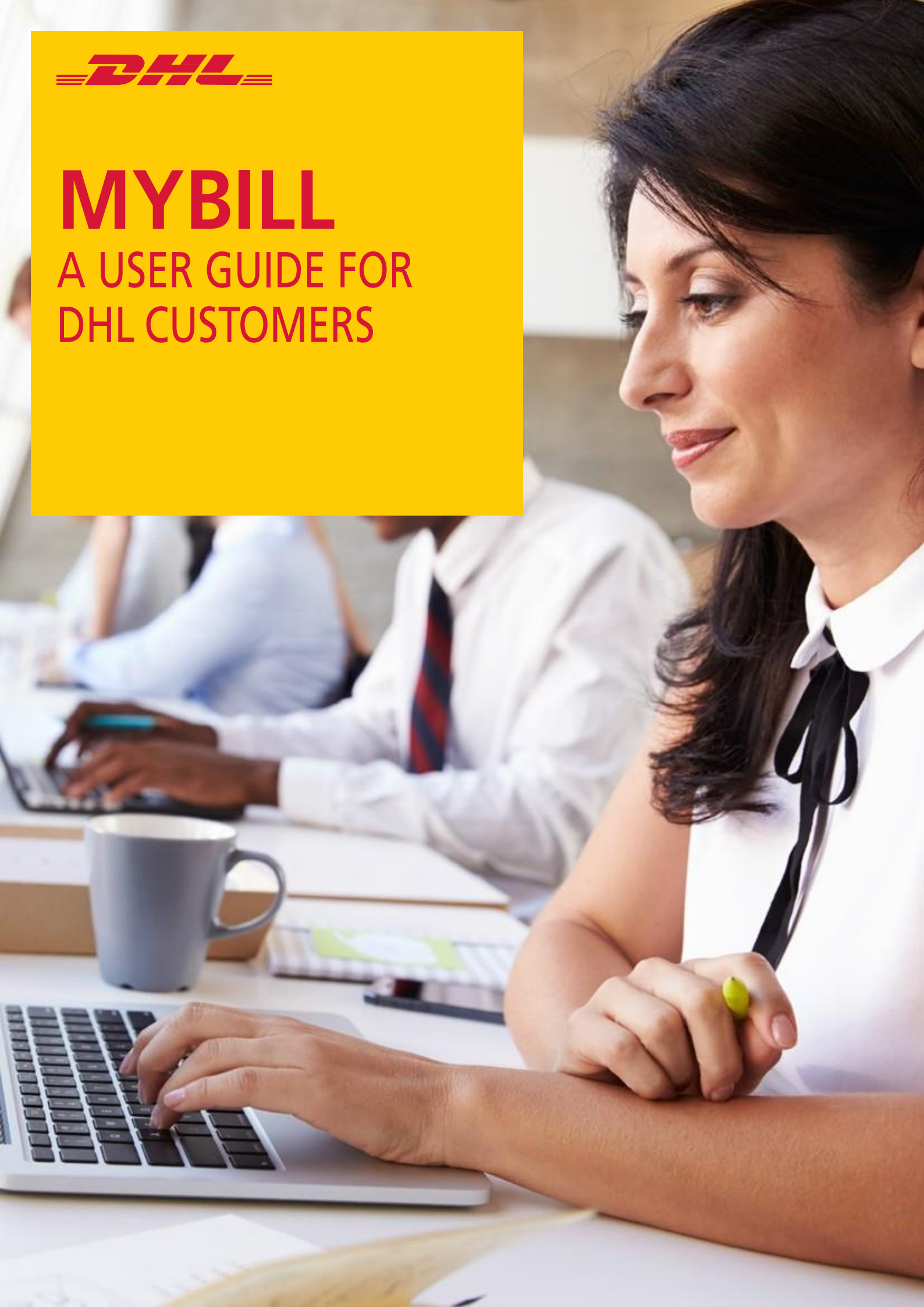




# MYBILL

A USER GUIDE FOR  
DHL CUSTOMERS



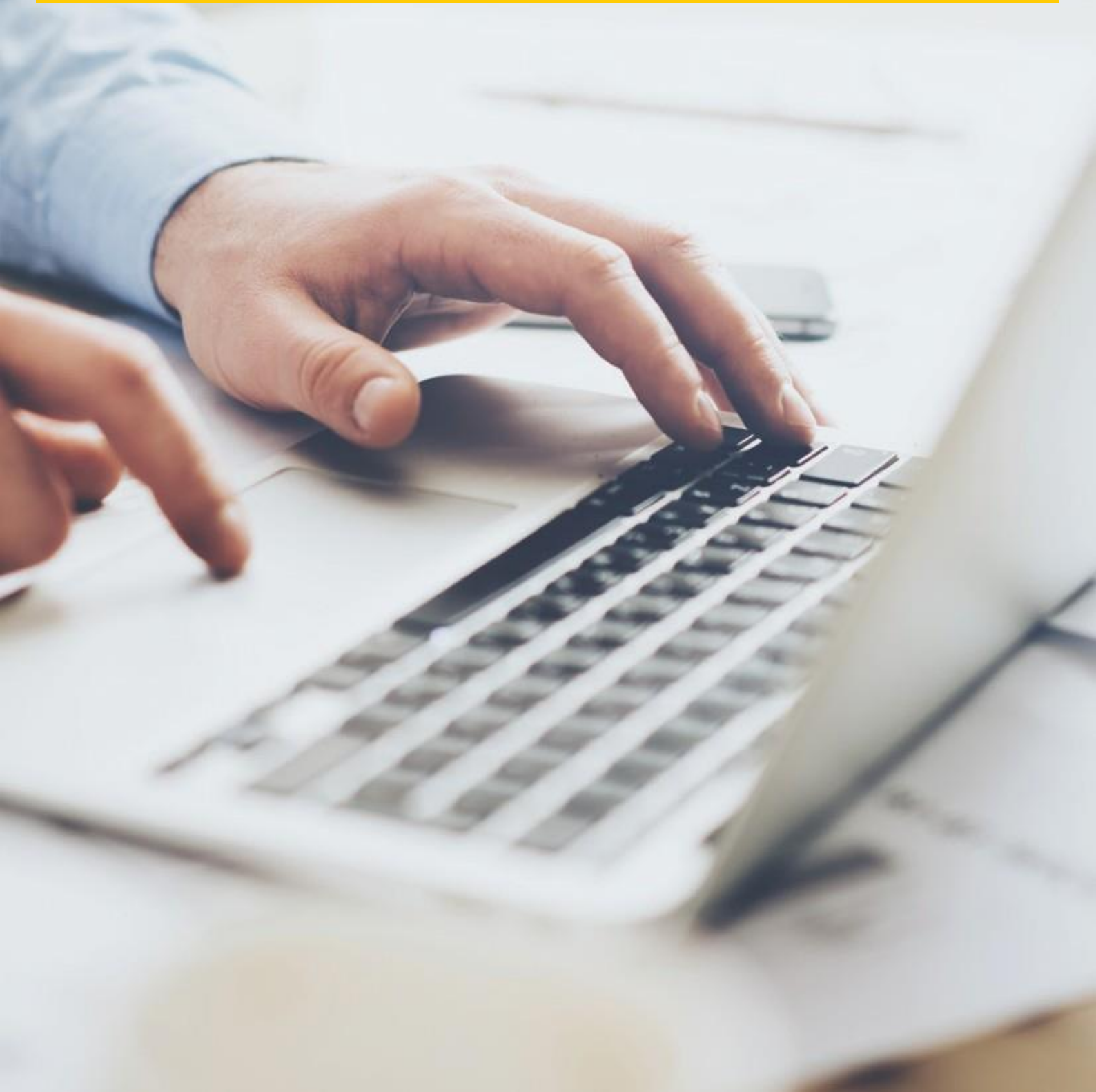


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# DHL MYBILL

This guide provides an overall view of DHL MyBill; what it is, the features, advantages and benefits, how to register online and user instructions.



