



MyBill

DHL MyBill User Guide



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What does MyBill offer?

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. There is no cost to enroll, view or pay your bills online. It's easy and secure! View your bill online any time, anywhere via PC or Tablet.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports. Our secure online environment saves time and eliminates paperwork for all our customers' DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from Online Billing?

- You maintain full control of all your export and import accounts in one profile.
- Research individual line items on your invoices.
- If you need to file a dispute for charges, it's simple to submit your request and information with DHL **MyBill**

MyBill will allow you to:

- Receive email notification of new invoices.
- Pay invoices online via credit and debit card.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



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

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

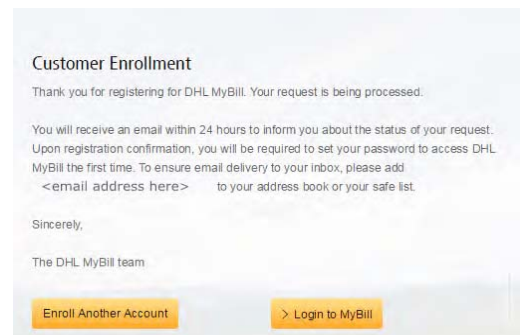
Registering for MyBill

You can register for MyBill in just a few simple steps. Go to: <https://mybill.dhl.com/login> and click on the *Sign-up to MyBill* button.



In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the 'Save and Continue' button. Your request for enrollment will then be sent to DHL for processing. You will then be given the option to 'Enroll Another Account' or 'Login to MyBill'.

You should receive an email within 24 hours to update you on the status of your request. There will be an email address displayed on the confirmation (where the text **<email address here>** is shown in the image). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk email.



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



THE SCREENS

MyBill User Guide

The Dashboard

MyBill

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**.

The screenshot shows the MyBill Dashboard for user Hilary Hendriks. At the top, there are navigation links: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below the navigation bar, the user is greeted with 'Hi Hilary Hendriks, welcome to MyBill'. A search bar is available. The dashboard displays three summary cards: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03), \$ 112.20 (1 Disputed Invoice), and RM 165,311.33 (895 Due Now, JS 6,620,102.81). Below these cards is a table of transactions with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DEBITED, PREPAID, BALANCE, and CURRENCY. The table shows several transactions, including 'Print and Post Account' and 'Print and Post Standard register'.

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).



This screenshot is similar to the one above, but with a red box highlighting the 'Download All Open Transactions' button located below the summary cards. The table of transactions is also visible.

The summary cards are displayed in a larger, more detailed format. The first card shows RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03). The second card shows \$ 112.20 (1 Disputed Invoice). The third card shows RM 165,311.33 (895 Due Now, JS 6,620,102.81).



The Search Screen

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

Search Invoices
Did you know you can save search criteria as a saved search?

Saved Searches
Start with a custom search and then save your search criteria in the search results.

No saved searches
Use custom search to create a new saved search

Search parameters

Account: All

Invoice Number:

Waybill:

Invoice Type: All

Status: All

Summary Posting: All

Invoice Date

Start Date:

End Date:

Save as "Saved Search"?

Enter a name:

Search

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

Please remember to keep your details up to date.

Email address

hiliary.hendriks-brown@dhl.com

First Name

Hiliary Hendriks

Last Name

Position

Telephone Number

Home Group

DHL US

Language Preference

English - US

Timezone

Africa/Abidjan

Save

Change Password

Your password must meet the password policy.
Changing Password directly via MyBill, will not change your current DHL.com password for online shipping

Your current password*

Enter a new password*

Confirm new password*

* indicates a mandatory field

Save

Open Invoice Summary

TOTAL BALANCE	TOTAL OVER DUE
RM 384,242.83	RM 163,385.18
\$ 1,251.25	\$ 0.00
¥5 6,941,009.03	¥5 6,553,151.13
CURRENT	30 DAYS
RM 86,039.60	
\$ 0.00	
¥5 0.00	

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 1.800.722.0381
Upload new users

Select for more options

Total records: 2920 per pageFirstPreviousPage 1

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
		Related by AR group	ManageMe rhesaron@gmail.com
		Related by AR group	ManageMe
		Related by AR group	ManageMe rhesaron@gmail.com

My User Details

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

Change Password

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

Open Invoice Summary

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

My Accounts

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

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 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.

DHL

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

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

- + The Main Dashboard
- + Archive
- + Downloads
- + Reports
- + My Account
- + Search

Managing your Accounts

- + How to manage your User details
- + How to change your password
- + Managing users rights
- + How to add a user
- + How to remove a user
- + Who to contact if experiencing difficulties logging into MyBill

Making a Payment

- + How to setup an account in the Wallet
- + Making a payment
- + How to set up autopay on my account
- + How to remove a Wallet account
- + Who do I contact if I am experiencing problems making a payment?

