

# **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.

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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).



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### **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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#### 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.

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	Enter a name	
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Simply select the parameters you wish to search on and select the Search button Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type
- Status
- Start & End dates

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

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

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

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



# **MY ACCOUNT SCREEN**

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

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		
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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*.

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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:

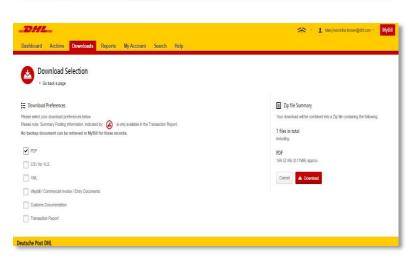
To view a single invoice simply hover your mouse over the invoice line and select the PDF Invoice that will subsequently appear.

### 

#### 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**

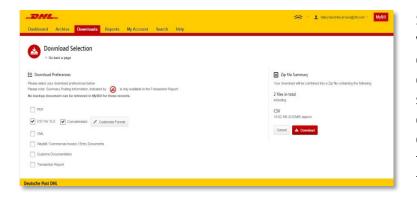
#### **Viewing Multiple Invoices**

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

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Databoard Archive Download Reports My Account Search Help           Download Selection           * Go bed a page	
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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
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	Invoice Number	<ul> <li>Sort order</li> </ul>
	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	
		<ul> <li>Done, apply setting</li> </ul>

### **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.

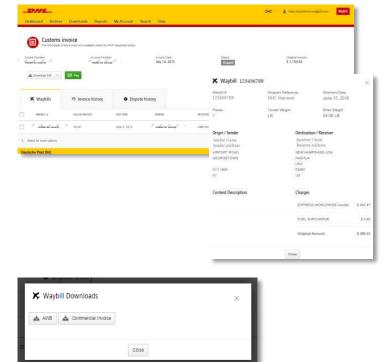
#### **Single Invoices**

#### 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

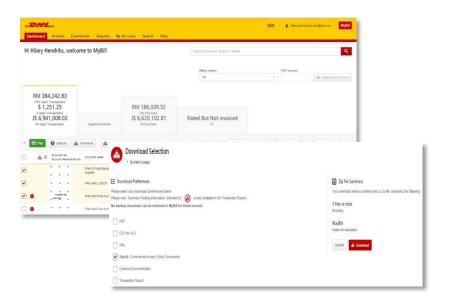
Click on the Image button in the Download column. A new window will list the available paperwork. Select the option you wish to view.



#### **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.

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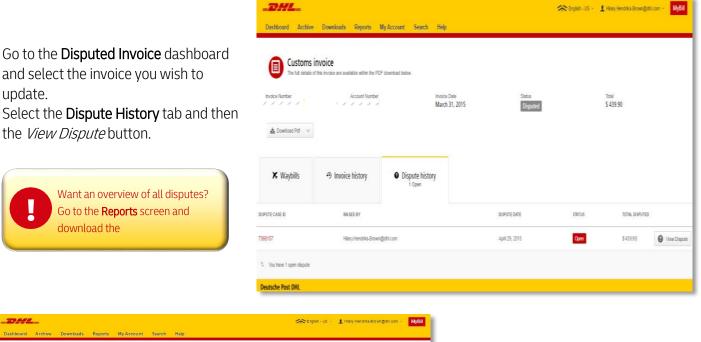
Note: Only one dispute can be logged per invoice



### **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					
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 »
	<b>*</b> 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
• 0		,	,	,	Prin	t and Post A	ccount [	ļ	,	;	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	4 0.0	0	🗄 Pey 🔒	PDF Invoice	RM M
. 0		ő.	idden b surity	5	Prin	t and Post A	ccount	Hidd Hiddanb #	v <sup>™</sup>		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				<b>Q</b>
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RM 384													
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LING ACCOUNT	<ul> <li>SHIPMENT N</li> </ul>	UMBER PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATIO	IN CURRENCY	WEIGHT	CHARGE INSU	IANCE DISCOUN	T TOTAL	TAXES TOTAL C	HARGE VIEW
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How M	Bill Works ay your DHLinvoices o	z-its		0	MyBill User Download the	PDF upor mide				MyBill FAQ Yaar Frequent > Download	Dy Asked Os	unitzes argement	

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
	0 3	, ,	,	Acc created by Mass upload	,	,	Customs invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00	RM
	0 @		-	Acc created by Mass upload	-	;	Customs invoice	May 19, 2016	May 26, 2016	Overdue	438.19	0.00	0.00	438.19	RM
	0 @	, ,	,	Acc created by Mass upload	,	,	Customa invoice	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96	RM
	0 @		s ,	Acc created by Mass upload		5	Customs invoice	May 13, 2016	May 20, 2016	Overdue	245.66	0.00	0.00	245.66	RM
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	0 @	5 5	5	Acc created by Mass upload	5	5	Customs invoice	May 12, 2016	May 19, 2016	Overdue	537.83	0.00	0.00	537.83	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	
<ol> <li>WEIGHT (NG) *</li> </ol>	LENGTH (CM)	WICTH (CM)	HEIGHT (24)
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# **TRACK AND TRACE**

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

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	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		
<ul> <li>Monitor Shipments</li> </ul>	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	<ul> <li>Invoice history</li> <li>ser see see</li> </ul>	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**

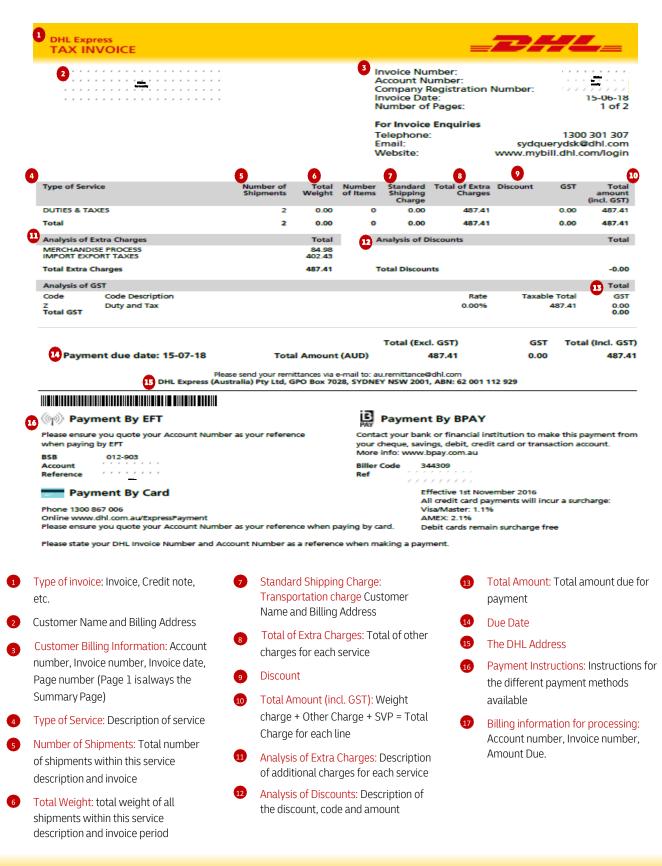
To download these documents all you need to do is select the invoice/s you wish to download the documents for and then in the download section select the Export Justification (NBR) check box.

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

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📥 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 <sup>5</sup> 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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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	<sup>2</sup> 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

