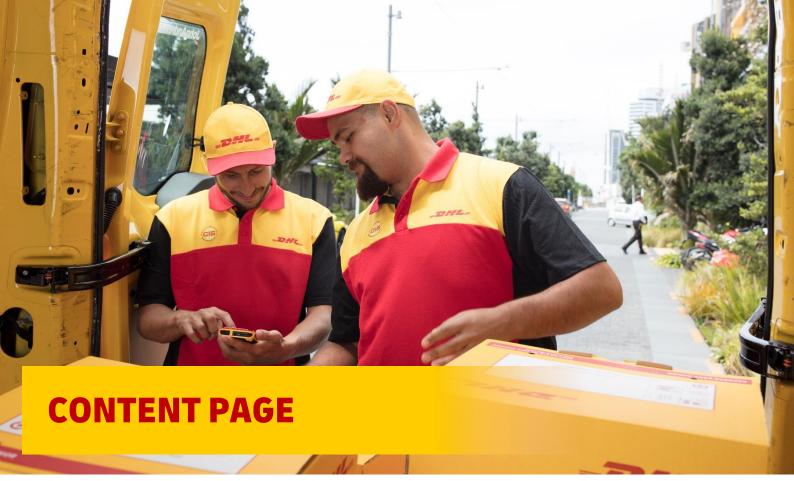


MYBILL USER GUIDE DHL EXPRESS NEW ZEALAND

EXCELLENCE. SIMPLY DELIVERED.



DHL MYBILL INTRODUCTION

What does MyBill offer? Registering via MyBill

THE SCREENS

The Dashboard The Archive, Reports & Download Screens The Search Screen The My Account Screen The Help Screen

STEP BY STEP

Viewing an Invoice Viewing Multiple Invoices CSV Configuration Waybills & Documentation Disputing an Invoice Updating a Dispute Making a Payment Rated but not Invoiced (RBNI) Tariff Enquiry Track & Trace Custom Entries

DHL INVOICES

Invoice Breakdown

CONTACT DETAILS



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 anytime, 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 12months.

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

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



REGISTERING FOR MYBILL

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





In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the *'Save and Continue'* button. Your request for enrolment 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.

| Customer Enrollment | |
|---|--|
| Thank you for registering for DH | L MyBill. Your request is being processed. |
| Upon registration confirmation, y MyBill the first time. To ensure e | 24 hours to inform you about the status of your request. ou will be required to set your password to access DHL mail delivery to your inbox, please add to your address book or your safe list. |
| Sincerely, | |
| The DHL MyBill team | |
| Enroll Another Account | > Login to MyBill |



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



THE SCREENS

The Dashboard

Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; Archive, Downloads, Report, My Account, Search and Help.

| Hi | Hilan | y H | endrik | s, web | come to MyBill | | | | Search by | ACCOUNT, INVOLUTION | r siglið | | | | ۹ |
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| 40 | | | | | oad Al Open Transach | ors. | | | Tota | Frecords 1015 | $_{20per}$ page \sim | «Feit » | Previous Page 1 of | 91 Net - | Lette |
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| | 6 | , | 5 | | Print and Post-Account | | a Invoice | Sept 23, 2018 | Nov 22, 2016 | Uquil | 44.44 | 0.00 | 0.00 | 44.44 | RM N |
| | 0 | , | Hidden security | lari | Print and Post-Account | Hidden for security | 4 Invite | Sept. 23, 2016 | Nov 22, 2016 | Unput | 143.09 | 0,00 | 0.00 | 143.09 | RM N |
| | 0 | ĵ | , viter | | Print and Post-Account | Hidden for Fancativ | Invoice - | Sept. 23, 2016 | Nov 22, 2016 | Urgeld | 52,47 | 0.00 | 0.00 | 52,47 | RM N |
| | | | | | | | | | | | | | | | |
| 1 | 0 | , | security | | Print and Post Account | s s | # Inoke | Sept. 22, 2016 | Nov 22, 2016 | Urgold | 76.66 | 0.00 | 0.00 | 76.66 | RM N |

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).