## WHAT IS DHL MYBILL?

- n MyBill is DHL's e-invoicing portal for our customers. It is environmentally friendly and efficient way of delivering your invoice which will enable you to manage DHL's invoicing online.
- n It is a free online service.
- n It eliminates paper and processes invoices quickly, simply and securely.
- n It is a unique and powerful service that will help you save time and money.
- n Registration takes just moments so you can quickly begin to enjoy the benefits of a greener, more efficient process.

## DHL MYBILL FEATURES

- n A free online user-friendly service for all customers, allowing for multiple users with 24/7 access.
- n Secure VAT compliant – all VAT compliant invoices, credit and debit notes can be viewed.
- n Compatible with existing financial systems.
- n Country-wide and multilingual.
- n Online logging of invoice queries; view historical invoices for up to 12 months.
- n View full shipper and receiver address details within the downloads.
- n Multi document download function.
- n Choice of downloadable invoice formats (PDF, CSV, XML).
- n Email notification for newly issued e-invoices by DHL. Where not oversized (exceeds 5MB), the PDF will be attached.
- n Online payment, via credit or debit card.

## DHL MYBILL – ADVANTAGES AND BENEFITS

Online query	Raise a query on any invoice online, saving the need to telephone. You also have a query log to view all queries.
Quick delivery	With DHL MyBill, your invoices are delivered to the correct person/people/team. No more postal delays or missing invoices.
Multilingual	DHL MyBill portal enables you to view and manage your invoices in the language of your choice.
Instant downloads	With DHL MyBill you can save time and eliminate input errors by downloading invoice data directly into your finance systems.
E-archive	DHL MyBill provides an online history service and will automatically archive your invoices online, providing access to copies for up to 12 months, so there is no need to waste any more time searching through filing cabinets or chasing paper copies.
Ease of use	With DHL MyBill you will be able to access and view your invoices and waybills online with just a few 'clicks' thus making the approval and query process more simple and convenient to your business.
Environmentally friendly	Supports DHL to achieve their environmental goals by converting paper invoices Globally to electronic delivery.

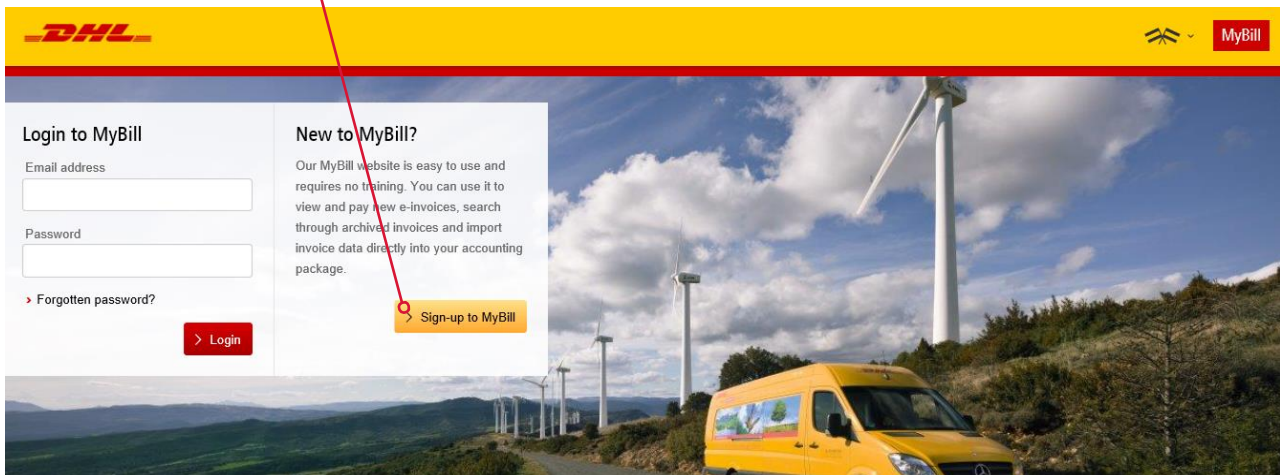




# HOW TO REGISTER FOR MYBILL ONLINE

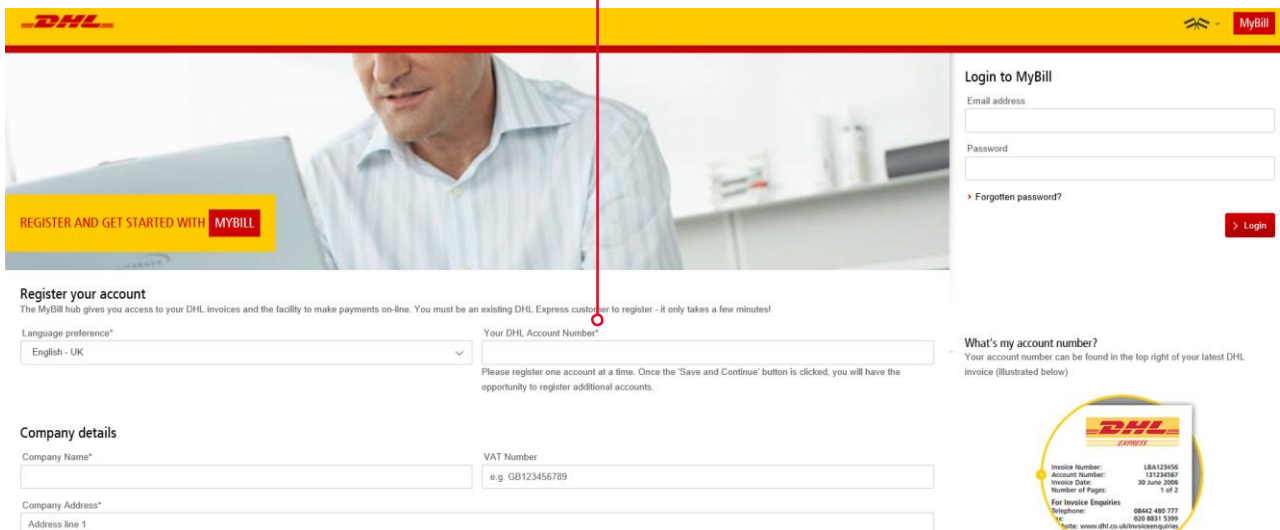
→ Click or access the URL: [mybill.dhl.com/login](https://mybill.dhl.com/login)

→ Click on the 'Sign up to MyBill' button.



→ Select the country from the drop down box then click on 'Continue'.

→ Complete the necessary information (mandatory fields indicated with an asterisk) followed by clicking 'Save and Continue'.



→ Your request will then be sent to DHL to be fully registered for MyBill. Within 24 hours you will receive a notification email with the details of your username and the temporary password. You will then be able to login and amend the password.

→ Please ensure the email address in the notification is added to your 'safe list of senders'.



