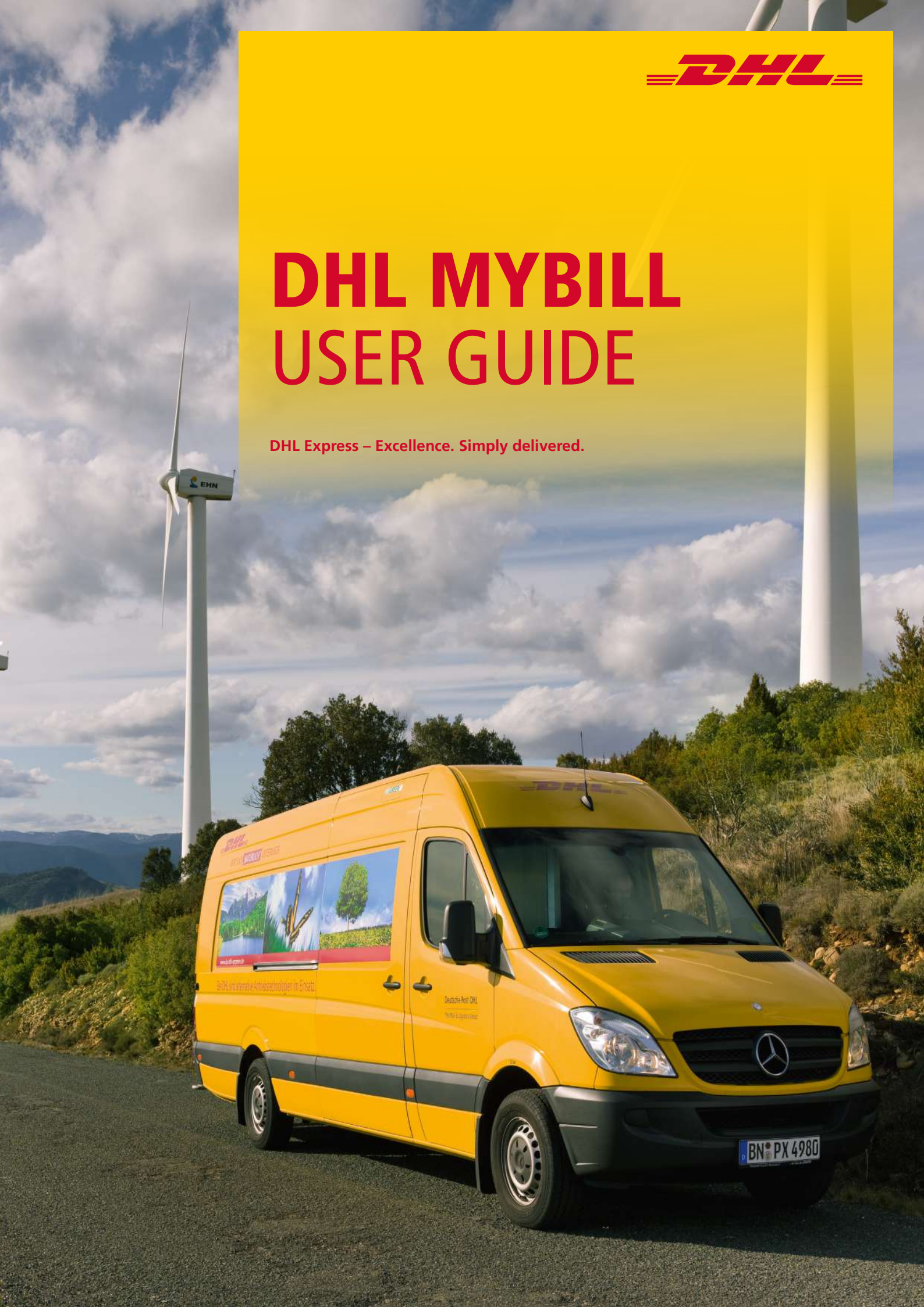
DHL MYBILL
USER GUIDE

DHL Express – Excellence. Simply delivered.



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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 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.

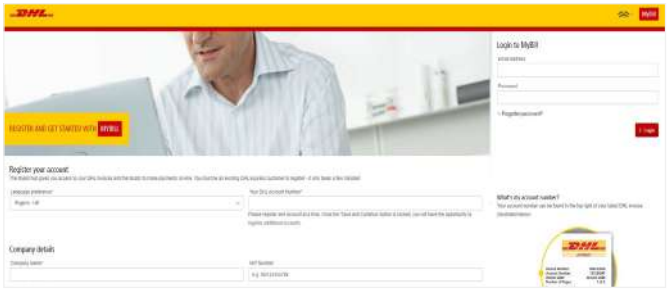
MYBILL IS A WEB BASED SOLUTION THEREFORE THE REQUIREMENTS FOR YOUR BROWSER ARE AS FOLLOWS

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

*If applicable

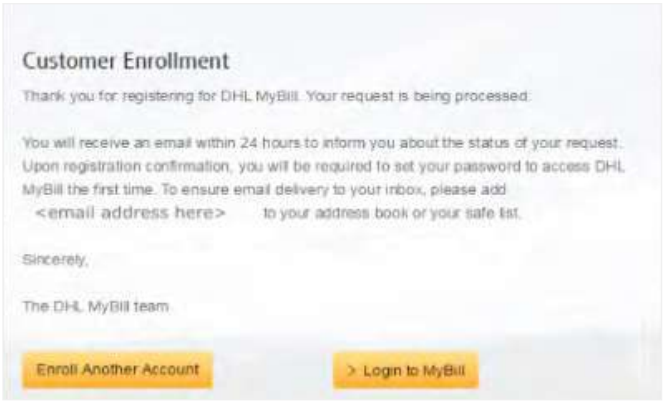
REGISTERING FOR MYBILL

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 in the confirmation (where the text <email address here> is shown in the image). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk email.



Once your request has been approved, the email will contain a link to set your password for logging in to MyBill. Once you have successfully logged in to MyBill, a welcome message will pop up.

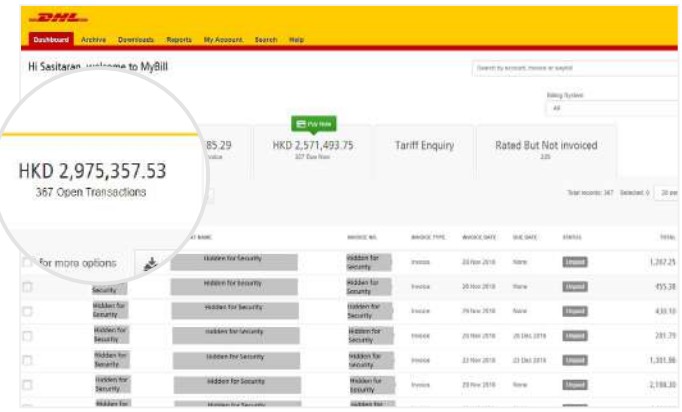
Here you can dismiss the message by clicking the 'X' in the top right of the message or by clicking the 'Get Started' button. Select to not have the message displayed again by ticking the 'Don't show this message again' box in the lower left corner of the message.

THE SCREENS

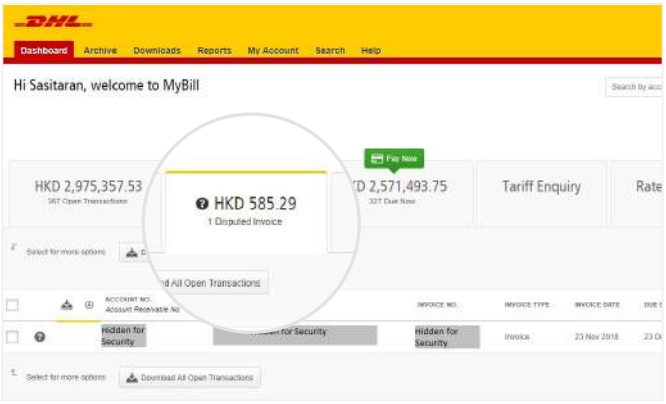
THE DASHBOARD

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**.

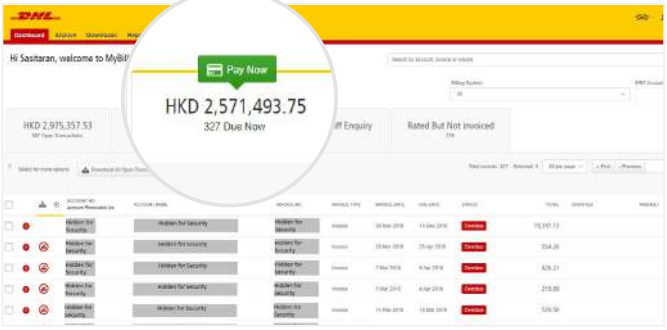
In the main **Dashboard** your invoices are divided into 3 categories:



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.

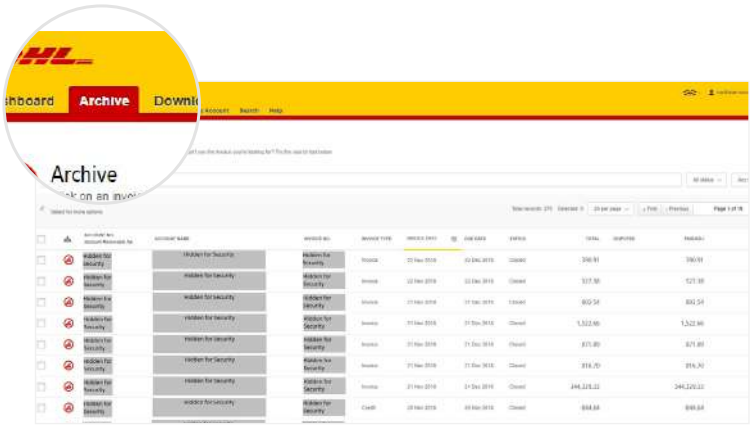
In the event that you use MyBill for multiple countries or territories, the totals will subsequently be shown separately in the invoice currency of each country/ territory.

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.