| Hi Hilary Hendriks, welco | me to MyBill | | | Search by a | sount, invoice o | wey64 | | | | | ۹ |
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| Select for more options | | J | | 2 | tal records: 1 | 20 per page \sim | + first - i | Previous | Page 1 of 1 | Net | Let |
| Account NO. Account Receivable filo. | ACCOUNT NAME OF | WOICE NO INVOICE TYPE | INVOCE DATE ① | DUE DATE | 138.725 | 1019 | L DISPUTED | | PREDADA | BRANCE | CAREN |
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| | Selec | t for mon | | | nioed All Open Transaction | 1 | | | | | | -728 | direcords: 749 | 20 per page $ \sim $ | < Fist | i Previous | Page 1 of 38 | Net (| Last + |
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| | | @- | , | , | Print and PostAccount | ~ | , | | Invoice | Mwith 31, 2016 | April 30, 2 | 018 | Overdue | 22,612.81 | 0.00 | | 0.00 | 22,612.81 | IS IN |
| | 0 | 0 | | s la | Print and Post Account | | dden for curjty | ſ | India | May 19, 2016 | June 18, 2 | 1016 | Overdue | 12,319.86 | 0.00 | | 0.00 | 12.319.86 | 15 JN |
| | | 0 | Hidden | | | | | | | | | | | | | | | | |
| | | Ξ. | | ; | Print and Post Account | | 5 | ï | Incide | May 19, 2216 | June 18, 2 | 2016 | Overdue | 13.863.20 | 0.00 | | 0.00 | 13.863.20 | 15 JV |
| | | 8 | Hidden | s br | Print and Post Account Related by AR group | - | idden for icugity | | Involce | May 19, 2016 April 30, 2016 | June 18, 2 | | Overdue | 13.863.20 | 0.00 | | 0.00 | 13.863.20 164.48 | 15 JV |

THE ARCHIVE, REPORTS & DOWNLOAD SCREENS

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The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview. No further action is required for these invoices and they will remain available for your reference/retrieval.

The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report

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| | | | |
| Reports | | | |
| Select a report to continue | -DHL- | | 🛞 🐁 🛔 hänyhendräs krowr@dhi.com * 🛛 MyB |
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| lay 6, 2015, 412 a.m. MDT | | - 6 | | 🛦 Downlo | ad Zip Tie 🗙 Cance | | | |
| t. | Total records: 4 | 20 per page -v | + Fist | Previous | Page 1 of 1 | Nerto | Last + | |

The Downloads Screen

In the **Downloads** screen you will find all your recent downloads created using the **Archive** or **Search** facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads then select the Cancel button.



THE SEARCH SCREEN

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

| _DHL_ | | 🔆 🕤 🗜 hilary.hendriks-brown@dhl.com 🕤 MyBill |
|---|----------------------------|--|
| Dashboard Archive Downloads Reports My Account | nt Search Help | |
| Search Invoices Did you know you can save search criteria as a saved search? | | |
| Saved Searches | Q Search parameters | |
| Start with a custom search and then save your search criteria in the search | Account | |
| results. | All | ~ |
| | Invoice Number | Waybill |
| Q | | |
| | Invoice Type | Status |
| No saved searches Use custom search to create a new saved search | All | All |
| | Summary Posting | |
| | All | |
| | Invoice Date | |
| | Start Date | End Date |
| | iii | m |
| | Save as "Saved Search"? | |
| | Enter a name | |
| | | Q Search |
| Deutsche Post DHL | | |

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. | | | 0 | Change Password Your password must mee Changing Password direc current DHL.com passwo | t the password policy. 🚱 tly via MyBill, will not change your | | |
|---|---------------------|------------------------------|---------------------|--|--|-----------------------|----|
| hilary.hendriks-brown@dhl.com | | | Vour eur | ent password* | | | |
| First Name | Last Name | | Tour cur | ent password | | | |
| Hilary Hendriks | | | Enter a n | iew password* | | | |
| Position | Telephone Number | | | | | | |
| | | | Confirm | new password* | | | |
| Home Group | Language Preference | | | | | | |
| DHLUS | English - US | | ~ | * in | dicates a mandatory field 🗸 Save | | |
| Timezone Africa/Abidjan | Open Invoid | ce Summary | | | | | |
| Save | TOTAL BALANCE | · | TOTAL | OVER DUE | | | |
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| ephone Number, Language | \$ 0.00 | Visi can have are at more of | | uer profile. You may also indie other use forr and request via email to 1.800.722.00 | | | |
| epriorie Harriser, Earlyauge | J\$ 0.00 | A Upbad new users | | | | | |
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| ssword should you wish to. <u>Pleas</u> | | | | 1 Manage Me steen | inon@gnail.com | | |

C - - - - - - Added by R good

password should you wish to. <u>Please note that any</u> 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*.

1 through the

1 Margon Me mession/domail.com

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



THE HELP SCREEN

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

| Dashboard Archive Downloads Reports My Account Search | же – ± – Мувії Нар |
|--|---|
| 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 8.00em to 17.30pm Or email us at online bill@dht.com |
| The Dashboards | Making a Payment |
| + The Main Dashboard | + How to setup an account in the Wallet |
| (+) Archive | (+) Making a payment |
| (+) Downloads | + How to set up autopay on my account |
| (+) Reports | + How to remove a Wallet account |
| (+) My Account | (\oplus) Who do I contact if I am experiencing problems making a payment? |
| (+) Search | Logging a Dispute |
| Managing your Accounts | + How to log a dispute |
| + How to manage your User details | (+) How to delete a dispute |
| ⊕ How to change your password | Overview of disputed Invoices |
| + Managing users rights | (\div) Who to contact if you are experiencing problems with your disputes. |
| (+) How to add a user | How to use Search |
| ⊕ How to remove a user | (+) Search parameters |
| \oplus Who to contact if experiencing difficulties logging into MyBill | (+) Saving searches |