# **DHL MYBILL DESKTOP FUNCTIONALITIES**



- Once logged into MyBill you will receive a welcome message which may be closed by either selecting 'Get Started' or the cross in the top right hand corner.
- This will direct you to the main dashboard where you can navigate to various screens.



With MyBill, you can view, download, print and even pay your invoices with just a simple click.

Don't show this message again

Get Started >

- The Menu bar comprises of the following options:



1. **Dashboard** – will display the outstanding invoices, where you can view, dispute or pay the invoice(s)
2. **Archive** – will display the closed / paid invoices
3. **Downloads** – will display your previous downloads (retained for a 24 hour period)
4. **Reports** – can generate a query report
5. **My Account** – allows you to change your password, view a statement, view account permissions and add or remove users
6. **Search** – Allows you to search for particular data on specific fields or date range
7. **Help** – Provides step by step help



# **DHL MYBILL DASHBOARD**

Open Transactions – due for payment

Disputed items – currently not displayed on the dashboard but can be viewed in the 'Query Report' tab

Due Now – invoices due for payment now as per terms

Tariff Enquiry – allows you to complete a price check

Click the 'Pay' icon to pay an individual invoice

Click the 'PDF Invoice' icon to view the individual invoice

Download a report of the outstanding items

Invoice summary lines

Any messages will be displayed here

Links to useful information

## VIEW INVOICES

Invoices can be viewed either individually or in bulk.

→ To view a single invoice, hover your mouse over the invoice line and the 'PDF invoice' button will be displayed. Click to open the PDF.

### DHL Express INVOICE



Invoice Number:   
 Account Number:   
 VAT Number:   
 Invoice Date:   
 Number of Pages:

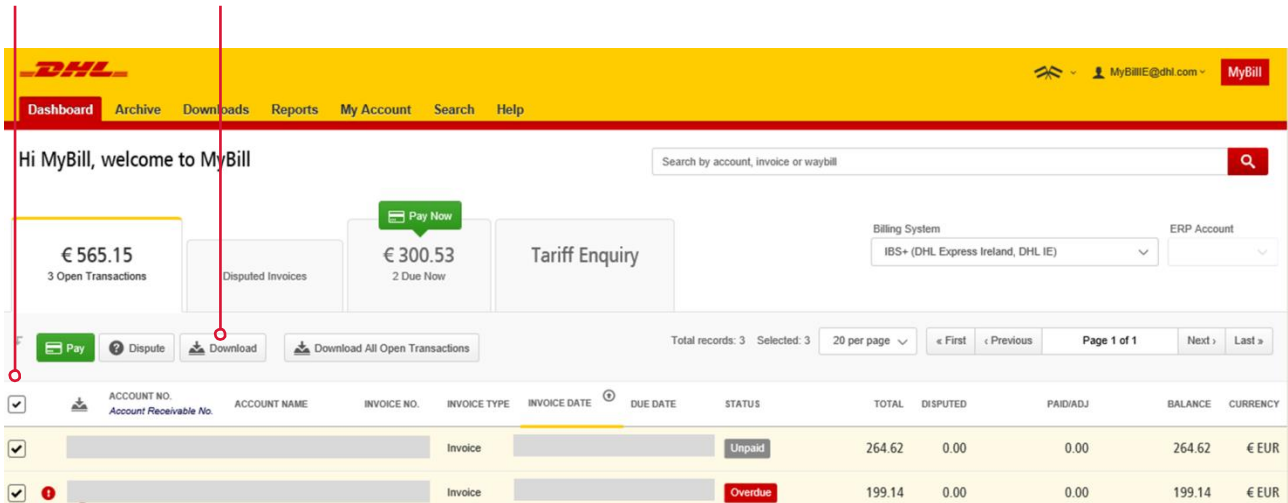
**For Invoice Enquiries**

Telephone: 0818 221188   
 Fax: 0818 221020   
 Email: ie.invenq@dhl.com

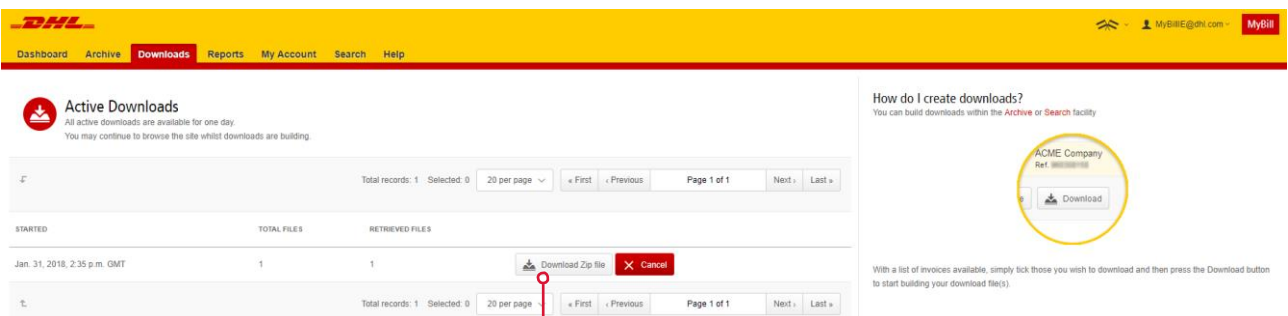
Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE EU	1	2.00	1	4.00	0.10	0.94	5.04
ECONOMY SELECT	7	1,759.00	76	117.80	31.45	34.35	183.60
A TAX CODE ADJUSTMENT						-0.02	-0.02
<b>Total</b>	<b>8</b>	<b>1,761.00</b>	<b>77</b>	<b>121.80</b>	<b>31.55</b>	<b>35.27</b>	<b>188.62</b>
<b>Analysis of Extra Charges</b>		<b>Total</b>					
FUEL SURCHARGE		3.05					
OVER WEIGHT PIECE		28.50					
<b>Total Extra Charges</b>		<b>31.55</b>					
<b>Analysis of VAT</b>		<b>Total</b>					
Code	Code Description			Rate	Taxable Total	VAT	
A	TAXABLE			23.00%	153.35	35.27	
<b>Total VAT</b>						<b>35.27</b>	<b>35.27</b>

	<b>Total (Excl. VAT)</b>	<b>VAT</b>	<b>Total (Incl. VAT)</b>
<b>Payment due date: 14-02-18</b>	<b>Total Amount (EUR)</b>	<b>153.35</b>	<b>35.27</b>
			<b>188.62</b>

- To view multiple invoices, select the invoices by ticking the checkbox against each invoice. A selection of additional buttons will be displayed under the tabs. Select the 'Download' button. Select the 'PDF' option, followed by the 'Download' button.



- Downloads will appear in the 'Download' menu tab.



- Click on the 'Download Zip file' button to retrieve the zip file and the PDFs.

## VIEW SHIPMENT DETAILS (WAYBILL & SUPPORTING DOCUMENTATION)

→ To view shipment details, hover over the invoice line and click on any field that has a hyperlink i.e. account, invoice number or customer name. This will take you to the 'Invoice' page where you can:

1. View download options
2. View the Waybills on that invoice (this is the landing page)
3. View the history of the invoice i.e. creation date by clicking on the tab
4. View the Dispute history by clicking on the tab

**DHL** MyBill@dh.com MyBill

Dashboard Archive Downloads Reports My Account Search Help

### Invoice

The full details of this invoice are available within the PDF download below.

