MyBill DHL MyBill User Guide

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DHL INVOICES

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 **MM.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.

Customer Enrollment	
Thank you for registering for DH	HL MyBill. Your request is being processed.
Upon registration confirmation, MyBill the first time. To ensure e	24 hours to inform you about the status of your request. you will be required to set your password to access DHL email delivery to your inbox, please add to your address book or your safe list.
Sincerely,	
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



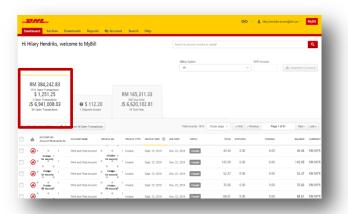


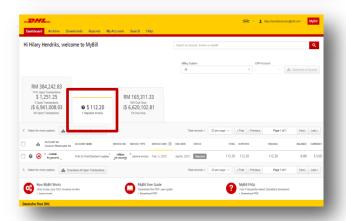


THE SCREENS

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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	0 6	tor section	Υ	Related by AR group		3 Invoice	April 30, 2016	June 29, 2016	Overdue	164.48	0.00	0.00	164.48	RM MI

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

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

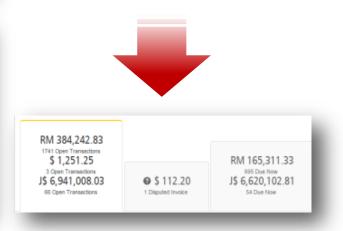
Disputed Invoices - All open disputed invoices and their corresponding dispute information can be found here.

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).





Dashbo	ard Archive Do	wnloads Repor	ts My Accou	nt Search	Help								
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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

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

Reports Select a report to continue			
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t	Total records: 4	20 per page $ \lor $	< Fist	Previous	Page 1 of 1	Net	Last »	

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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shboard Archive Downloads Reports My Acco	ount Search Help						
Search Invoices							
Did you know you can save search criteria as a saved search?							
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	Invoice Date						
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	Save as "Saved Search"?						
	Enter a name						
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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

DHL				🔆 🕤 🚹 hilary.hendriks-brown@dhl.com 🗧	MyBill
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Email address				culture or record parameter or ormite enginery	
hilary.hendriks-brown@dhl.com				Your current password*	
First Name Hilary Hendriks	Last Name				
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	TOTAL BALANCE		TOTAL OVER		
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Name details, Telephone	\$ 0.00	My Accounts			
•	J\$ 0.00	-		your user profile. You may also invite other users to your Accounts. rt number and request via email to 1.800.722.0081	
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etc.		-			
		Select for more options			
Change Password				Total records: 29 20 per page 🗸 🤞 « Finst » « Pre-	Nous Page 1 of 2 Next> Last>
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password should you wish to. Plea	0,	ACCOUNT NUMBER ()	AKACCOURT CORPARTINGE	INVISC:	
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align with your MyDHL passwore	<u>d. This will</u>	tor spearly	a a	1 Manage Me	
need to be altered/changed sepa		C	* * Related by AR group	1 Manage Ne meesimon@gmail.com	

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 Help	🦟 - 主 - <mark>MyBill</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.bill@dhl.com
The Dashboards	Making a Payment
① The Main Dashboard	+ How to setup an account in the Wallet
(+) Archive	+ Making a payment
(+) Downloads	\oplus 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
(\div) How to change your password	Overview of disputed Invoices
+ Managing users rights	$\oplus\;$ Who to contact if you are experiencing problems with your disputes.
$(\div) \;\; {\rm How} \; {\rm to} \; {\rm add} \; {\rm a} \; {\rm user}$	How to use Search
$(\div) \;\; \mbox{How to remove a user}$	⊕ Search parameters
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

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

Viewing an Invoice

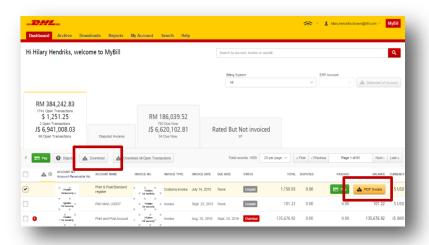
There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.