Logging a Dispute

- + How to log a dispute
- + How to delete a dispute
- + Overview of disputed Invoices
- + Who to contact if you are experiencing problems with your disputes.

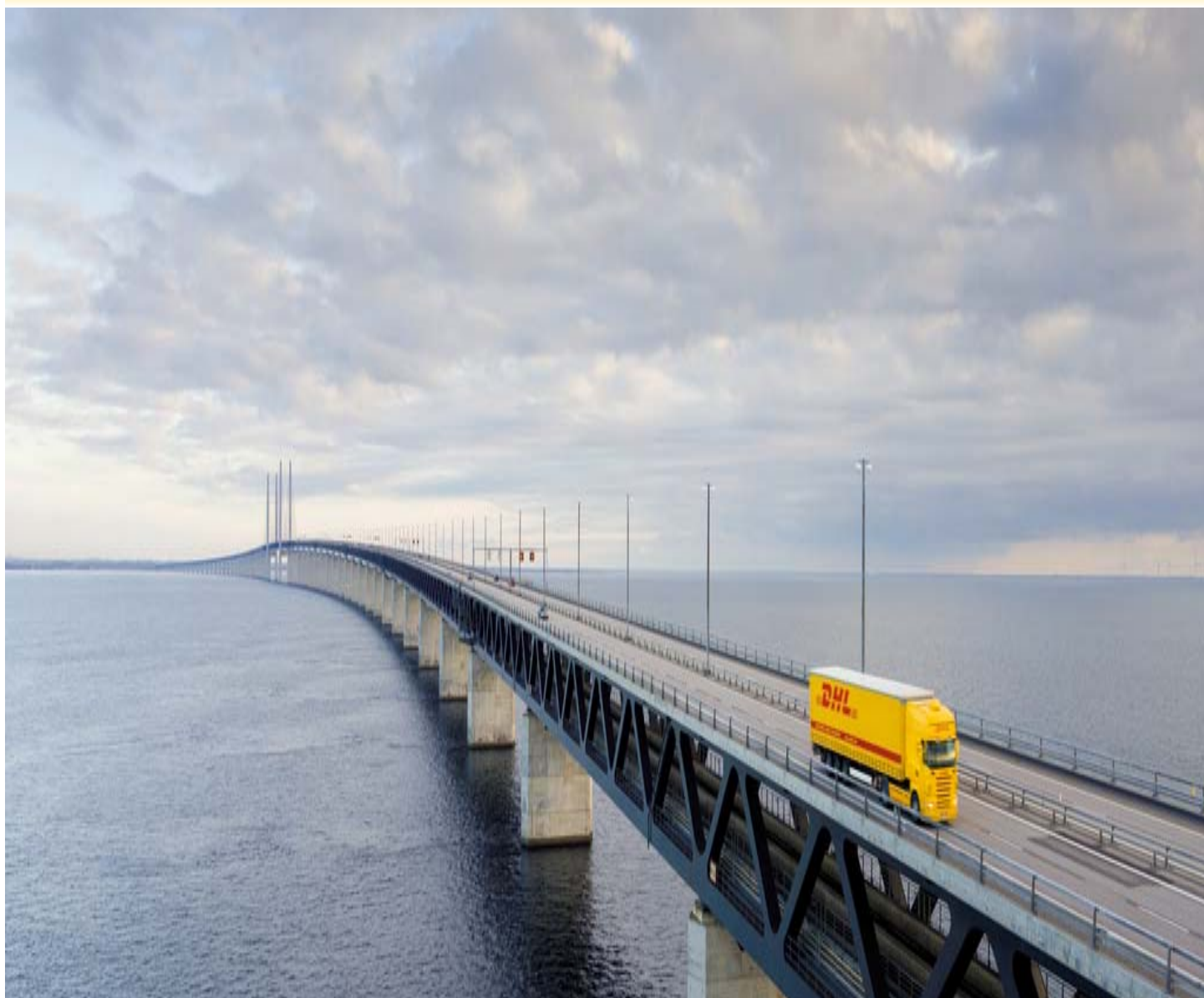
How to use Search

- + Search parameters
- + Saving searches

The **Help** screen is there to provide additional support for **MyBill**. The **Help** screen is made up of several sections:

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

Should you find not the answer you were looking for in the **Help** screen you can also refer to the **FAQ** document






