

BN: PX 4980

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

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.





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.

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'.

Customer Enrollment	
Thank you for registering for DHL	MyBill. Your request is being processed.
Upon registration confirmation, ye	4 hours to inform you about the status of your request, bu will be required to set your password to access DHL hall delivery to your inbox, please add to your address book or your safe test.
Sincerely,	
The DHL MyBill team	
Enroli Another Account	> Login to MyBill



your invoices with just a simple click.

el Sladed

Don't show this message again

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

23 8.5.5

Hi Sasitaran, welcome to MyBill

HKD 2,975,357.53

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:

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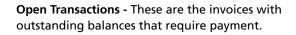
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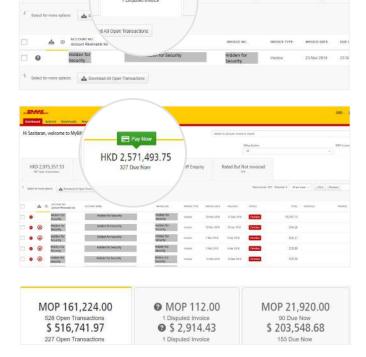
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Tariff Enquiry

Rate



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 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.

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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.

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THE SEARCH SCREEN

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

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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.

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		Contirm new password*	
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MY USER DETAILS

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

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OPEN INVOICE SUMMARY

This section gives you an overview of the outstanding balance as well as the aging of the current open and outstanding invoices. The overview is broken down by invoice currency.

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.

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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.

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The Main Dashboard	(=) Who do I contact if I am experiencing problems making a payment?
+ Archive	Logging a Dispute
😔 Downloads	() How to log a dispute
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(+) Search	(\oplus) Who to contact if you are experiencing problems with your disputes.
Managing your Accounts	How to use Search
How to manage your User details	Search parameters
How to change your password	Saving searches
Managing users rights	
+ How to odd a user	
How to remove a user	

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

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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, 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.

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INVOICE KEY



VIEWING MULTIPLE INVOICE

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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.

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Waybill / Commercial Invoice / E	stry Documents	
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.



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 *Presaved 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.

🛨 Currently active configuration: None			
Pre-saved configurations			
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invoice Identifier	Billing Source	_	③ Sort order
ue Date	Invoice Number		Please select the order in which invoice data is to be listed within your export.
	Station Code		
	Invoice Type		By Product, followed by Orgin
	Invision Date		
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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.

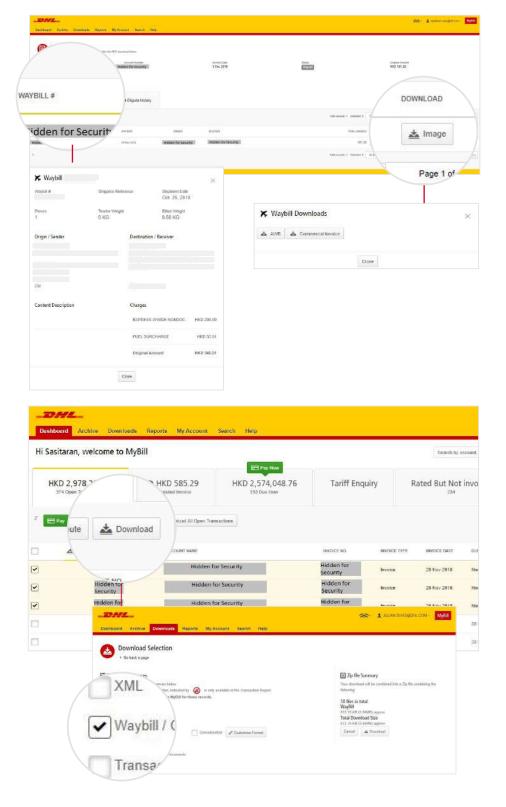
Option 2

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.

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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.

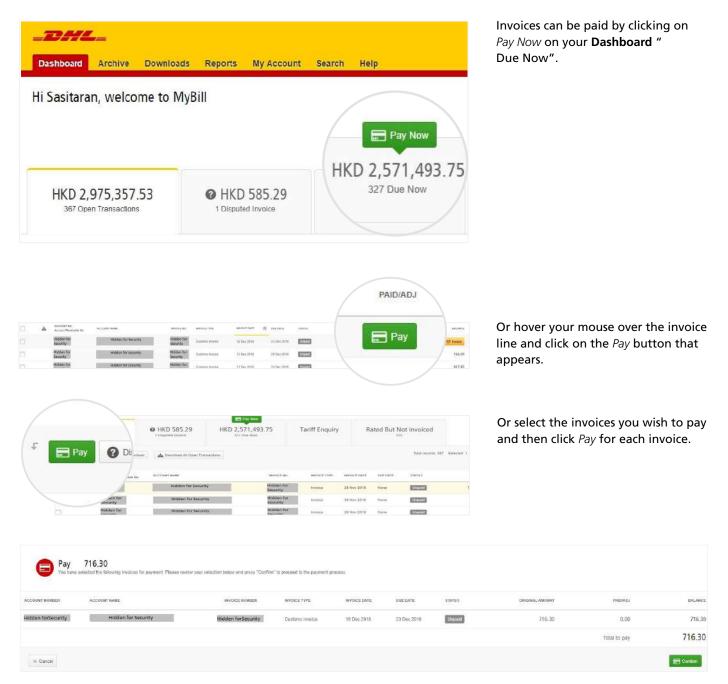
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Dispute Comments				

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 MyBill.

MAKING A PAYMENT

MyBill allows you to make quick and secure payments online *



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

MAKING A PAYMENT

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

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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.

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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)

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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.

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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, 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.

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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 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.

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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.

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

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Support	11	Departed Facility in CINCINNATI HUB - USA	CINCINNATI HUB, OH - USA	23:39	S Pieces
 Export Services 	10	Processed at CINCINNATI HUB - USA	CINCINNATI HUB, OH - USA	21:39	S Pieces
Import Services Domestic Services	9	Clearance processing complete at	CINCINNATI HUB, OH - USA	16:53	S Pieces
Optional Services		CINCINNATI HUB - ÚSA			
 Industry Solutions 		day, November 24, 2018	Location	Time	Pieces
> Small Business Solutions	8	Customs status updated	CINCINNATI HUB, OH - USA	13:18	
Resource Center	7	Clearance event	CINCINNATI HUB, OH - USA	05:36	5 Pieces

DHL INVOICES

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

INVOICE BREAKDOWN

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6. Total Weight: Total weight of all shipments within this service description and invoice period

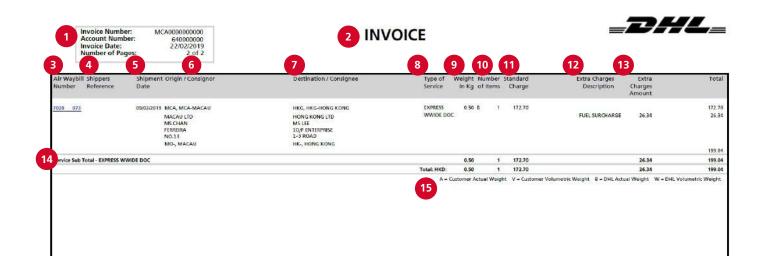
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13. Payment Instructions: instructions for the different payment methods available



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

- 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
- 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 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

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