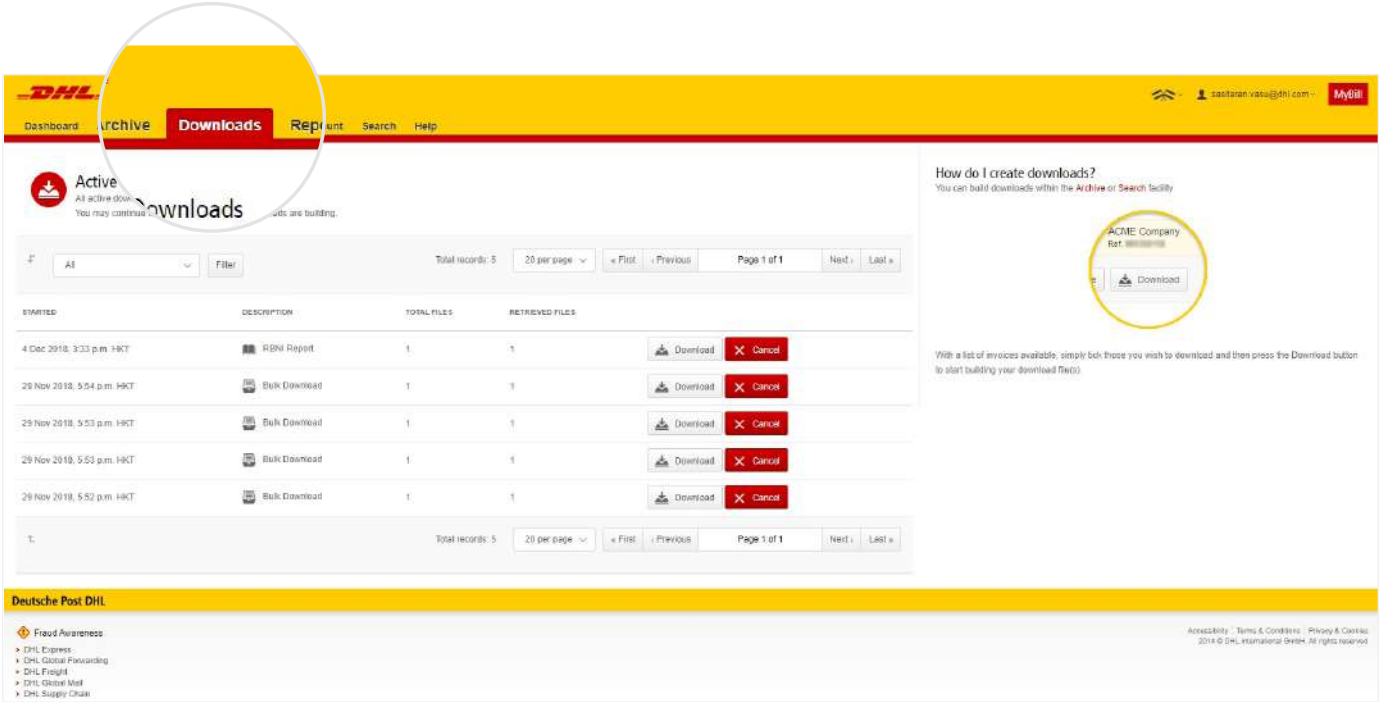


THE REPORT SCREEN

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.

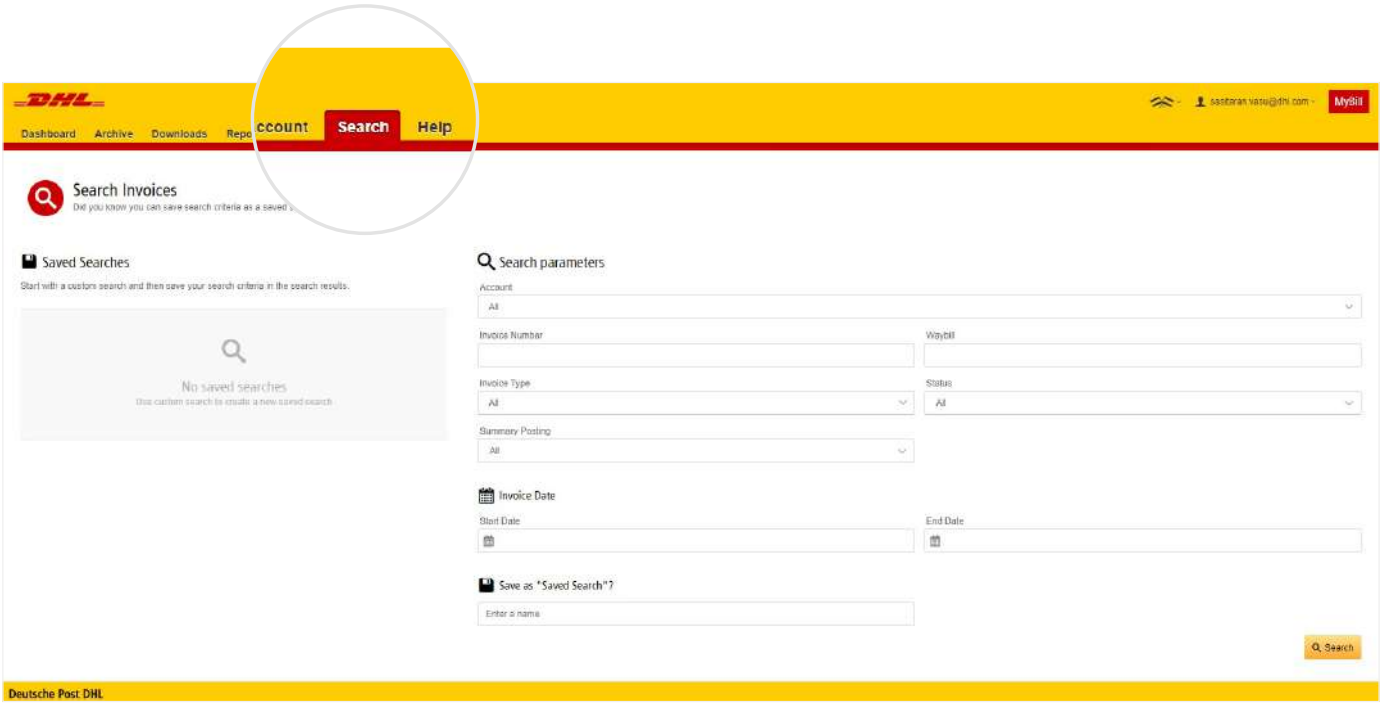
THE DOWNLOADS SCREEN

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, select the *Cancel* button.



THE SEARCH SCREEN

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



Simply select the parameters you wish to search on and select the *Search* button.

Available search parameters include:

- Account
- Invoice Number
- Waybill
- Invoice Type
- Status
- Start & End Dates

Note: Start & End Dates refer to the invoices dates and not to shipment details.

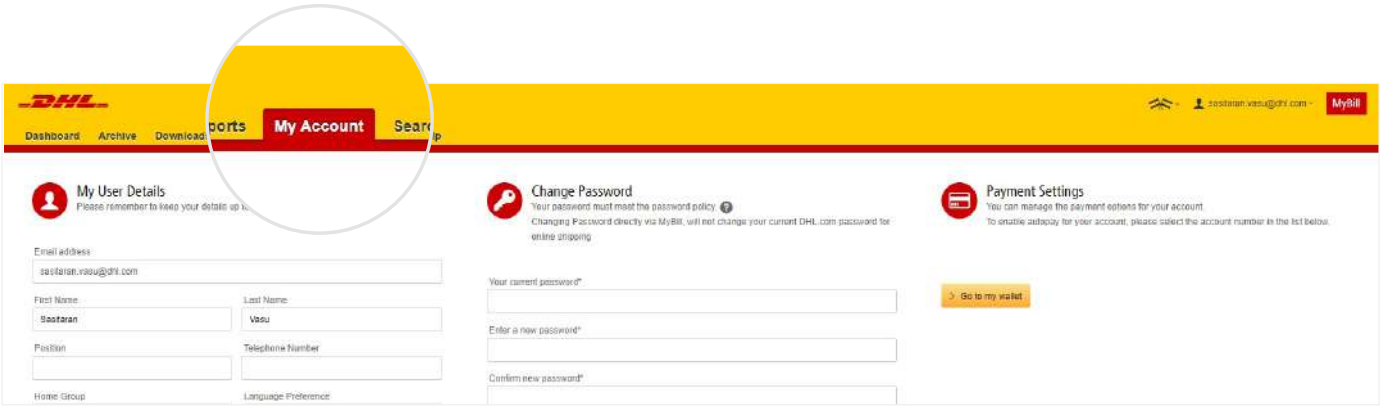
The **Search** screen also offers the possibility to save your search parameters.

All you have to do is select the necessary search parameters, then enter a name in the Save a "*Saved Search*" field and finally select the *Search* button.

This name you entered in the *Save* as "*Saved Search*" field will then appear in the *Saved Search* Section. Next time you wish to carry out a search using these saved parameters, simply click on the *Saved Search* name.

MY ACCOUNT SCREEN

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



MY USER DETAILS

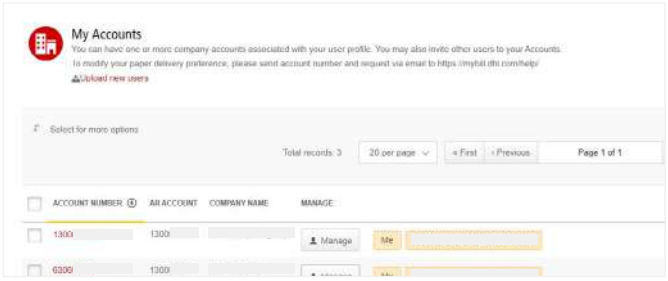
In this section you can alter/update your **Email Address, Name details, Telephone Number, Language Preference, etc.**

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.

CHANGE PASSWORD

In this section you can update/change your password should you wish to. **Please note that any changes to your password here will not align with your MyDHL+ password. This will need to be altered/changed separately.**



MY ACCOUNTS

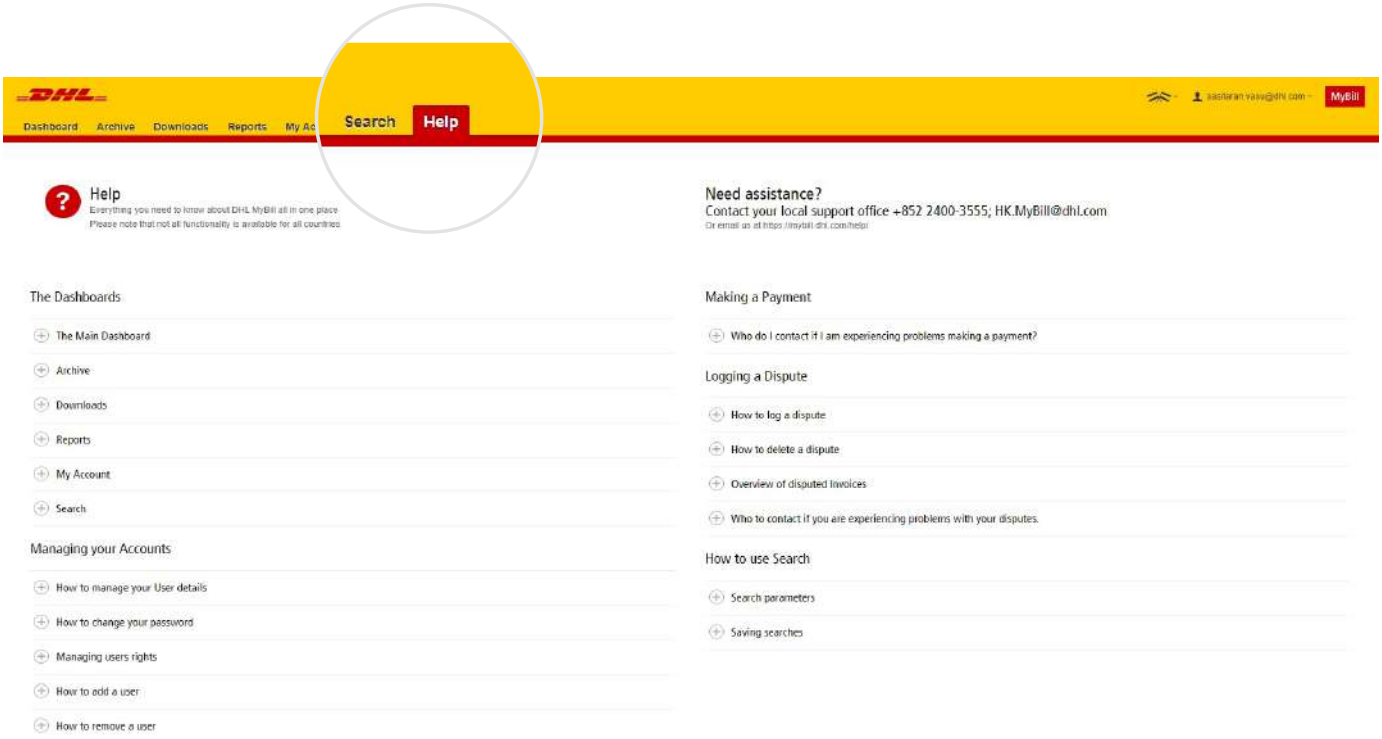
The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

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

In the same window you can also choose the method by which you will receive your invoices by email. Click on the drop-down menu to view and select the available options.