STEP-BY-STEP

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

Viewing an Invoice

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

Invoice Key

-  No images available
-  Overdue invoice
-  Disputed invoice

Single invoices

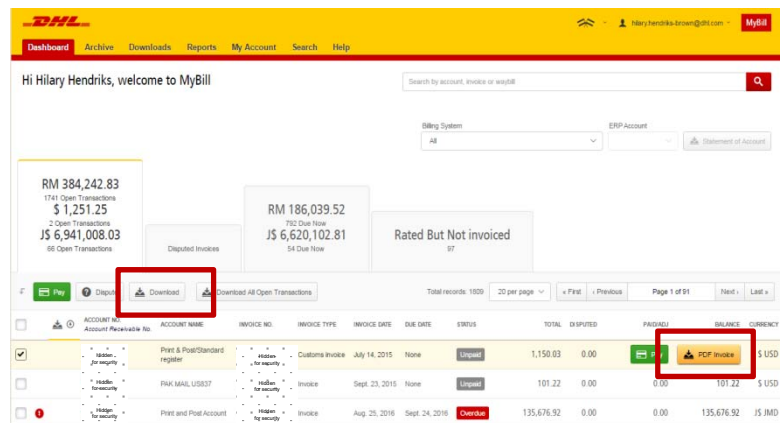
Option 1:

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

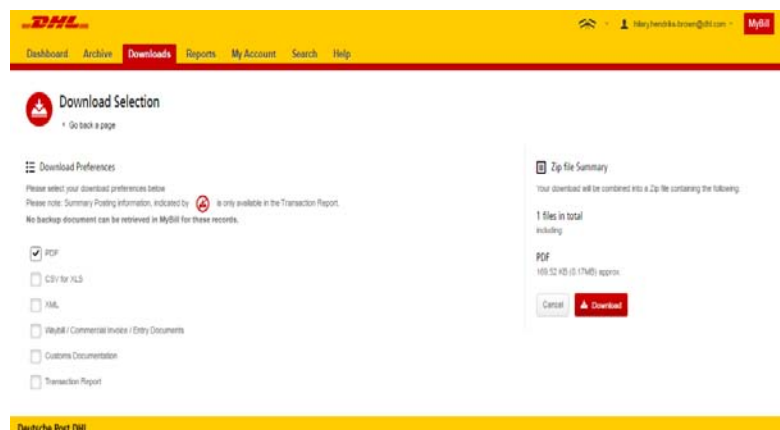
Option 2:

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

Should you select the *Download* option you will be redirected to the **Downloads** screen where you can chose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button



The screenshot shows the MyBill dashboard with a list of invoices. The 'Download' button is highlighted in the top navigation bar. The invoice list includes columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Priority, Balance, and Currency. The first invoice is highlighted, and the 'PDF Invoice' button is visible in the action column.



The screenshot shows the 'Download Selection' screen. It includes a 'Download Preferences' section with checkboxes for PDF, CSV for XLS, XML, Manual / Commercial Invoice / Entry Documents, Custom Documentation, and Transaction Report. The 'PDF' option is selected. A 'Zip File Summary' section shows that the download will be combined into a Zip file containing 1 file in total, including a PDF of 100.52 KB (174KB) approx. The 'Download' button is highlighted.

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
2 Open Transactions
J\$ 6,941,008.03
88 Open Transactions

Disputed Invoices

RM 186,039.52
702 Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
1741	Pharm & Prost/Standard register	1741	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
2	Pharm & Prost/Standard register	2	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
88	Pharm & Prost/Standard register	88	Invoice	Aug. 28, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
	Pharm & Prost/Standard register		Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ JMD

Multiple invoices

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

Download Selection
Go back a page

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

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

Zip File Summary
Your download will be combined into a Zip file containing the following:
3 files in total including:
PDF
506.96 KB (510MB) approx.

Cancel Download

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

Download Selection
Go back a page

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

☐ PDF
☒ CSV for XLS
☒ Customized
☒ Customize Format
☐ XML
☐ Waybill / Commercial Invoice / Entry Documents
☐ Customs Documentation
☐ Transaction Report

Zip File Summary
Your download will be combined into a Zip file containing the following:
2 files in total including:
CSV
15.02 KB (15.02MB) approx.

Cancel Download

Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will the be redirected to the **Download** screen from where you can download your file.

CSV Configuration

CSV Configuration

Go back a page

Pre-saved configurations

Load Delete

Excluded Column Header

Included Column Header

- Billing Account
- Invoice Number
- Shipment Number
- Billing Country
- Billing Source
- Invoice Type
- Invoice Date
- Payment Terms
- Due Date
- Parent Account
- Billing Account Name
- Billing Address 1
- Billing Address 2
- Billing Address 3
- Billing Postcode
- Billing City

Export options

Sort order

Please select the order in which invoice data is to be listed within your export.