Invoice Number: [Redacted] Account Number: [Redacted] Invoice Date: Dec. 26, 2017 Status: Unpaid Original Amount: € 264.62

Download Xml [Redacted] [Redacted]

Waybills Invoice history Dispute history (2 Sent)

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
[Redacted]	11.00	Dec. 14, 2017	[Redacted]	[Redacted]	132.31	Track Image
[Redacted]	11.00	Dec. 19, 2017	[Redacted]	[Redacted]	132.31	Track Image

→ Click on the hyperlink of the Waybill number to display the shipment details.

### Waybill [Redacted]

Waybill #: [Redacted] Shippers Reference: [Redacted] Shipment Date: Dec. 14, 2017

Pieces: 1 Tender Weight: 10.00 KG Billed Weight: 11.00 KG

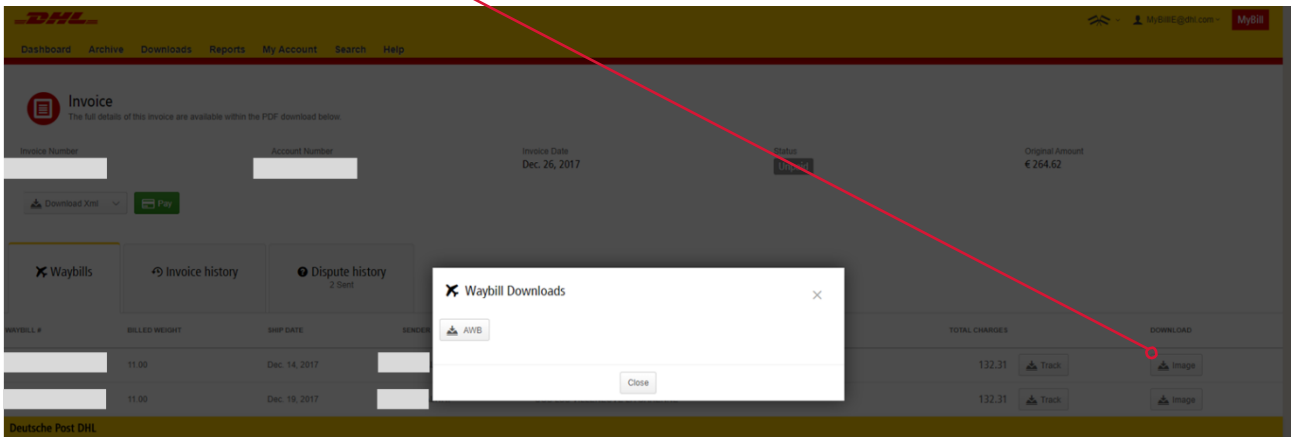
Origin / Sender: [Redacted] Destination / Receiver: [Redacted]

Content Description: [Redacted]

Charges	Amount
EXPRESS 12:00 doc	€ 105.51
FUEL SURCHARGE	€ 14.5
DRY ICE UN1845	€ 12.3
PREMIUM 12:00	€ 0.0
Original Amount	€ 132.31



→ Alternatively, you can click on the 'Image' button to open the actual waybill (AWB) image and any supporting documentation (like commercial invoice, SAD).



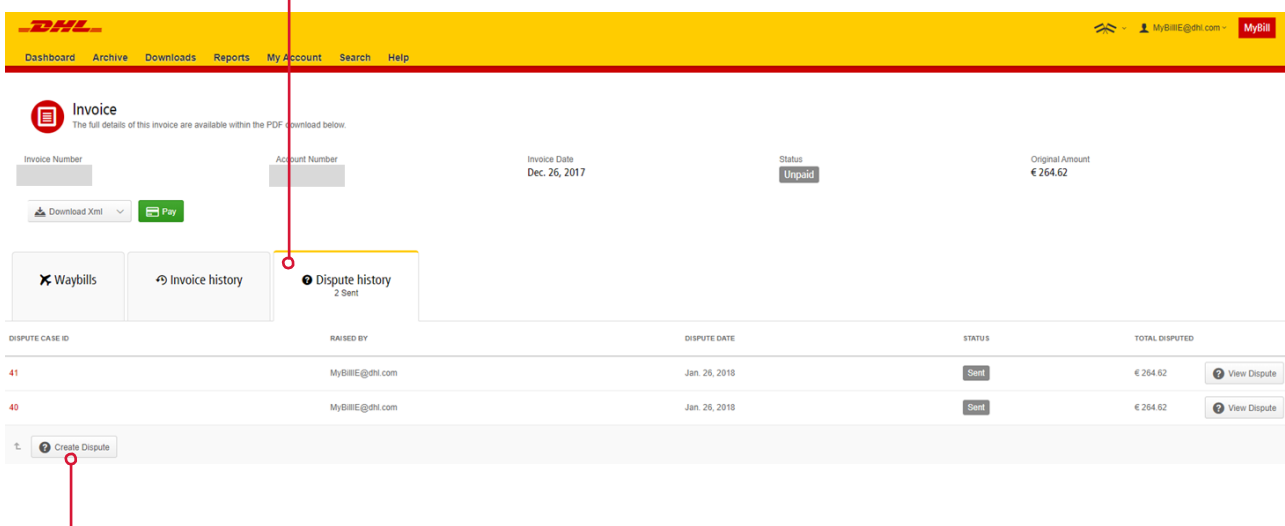
→ Click on the relevant button to display the document.



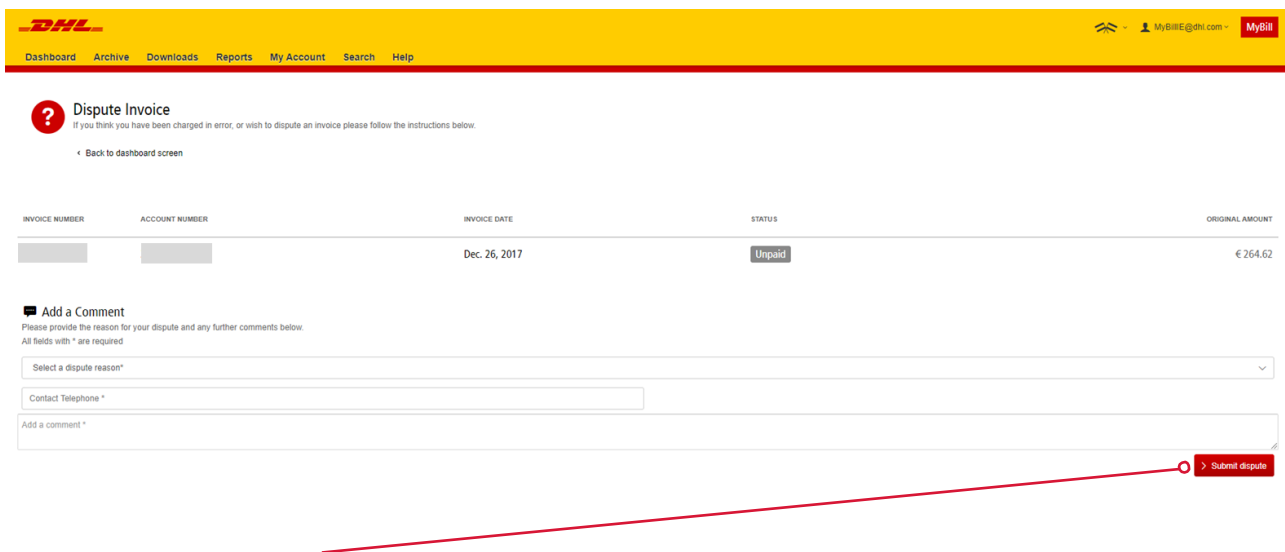
# PLACING AN INVOICE INTO QUERY

An invoice can be placed into query in two ways:

1. Click on any field that has a hyperlink i.e. account number which will open the 'Invoice' page.
2. Click on the Dispute History tab.