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

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

Should you 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 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

Single invoices

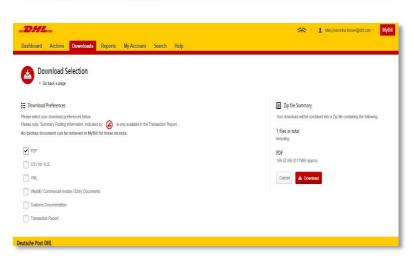
Option 1:

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

Option 2:

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

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







VIEWING MULTIPLE INVOICES

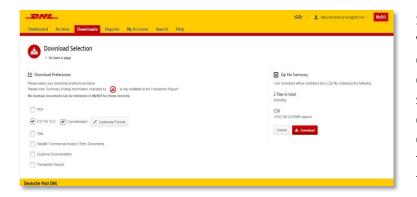
Viewing Multiple Invoices

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|----|-----------------|------|----------|-----|------|-----------------------|---|------|-------|------------|--------------|------------------|--------------|----------|------|---|------------|-----------|------|
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| | J\$ 6,94 | 11,0 | 08.0 | 3 | | - | | 3 | \$ 6, | 620,102.81 | | lated But ! | | | | | | | |
| | n ~ | | Coperty. | 1. | | and Alter | - | 1.00 | | | | . Total in | | Normer - | (Fee | | Page Later | (Net 1 | 1000 |
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| Ĭ. | | | | | | | | | | | | | | | | | | | |

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.

| | 🙈 🕤 1 bieryhendris-brown@dxl.com - 🛛 MyBill |
|---|---|
| Databoard Archive Download Reports My Account Search Help Download Selection * Go bed a page | |
| Deventiad Preferences Prese setting und benched preferences betwee Prese refer. Summary Preferences betwee References the summary and setting of the reference | Zop Ele Summary Tros develos al Be contained into a Zop Be containing the following: Silves in total containing PF COS 101 102 (5 SOME) represe. Cancert A Convention |
| 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 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 then be redirected to the **Download** screen from where you can download your file.



CSV CONFIGURATION

| CSV Configuration | | |
|--------------------------|------------------------|---|
| | | |
| Pre-saved configurations | | |
| | Selete | |
| Excluded Column Header | Included Column Header | Export options |
| | Billing Account | |
| | Invoice Number | Sort order |
| | Shipment Number | Please select the order in which invoice data is to be listed within your export |
| | Billing Country | |
| | Billing Source | By Product, followed by Origin |
| | Invoice Type | |
| | Invoice Date | I+ Concatenated |
| | Payment Terms | produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice type |
| | Due Date | will generate separate files within the same Zip download - one file p |
| | Parent Account | CSV structure. |
| | Billing Account Name | |
| | Billing Address 1 | Save all settings for later? |
| | Billing Address 2 | Sav |
| | Billing Address 3 | |
| | Billing Postcode | |
| | | Done, apply setting |

CSV Configuration

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

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

In addition there is option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box and select the *Done, apply settings* button. If you simply want to change the sort order of the CSV file then select one of the options available in the *Sort order* drop down menu.

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

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

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



VIEWING MULTIPLE INVOICES

Waybills and Customs paperwork

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

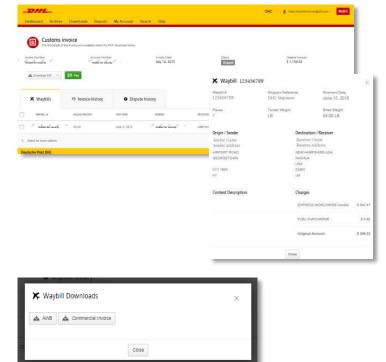
Single Invoices

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

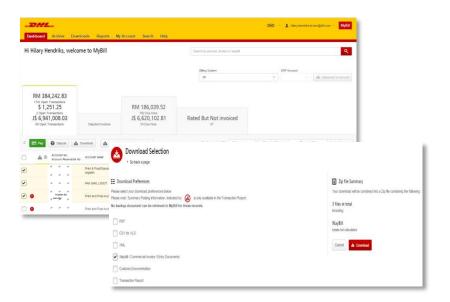
Click on the Image button in the Download column. A new window will list the available paperwork. Select the option you wish to view.