By Product, followed by Origin

☒ Concatenated

produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types) will generate separate files within the same Zip download - one file per CSV structure.

Save all settings for later?

Save

Done, apply settings

Deutsche Post DHL

CSV Configuration

Should you wish to customize the format of your CSV file then you will be redirected to the **CSV Configuration** screen.

If you only require particular fields there is the flexibility to customize the file thereby reducing the extract to your specification and displayed in a set order. In order to customize the set order select the column header from the *Selected columns* field and drag across to the *Available columns* field; place columns in the order which best suit your needs.

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

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

Should you wish to save your settings then enter the name by which you wish to save these settings in the *Save all settings for later?* field before selecting the *Done, apply settings* button.

These saved settings can then be found back in the *Pre-saved configurations* drop-down menu.

Once you have finished customizing your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.

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.

The screenshot displays the DHL MyBill dashboard. At the top, there's a navigation bar with links like Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below this, a welcome message 'Hi Hilary Hendriks, welcome to MyBill' is shown alongside a search bar and filters for Billing System and ERP Account.

Key financial summaries are presented in boxes:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03, 66 Open Transactions)
- \$ 112.20 (1 Disputed Invoice)
- RM 179,405.91 (736 Due Now, JS 6,620,102.81, 54 Due Now)
- Rated But Not Invoiced (97)

A table lists transactions with columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Invoiced, Balance, and Currency. Several invoices are marked as 'Disputed'.

The 'Dispute invoices' section provides instructions: 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' It includes a 'Back to dashboard screen' link and a table of disputed invoices:

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
Invoice for security	Invoice for security	Sept. 23, 2016	Unpaid	RM 44.44
Invoice for security	Invoice for security	Sept. 23, 2016	Unpaid	RM 143.09

Below the table, there's a 'Add a Comment' section with a dropdown for 'Select a dispute reason' and a text area for 'Add a comment'. A red 'Submit dispute' button is at the bottom right.

Footer links include:

- How MyBill Works: How to pay your DHL invoices on-line (Learn more)
- MyBill User Guide: Download the PDF user guide (Download PDF)
- MyBill FAQs: Your Frequently Asked Questions answered (Download PDF)

At the bottom, there's a 'Deutsche Post DHL' logo and a 'Fraud Awareness' section listing:

- DHL Express
- DHL Global Forwarding
- DHL Freight
- DHL Global Mail
- DHL Supply Chain

Small text at the bottom right states: 'Accessibility | Terms & Conditions | Privacy & Cookies | 2014 © DHL International GmbH. All rights reserved.'



Note: Only one dispute can be logged per invoice

Updating a Dispute

Once you submit a dispute it cannot be canceled within MyBill. In the event a dispute needs to be modified or canceled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

Go to the **Disputed Invoice** dashboard and select the invoice you wish to update. Select the **Dispute History** tab and then the *View Dispute* button.



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

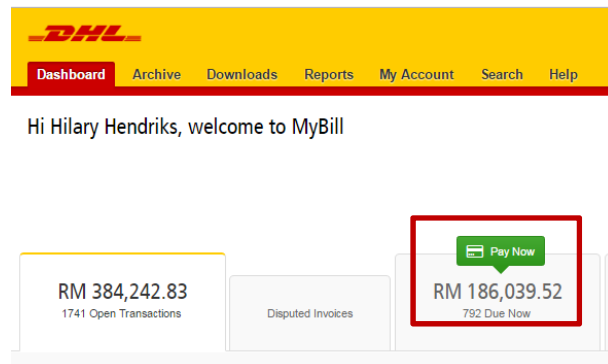
Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done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

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

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYDUE	BALANCE	CURRENCY
<input type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00				RM MYR
<input type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00			142.70	RM MYR
<input type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00			95.58	RM MYR

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

The screenshot shows the DHL MyBill dashboard with the "Pay" button highlighted in a red box. Below the dashboard, there's a table of invoices with checkboxes for selection.


	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYDUE	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00				RM MYR
<input checked="" type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00			142.70	RM MYR
<input checked="" type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00			95.58	RM MYR
<input checked="" type="checkbox"/>	1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00			54.35	RM MYR

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*

Pay \$15.00
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	PAYDUE	BALANCE
999999999	Print and Post Account	32212343	Invoice	Oct. 30, 2015	Nov. 29, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
Total to pay								\$ 15.00	

Making a Payment

 Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
999999999	Print and Post Account	82012345	Oct. 30, 2015	Nov. 29, 2015	\$ 15.00
Total to pay					\$ 15.00

Total payment amount MD 15.00

 Credit Card

Card Number

Card Holder Name

Card Expiry Date /

CVV What is CVV?