Single invoices

Option 1:

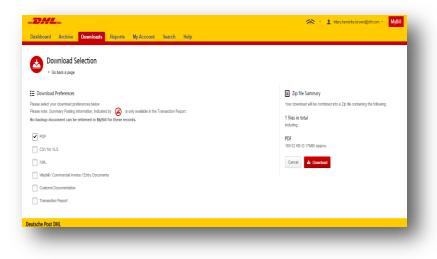
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.



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

	welco	me to MyBill					Search by ac	ount, invoice o	r waybill				٩
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							All			~	~ 4	Statement of J	lecount
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\$ 1,251.25 2 Open Transections				75	186,039.52								
J\$ 6,941,008.0	3	Disputed Invoices	15		620,102.81 4 Due Now		Rated But	Not invo	iced				
🖶 Pay 🕘 Disput	-	Download 📥 Dow	inload All Open	Trans	ections		Total re	cords: 1809	20 per page \vee	< Pirst < Previous	Page 1 of 91	Next>	Last »
ACCOUNT N Account Pa	0. rceivable No	ACCOUNT NAME	INVOICE NO.		INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	D SPUTED	PAIDIADJ	BALANCE	CURRENCY
Hidden for securi		Print & Post/Standard register	Hiddan for security	ŀ	Customs invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
Nidder for securi	v .	PAK MAIL US837	Hidden for security		Invoice	Sept. 23, 2015	i None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
0 Hidden	v .	Print and Post Account	Hidden for security	. '	Involce	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	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.

DHL	🔆 🔨 1 hileryhendriks-brown@chi.com 🖌 MyBill
Dashboard Archive Downloads Reports My Account Search Help	
Control and Selection	
Download Preferences Please which professional professional bolice Please which prove that professional bolice Please index Summary study information, index in the Transaction Report. No backup document can be retrieved in MpDII for these records.	Zip file Summary Your download will be contineed into a Zip file containing the following: 3 Ref. in total including
POF CSVfarXLS	PDF 505.56 K9 (0.5048) approx.
XXIL Vib/bil / Commonial Invoke / Entry Documents Customs Documentation	Cancel A Developed
Transaction Report	
Deutsche Post DHL	

As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.

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Download Selection	
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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

ashboard Archive Downloads Reports	My Account Search Help	
CSV Configuration		
Pre-saved configurations 🔞	V Loss	d 🗇 Delete
Excluded Column Header 🛛 🔞	Included Column Header	Export options
	Billing Account	A
	Invoice Number	 Sort order
	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 V
	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	Jave
	Billing Postcode	

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

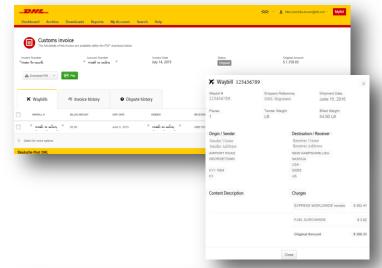
Waybills and Customs paperwork

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

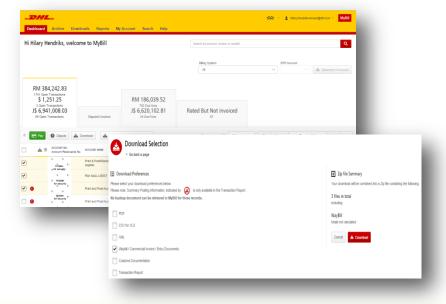
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.

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				Billing System	ERP Account	Statement of Account		
RM 384,242.83 1741 Open Transactions \$ 1,251.25		RM 179,4						
3 Open Transactions J\$ 6,941,008.03 66 Open Transactions	\$ 112.20 Disputed Invoice	736 Due 1 J\$ 6,620, 54 Due N	02.81	Rated But Not invoiced				
Pay O Dispute	Download 🔬 Download	All Open Transactions		Total records: 1810 20 per p	ege 🗸 🛛 e Finit e Previous	Page 1 of 91 Next > Last >		
ACCOUNT NO. Account Receivable No.	ACCOUNT NAME INVOICE	NO. INVOICE TYPE) DUE DATE STATUS	TOTAL DISPUTED PARE	ADJ BALANCE CURRENCY		
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Hiddan br security	Print and Post Account	invoice	Sept. 23, 201	Hiddin - 🙆	Hidden Tor security	Sept. 23, 2016	Unpaid	RM 143
				Add a Comment Please provide the reason for your dispute and	any further comments below.			
				Select a dispute reason				
				Add a comment				
								> Submit dep
				How MyBill Works How to pay your DHL invoices on-In Learn more	. (MyBill User Guide Download the PDF user guide > Download PDF	MyBill FAQs Your Frequently A	sked Questions answered
				Deutsche Post DHL				
				Fraud Awareness DHL Express DHL Stobal Forwarding DHL Freight DHL Global Mall DHL Supp) Chain				Accessibility Terms & Conditions Privacy & C 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.