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.

| | 7.7 | L | | | | | | | | | 4 | 🔆 - 1 hilary hendrika-brox | wight.com - MyBill | | |
|-----------|-----------------------|--|----------------|-------------------|--------------------|------------|---------|--|---------------|--|----------------------------|--|---|--------|--|
| Dashb | oard | Arc | thive I | Downloads Re | ports M | ly Acco | unt | Search | Help | | | | | | |
| Hi Hil | ary H | lend | iks, we | elcome to My | Bill | | | | | Search by account, invoke or w | re/bil | | ٩ | | |
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| 17 J\$ | \$ 1, Open 6,94 | 34,24 n Trans 251. Transec 41,00 | tions 18.03 | S 1 1 Dispute | 12.20 d invoice | | | M 179,4 736 Due N 6,620,1 54 Due No | 。 02.81 | Rated But Not invoi | iced | | | | |
| | Pay | 0 | Dispute | A Download | 📥 Downic | oad All Op | pen Tra | insactions | | Total records: 1810 2 | 20 per page 🗠 🛛 🔹 First | Previous Page 1 of 9 | 1 Next > Last > | | |
| 4 | | COUNT coount A | ecelvable No | ACCOUNT NAME | INVO | ICE NO. | | INVOICE TYPE | INVOICE DATE | DUE DATE STATUS | TOTAL DISPUT | ED PAID/ADJ | BALANCE CURRENCY | | |
| |) - | | | Print and Post Ac | count 🥜 | | | Invoice | Sept. 23, 201 | _DHL_ | | | | | ☆ 1 häsylhendräs-brown@dhi.com * My6ill |
| | | - | | Print and Post Ac | count * | | - | Invoice | Sept. 23, 201 | Dashboard Archive Do | wnloads Reports | My Account Search | Help | | |
| | | 5 | * | Print and Post Ac | count * | · · | | Invoice | Sept. 23, 201 | Dispute invoice | | | | | |
| | | * | | Print and Post Ac | count 5 | | | Invoice | Sept. 23, 201 | | | o dispute an invoice please follow the | instructions below. | | |
| | | | | Print and Post Ac | round - | | Ĵ | Invoice | Sept 23 201 | < Back to deshiboard sci | reen | | | | |
| | | 2 5 | , , | Print and Post Ac | , | , , , , | | Invoice | Sept. 23, 201 | | | | | | |
| | | * | | Print and Post Ac | - | * * 5 5 | 1 | Invoice | Sept. 23, 201 | INVOICE MUNBER | ACCOUNT NUM | REA | INVOICE DATE | STATUS | OREGINAL AMOUNT |
| | | | | | | ; ; | | | | · · · · · · · · · · · · · · · · · · · | | | Sept. 23, 2016 | Unpaid | RM 44.44 |
| e e | | | | Print and Post Ac | count - | | | Invoice | Sept. 23, 201 | · · · · · · · · Ø | | | Sept. 23, 2016 | Unpaid | RM 143.09 |
| | | | | | | | | | | Add a Comment Please provide the reason Select a dispute reason Add a comment | kde and any further commen | ts below. | | | ✓ |
| | | | | | | | | | | How MyBill Works How to pay your DHL invoice - Learn more | es on-line | Dow | till User Guide nload the PDF user guide wnfoad PDF | (| MpBill FAQ: Your Frequendly-Asked Questions answered + Deveload PDF |
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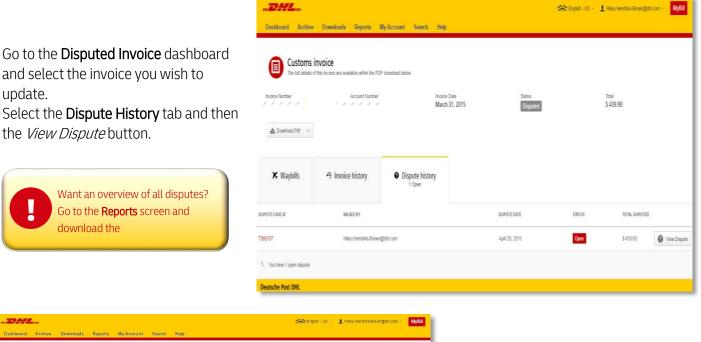
Note: Only one dispute can be logged per invoice



DISPUTING AN 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.



| Dashboard Archive Do | wnloads Reports My | Account Search | Help | | |
|--|---|------------------------|--------------------------------|--------------------|----------------------------|
| Customs invoi The full details of this inv Invoice Number A pownbad Par | oloe are available within the PDF o | | Invote Date March 31, 2015 | Status Dispuned | 1000 1 439 90 |
| 🗙 Waybills | の Invoice history | Dispute hist 1 Open | ory | | |
| Back Reason for dispute Incorrect rate Dispute Case ID 7366157 | Raised by Hilary.Hendriks-Bro | own@dhl.com | Dispute Date April 29, 2015 | Status Open | Total Deputed \$ 439.90 |
| Dispute Comments | Apm25, 2015, 4:44 mm. Check the mates please - | these are incorrect | | | |
| Hilary Hilary.Hendriks-Brown§dhl.co | April29, 2016, 3:44 a.m. On Check the rates please - | these are incorrect | | | |
| | Add a comment | | | | Add comment |
| Deutsche Post DHL | | | | | |

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

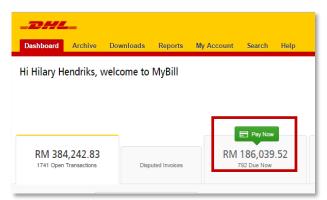
Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**



MAKING A PAYMENT

MyBill allows you to make quick and secure payments online.