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

Select for more options Total records: 25 20 per page < First < Previous Page 1 of 2 Next > Last >

 Your payment was successful. Your transaction reference number is 20160816220514-1607089. Thank you for choosing DHL.

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 waybill

Billing System: SAP ERP Account: 999999999

\$ 47.43 1 Open Transactions Total records: 17 20 per page < First < Previous Page 1 of 1 Next > Last >

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	EMPLOYED	PAYABLE	BALANCE	CURRENCY
999999999	Print and Post Account	82012345	INVOICE	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD

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.

Rated but not Invoiced - RBNI

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

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or waybill

Billing System: All | LSP* Account: | Statement of Account

RM 384,242.83
1141 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
89 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
RBNI Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

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

Total records: 97 | 20 per page | < First | Previous | Page 1 of 5 | Next | > Last

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 13, 2018	PRG	PLN	USD	18.58	0.00	0.00	0.00	18.58	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	2.00 V	Sept. 8, 2018	SHN	PLN	USD	19.27	0.00	0.00	0.00	20.82	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	2.00 W	Sept. 8, 2018	SGN	PLN	USD	31.80	0.00	0.00	0.00	34.38	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	N	3.00 S	Sept. 14, 2018	KUL	PLN	USD	22.92	0.00	0.00	1.48	28.28	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	18.00 W	Sept. 12, 2018	BRK	PLN	USD	92.40	0.00	0.00	0.00	98.82	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 12, 2018	PRG	PLN	USD	13.89	0.00	0.00	0.00	15.01	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	6.00 S	Sept. 13, 2018	SHN	PLN	USD	30.28	0.00	0.00	0.00	32.70	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	N	10.00 S	Sept. 14, 2018	KUL	PLN	USD	50.54	0.00	0.00	3.27	57.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	N	3.00 S	Sept. 15, 2018	KUL	PLN	USD	20.74	0.00	0.00	1.34	23.79	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	10.00 W	Sept. 8, 2018	SHN	PLN	USD	153.71	0.00	0.00	0.00	153.71	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	13.00 S	Sept. 8, 2018	SGN	PLN	USD	79.90	0.00	0.00	0.00	82.12	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	4.00 S	Sept. 8, 2018	SGN	PLN	USD	44.00	0.00	0.00	0.00	47.84	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	N	2.00 W	Sept. 15, 2018	KUL	PLN	USD	18.56	0.00	0.00	1.20	21.28	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	N	1.00 W	Sept. 15, 2018	PLN	PLN	USD	12.02	0.00	0.00	0.78	13.77	View Invoice
Rated But Not Invoiced	Rated But Not Invoiced	1*	1.00 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice

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

Total records: 97 | 20 per page | < First | Previous | Page 1 of 5 | Next | > Last

How MyBill Works | MyBill User Guide | MyBill FAQs

Deutsche Post DHL

Final Assurance | LSP* Express

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In the event that your account has been enabled for Rated but not Invoiced (RBNI) you will be able to view shipments that have been sent, rated but not yet invoiced.

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

Available shipment details include :

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

Sort your RBNI data by clicking on a particular column header . The arrow next to the header will indicate the direction of the sort order.



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

DHL

[Dashboard](#) | [Archive](#) | [Downloads](#) | [Reports](#) | [My Account](#) | [Search](#) | [Help](#)

Hi Hilary Hendriks, welcome to MyBill

[Sign Out](#)

RM 384,242.83
1741 Open Transactions
J\$ 1,251.25

J\$ 6,941,008.03
93 Open Transactions

RM 165,311.33
EST Due from J\$ 6,620,102.81
 14 Days from

\$112.20
(Deposit Invoice)

Rated But Not invoiced

Filtering System: RPPF Account:

AB

This data is not final and will bill.