	Dashboard Archive	Downloads Reports	My Account Search Help		🔆 English - US -	🛔 Hiary.Hendriks-Grown@dhi	lcom v MyBill
Go to the Disputed Invoice dashboard and select the invoice you wish to update. Select the Dispute History tab and then the <i>View Dispute</i> button.	Invoice Number	Invoice f this mode are available within the PC Account Number ! * * ******	Invoice D			Total \$ 439.90	
Want an overview of all disputes? Go to the Reports screen and download the	🗶 Waybills	එ Invoice history	Dispute history 1 Open				
Disputes Report.	DISPUTE CASE D	RAISED BY		DISPUTE DATE	STATUS	TOTAL DISPUTED	
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	1. You have 1 open dispute						
	Deutsche Post DHL						

DHL						🔆 English - US 🗸	Hilary Hendriks-Brown @dhi.com -	MyBill
Dashboard Archive	Downl	oads Reports I	ly Account Search	Help				
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Involce Number Hidden for security		Account Number Hiddes for security		Involce Date March 31, 2015	Disputed		Total \$ 439.90	
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Reason for dispute								
Incorrect rate								
Dispute Case ID 7366157		Railed by		Dispute Date April 29, 2015	Status Open		Total Disputed \$ 439.90	
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1		April 29, 2015, 4:44 a.m. Check the rates please	- these are incorrect					
Hiary Hilary.Hendriks-Brow		Ap:1129, 2015, 3:44 a.m. Check the rates please	- these are incorrect					
		Add a comment						1
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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

DHL_

Dashboard Archive Downloads

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

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

•

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*

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				Disputed	d Invoices		RM [·]	186,0	39.52	J	
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ation Print	and Post Account	Hidden for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MY
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Reports My Account Search Help



MyBill User Guide

Making a Payment

COUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE		PAYMENT AMOUNT
99999999	Print and Post Account	KIN12345	Oct. 30, 2015	Nov. 29, 2015		\$ 15.00
					Total to pay	\$ 15.00
tal payment amount MD 15.00						
VISA Credit Card						
	CO VISA					
Card Number						
Card Holder Name						
Card Expiry Date	✓ / ✓					
cw	What is CVV?					
		Pay				

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 🛛 🖡	Next > L	Last >
elect for more options 🛓 Download AI Open Transactions Total records: 25 20 per page 🗸 « First « Previous P		

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	rwaybill				Q
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\$ 47.43 1 Open Transactions	Disputed Invoices		\$ 47.43 1 Due Now		0/10*			suunn	· .	Conserverie of A	veccuni
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	Print and Post Account	REN12545	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ M0

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.



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

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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

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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.

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Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options*.

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format.

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



Tariff Enquiry

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

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	0 🏽	Hiddin topercurity		Acc.created by Mass upload	Hiddin to security	Customs invoice	April 23, 2016	April 30, 2016	Overdue	103.74	0.00	0.00	103.74	RM MYR		
	0 @	Hidden for security		Acc.created by Mass	Hidden bit security#	Customs invoice	Aug 22, 2016	April 29, 2016	Overdue	311.15	0.00	_DH				

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

Once in the **Tariff Enquiry** screen you will need to enter numerous details on which to base your enquiry.

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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.