→ Within this section you can view existing queries or click on 'Create Dispute' to register a new query.



→ Click on the 'Submit dispute' button to register your query.

→ A dispute reference will be displayed.

The screenshot shows the DHL MyBill dashboard. At the top, there is a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar is present. The main content area features several summary cards: '€ 565.15 3 Open Transactions', 'Disputed Invoices', '€ 300.53 2 Due Now', and 'Tariff Enquiry'. A green notification banner at the bottom of the dashboard states: 'Dispute with case\_id 43 for invoice with number [redacted] has been successfully created.' Below the notification is a table with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PAIDIADJ, BALANCE, and CURRENCY. The table is currently empty.

→ The alternative method is to tick the checkbox against the invoice, which will display the additional buttons under tabs. Select the 'Dispute' button.

This screenshot shows the same DHL MyBill dashboard, but with a table containing one invoice. The 'Dispute' button is highlighted with a red circle. The table has the following data:

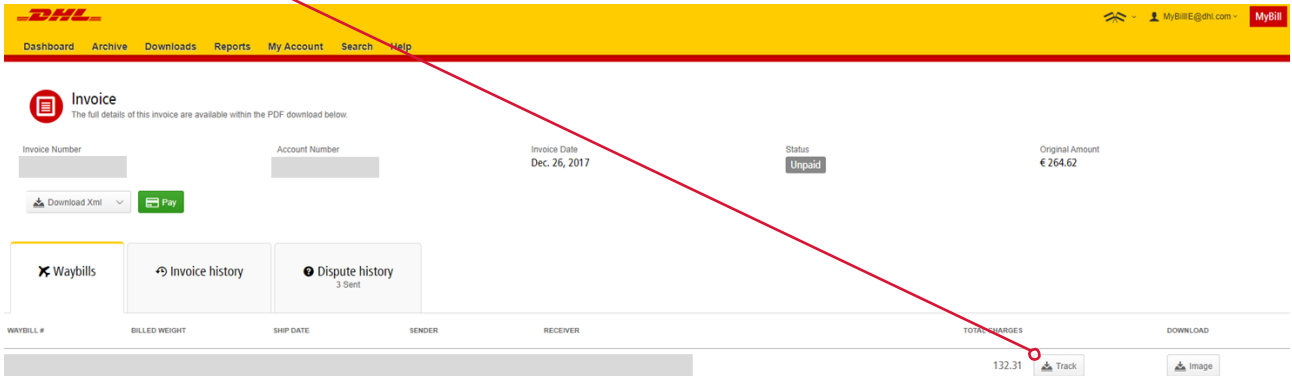
ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDIADJ	BALANCE	CURRENCY
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	None	Unpaid	264.62	0.00	0.00	264.62	€ EUR

Below the table, there are additional controls: 'Total records: 3', 'Selected: 1', '20 per page', and navigation buttons for 'First', 'Previous', 'Page 1 of 1', 'Next', and 'Last'.

# TRACK AND TRACE

When viewing an invoice you can track a shipment without leaving MyBill.

- Click on the hyperlink on any field i.e. invoice, account number or company name which will take you to the 'Invoice page'.
- Click on the 'Track' button on the HAWB in question.



- This will open the tracking details.

> DHL Ireland | > Express | Tracking

## Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

### Result Summary

**Waybill:** [redacted] **Friday, December 15, 2017 at 09:29** **+ 1 Piece**  
 **Signed for by:** [redacted] **Origin Service Area:**  
 > SHANNON - CLARE - IRELAND, REPUBLIC OF **Destination Service Area:**  
 > PARIS - VILLENEUVE LA GARENNE - FRANCE

Friday, December 15, 2017		Location	Time	Piece
11	Delivered - Signed for by: [redacted]	VILLENEUVE LA GARENNE	09:29	+ 1 Piece
10	With delivery courier	PARIS - FRANCE	09:22	+ 1 Piece
9	Arrived at Sort Facility PARIS - FRANCE	PARIS - FRANCE	07:11	+ 1 Piece
8	Departed Facility in PARIS - FRANCE	PARIS - FRANCE	06:38	+ 1 Piece
7	Processed at PARIS - FRANCE	PARIS - FRANCE	06:10	+ 1 Piece
6	Departed Facility in LEIPZIG - GERMANY	LEIPZIG - GERMANY	03:56	+ 1 Piece
5	Processed at LEIPZIG - GERMANY	LEIPZIG - GERMANY	02:18	+ 1 Piece
4	Arrived at Sort Facility LEIPZIG - GERMANY	LEIPZIG - GERMANY	00:21	+ 1 Piece
Thursday, December 14, 2017		Location	Time	Piece
3	Departed Facility in SHANNON - IRELAND, REPUBLIC OF	SHANNON - IRELAND, REPUBLIC OF	19:46	+ 1 Piece
2	Processed at SHANNON - IRELAND, REPUBLIC OF	SHANNON - IRELAND, REPUBLIC OF	19:35	+ 1 Piece
1	Shipment picked up	SHANNON - IRELAND, REPUBLIC OF	14:46	+ 1 Piece

> Hide Details

> Try a new search

Print >>

# PAYING AN INVOICE

Within MyBill the invoices can be paid via three options:

1. Invoices due as per the payment terms.
2. Single invoice.
3. Multiple invoices.

1. Via the 'Due Now' button

3. Pay multiple invoices

2. Pay an individual invoice

The screenshot shows the DHL MyBill dashboard. At the top, there is a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and a greeting 'Hi MyBill, welcome to MyBill' are visible. The dashboard displays account balances: € 565.15 (3 Open Transactions), Disputed Invoices, and € 300.53 (2 Due Now). A 'Pay Now' button is highlighted with a red circle and labeled '1. Via the 'Due Now' button'. Below the dashboard, there is a table of invoices with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PENDING, BALANCE, and CURRENCY. Three invoices are listed, each with a 'Pay' button highlighted by a red circle and labeled '2. Pay an individual invoice'. A red arrow points from the text '3. Pay multiple invoices' to the 'Pay' button of the first invoice in the table. The footer contains 'Deutsche Post DHL' and links for 'MyBill IE', 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQ'.



- Select the invoices for payment and select the 'Pay' button.
- Within the next screen, the invoices selected will be displayed along with a list of invoices that are almost due for payment should you wish to include any additional invoices.
- Click on the 'Confirm' button to proceed to enter the card details.

**Pay €264.62**  
You have selected the following invoices for payment. Please review your selection below and press "Confirm" to proceed to the payment process.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
							€ 264.62	€ 0.00	€ 264.62
								Total to pay	€ 264.62

The below invoice(s) are almost due, would you like to include them in the payment envelope?  
Please review your selection below and click "Add" to add these invoices to the payment envelope.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
<input checked="" type="checkbox"/>							€ 199.14	€ 0.00	€ 199.14
<input checked="" type="checkbox"/>							€ 101.39	€ 0.00	€ 101.39

- Once the payment has been processed a confirmation email will be sent to your email address.