THE HELP SCREEN

The **Help screen** is intended to help you manoeuver your way through **MyBill** and provides simple step-by-step instructions.



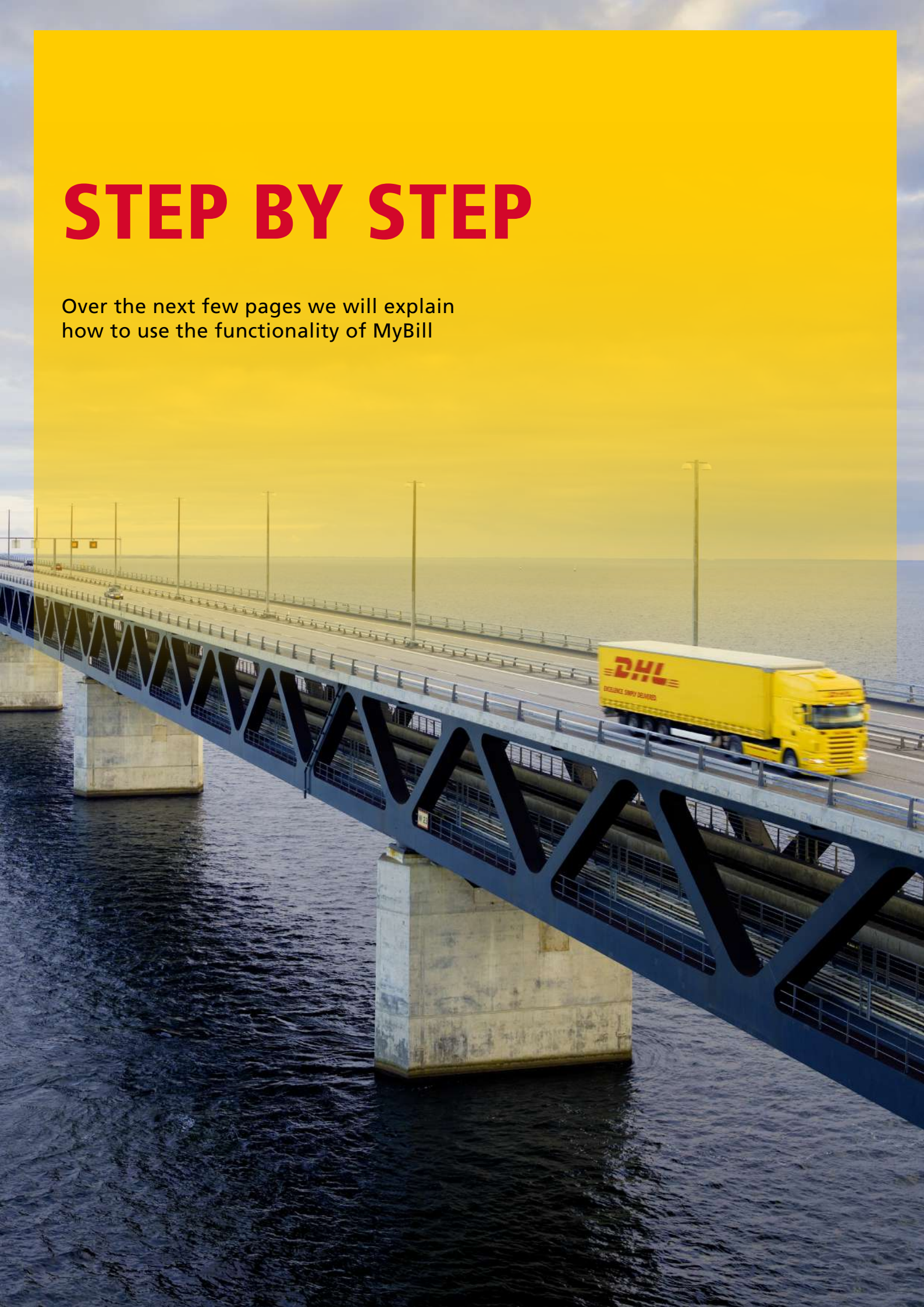
The **Help** screen is made up of several sections:

- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- Logging a Dispute
- How to use Search

Should you not find 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
how to use the functionality of MyBill



VIEWING AN INVOICE

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

INVOICE KEY

- No images available
- Overdue invoice
- Disputed invoice

SINGLE INVOICES

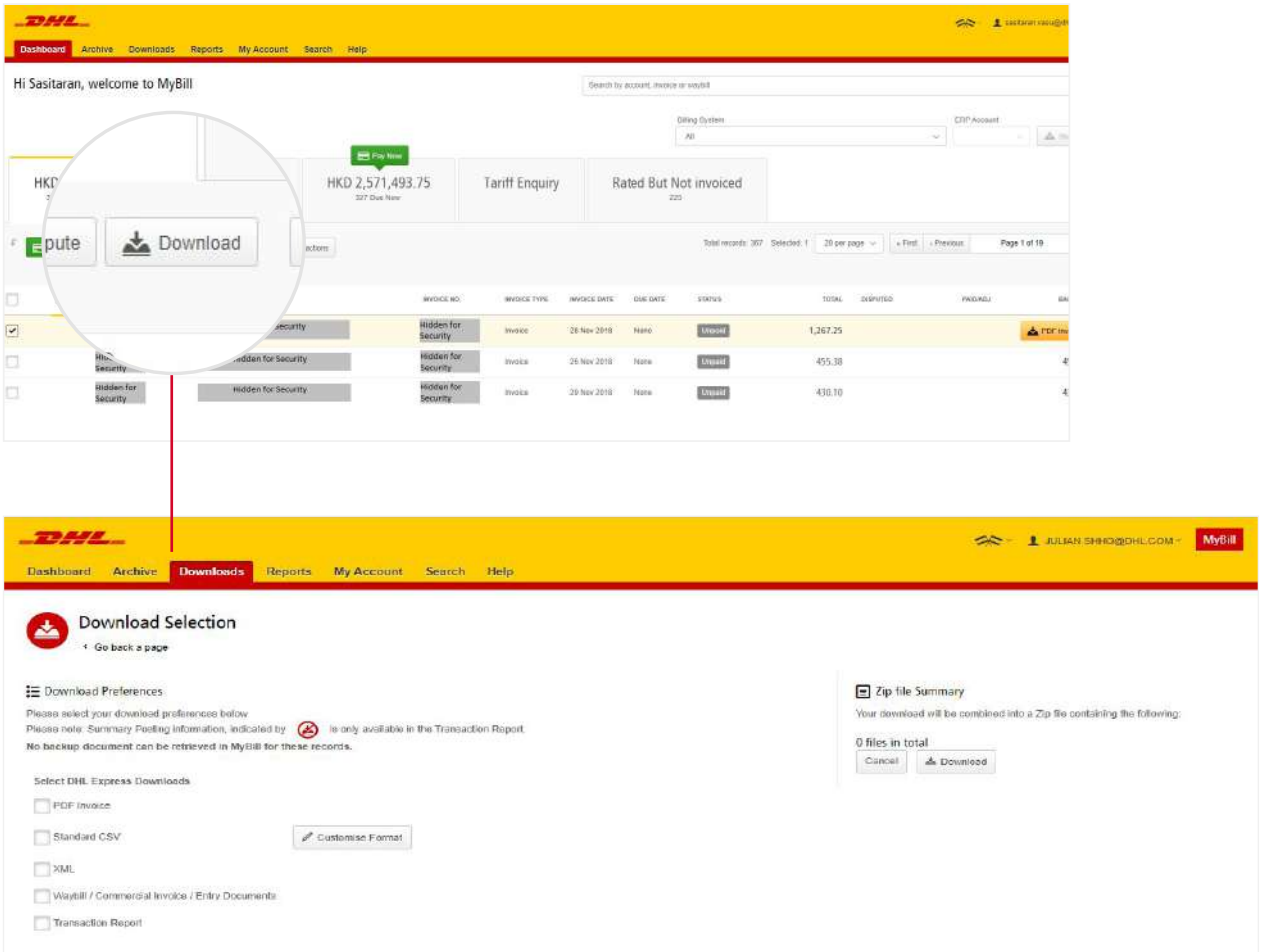
Option 1:

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

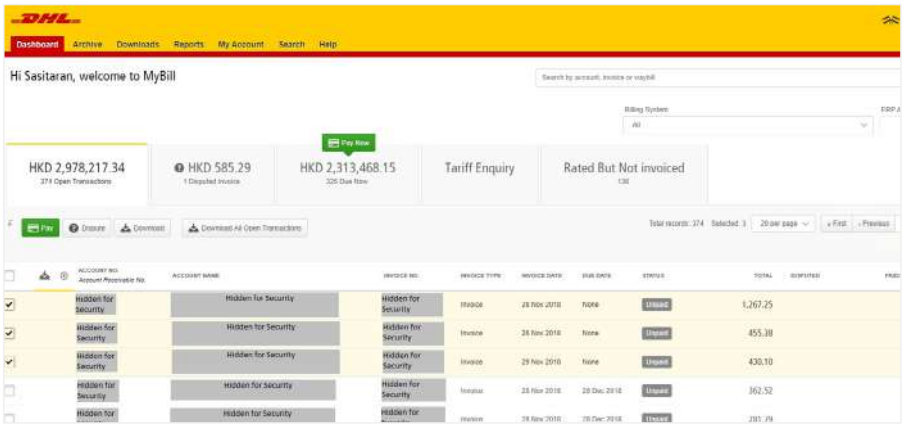
Option 2:

Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF, click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML), select the drop-down 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.

