



**MyBill**

DHL MyBill User Guide



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## What does MyBill offer?

DHL MyBill allows you to efficiently manage your DHL invoices online. There is no cost to enroll or view 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 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.
- 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.

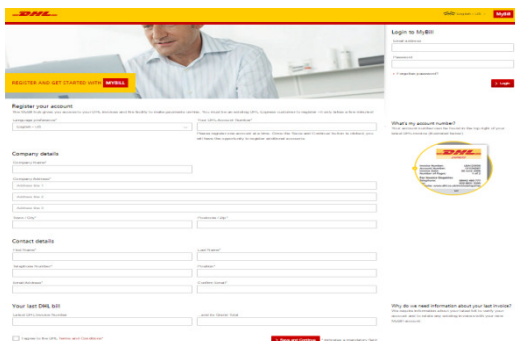


MyBill is a web based solution therefore the requirements for your browser are as followed:

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

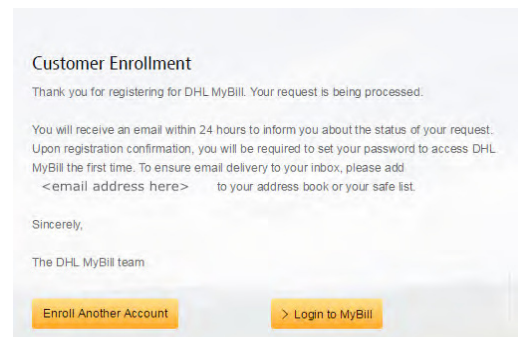
# Registering for MyBill

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.



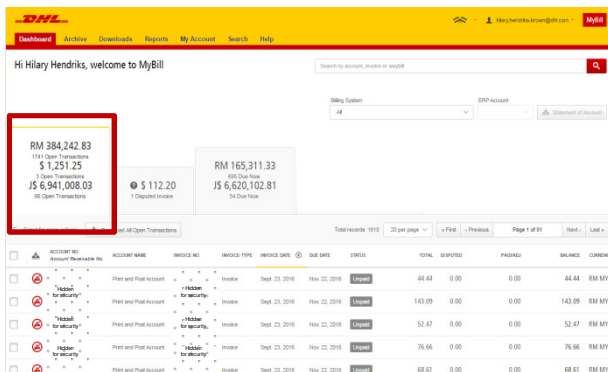
Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up. Here you can dismiss the message by clicking the 'X' in the top right of the message or by 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

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



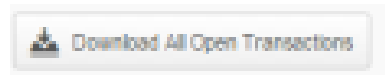
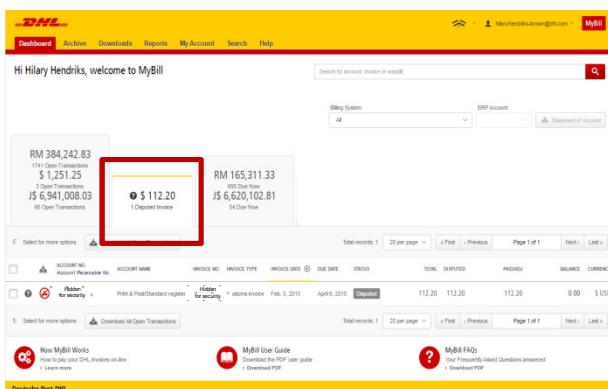
In the main Dashboard your invoices are divided into 3 categories:

**Open Transactions** - These are the invoices with outstanding balances that require payment.

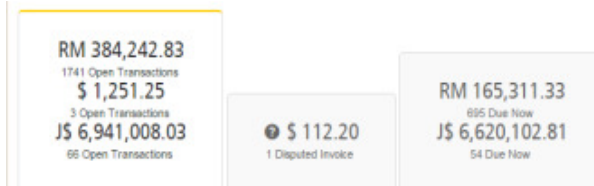
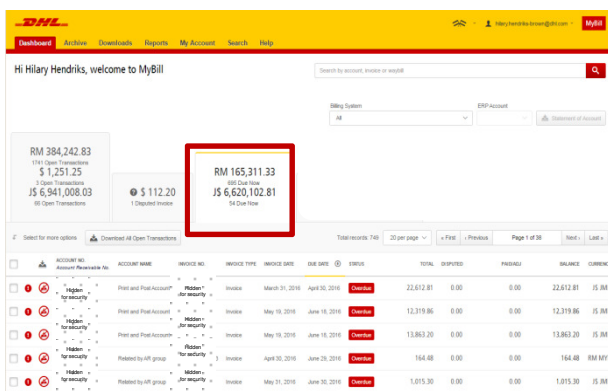
**Disputed Invoices** - All open disputed invoices and their corresponding dispute information can be found here. As with the

**Due Now** - Here you will find an overview of invoices for which payment is due or overdue.

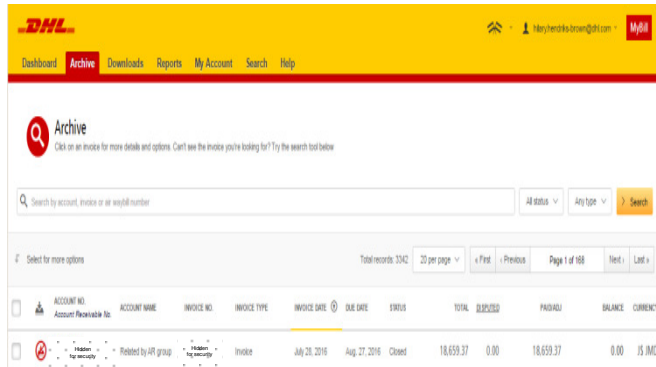
All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situation at the top and the bottom of each overview.



In the event that you use MyBill for multiple countries your totals will subsequently be shown separately in the invoice currency of each country (see the below example).



# The Archive, Reports & Download Screens



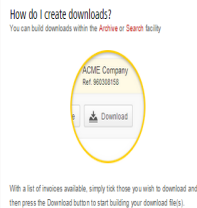
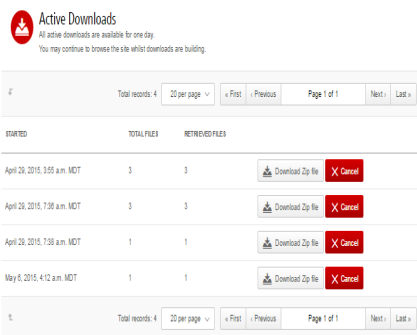
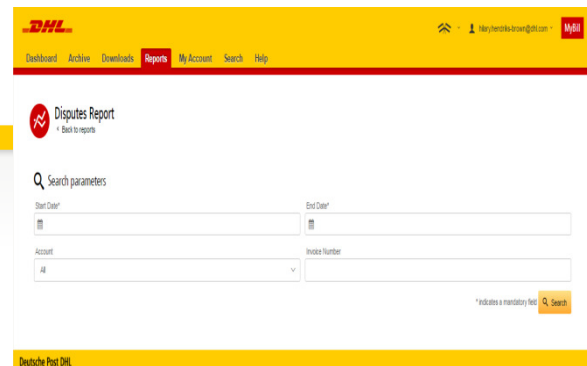
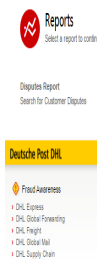
## The Archive Screen

When an invoice has been paid it will be removed from the main Dashboard screen and will be automatically placed in the **Archive** overview.

No further action is required for these invoices and they will remain available for your reference/retrieval.