Total Invoices: 107 20 per page v First < Previous Page 1 of 5 Next > List

BILLING ACCOUNT	SUPPLEMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL BASES	TOTAL CHARGE	ACTIONS
Alaska - for security	insecure to security	N	15.00 LB	Satp 10, 2016	PEN	KAL	USDC	\$1.85	0.00	0.00	3.96	\$9.57	View Image
Hawaii - for security	insecure to security	F	0.00 LB	Satp 10, 2016	PEN	BWA	USDC	23.49	0.00	0.00	1.12	40.10	View Image
Hawaii - for security	"Transit" no security	D	0.00 LB	Satp 10, 2016	PEN	BWA	USDC	6.12	0.00	0.00	0.28	16.53	View Image
Hawaii - for security	insecure to security	N	10.00 LB	Satp 10, 2016	PEN	KAL	USDC	47.96	0.00	0.00	3.11	54.94	View Image
Alaska - for security	insecure to security	N	3.00 LB	Satp 10, 2016	KAL	PEN	USDC	20.74	0.00	0.00	1.34	23.75	View Image
Hawaii - for security	insecure to security	N	2.00 LB	Satp 10, 2016	KAL	PEN	USDC	16.96	0.00	0.00	1.20	21.26	View Image
Hawaii - for security	insecure to security	N	0.00 LB	Satp 10, 2016	PEN	PEN	USDC	12.02	0.00	0.00	0.76	13.77	View Image

In the Rated but not Invoiced Dashboard you can easily view the shipment images by selecting the *View Image* link found on each shipment line. The shipment image will appear in a new window.

The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.

The screenshot shows the MyBills.com website interface. At the top, there's a navigation bar with links like Dashboard, Archives, Downloads, Reports, My Account, Search, and Help. The main header area displays the user's name, 'Hi Hilary Hendriks, welcome to MyBill', and a search bar. Below this, there are several summary cards showing account balances and transaction details. A table titled 'Total bills to read this bill details' is visible, with a red box highlighting a 'Download' button and a dropdown menu that appears when clicked, showing options like 'Download All Open Transactions' and 'Configure Download options'. The table itself has columns for BILLING ENTITY, SUMMARY NUMBER, PRODUCT, DUE DATE, DUE TIME, DUE DATE, CURRENCY, WEIGHT CHANGE, INSURANCE, DEBITMENT, TOTAL TAXES, TOTAL CHARGE, and VIEW. The table contains multiple rows of data for various bills.

[illegible]

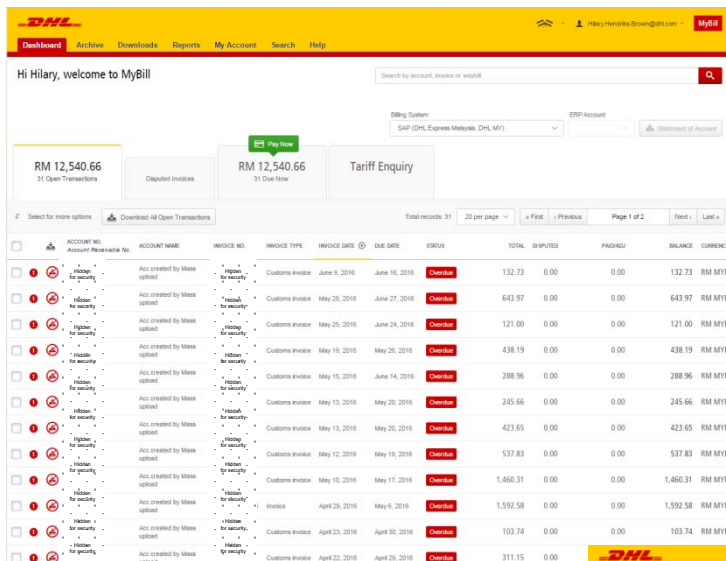
Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options*.

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.



Hi Hilary, welcome to MyBill

Search by account, invoice or waybill

Billing System: SAP (DHL Express Malaysia, DHL MY) ERP Account: [Statement of Account]

RM 12,540.66 31 Open Transactions Disputed Invoices RM 12,540.66 31 Due Now Tariff Enquiry

Select for more options Download All Open Transactions Total records: 31 20 per page Page 1 of 2

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
1	Invoice for security	Acc created by Miles upload	Customers Invoice	June 9, 2016	June 16, 2016	132.73	0.00	0.00	132.73	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 28, 2016	June 27, 2016	643.97	0.00	0.00	643.97	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 25, 2016	June 24, 2016	121.00	0.00	0.00	121.00	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 19, 2016	May 26, 2016	438.19	0.00	0.00	438.19	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 15, 2016	June 14, 2016	288.96	0.00	0.00	288.96	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 13, 2016	May 20, 2016	245.66	0.00	0.00	245.66	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 13, 2016	May 20, 2016	423.65	0.00	0.00	423.65	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 12, 2016	May 19, 2016	537.83	0.00	0.00	537.83	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	May 10, 2016	May 17, 2016	1,460.31	0.00	0.00	1,460.31	RM MYR
1	Invoice for security	Acc created by Miles upload	Invoice	April 29, 2016	May 6, 2016	1,592.58	0.00	0.00	1,592.58	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	April 23, 2016	April 28, 2016	103.74	0.00	0.00	103.74	RM MYR
1	Invoice for security	Acc created by Miles upload	Customers Invoice	April 22, 2016	April 26, 2016	311.15	0.00	0.00	311.15	RM MYR