		Billing System	ERP Account
		SAP (DHL Express Malaysia, DHL MY)	✓ ✓ 📥 Statement of Ac
	Pay Now		
RM 12,540.66 31 Open Transactions Disputed Inv	RM 12,540.66 31 Due Now	Tariff Enquiry	
From Srigin Country"		To Destination Country*	
√ Drigin Zp		V Destination Zp Code	
òrigin City* ✓		Destination City*	
Xigin Suburb		Destination Suburb	
Shipment Details		Account Details Account Number 55005050 V	
Piece Details		Dutable Naterial Declared Value Units Ng em e brin	
WEIGHT (NG) *	LENGTH (CM)	WOTH (CM)	HEIGHT (CM)
0.10 kg	cm	cm	cm



Track & Trace

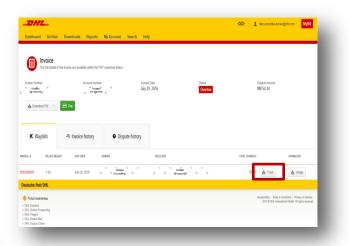
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

Hi Hilary Hendriks, welcome to MyBill							Search by account, involue or waybill					Q			
								Billing System	na Malavsia, DHL	.M00 ~~	ERP Account		A Statement of		
						E Pay Now		SAP (DRLEspin	ras Massysa, CPC		1301102252		 Statement of 	Account	
		4,242.83 Transactions		Disputed Invokes		186,039.52 12 Due Now		Rated But	Not invoi	ced					
F 9	elect for mor	* options	📥 Downlos	ed All Open Transactions				Tok	al records: 1741	20 per page $ \smallsetminus $	e Pinit - Previous	Page 1 of 88	Nets	Let >	
	▲ 0	ACCOUNT IN Account Pa	0. Iowivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	\$79715	TOTAL	DI SPUTED	PADADJ	BALANCE	CURRENCY	
•	D	Hidden for Becurit		Print and Post-Account	Hidden *	Invoice	aay 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR	
•	D	Hidden for security Hidden		Print and Post-Account	Hidden	Invoke	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR	
•	D	The security Hidden for security		Print and Post-Account	for security = Hidden for security	Invoke	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR	
•	D	Hidden for Becurit		Print and Post-Account	Hidden for security	Invoke	July 29, 2016	Sept. 27, 2010	Overdue	54.34	0.00	-0.01	54.35	RM MYR	
•	D	Hidden for security Hidden		Print and Post Account	Hidden for security Hidden	Invoke	34y 29, 2016	Sept. 27, 2016	Overdue	122.98	0.00	0.00	122.98	RM MYR	
•	D	for security Hidden		Print and Post-Account		Invoice	July 29, 2016	Sept. 27, 2016	Overdue	168.29	0.00	0.00	168.29	RM MYR	
•	9	Hidden for security		Print and Post-Account	= Hidden for security	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	120.04	0.00	0.00	120.04	RM MYR	
•	0 @	Hidden for security Hidden	-	Print and Post-Account	Hidden for security Hidden	Invoke	May 27, 2019	July 26, 2016	Overdue	1.262.69	0.00	0.00	1.262.69	RM MYR	
•	0 6	for security Hidden		Print and PostAccourt	for security Hidden for security	Invoke	May 27, 2018	July 26, 2016	Overdue	5,883.91	0.00	0.00	5,883.91	RM MYR	
		for security Hidden for security		Print and PostAccourt	Hidden tor security	/ Invoice	May 31, 2018	July 30, 2016	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	ommerc	e Logistics Mail Press	Careers About Us		ent Search 🔊
10pp	Tra	Global Express Tracking ck DHL Express Shipments s the faatest way to check the status of your si ed progress as your shipment speeds throug	hipment. No need to call Customer Ser	vice – our onli	ine results give you real-time,
kpress	Resu	It Summary			
MyDHL Shipping Tracking	V	Waybill: Signed for by: MR 1 > Get Signature Proof of Delivery	Thursday, July 21, 2016 at 14:59 Origin Service Area: > HONG KONG - HONG KONG - HONG Destination Service Area: > PENANG - PENANG - MALAYSIA	I Piece	
 Monitor Shipments 	Thur	sday, July 21, 2016	Location	Time	Piece
 Tracking FAQs Track by Shipper's Reference 	11	Delivered - Signed for by : MR THAN TUN OO	PENANG	14:59	I Piece
Tracking Tools	10	With delivery courier	PENANG - MALAYSIA	12:04	1 Piece
 Electronic Proof of Delivery 	9	Clearance processing complete at PENANG - MALA/SIA	PENANG - MALAYSIA	09:39	1 Piece
Customs Services and Support	8	Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23	1 Piece
Export Services	7	Customs status updated	PENANG - MALAYSIA	07:20	
Import Services	6	Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:36	1 Piece
Domestic Services	5	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:26	
Optional Services					1 Piece
Industry Solutions Small Business Solutions		nesday, July 20, 2016	Location	Time	Piece
Resource Center	4	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07	1 Piece
Resource Center	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
		Details			