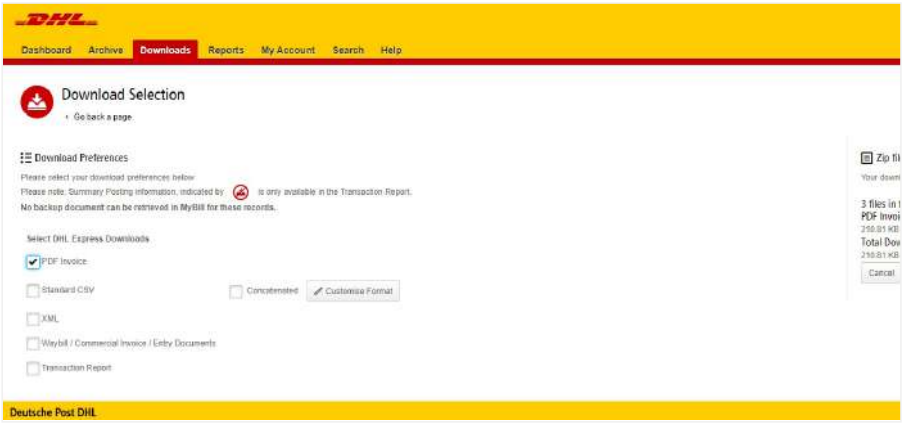


VIEWING MULTIPLE INVOICE

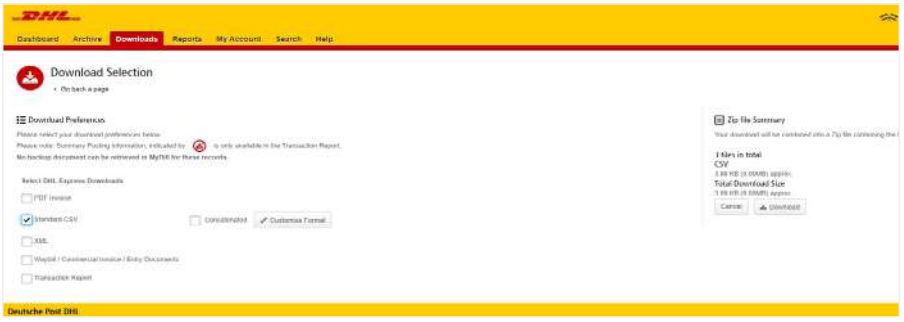


MULTIPLE INVOICES

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.



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



Should you choose 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, select the Customize Format button; otherwise select the *Download* button to continue with the standard format. You will then 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, 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 suits your needs.

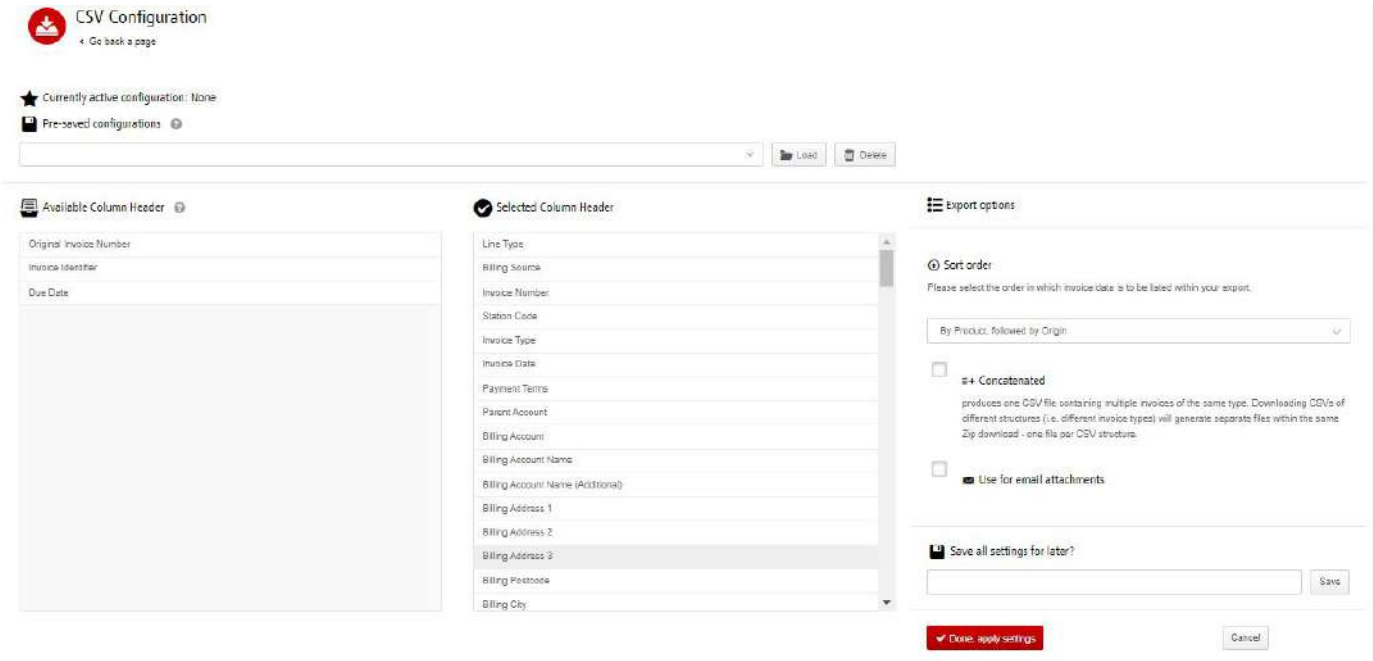
In addition, there is an option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box > select *Done* > *apply settings* button.

If you simply want to change the sort order of the CSV file, select one of the options available in the *Sort order* drop-down menu.

Should you wish to save your settings, enter the name by which you wish to save these settings in the *Save all settings for later* field before selecting *Done*, and *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 selected the *Done, apply settings* button, you will be redirected to the **Downloads** screen where you can download your file.



WAYBILLS & SUPPORTING DOCUMENTS

WAYBILLS AND CUSTOMS PAPERWORK

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

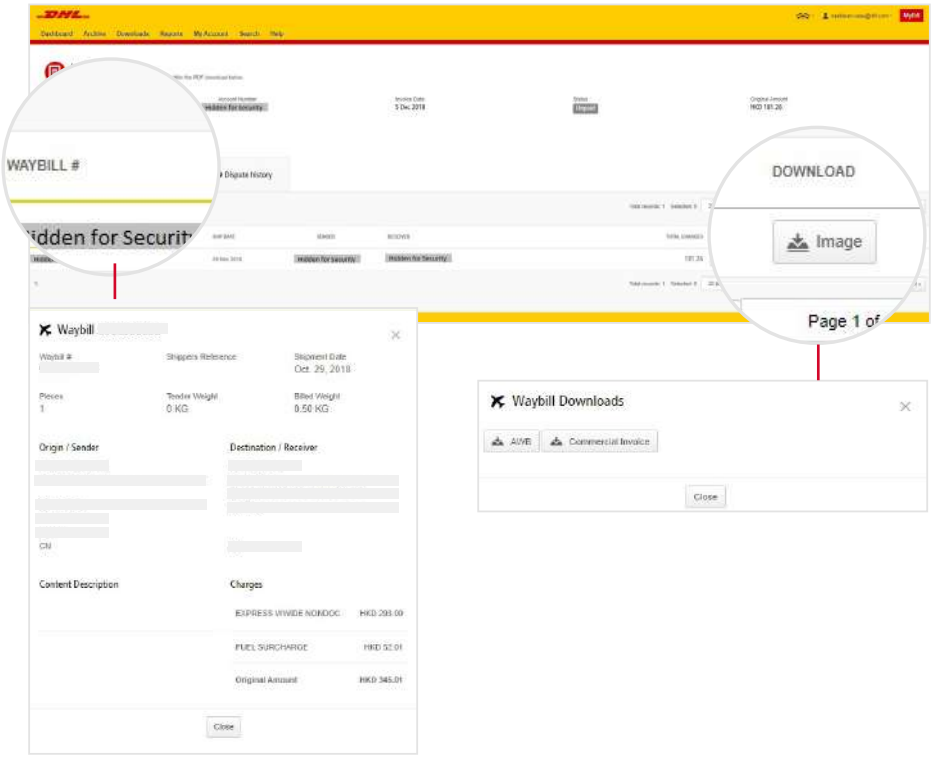
SINGLE INVOICES

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

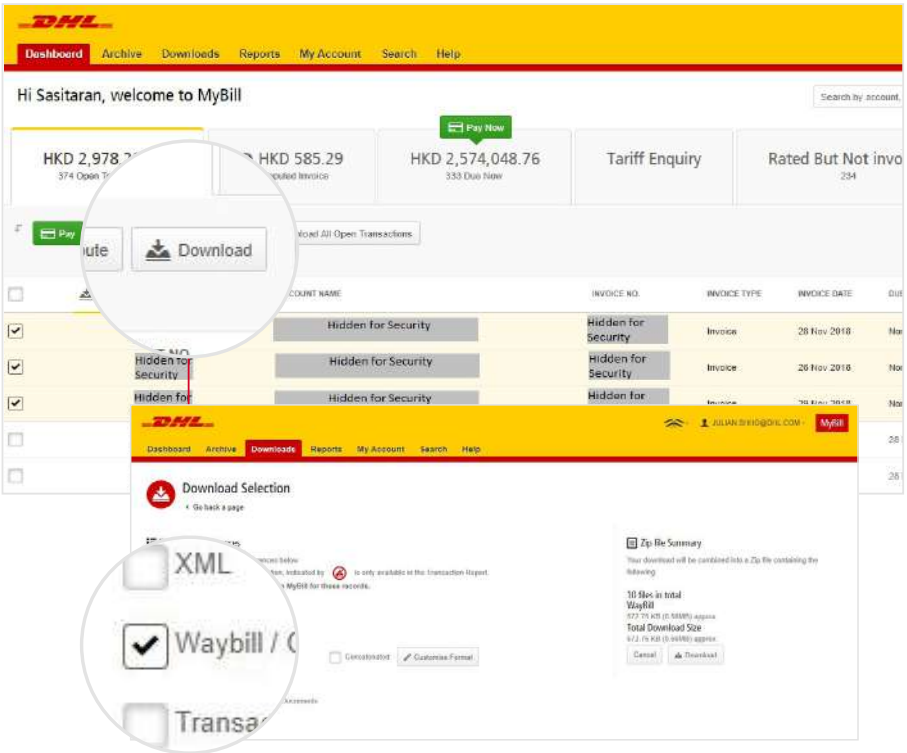
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view



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 / click the *Download* button.

As with the invoice you will be sent to the **Download** screen where you can download your file.

