0.00	0.00	47.84	View Invoice
Rated but not Invoiced	Rated but not Invoiced	N	2.00 W	Sept. 15, 2018	KUL	PLN	USD	18.98	0.00	0.00	1.20	21.28	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated but not Invoiced	Rated but not Invoiced	N	1.00 W	Sept. 15, 2018	PLN	PLN	USD	12.00	0.00	0.00	0.78	13.77	View Invoice
Rated but not Invoiced	Rated but not Invoiced	1*	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice

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

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

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Find frequently asked questions answered
Download PDF

Deutsche Post DHL

Final Address
DHL Express

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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.

MyBill User Guide

Rated but not Invoiced - RBNI

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
0 Open Transactions
J\$ 6,941,008.03
10 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
85 Open Transactions
J\$ 6,620,102.81
54 Open Transactions

Rated But Not Invoiced
97

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	11.50 B	Sept. 15, 2016	PEN	KUL	USD	51.83	0.00	0.00	3.36	59.37	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	5.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	0.50 B	Sept. 15, 2016	PEN	BLR	USD	6.10	0.00	0.00	0.20	11.53	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	10.00 W	Sept. 15, 2016	PEN	KUL	USD	47.96	0.00	0.00	3.11	54.04	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	3.00 B	Sept. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	2.50 W	Sept. 15, 2016	KUL	PEN	USD	18.58	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	1.00 W	Sept. 15, 2016	PEN	PEN	USD	12.00	0.00	0.00	0.76	13.77	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
1741 Open Transactions
\$ 1,251.25
0 Open Transactions
J\$ 6,941,008.03
10 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
85 Open Transactions
J\$ 6,620,102.81
54 Open Transactions

Rated But Not Invoiced
97

Download All Open Transactions

Configure Download Options

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	11.50 B	Sept. 15, 2016	PEN	KUL	USD	51.83	0.00	0.00	3.36	59.37	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	5.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	0.50 B	Sept. 15, 2016	PEN	BLR	USD	6.10	0.00	0.00	0.20	11.53	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	10.00 W	Sept. 15, 2016	PEN	KUL	USD	47.96	0.00	0.00	3.11	54.04	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	3.00 B	Sept. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	2.50 W	Sept. 15, 2016	KUL	PEN	USD	18.58	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks	Hilary Hendriks	Hilary Hendriks	1.00 W	Sept. 15, 2016	PEN	PEN	USD	12.00	0.00	0.00	0.76	13.77	View Image

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

Excluded Column Header

Included Column Header

Export options

Export Format

Save all settings for later?

Deutsche Post DHL

MyBill User Guide

Tariff Enquiry

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

The screenshot shows the DHL MyBill Dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation, a greeting says 'Hi Hilary, welcome to MyBill'. There are three main tabs: 'RM 12,540.66' (31 Open Transactions), 'Disputed Invoices' (RM 12,540.66, 31 Due Now), and 'Tariff Enquiry' (31 Due Now). The 'Tariff Enquiry' tab is highlighted. Below the tabs is a table with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PENDING, BALANCE, and CURRENCY. The table contains several rows of invoice data.

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.

The screenshot shows the DHL MyBill Tariff Enquiry form. It has a search bar at the top and a navigation bar. Below the navigation, there are three tabs: 'RM 12,540.66' (31 Open Transactions), 'Disputed Invoices' (RM 12,540.66, 31 Due Now), and 'Tariff Enquiry' (31 Due Now). The 'Tariff Enquiry' tab is selected. The form is divided into several sections: '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*), and 'Piece Details' (Number of Pieces*, Durable Material, Declared Value, Units, kg, cm, lbs). At the bottom, there are input fields for weight (kg) and dimensions (LENGTH (cm), WIDTH (cm), HEIGHT (cm)). A search button is located at the bottom right.

MyBill User Guide

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 (RM Open Transactions) | Disputed Invoices: RM 186,029.52 | Rated But Not Invoiced: 0

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	TOTAL	EXPANDED	INVOICE	BALANCE	CURRENCY	
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	142.70	0.00	0.00	142.70	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	95.58	0.00	0.00	95.58	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	122.98	0.00	0.00	122.98	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	168.29	0.00	0.00	168.29	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	120.04	0.00	0.00	120.04	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	May 27, 2016	July 26, 2016	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	May 27, 2016	July 26, 2016	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
Hilary, Hilary	Print and Post Account	Hilary, Hilary	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: Hilary, Hilary | Account Number: Hilary, Hilary | Invoice Date: July 29, 2016 | Status: Overdue | Original amount: RM 54.34

Waybills | Invoice History | Dispute History

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
EXP00000000	1.00	July 29, 2016	Hilary, Hilary	Hilary, Hilary		Track Image

Deutsche Post DHL

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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: Signed for by: MR T | Got Signature Proof of Delivery

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

Thursday, July 21, 2016	Location	Time	Piece
11 Delivered - Signed for by: MR THIAN TUN OOI	PENANG	14:59	1 Piece
10 With delivery cover	PENANG - MALAYSIA	12:04	1 Piece
9 Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:39	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	Piece
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.

MyBill User Guide

Invoice Breakdown

DHL Express INVOICE 

1 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

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

3 For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: **7** www.mybill.dhl.com/login

4 Type of Service	5 Number of Shipments	6 Total Weight	Number of Items	Standard Shipping Charge	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	12 Analysis of Discounts	Total
EXTENDED LIABILITY	72.00	Weight Charge Discount (w)	-1,012.07
FUEL SURCHARGE	41.15		
Total Extra Charges	113.15	Total Discounts	-1,012.07

13 Payment due date: 21-09-16

14 Total Amount (USD) **Total (Incl. VAT)** 746.71

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

16 **Payment Instructions**

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

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: BDA0 12345 Account Number: 999999999 Invoice Date: 22-08-16 Number of Pages: 7 of 7		2 INVOICE											
3 Air Waybill Number	4 Shippers Reference	5 Shipment Date	6 Origin / Consignor	7 Destination / Consignee	8 Type of Service	9 Weight in Kg	10 Number of Items	11 Standard Charge	12 Discount / Code	13 Extra Charges Description	14 Extra Charges Amount	15 Total amount (incl. VAT)	
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BM-, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, 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	23.30 4.00 0.58	
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58	
						Total:	25.60	25	1,645.63	-1,012.07		113.15	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 Gambia

For Invoice enquiries:

Telephone: +223 2023 8018

Email: MLqueryhandler@dhl.com

For MyBill specific issues and queries:

Telephone: +223 2023 8018

Email: Mali.mybill@dhl.com