## The Report Screen

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



## The Downloads Screen

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



## The Search Screen

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

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 a "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  
hilary.hendriks-brown@dhl.com

First Name  
Hilary Hendriks

Last Name

Position

Telephone Number

Home Group  
DHL US

Language Preference  
English - US

Timezone  
Africa/Abidjan

**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 394,242.83	RM 163,395.18
\$ 1,251.25	\$ 0.00
JS 6,941,008.03	JS 6,553,151.13

CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM 86,939.69			
\$ 0.00			
JS 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 1.800.722.0261  
[Upload new users](#)

Select for more options

Total records: 29 | 20 per page | First | Previous | Page 1 of 2 | Next | Last

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
	Hidden - [Account]	Related by AR group	Manage Me thesaron@gmail.com
	Hidden - [Account]	Related by AR group	Manage Me
	Hidden - [Account]	Related by AR group	Manage Me thesaron@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

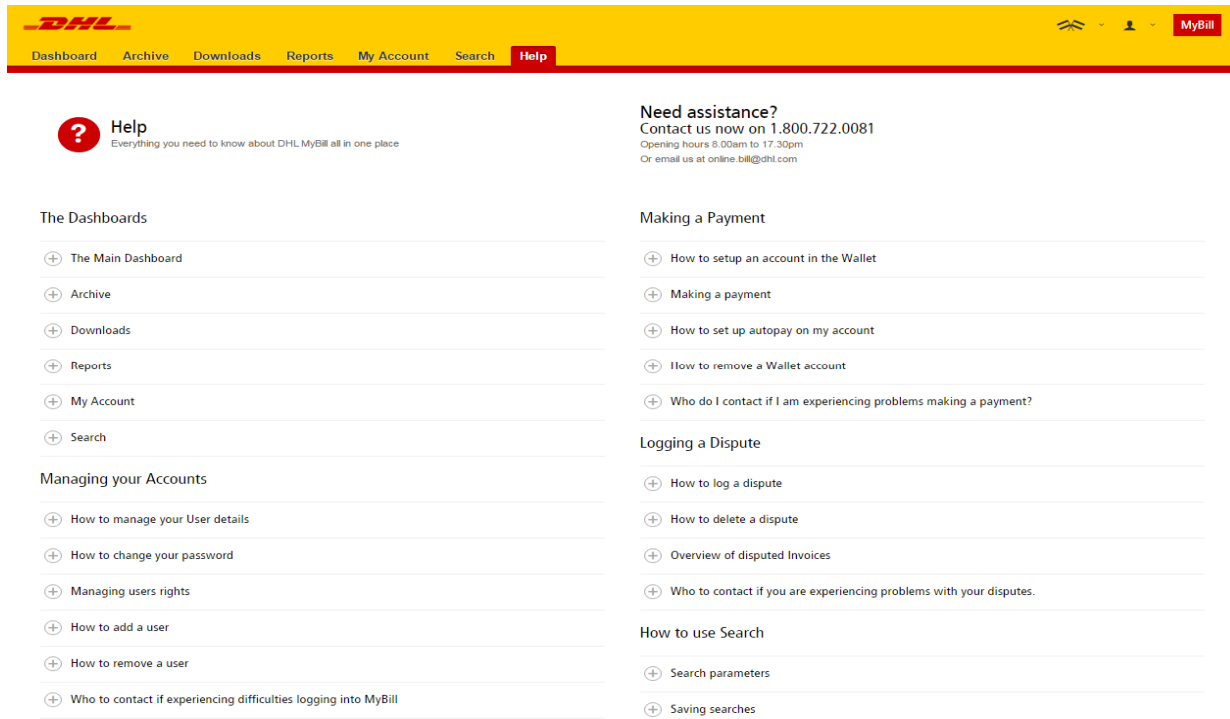
The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

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**, **Dispute** and **Manage Autopay**.