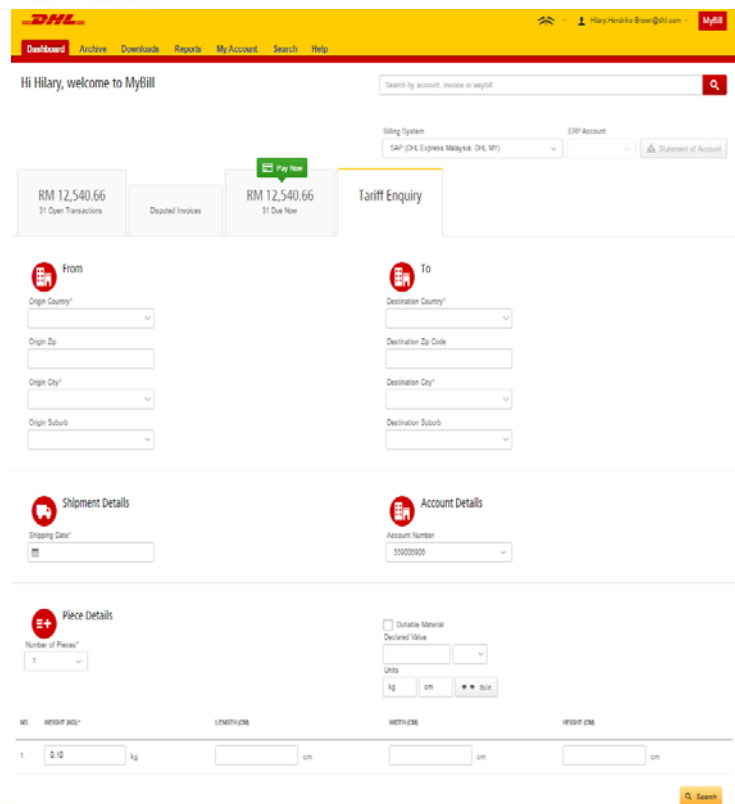
The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

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

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

Tariff enquires can be carried out on account level by selecting the applicable account in the *Account Details* drop down menu.

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



Hi Hilary, welcome to MyBill

Search by account, invoice or waybill

Billing System: SAP (DHL Express Malaysia, DHL MY) ERP Account: [Statement of Account]

RM 12,540.66 31 Open Transactions Disputed Invoices RM 12,540.66 31 Due Now Tariff Enquiry

From

Origin Country*

Origin Zip

Origin City*

Origin Suburb

To

Destination Country*

Destination Zip Code

Destination City*

Destination Suburb

Shipment Details

Shipping Date*

Account Details

Account Number

Piece Details

Number of Pieces*

☐ Declare Material Declared Value

Units

kg cm m Box

NO.	WEIGHT (kg)	LENGTH (cm)	WIDTH (cm)	HEIGHT (cm)
1	2.10			

Search

MyBill User Guide

Track & Trace

MyBill

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

ID	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	PAID	BALANCE	CURRENCY
1	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	54.34	0.00	-54.34	RM MYR
2	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	142.70	0.00	-142.70	RM MYR
3	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	95.58	0.00	-95.58	RM MYR
4	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	54.34	0.00	-54.34	RM MYR
5	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	122.98	0.00	-122.98	RM MYR
6	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	168.29	0.00	-168.29	RM MYR
7	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	120.04	0.00	-120.04	RM MYR
8	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	May 27, 2016	July 26, 2016	Overdue	1,262.69	0.00	-1,262.69	RM MYR
9	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	May 27, 2016	July 26, 2016	Overdue	5,883.91	0.00	-5,883.91	RM MYR
10	10000000000000000000	Print and Post Account	10000000000000000000	Invoice	May 31, 2016	July 30, 2016	Overdue	84.31	0.00	-84.31	RM MYR

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

Once redirected to the **Invoice** screen select you will be present with a breakdown of all the shipments for that invoice. On each shipment line you will find a **Track** button. Select the **Track** button next to the shipment you wish to view.