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



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

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

| | ₫0 | ACCOUNT NO. Account Receivable No. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | TOTAL | DI SPUTED | PAIDIADJ | BALANCE | CURRENC |
|-----|----|---------------------------------------|------------------------|------------------------|--------------|---------------|----------------|---------|--------|-----------|----------|-------------|---------|
| 0 (|) | Hidden for Juscuity | Print and Post Account | Hidden for security | Invoice | July 29, 2016 | Sept. 27, 2016 | Overdue | 54.34 | 0.00 | E Pay | PDF Invoice | RM MYR |
| 0 | | s s s s s s | Print and Post Account | , , , , , , , | Invoice | July 29, 2016 | Sept. 27, 2016 | Overdue | 142.70 | 0.00 | 0.00 | 142.70 | RM MYF |
| 0 (| | * * * 5 5 5 | Print and Post Account | | Invoice | July 29, 2016 | Sept. 27, 2016 | Overdue | 95.58 | 0.00 | 0.00 | 95.58 | RM MYF |

| | RM 38 | | | | De | guted Invoic | es | | | | 36,039.52 Due Now | 2 | Rated But | Not invoid | ced | | | | | |
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| e e | 🗄 Pay | G | Disp | /e | 🛓 Downlos | st 🛓 | Downic | ed All C | ipen T | ranss | ctions | | Tota | i records: 1741 | 20 per page \vee | « Frst | < Previous | Page 1 of 8 | 8 Nexts | Last » |
| | * 0 | | TRUCCC | NO. Receis | ebie No. ACC | OUNT NAME | | INVOICE | NO. | | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | TOTA | L DISPUTE | D | PAIDADJ | BALANCE | CURREN |
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| . 0 | | ő. | idden b surity | 5 | Prin | t and Post A | ccount | Hidd Hiddanb # | v [™] | | Invoice | July 29, 2016 | Sept. 27, 2016 | Overdue | 142.70 | 0.0 | 0 | 0.00 | 142.70 | RM M |
| • 0 | 0 | , | | , , | Prin | t and Post A | ccount | , , | , | | Invoice | July 29, 2016 | Sept. 27, 2016 | Overdue | 95.58 | 8 0.0 | 0 | 0.00 | 95.58 | RM M |
| | | | | | | | | | | | | | | | | | | | | |

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

| ACCOUNT NUMBER | ACCOUNT NAME | INVOICE NUMBER | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | ORGINAL AMOUNT | PAIDADJ | BALAN |
|----------------|------------------------|----------------|--------------|---------------|---------------|---------|----------------|--------------|---------|
| 9999999999 | Print and Post Account | KIN12345 | Invoke | Oct. 30, 2015 | Nov. 29, 2015 | Overdue | \$ 15.00 | \$ 0.00 | \$ 15.0 |
| | | | | | | | | Total to pay | \$ 15.0 |



MAKING A PAYMENT

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

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

| 🖇 Select for more options 🛛 🛓 Downlo | d All Open Transactions | Total records: 25 | 20 per page \vee | « First | Previous | Page 1 of 2 | Next> | Last > |
|--------------------------------------|--|-------------------|------------------|---------|----------|-------------|-------|--------|
| Your payment was successful. Your to | ansaction reference number is: 20160816220514-1687089. Thank you for | r 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.



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

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

| li Hilary He | ndriks, welco | ome to MyBil | I. | | | | Search by acco | unt, invoice | or wayfail | | | | Q |
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| This data is no | t final until billed. | 📥 Download At Op | en Transactio | н 🗸 | | | Total rec | ondec 97 | $20\mathrm{per}\mathrm{page}\sim$ | < Find < Pred | | Page 1 of 5 | Next > Last > |
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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.