**Order summary**

Payment reference: 306  
Description: [Redacted]  
Amount (EUR): €565.15

**Payment details**  
\* Indicates a required field

AMERICAN EXPRESS JCB mastercard VISA Discover Card maestro

Card number \*

Cardholder's name \*

Expiry date \*  
Month  Year

Security code  3 digits on the back of the card or 4 digits on the front of card

- The invoice status will be reflected as 'payment in progress' until the payment is received from your card payment provider.

# TARIFF ENQUIRY

Tariff Enquiry provides the rate per product based on your contractual agreement

- Select the 'Tariff Enquiry' tab.
- Enter the required information followed by selecting the 'Search' button.

The screenshot shows the DHL MyBill dashboard with the 'Tariff Enquiry' tab selected. The form includes the following sections:

- From:** Origin Country (IRELAND, REPUBLIC OF), Origin Zip, Origin City, Origin Suburb.
- To:** Destination Country (GERMANY), Destination Zip Code, Destination City, Destination Suburb.
- Shipment Details:** Shipping Date.
- Account Details:** Account Number.
- Piece Details:** Number of Pieces (1), Declared Value (EUR), Units (kg, cm, in).
- Dimensions:** NO., WEIGHT (kg), LENGTH (cm), WIDTH (cm), HEIGHT (cm).

A red arrow points from the 'Search' button in the bottom right corner of the form to the instructions above.

↓

2018-02-01, 12:00		12:30	
SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS 12:00 DOC	EUR [REDACTED]		10.00 KG
12:00 PREMIUM			10.00 KG
<b>TOTAL</b>			10.00 KG

2018-02-01, 23:59		12:30	
SERVICES	PRICE + TAX	TAX	BILLABLE WEIGHT
EXPRESS WORLDWIDE EU	EUR [REDACTED]		10.00 KG
<b>TOTAL</b>			10.00 KG

- The prices for the relevant products, as per your contract, will be displayed.

## CUSTOMISED CSV FILES

A full CSV file of the billing data is available, however, should you only require selected fields there is the flexibility to customise the file thereby reducing the extract to your specification and displaying the data in a set order. In addition, if you receive numerous invoices you are able to concatenate (consolidate) the files making it easier to import into your accounting systems.

**NOTE:**

Customs invoices (invoices prefixed with DBI, DBC, DBD, DCI) cannot be included with the freight customisation.



## CREATE A NEW CUSTOMISED CSV TEMPLATE

- Within the 'Dashboard' tab, select the invoice(s) you wish to download the CSV file(s) for by ticking the checkbox against the invoice(s) in question.

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation bar, there's a search bar and a greeting 'Hi MyBill, welcome to MyBill'. The main content area displays account balances: '€ 565.15 3 Open Transactions', 'Disputed Invoices', '€ 300.53 3 Due Now', and 'Tariff Enquiry'. A table of invoices is shown with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/DU', 'BALANCE', and 'CURRENCY'. Three invoices are listed, each with a checkbox in the first column. Below the table, there are buttons for 'Pay', 'Dispute', 'Download', and 'Download All Open Transactions'. A red circle highlights the 'Download' button. At the bottom, there are several informational links: 'MyBill IE', 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'.

- Select the 'Download' button to initiate the 'Download Selection' page.
- Select the requirement by ticking the checkbox, followed by the 'Standard CSV' option.

The screenshot shows the 'Download Selection' page. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation bar, there's a 'Download Selection' header with a 'Go back a page' link. The main content area is titled 'Download Preferences' and contains the following text: 'Please select your download preferences below. Please note: Summary Posting information, indicated by [red circle with slash] is only available in the Transaction Report. No backup document can be retrieved in MyBill for these records.' Below this text, there's a section titled 'Select DHL Express Downloads' with several checkboxes: 'PDF Invoice', 'Standard CSV', 'XML', 'Waybill / Commercial Invoice', and 'Transaction Report'. The 'Standard CSV' checkbox is checked. A red circle highlights the 'Standard CSV' checkbox. To the right of the 'Standard CSV' checkbox, there's a 'Customize Format' button and the text 'Current: My Invoice'.

- Then click on the customise format button.

- Within the CSV Configuration section you can create your template by selecting the data and order in which to display.
- To remove the headings click on the title in the 'Selected Column Header' and drag it across to the 'Available Column Header'.
- To change the order, click on the title in the 'Selected Column Header' and drag it to the position you require i.e. up or down.

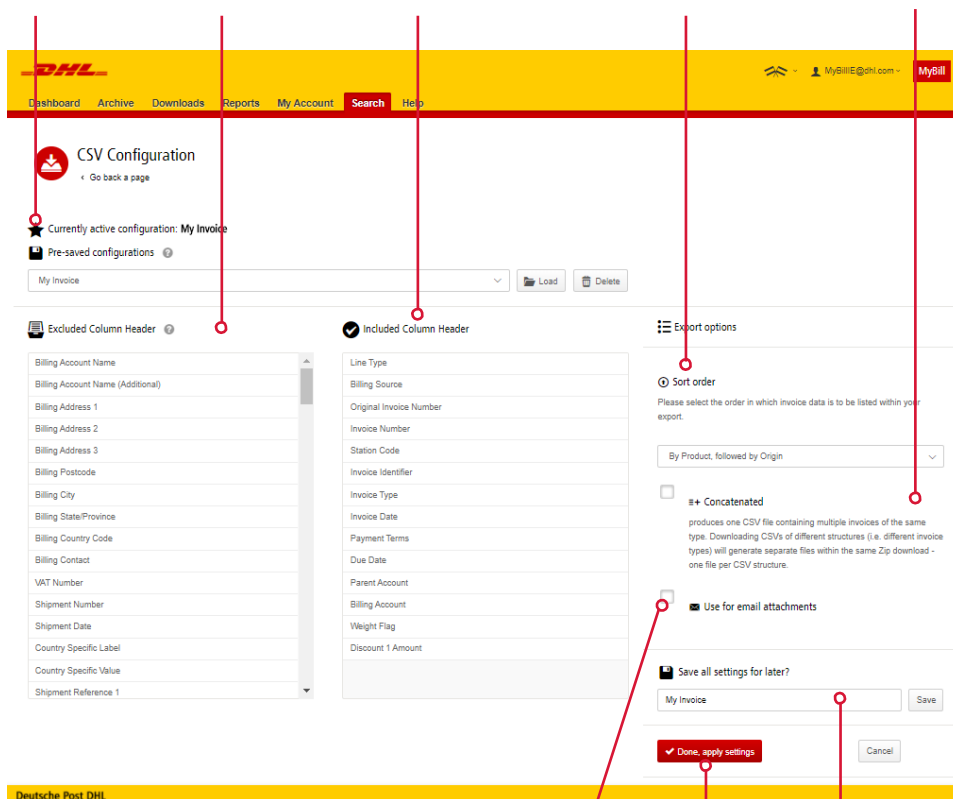
Display any pre-saved configurations

Column headings that will not appear in the file

Column headings that will appear in the file

Data sort order can be selected

Consolidate several invoices (must be selected)



This will attach the customised CSV file to the new invoice notification

Save the template for future use

- Once the settings have been selected and saved, click on the 'Done, apply settings' button.





# ARCHIVE AND DOWNLOADS

# ARCHIVED INVOICES

All paid invoices will be removed from the Dashboard and visible in the 'Archive' tab. From this tab you are still able to view / download invoices, shipment history and register queries.