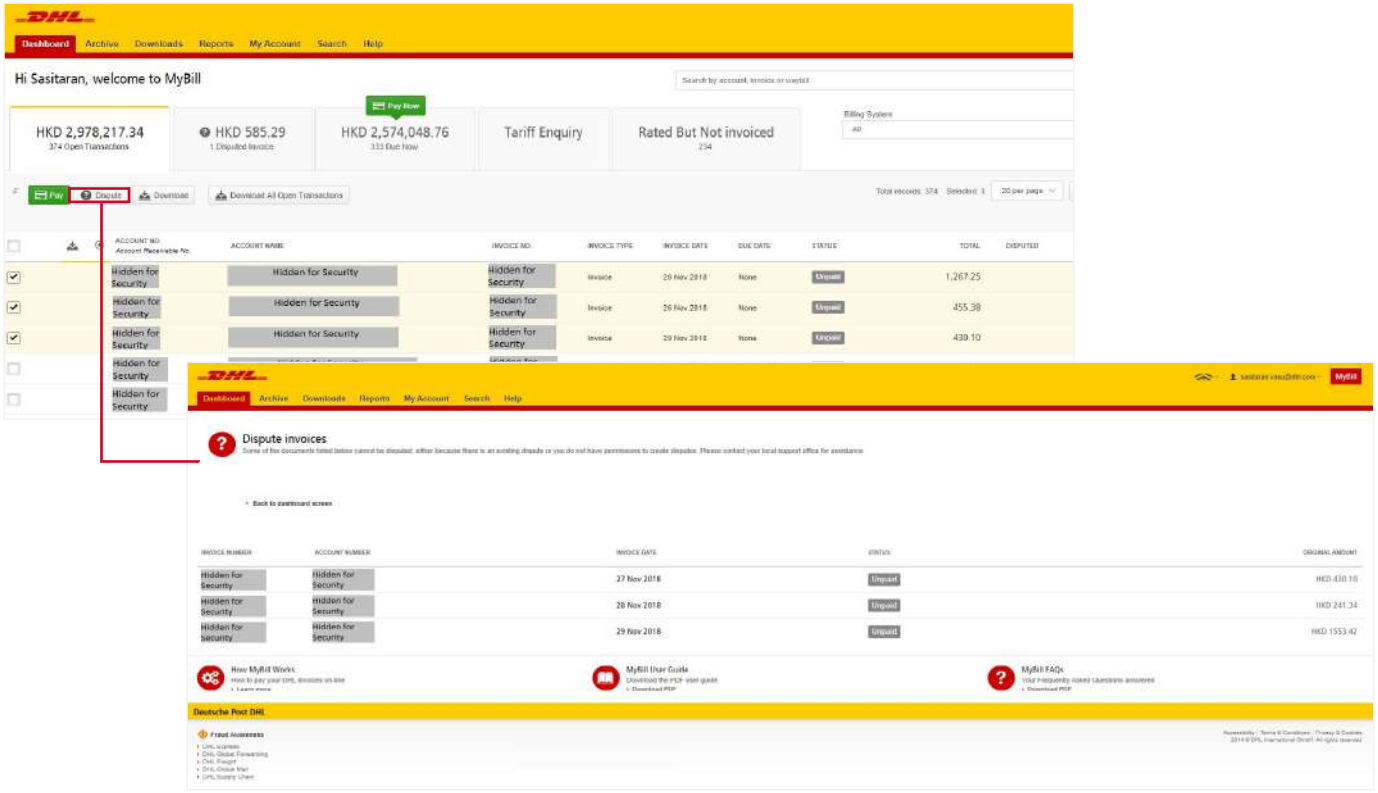


DISPUTING AN INVOICE

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 drop-down menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.

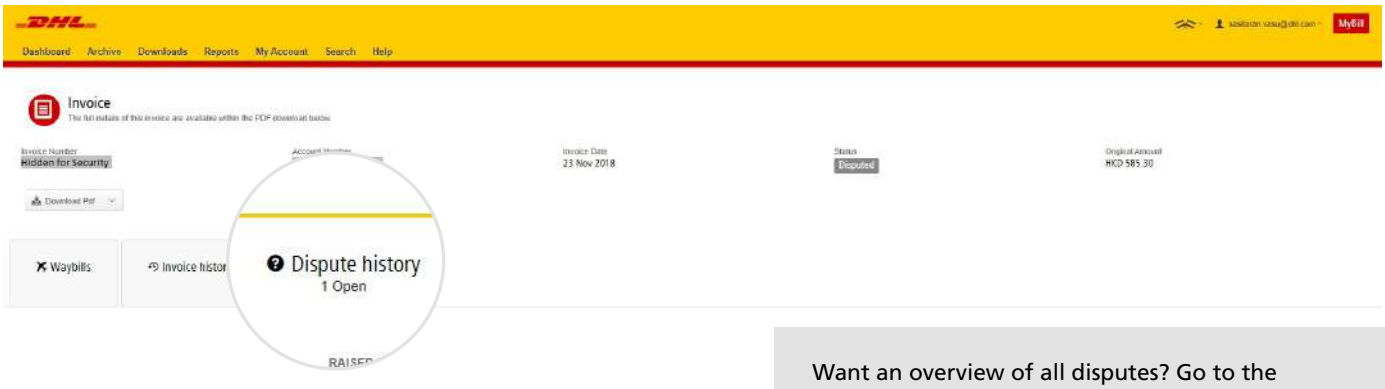


Note: Only one dispute can be logged per invoice.

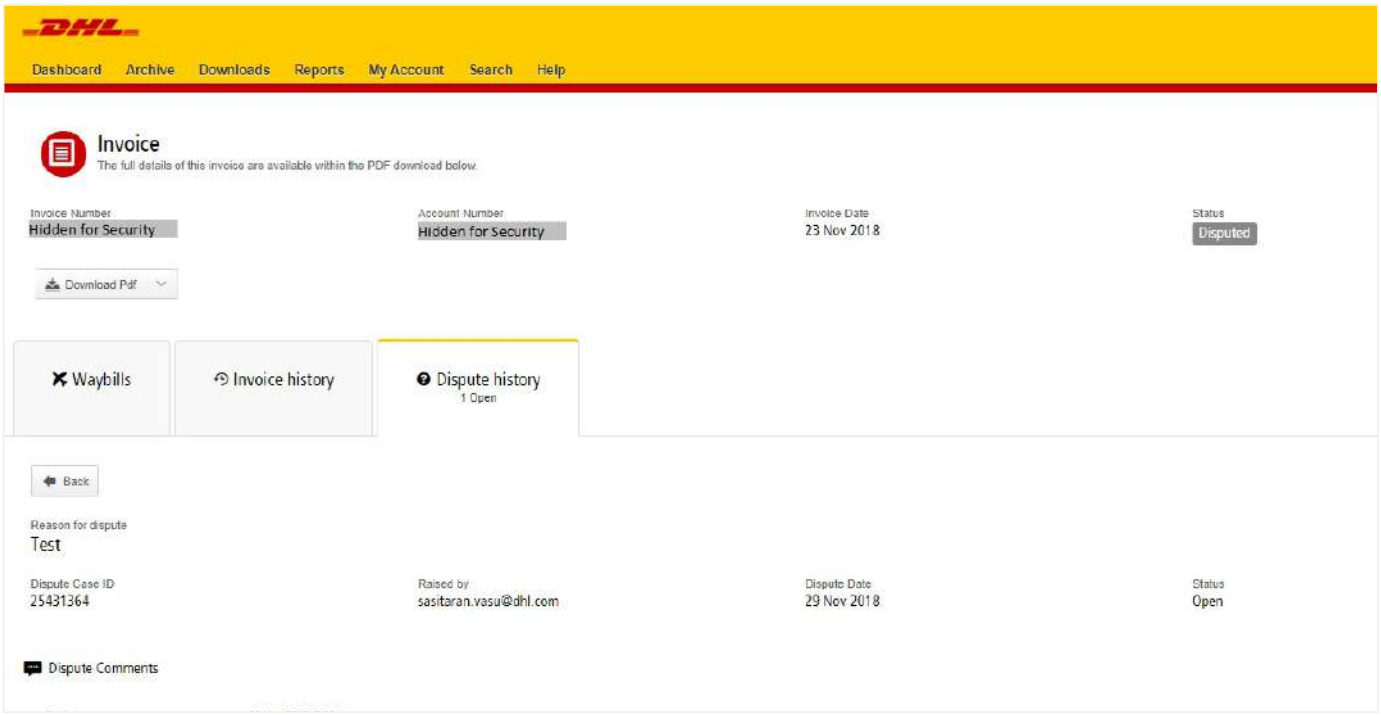
UPDATING A DISPUTE

Once you submit a dispute, it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, 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.

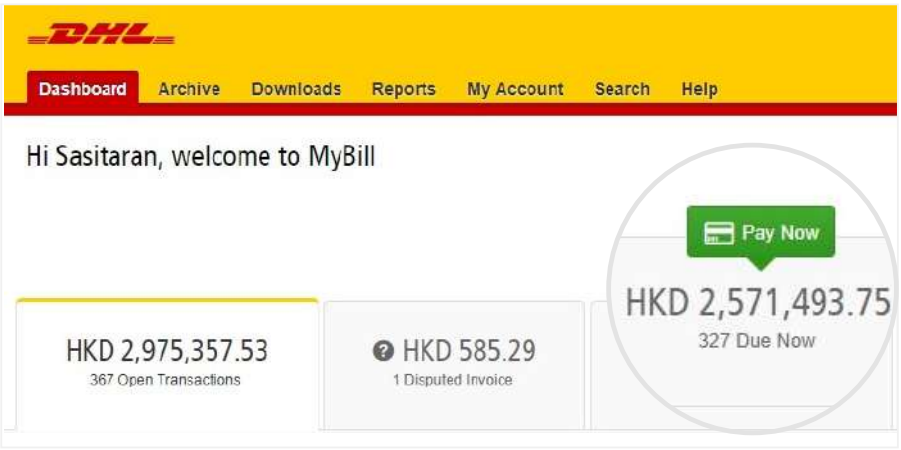


Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute, mention this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute, this can also be done here.

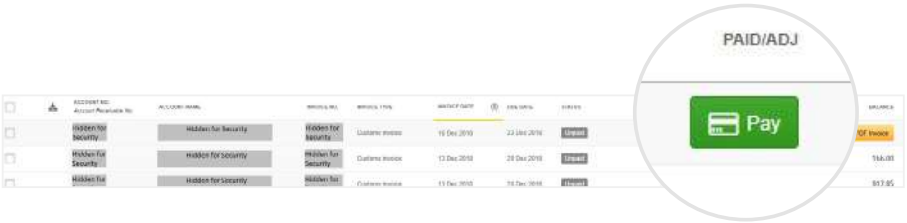
Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBil**l.

MAKING A PAYMENT

MyBill allows you to make quick and secure payments online *

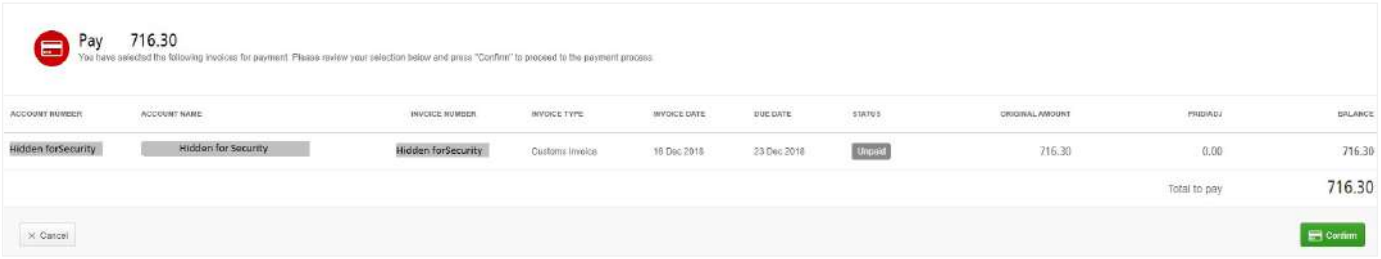


Invoices can be paid by clicking on *Pay Now* on your **Dashboard** " Due Now".