0

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



RATED BUT NOT INVOICED – RBNI

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

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

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

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format. <u>The RBNI Report Configuration screen is similar to the</u> <u>Invoice Report Configuration screen - see this section</u>

for further instructions



TARRIF ENQUIRY

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

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| | 0 @ | • • | * | Acc created by Mass upload | | s e | Customs invoice | June 9, 2016 | June 16, 2016 | Overdue | 132.73 | 0.00 | 0.00 | 132.73 | RM |
| 1 | 0 @ | 5 5 | 5 | Acc created by Mass upload | | 5 | Customs invoice | May 28, 2016 | June 27, 2016 | Overdue | 643.97 | 0.00 | 0.00 | 643.97 | RM |
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| ï | 0 @ | , , | , | Acc created by Mass | | , | Customs invoice | April 22, 2016 | April 29, 2016 | Overdue | 311.15 | 0.00 | _DHL | - | |

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 A*ccount 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 wayhill | ٩ |
|--|--------------|---|-------------|
| | E Pay New | Billing System SAP (DHL Express Malaysia, DHL MY) | ERP Account |
| RM 12,540.66 31 Open Transactions Disputed Invo | RM 12,540.66 | Tariff Enquiry | |
| From Origin County" Origin Zar Origin Cay" Origin Educid | | To Destination Country* | |
| Shipment Details | | Account Details | |
| Piece Details | | Localis Mercial Occlared Weise Units Vg cm + Bolts | |
| WEIGHT (NG) * | LENGTH (CM) | WICTH (CM) | HEIGHT (24) |
| 0.10 kg | em | cm | cm |



TRACK AND TRACE

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

| Hi | Hilary H | endrik | s, welco | me to MyBill | | | | | dearch by i | econoli, Poroleo | ir ingel | | | | ۹ |
|----|--------------------|--------------------|-------------------------|-----------------------------|----|------------------------|------------------------|---------------|--------------------------------|------------------|---------------|----------|----------------------|----------------|---------|
| | | | | | | | _ | | Wing System SAP (DHL Expres | a Maleysia, DH | - W(| ERP.4ct | | A Statement of | Account |
| | RM 38 1741 Oper | 4,242. | 83 | Disputed Involves | | RM 1 | 86,039.52 2 Dae Now | | Rated But | Not invoi | ced | | | | |
| ŗ. | Select for your | a spikera | A 000 | riced All Open Transactions | | | | | Tetal | records (241 | 20 per page 🗠 | +Pet + | Previous Page 1 of 1 | 8 Next : | Late |
| | ▲ ⊙ | ACCOUNT ACCOUNT | vî Nû C Receivable N | ACCOUNT NAME | | DICE NO. | INVOICE TYPE | INVOICE DRIS | 100 1071 | 10031 | 10746 | 0.99//50 | PROAD | INANCE | CURREN |
| | • | securit | | Print and Post-Account | | Hidden for security | Invoke | ANy 29, 2016 | Sept. 27, 2016 | Overdue | 54.34 | 0.00 | -0.01 | 54.35 | JIM MY |
| | • | | | Print and Post-Account | ţ, | 55 | Hocke | Ally 29, 2016 | Sept. 27, 2016 | Overdue | 142.70 | 0.00 | 0.00 | 142.70 | IM MY |
| | • | Hdd Hdd | | Print and Post-Account | 2 | -Riddenfor security | inoize | Aly 29, 2016 | Sept. 27, 2016 | Ownedas | 95.58 | 0.00 | 0.00 | 95.58 | AM MS |
| | • | Hee | en Er | Print and Post-Account | ŕ | Hidden for security | incas | -AAy 29, 2016 | Sept. 27, 2016 | Ownlast | 54.34 | 0.00 | -0.01 | 54.35 | EM M |
| | • | 2 | - C. | Print and Post-Account | ζ. | 20 | involue | JAY 29, 2016 | 5ept. 27, 2016 | Overdue | 122.98 | 0.00 | 0.00 | 122.98 | RM MS |
| | • | | les for | Print and Post-Account | , | Hidden for Legarity | involee | Aly 29, 2016 | Sept. 27, 2016 | Overdue | 168.29 | 0.00 | 0.00 | 168.29 | RM M |
| | • | | en for | Print and Post Account | ŕ | | Invote | Ady 29, 2016 | Sept. 27, 2016 | Overdue | 128.04 | 0.00 | 0.00 | 120.04 | RM M |
| | | - ucalit | | Print and Post Account | Ì, | stourby | invite | May 27, 2016 | 349 28, 2016 | Oerdue | 1,262.69 | 0.00 | 0.00 | 1.262.69 | EM MY |
| | | - Hot | ien far. | Print and Post-Account | | Hidden for | innie | May 27, 2016 | aty 25, 2016 | Oerdue | 5,883.91 | 0.00 | 0.00 | 5.883.91 | EM MY |
| | 0 0 | | | Print and Post-Account | | | inclus | May 31, 2016 | Ary 30, 2018 | Overdue | 84.31 | 0.00 | 0.00 | 84.31 | EM M |

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

Select the *Track* button next to the shipment you wish to view.