Follow the same steps as with the Dashboard instructions.

# DOWNLOADS

All downloads are available for a 24 hour period within this tab.

→ To view the details, click on the 'Download Zip file' button to open the zip file.

**Active Downloads**  
All active downloads are available for one day.  
You may continue to browse the site whilst downloads are building.

STARTED	TOTAL FILES	RETRIEVED FILES	
Jan. 31, 2018, 5:49 p.m. GMT	2	2	<a href="#">Download Zip file</a> <a href="#">Cancel</a>
Jan. 31, 2018, 2:35 p.m. GMT	1	1	<a href="#">Download Zip file</a> <a href="#">Cancel</a>

**How do I create downloads?**  
You can build downloads within the [Archive](#) or [Search](#) facility

With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your download file(s).



# REPORTS

Within this section you can generate a report detailing the queries registered and their current status.

# REPORTS



## Reports

Select a report to continue

Disputes Report  
Search for Customer Disputes

Consolidated CSV Report  
Consolidate and Email CSV Files

Query Report  
Search for your queries

- Click on the 'Reports' tab then select the 'Dispute Report'.
- Enter the required details followed by the 'Search' button.



## Disputes Report

← Back to reports

### Search parameters

Start Date\*

End Date\*

Account

Invoice Number

\* indicates a mandatory field



## Disputes Report Results

← Back to report screen

Total records: 2 Selected: 0 20 per page << First < Previous Page 1 of 1 Next > Last >

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE TOTAL	DISPUTE DATE	AMOUNT DISPUTED	DISPUTE CASE ID	DISPUTE STATUS	REASON
			Invoice			264.62	41	Sent	?
			Invoice			264.62	40	Sent	?

Total records: 2 Selected: 0 20 per page << First < Previous Page 1 of 1 Next > Last >

- Click on the 'Download Report' button to open the file in Excel.



# MY ACCOUNT

Within the section you are able to change your password, view your open invoice summary and manage the users on your account.



# OVERVIEW OF YOUR ACCOUNTS

This screen provides an overview of your account.

→ My User Details – change the password & decimal indicator.

The screenshot shows the 'My User Details' and 'Change Password' sections of the DHL MyBill user interface. The 'My User Details' section includes fields for Email address (MyBill@dhl.com), First Name (MyBill), Last Name (IE), Position (DHL), Telephone Number, Home Group (DHL IE), Language Preference (English - UK), and Timezone (Europe/Dublin). A 'Save' button is located below these fields. The 'Change Password' section includes fields for 'Your current password\*', 'Enter a new password\*', and 'Confirm new password\*', with a 'Save' button at the bottom right. A note indicates that changing the password directly via MyBill will not change the current DHL.com password for online shipping.

**NOTE:**  
If the password is changed this will not update the MyDHL.


→ Open invoice summary – ageing statement of the account(s).

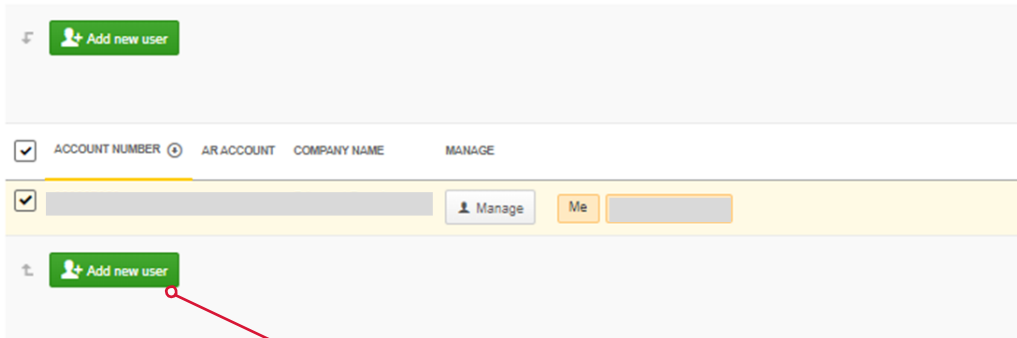
**Open Invoice Summary**

TOTAL BALANCE		TOTAL OVER DUE	
€ 565.15		€ 300.53	
CURRENT	30 DAYS	60 DAYS	90+ DAYS

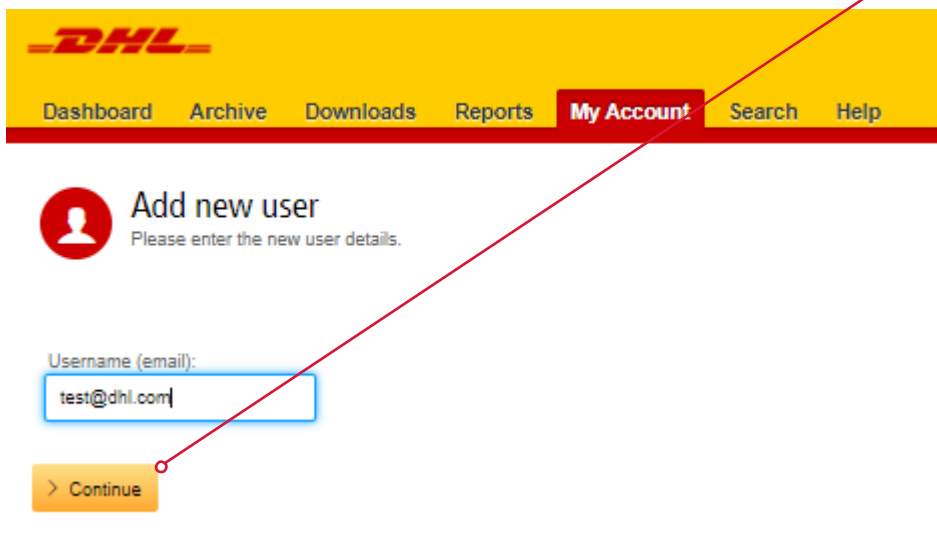
## MANAGE RIGHTS

→ My Accounts – in this section if you have manage rights, you can add or remove email addresses.

 **My Accounts**  
You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts.  
To modify your paper delivery preference, please send account number and request via email to [Upload new users](#)



→ To add a new user click on the 'Add new user' button. Enter the details and select 'Continue' followed by 'Save'.



- Within the 'Account Users Admin' section you can assign the necessary rights i.e. to manage, to log queries and the type of notification to receive.

**DHL** MyBillIE@dhl.com MyBill

Dashboard Archive Downloads Reports **My Account** Search Help

### Account Users Admin - Print and Post Account - 309307853

Manage and view user permissions.  
You may also remove users from the account, and change their email delivery preference.

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	AR MANAGER	MAIL DELIVERY PREFERENCE
MyBillIE@dhl.com	MyBill IE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Email - PDF and link
iemybill@dhl.com	john smith	<input type="checkbox"/>	<input type="checkbox"/>		Email - PDF and customised CSV

[Back to My Account](#)

- You can also remove an email address within this section by hovering over the email address and clicking on the 'Remove' button.

EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE
MyBillIE@dhl.com		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



# SEARCH AND HELP

# SEARCH

Within the search functionality you are able to quickly search for an invoice, HAWB or by a date range for multiple invoices. You can also save your search criteria for future use.

# HELP

The help function provides online step by step instructions to complete tasks i.e. view invoices, make payments, downloads etc. Additional help can also be found in the MyBill FAQ document.