INVOICE #	BILLED AMOUNT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
10000000000000000000	1.50	July 25, 2016	Hong Kong - Hong Kong	Hong Kong - Hong Kong	1.50	Track

Result Summary	Waybill	Thursday, July 25, 2016 at 14:59	1 Piece
11	Delivered - Signed for by: MR THAM TUN OOI	PENANG	14:59
10	VIB delivery courier	PENANG - MALAYSIA	12:04
9	Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:39
8	Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23
7	Customs status updated	PENANG - MALAYSIA	07:20
6	Departed Facility at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:36
5	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:26
4	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07
3	Arrived at Sort Facility HONG KONG - HONG KONG	HONG KONG - HONG KONG	15:56
2	Departed Facility at HONG KONG - HONG KONG	HONG KONG - HONG KONG	14:43
1	Shipment picked up	HONG KONG - HONG KONG	11:23

A new window will appear with your shipment Track and Trace details. You will also find a link on the screen for the **Proof of Delivery** image.





DHL INVOICES

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

Invoice Breakdown

1 DHL Express INVOICE

2 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

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

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: **8** www.mybill.dhl.com/login

DHL

4 Type of Service	5 Number of Shipments	6 Total Weight	7 Number of Items	8 Standard Shipping Charge	9 Total of Extra Charges	10 Discount	11 Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

11 Analysis of Extra Charges	12 Analysis of Discounts
EXTENDED LIABILITY	Weight Charge Discount (w)
FUEL SURCHARGE	
Total Extra Charges	Total Discounts
72.00	-1,012.07
41.15	
113.15	-1,012.07

13 Payment due date: 21-09-16

15 PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNXX

14 Total Amount (USD) **746.71**

Total (incl. VAT)

16 **Payment Instructions**

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

Invoice No:	BDA012345
Account No:	999999999
Amount:	746.71 USD

Remittance advices should be emailed to: AccountsReceivableBM@dhl.com
Please state your DHL Invoice Number and Account Number as a reference when making a payment

THANK YOU FOR CHOOSING DHL

- | | | |
|---|---|--|
| <p>1 Type of invoice: Invoice, Credit note, etc.</p> <p>2 Customer Name and Billing Address</p> <p>3 Customer Billing Information: Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)</p> <p>4 Type of Service: Description of service</p> <p>5 Number of Shipments: Total number of shipments within this service description and invoice</p> <p>6 Total Weight: total weight of all shipments within this service description and invoice period</p> | <p>7 Standard Shipping Charge: Transportation charge</p> <p>8 Total of Extra Charges: Total of other charges for each service</p> <p>9 Discount</p> <p>10 Total Amount (incl. VAT): Weight charge + Other Charge + SVP = Total Charge for each line</p> <p>11 Analysis of Extra Charges: Description of additional charges for each service</p> <p>12 Analysis of Discounts: Description of the discount, code and amount</p> | <p>13 Total Amount: Total amount due for payment</p> <p>14 Due Date</p> <p>15 The DHL address</p> <p>16 Payment Instructions: instructions for the different payment methods available</p> <p>17 Billing information for processing: Account number, Invoice number, Amount Due.</p> |
|---|---|--|



Invoice Breakdown

1

Invoice Number:

Account Number:

Invoice Date:

Number of Pages:


BDA012345

999999999

22-08-16

7 of 7

2 INVOICE



3	4	5	6	7	8	9	10	11	12	13	14	15
Air Waybill Number	Shippers Reference	Shipment Date	Origin / Consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of Items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	Total amount (incl. VAT)
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BMF, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-2002th, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00	B 1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.20 4.00 0.58
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.38
						25.60	25	1,645.63	-1,012.07		113.15	746.71
<div>17</div> <div> <div>A = Customer Actual Weight</div> <div>V = Customer Volumetric Weight</div> <div>B = DHL Actual Weight</div> <div>W = DHL Volumetric Weight</div> </div>												

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

- 1 **Customer Billing Information:** Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybil number
- 4 **Type of Service:** Description of service
- 5 **Shippers Reference:** Reference information provided in the Waybill
Shipment Date: Date the shipment was sent
- 6 **Origin/Consignor:** Consignor name and address
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
- 9 **Weight in KG and Code:** Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- 10 **Number of item:** Total number of shipments within this service description and invoice
- 11 **Standard Charge:** Transportation charge
- 12 **Discount amount and code**
- 13 **Extra Charge Description:** Description of additional charges for each service
- 14 **Extra Charges Amount:** Total of other charges for each service
- 15 **Total Amount (incl. VAT):** Standard Charge + Other Charge + SVP = Total Charge for each line
- 16 **Service Subtotal:** Total of weight, items, and charges for each type of service
- 17 **Weight code descriptions**





Contact Details MOZAMBIQUE

For Invoice enquiries:

Telephone: +25821225300

Fax: +258405313

Email: Billing-Query.mz@dhl.com

For MyBill specific issues and queries:

Telephone: 25821225300

Email Billing-Query.mz@dhl.com