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

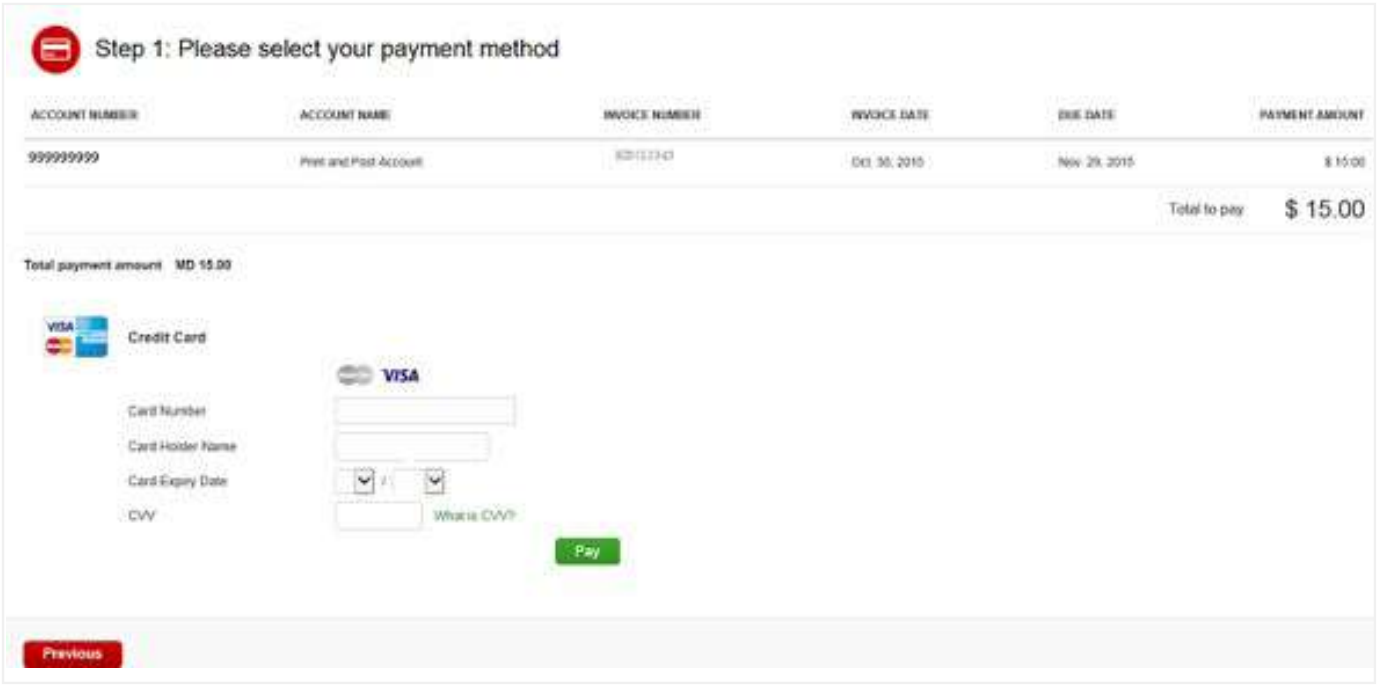
Or select the invoices you wish to pay and then click *Pay* for each invoice.



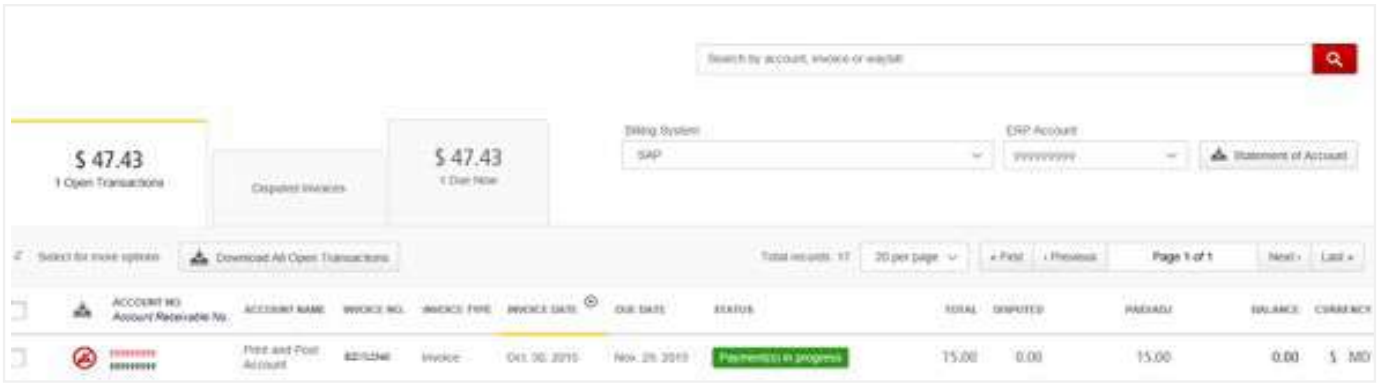
Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details, select *Confirm.*

*If applicable

MAKING A PAYMENT



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



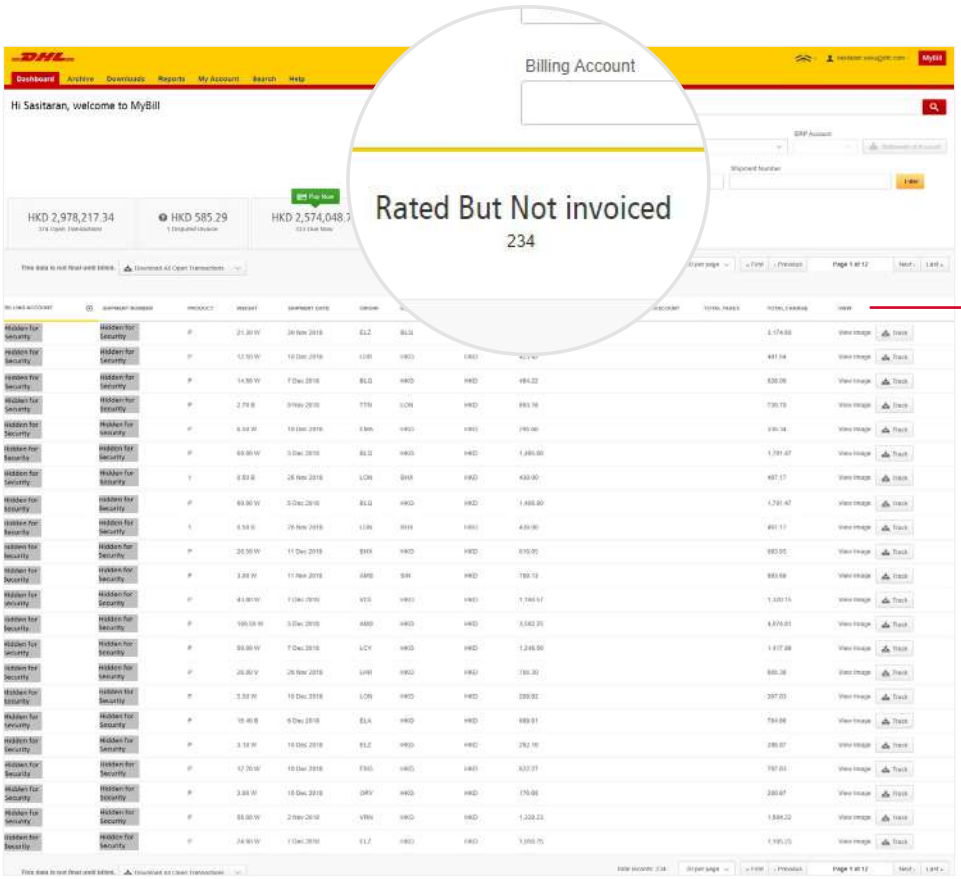
Dashboard shows *Payment(s)* in progress until bank confirmation of payment, where it will then move to **Archive.**

CONCERNED ABOUT MAKING PAYMENTS ONLINE? DON'T BE!

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.

RATED BUT NOT INVOICED (RBNI)

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



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.

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.

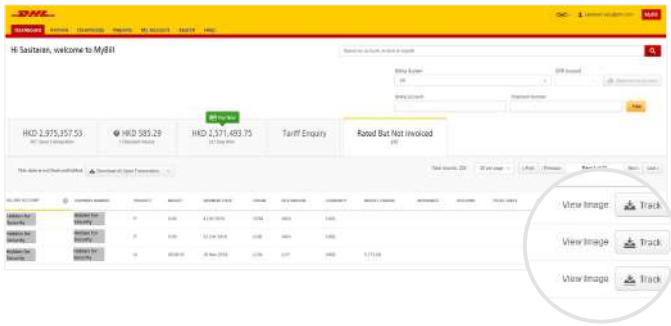
Such functionality not only provides you with a clear overview of all dispatched shipments in a timely manner but also assists with the rebilling to your customers should you need to.

Available shipment details include :

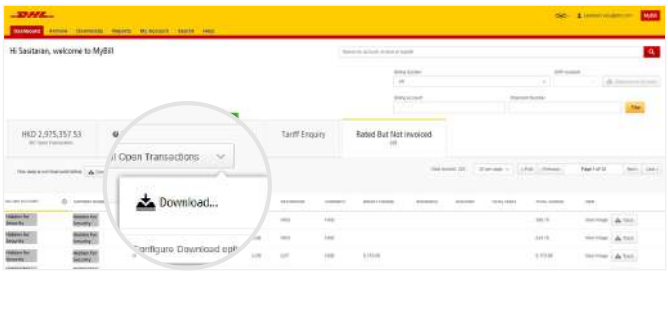
- Shipment Number
- Product
- Origin and Destination
- Weight
- Weight Charge
- Taxes
- Insurance