# APPENDIX

# APPENDIX A

## – FAQ

# MYBILL E-INVOICE FAQs



We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

### HOW DOES MYBILL WORK?

MyBill is DHL's e-invoicing portal that allows you to view, dispute and pay your invoices online in a user friendly manner. When an invoice has been raised an email notification is sent to you with the invoice attached in a PDF format and contains the link to the MyBill website where you can view and download your invoice in several formats.

### I AM REGISTERED, BUT I HAVE FORGOTTEN MY USERNAME AND PASSWORD. WHAT DO I DO?

Your username will be the e-mail address you registered. Your password is personal to you. If you have forgotten your password, simply enter your username in the MyBill website and click on the 'Forgotten your password' hyperlink. An email will be sent to you with a temporary password.

The screenshot shows two panels. The left panel is titled 'Login to MyBill' and contains a form with 'Email address' and 'Password' fields, a 'Login' button, and a link for 'Forgotten password?'. The right panel is titled 'New to MyBill?' and contains a paragraph of text describing the website's ease of use and a 'Sign-up to MyBill' button.

### HOW CAN I VIEW MY INVOICE ONLINE?

- Step 1** Click on the MyBill link [mybill.dhl.com/login/](http://mybill.dhl.com/login/) this will take you directly to the DHL MyBill website. Enter your username and password.
- Step 2** Within MyBill you can view your invoice online.
- Step 3** Click on the invoice to import the data downloads and view your invoice from the list.

### WHAT FORMAT CAN I RECEIVE MY INVOICE IN?

Invoices can be downloaded in a variety of formats including PDF, XML, CSV file (for importing into other applications such as Excel). Please see below different types of CSV available in MyBill:

**CSV** – details with multiple lines per waybill to split freight and surcharge on individual rows.

**STANDARD CSV** – details presented all in one line built for future development.

**DUTY AND VAT** – details presented all in one line for the customers charges.

### IS MYBILL SECURE?

Yes, it is. We use a combination of digital signatures and powerful encryption technology to protect your account information and card payment details.

### IS IT VAT COMPLIANT?

DHL e-invoices are certified and legally compliant in the country the invoice is issued in. It meets the relevant EU and Swiss VAT legislation laws, whereby the e-invoice will have a form of electronic signature attached to the data that enables the invoice to be uniquely identifiable from DHL. This electronic authentication allows the signatory (i.e. DHL) to detect any changes that may have been made to the data. This can be viewed in the PDF image of the invoice.

### WHAT SOFTWARE / HARDWARE MUST I HAVE TO USE MYBILL?

Access to the internet is the only requirement you need to log into MyBill and Adobe Acrobat to view the invoice.

### HOW DO I KNOW THE INVOICE ORIGINATES FROM DHL?

The invoice in PDF has an electronic signature. The electronic signature guarantees, through its technology, that the invoice is issued by DHL.

### I AM NOT RECEIVING MY INVOICE?

Please ensure that your spam/junk filter will not block emails from the following address: [mtfinance@dhl.com](mailto:mtfinance@dhl.com)

If you continue to experience difficulties please 'white list' the following IP addresses and domain names that are used for sending out invoices:

85.90.252.62  
109.234.201.208

Domain names we send from are:  
fundtech.com, accountis.com, accountis.net and dhl.com

### WILL I STILL RECEIVE MY PAPER INVOICE?

DHL will not supply a paper invoice but you have the option to print.

### MY EMAIL ADDRESS HAS CHANGED. WHAT DO I NEED TO DO TO ENSURE I STILL RECEIVE MY INVOICES?

You can amend your email address online via the "My Account" tab on the MyBill website and this should be done as quickly as possible. However we strongly recommend that you contact DHL to confirm changes, so that we can remove any old email addresses from the system to avoid any issues. For MyBill questions call us on **+356 2180 0148** or alternatively email [mtfinance@dhl.com](mailto:mtfinance@dhl.com)

### HOW DO I ADD OR REMOVE EMAIL ADDRESSES?

You can go to 'My Account' and add / remove multiple users.



## WHAT INVOICES WILL BE AVAILABLE ONLINE?

Your online history will start with the first invoice you receive electronically. There will be no history available for invoices received prior to registration.

## WHY HAS MY INVOICE BEEN REMOVED?

Once the invoice has been paid it will be moved to the 'Archive' tab.

## AM I ABLE TO VIEW WAYBILLS ONLINE?

Simply click on the hyperlink for the waybill to view the image. Should an image not be available, a request will automatically be logged and passed to our Customer Enquiries team for action. The query response will be sent via email. Please note that for security reasons you will not be able to access waybill images from the email version of your invoices you will need to log into the website.

## CAN I QUERY MY INVOICE ONLINE?

Yes to register an enquiry against your invoice(s) please complete the following actions:

- Click on the invoice number in question
- Click on the 'Create Dispute' icon
- Complete the information within the query details screen followed by the 'Submit dispute' button.

The information you enter will be sent to DHL for full investigation. For a more detailed explanation of how to follow this process, please refer to the user guide section "Placing an invoice into query".

## CAN I UPDATE MY COMPANY DETAILS ONLINE?

For the time being any change to your official company data has to be done via Customer Accounting team or your Account Manager. You can change your language preference for MyBill and your password online (see My Account tab).

## HOW CAN I PAY FOR MY E-INVOICE ONLINE?

1. Login into MyBill using your login details (email address)
2. Indicate the invoice(s) to be paid
3. Select the 'Pay Now' option
4. Enter your card details and submit your payment

## HOW CAN I SEE THAT MY INVOICE HAS BEEN PAID?

Once an invoice has been paid the invoice will be marked as closed and will be moved to the 'Archive' tab.

## IS E-PAYMENT SECURE?

Yes, it is. We use a combination of digital signature and powerful encryption technologies to protect all your card payment details.

## CAN I SEE THE PAYMENT DETAILS ON MYBILL?

Yes. The online history will display the payment transaction reference and total paid.

## HOW LONG WILL IT TAKE TO SUBMIT THE PAYMENT?

Timing will depend on your card payment provider and the status of the invoice will be updated on receipt of payment confirmation.

## IS THERE A LIMIT FOR THE TOTAL AMOUNT OF INVOICES SELECTED FOR PAYMENT?

The total limit of invoices selected must not exceed € 99,999.98.

## HOW CAN I MAKE SURE THAT I WILL NOT DUPLICATE A PAYMENT?

The system will not allow a payment to be processed on a closed invoice.

## WHAT CREDIT CARDS CAN I MAKE A PAYMENT ON?

Payments can be made via Credit or Debit Card i.e. Master Card, Visa.

## ARE THERE ANY ADDITIONAL CHARGES WHEN USING THE ONLINE PAYMENT SERVICE?

No.

## CAN I SETUP DIRECT DEBIT THROUGH MYBILL?

For the time being this is not possible.

## IF I PAY ONLINE, DO I HAVE TO USE THIS METHOD EVERY MONTH?

There is no requirement to pay by this method every month you can pay by various methods when using DHL Express. For ease of use we recommend this method.

## STILL HAVE A QUESTION?

Call us on **+356 2180 0148** for general information and technical support or you can email the eSupport team directly on [mtfinance@dhl.com](mailto:mtfinance@dhl.com)

DHL International Ltd  
MIA Cargo Village  
LQA3290, Luqa  
Malta  
[www.dhl.com.mt](http://www.dhl.com.mt)  
VAT Number: MT 1026-5105