| Express Parcel & eC | ommerce | Logistics Mail Press | Careers About Us | Con | tent Search >>> | |
|--|---------------------------|---|---|------------------|-----------------------------------|--|
| U | Trac Hero's detaile | Global > Express Tracking bk DHL Express Shipments the fastest way to check the status of your s d progress as your shipment speeds throug It Summary | hipment. No need to call Customer | Service – our on | iline results give you real-time, | |
| xpress | resu | | | | | |
| MyDHL Shipping Tracking | ~ | Waybill: (Signed for by > Get Signature Proof of Delivery | Thursday, July 21, 2016 at 14:59 Origin Service Area: MONG KONG - HONG KONG - HO Destination Service Area: > PENANG - PENANG - MALAYSIA | C 1 Piece | | |
| Monitor Shipments | Thurs | day, July 21, 2016 | Location | Time | Piece | |
| Tracking FAQs Track by Shipper's Reference | 11 | Delivered - Signed for by : OO | PENANG | 14:59 | 1 Piece | |
| Tracking Tools | 10 | With delivery courier | PENANG - MALAYSIA | 12:04 | I Piece | |
| Electronic Proof of Delivery | 9 | Clearance processing complete at PENANG - MALAYSIA | PENANG - MALAYSIA | 09.39 | 1 Piece | |
| Customs Services and | 8 | Arrived at Sort Facility PENANG - MALAYSIA | PENANG - MALAYSIA | 09:23 | 1 Piece | |
| Support Export Services | 7 | Customs status updated | PENANG - MALAYSIA | 07:20 | | |
| Import Services | 6 | Departed Facility in HONG KONG - HONG KONG | HONG KONG - HONG KONG | 03:36 | D 1 Piece | |
| Optional Services | 5 | Processed at HONG KONG - HONG KONG | HONG KONG - HONG KONG | 03:26 | 1 Piece | |
| Industry Solutions | Wedn | esday, July 20, 2016 | Location | Time | Piece | |
| Small Business Solutions | 4 | Processed at HONG KONG - HONG KONG | HONG KONG - HONG KONG | 18.07 | D 1 Piece | |
| Resource Center | 3 | Arrived at Sort Facility HONG KONG - HONG KONG | HONG KONG - HONG KONG | 15.56 | 1 Piece | |
| | 2 | Departed Facility in HONG KONG - HONG KONG | HONG KONG - HONG KONG | 14:43 | 1 Piece | |
| | 1 | Shipment picked up | HONG KONG - HONG KONG | 11:23 | 1 Piece | |
| | | Details | | | | |

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

| Invoice | tis invoice are available within the PDF d | lownbod below | | | |
|--------------------|--|------------------------------|-------------------|-----------------------------|----------|
| nvoice Number | Account Number | Invace Date July 29, 2016 | Status Overdue | Original Amount RM 54.34 | |
| 🛓 Download Pdf 🛛 🗸 | E Pw | | | | |
| ★ Waybills | Invoice history ser see see | Dispute history | | TOTAL CHARGES | DOWNLOWD |
| 368985 1.50 | July 20, 2016 | | 114 | 16 4 💩 Track | 🛓 image |

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



DOWNLOAD CUSTOM ENTRIES

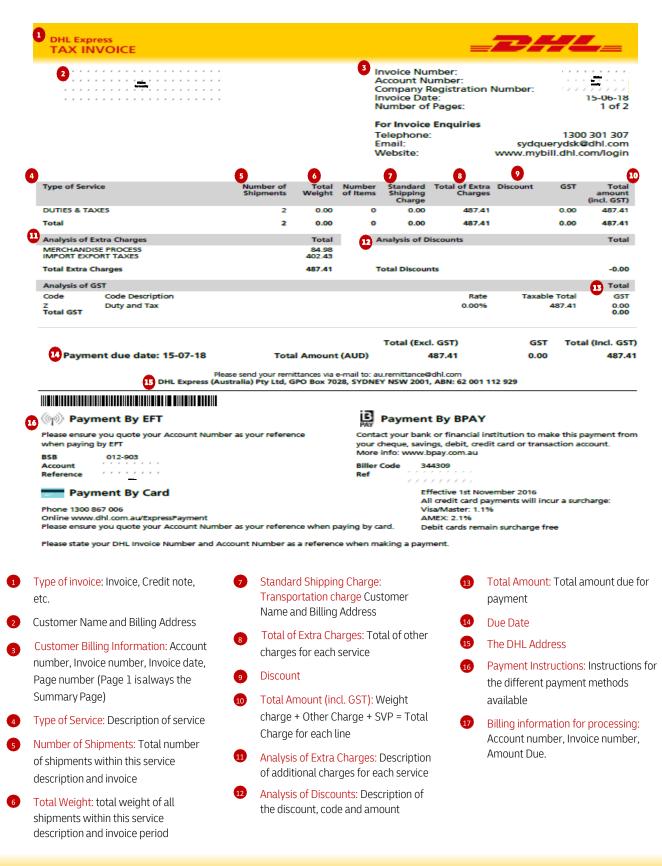
To download these documents all you need to do is select the invoice/s you wish to download the documents for and then in the download section select the Export Justification (NBR) check box.