Note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

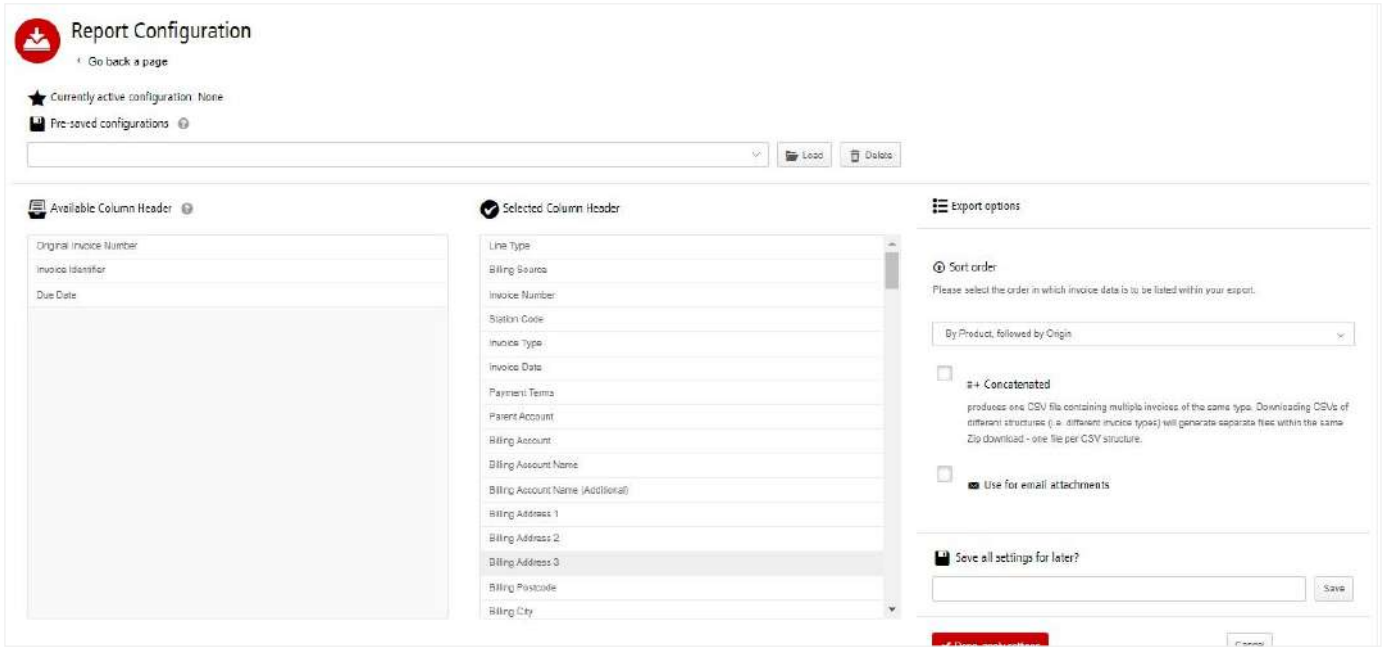
RATED BUT NOT INVOICED (RBNI)



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.



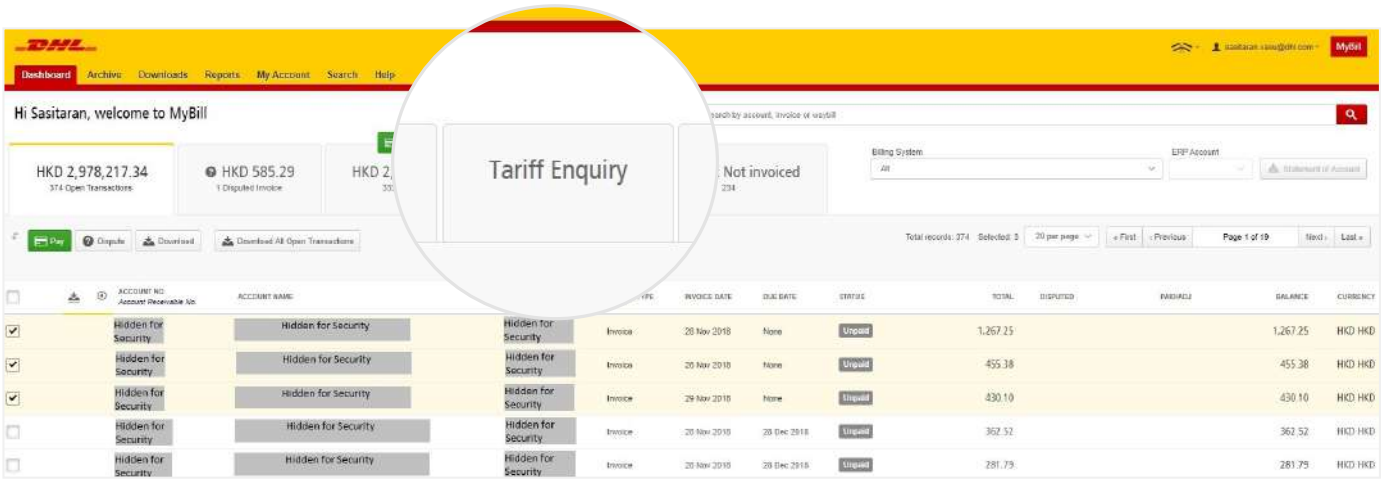
Should you wish to customize the format of the download, select the drop-down menu on the *Download All Open Transactions* and select *Configure Download Options.*

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 - seea this section for further instructions.

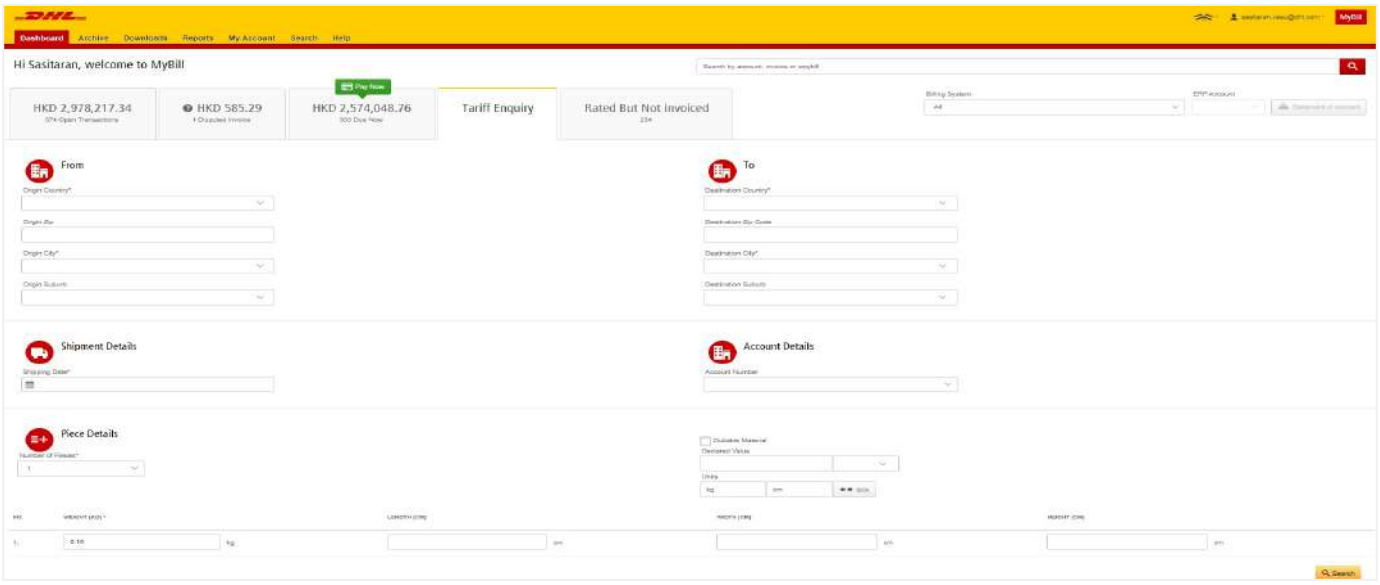
TARIFF ENQUIRY

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



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.



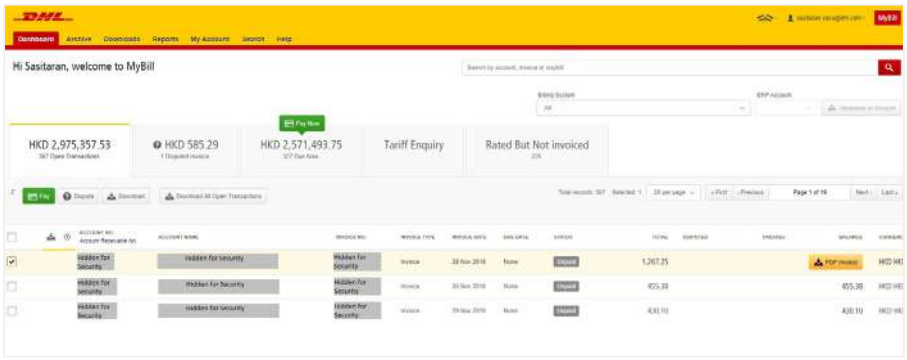
Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

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 pieces, weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.

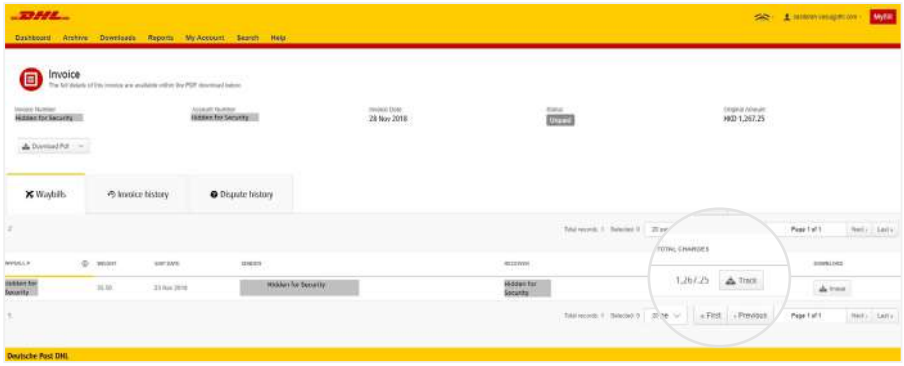
TRACK AND TRACE

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

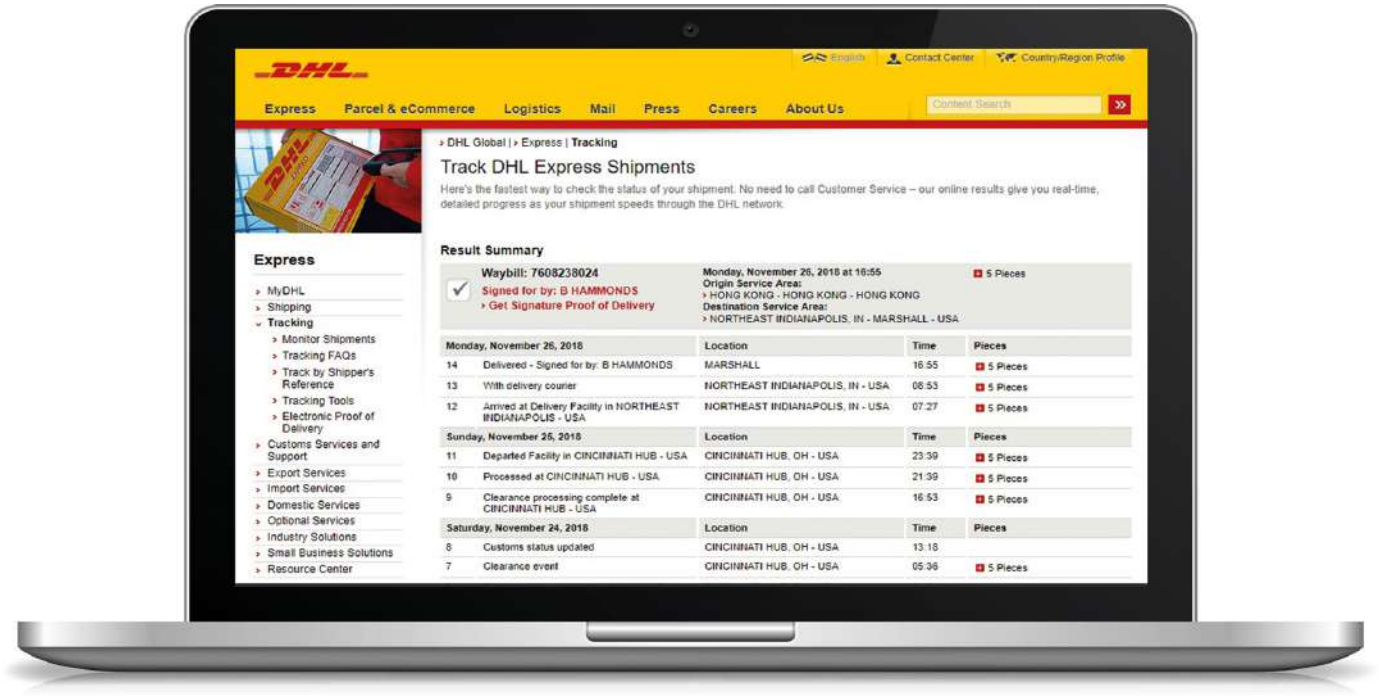


Should you wish to view the **Track and Trace** details of a shipment, open the invoice by selecting the invoice line.