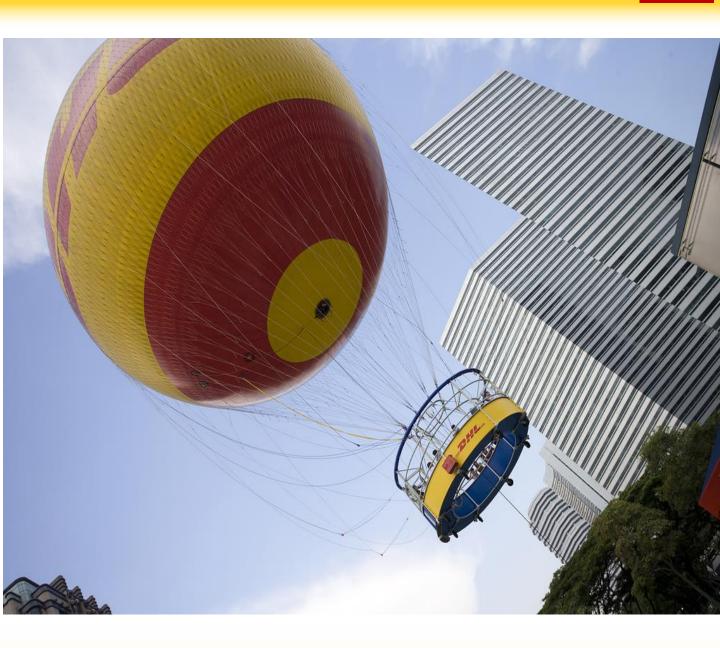
Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.



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

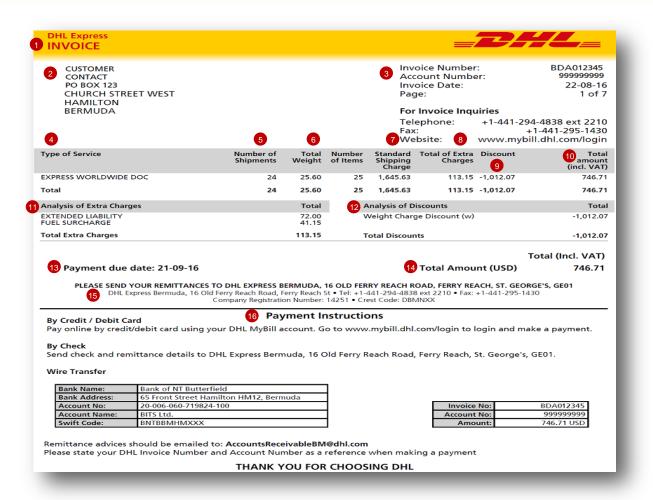




DHL INVOICES

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

Invoice Breakdown



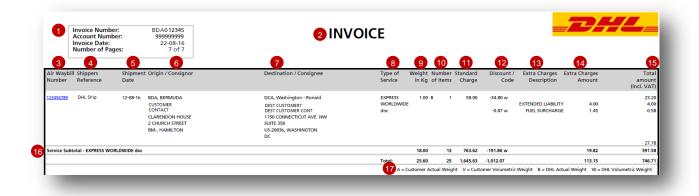
- Type of invoice: Invoice, Credit note, etc.
- 2 Customer Name and Billing Address
- 3 Customer Billing Information: Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)
- Type of Service: Description of service
- Solution of Shipments: Total number of shipments 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
- Type of Service: Description of service
- Shippers Reference: Reference information provided in the Waybill

Shipment Date: Date the shipment was sent

6 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
- 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 Myanmar

For Invoice enquiries:

Telephone: +95-1-2305 405 Fax: +95-1-2305 404 Email: mm.billing.query@dhl.com For MyBill specific issues and queries:

Telephone: +95-1-2305 405 **Fax**: +95-1-2305 404 **Email**: myanmar.mybill@dhl.com