This will also download the AWB and commercial invoice in zip file at the same time.

| 📰 Pay | 📥 Download | | | | | | | Total recor | ds: 1 Sele | cted: 1 20 per page | « First « Previous | Page 1 of 1 | Next > Las |
|--------|----------------------|--------------------------|--|--------------------------|--------------------|-----------------------|--|--------------|-------------------|---------------------|--------------------------|-------------|------------|
| 📥 UNRE | ACCOUNT NAME | | ACCOUNT NUMBER AR A | CCOUNT LEGAL ENTITY | INVOICE DATE | DISPATCHED DATE | INVOICE NO. | TYPE | PAYMENT STATUS | DOCUMENT STATUS | ORIGINAL AMOUNT DISPUTED | PAID/ADJ | BA |
| ٥ | FREIGHTNET INTE | ERNATIONAL (VIC) PTY LTD | • • • • • • • • • • • • • • | DHL Express Australia (D | HL AU) 21 Dec 2020 | 21 Dec 2020, 6:43 p.m | Ndden for sikathy ⁵ S | Duty invoice | Closed | Sent | \$ 137.31 \$ 0.00 | \$ 137.31 | 2 |
| 📰 Pay | A Download | | | | | | | Total recor | ds: 1 Sele | cted: 1 20 per page | « First < Previous | Page 1 of 1 | Next> Las |
| | | | | | | | | | | | | | |
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| i≣ De | ownload Prefer | rences | | | | | | | | | | | |
| | | vnload preference | | • | | | | | | | | | |
| | | | ion, indicated by d in MyBill for the | is only available | in the Transac | son Report. | | | | | | | |
| 140 00 | caup occument | Can be rentered | a an any case and | serecords. | | | | | | | | | |
| Sele | ct DHL Express | Downloads | | | | | | | | | | | |
| | PDF Invoice | | | | | | | | | | | | |
| | Standard CSV | | | Customise Format | | | | | | | | | |
| | KML. | | | | | | | | | | | | |
| | COML | | | | | | | | | | | | |
| | Naybill / Comme | rcial Invoice / Ent | ry Documents | | | | | | | | | | |
| | | | | | | | | | | | | | |
| - | Export Justificati | on (NBR) | | | | | | | | | | | |
| | Export Justification | | | | | | | | | | | | |



INVOICE BREAKDOWN





INVOICE BREAKDOWN

| 1 Invoice Nu Account N Invoice Da Number of | umber: te: | 06-07-18 2 of 2 | ² TAX I | NVOICE | | | | | | | |
|--|-----------------|---------------------------|-------------------------|---------------------|-------------------------|----|--------|----------------------------------|-------------------------|-----------------------------|----------------------------|
| 4 | 5 | 6 | 7 | 8 | | | D | 12 13 |) (| 14 | |
| Air Waybill Shippers Number Reference | Shipmen Date | t Origin / Consignor | Destination / Consignee | Type of Service | Weight Nu in Kg of i | | | Extra Charges Description | Extra Charges Amount | GST / Code | Tot amou (incl. GS |
| 740172845 | 29-06-18 | MEL, MELBOURNE | SYD, SYDNEY | EXPRESS DOMESTIC | 75.00 W | 62 | 50.03 | FUEL SURCHARGE | 8.38 | 5.00 A 0.84 A | 55. 9. 64. |
| 1520825175 / / / / | 29-06-18 | NSW, NEW SOUTH WALES OUT; | ŞYD SYDJEY | EXPRESS DOMESTIC | 48.50 W | 2 | 223.16 | OVERSIZE PIECE FUEL SURCHARGE | | 22.32 A 4.53 A 4.50 A | 245. 49. 49. 344. |
| ervice Sub Total - EXPRES | S DOMESTIC | | | | 123.50 | 64 | 273.19 | | 98.66 | 37.19 | 409 |
| | | | | Total: USD: | 123.50 | 64 | 273.19 | | 98.66 | 37.19 | 409 |
| | | | | Total: AUD: | 123.50 | 64 | 370.00 | | 133.63 | 50.36 | 553 |

- 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

- Destination/Consignee: Consignee name and address
- Type of service: Description of service
- Weight in KG and Code: Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- Number of item: Total number of shipments within this service description and invoice
- **Standard Charge:** Transportation charge

- **Extra Charge Description**: Description of additional charges for each service
- B Extra Charges Amount: Total of other charges for each service
- Total Amount (incl. GST): Standard Charge + Other Charge + SVP = Total Charge for each line
- Service Subtotal: Total of weight, items, and charges for each type of service
- 16 Weight code descriptions





For any Invoice enquiries and MyBill specific issues and queries:

Telephone: 0508 800 030 Email: nz.query@dhl.com