Once redirected to the **Invoice** screen, you will be presented 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.



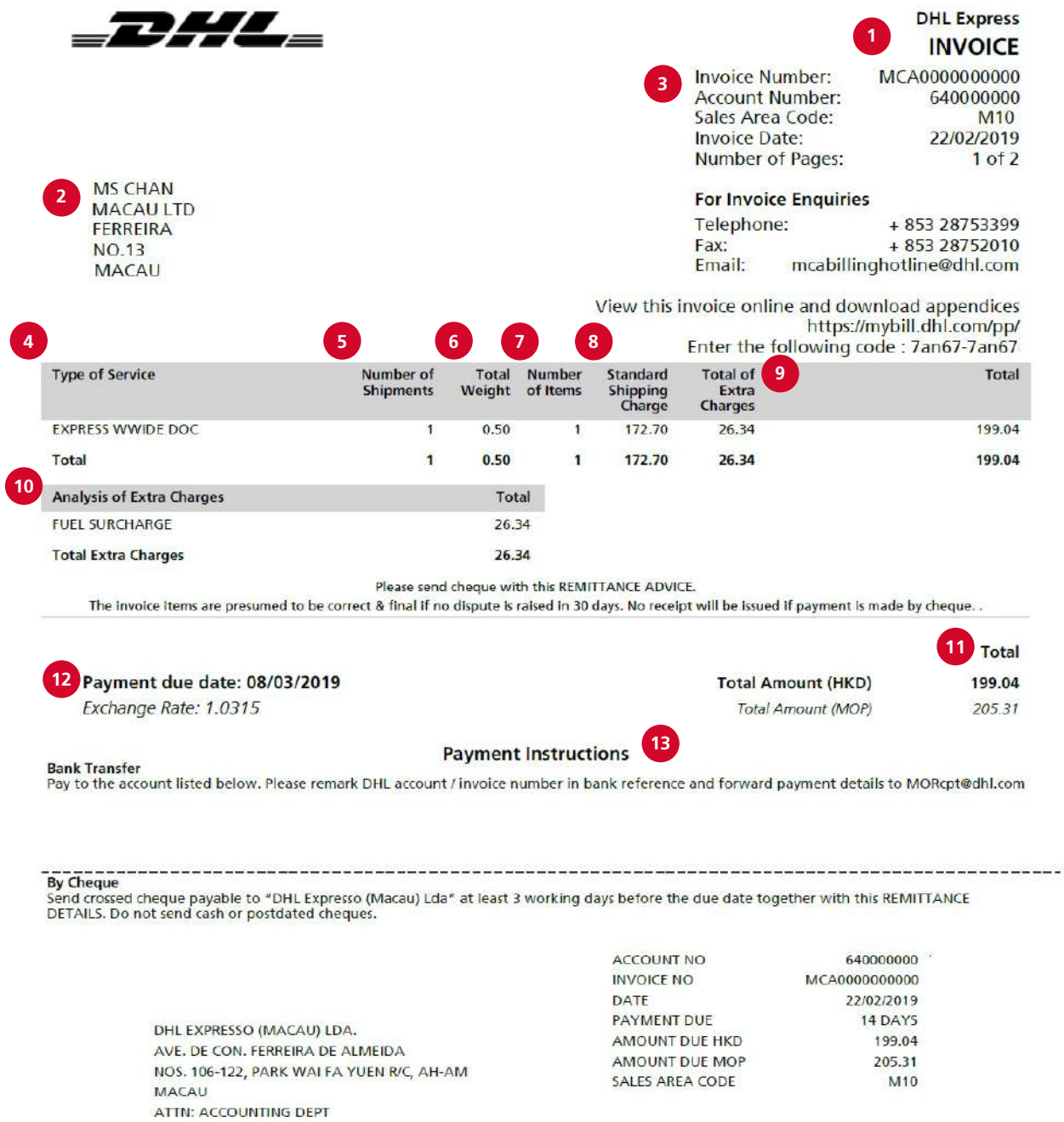
A new window will appear with your shipment Track and Trace details.



DHL INVOICES

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

INVOICE BREAKDOWN



DHL Express
INVOICE

Invoice Number: MCA0000000000
Account Number: 640000000
Sales Area Code: M10
Invoice Date: 22/02/2019
Number of Pages: 1 of 2

MS CHAN
MACAU LTD
FERREIRA
NO.13
MACAU

For Invoice Enquiries
Telephone: + 853 28753399
Fax: + 853 28752010
Email: mcabillinghotline@dhl.com

View this invoice online and download appendices
https://mybill.dhl.com/pp/
Enter the following code : 7an67-7an67

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Total
EXPRESS WWIDE DOC	1	0.50	1	172.70	26.34	199.04
Total	**1**	**0.50**	**1**	**172.70**	**26.34**	**199.04**

Analysis of Extra Charges	Total
FUEL SURCHARGE	26.34
Total Extra Charges	**26.34**

Please send cheque with this REMITTANCE ADVICE.
The invoice items are presumed to be correct & final if no dispute is raised in 30 days. No receipt will be issued if payment is made by cheque. .

Total
Total Amount (HKD) 199.04
Total Amount (MOP) *205.31*

Payment due date: 08/03/2019
Exchange Rate: 1.0315

Payment Instructions

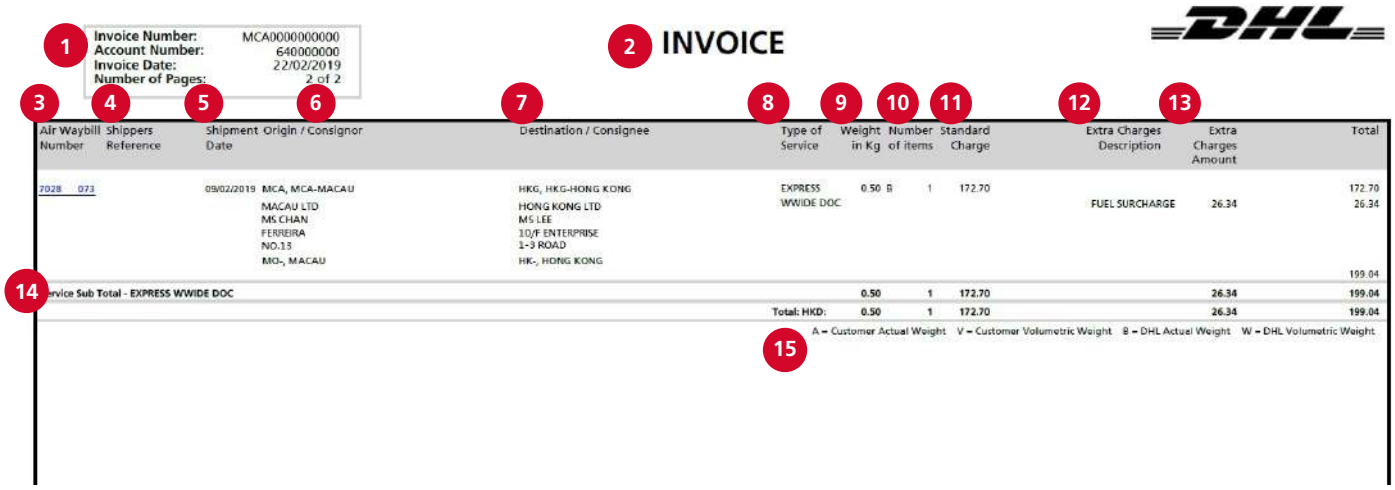
Bank Transfer
Pay to the account listed below. Please remark DHL account / invoice number in bank reference and forward payment details to MORcpt@dhl.com

By Cheque
Send crossed cheque payable to "DHL Expresso (Macau) Lda" at least 3 working days before the due date together with this REMITTANCE DETAILS. Do not send cash or postdated cheques.

DHL EXPRESSO (MACAU) LDA.
AVE. DE CON. FERREIRA DE ALMEIDA
NOS. 106-122, PARK WAI FA YUEN R/C, AH-AM
MACAU
ATTN: ACCOUNTING DEPT

ACCOUNT NO	640000000
INVOICE NO	MCA0000000000
DATE	22/02/2019
PAYMENT DUE	14 DAYS
AMOUNT DUE HKD	199.04
AMOUNT DUE MOP	205.31
SALES AREA CODE	M10

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. Number of Items: Total number of pieces in shipments within this service description and invoice period
8. Standard Shipping Charge: Transportation charge
9. Total of Extra Charges: Total of other charges for each service
10. Analysis of Extra Charges: Description of additional charges for each service
11. Total Amount: Total amount due for payment
12. Due Date
13. Payment Instructions: instructions for the different payment methods available



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. Shippers Reference: Reference information provided in the Waybill
5. 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 items: Total number of pieces within this service description and invoice period
11. Standard Charge: Transportation charge
12. Extra Charge Description: Description of additional charges for each service
13. Extra Charges Amount: Total of other charges for each service
14. Service Subtotal: Total of weight, items, and charges for each type of service
15. Weight code descriptions

CONTACT DETAILS

MACAU

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

For Invoice enquiries:

Telephone: +853 2875-3399

Email: mcabillinghotline@dhl.com

For MyBill specific issues and queries:

Telephone: +853 2875-3399

Email: MO.MyBill@dhl.com

DHL Express (Macau) Lda.
Avenida do Conselheiro Ferreira
de Almeida Nos 106-122
Pak Wai Fa Yuen RC
AH-AM
Macau

dhl-mo.com/en/express

Valid: 02/2019