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 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
- Logging a Dispute
- RBNI, Tariff Enquiry and Track & Trace
- 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

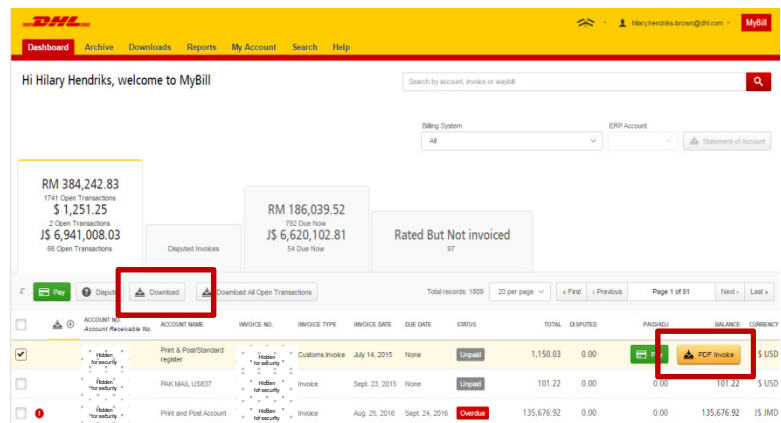
## Option 1:

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

## Option 2:

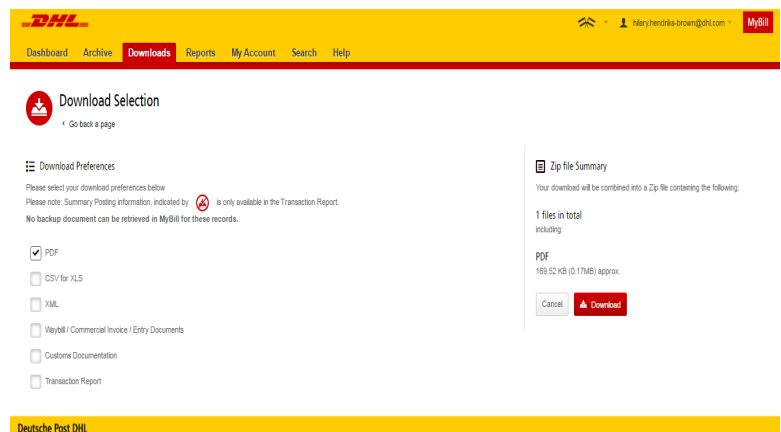
To view a single invoice simply tick the box next to the invoice you wish to view and select the **Download** button. If you wish to simply download the PDF then click the **Download PDF** button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu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

Should you select the **Download** option you will be redirected to the **Downloads** screen where you can choose 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 first invoice is highlighted with a red box around the 'Download' button. The second invoice has a dropdown menu open, with the 'PDF Invoice' option highlighted by a red box.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PHOTOS	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	Prnt & Post/Standard register	1562	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00		1562	\$ USD
<input type="checkbox"/>	FRANK MAIL/USBT	1563	Invoice	Sept 23, 2015	None	Unpaid	101.22	0.00		1563	\$ USD
<input type="checkbox"/>	Prnt and Post Account	1564	Invoice	Aug 25, 2016	Sept 24, 2016	Overdue	135,676.92	0.00		135,676.92	\$ JMD




The screenshot shows the 'Download Selection' screen. Under 'Download Preferences', the 'PDF' option is selected. The 'Download' button is highlighted with a red box.

**Download Selection**

Go back a page

**Download Preferences**

Please select your download preferences below  
Please note: Summary Posting 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  
 MyBill / Commercial Invoice / Entry Documents  
 Customs Documentation  
 Transaction Report

**Zip file Summary**

Your download will be combined into a Zip file containing the following:

1 files in total including:

PDF  
168.52 KB (0.17MB) approx.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83  
1741 Open Transactions  
\$ 1,251.25  
23 Open Transactions  
J\$ 6,941,008.03  
66 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	Print & Post/Standard register	1741	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
23	Print MAIL USB37	23	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
66	Print and Post/Account	66	Invoice	Aug. 20, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
66	Print and Post/Account	66	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 Posting 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  
506.56 KB (0.50MB) 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 Posting 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
- 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  
16.02 KB (0.02MB) 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 be redirected to the **Download** screen from where you can Download your file.

## CSV Configuration

## 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 selected 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.

The screenshot shows the DHL MyBill interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The main content area is titled 'Customs invoice' and displays details for an invoice from 'Hilary for security' dated July 14, 2015. A 'Waybill' window is open, showing details for Waybill # 123456789. The window includes sections for 'Origin / Sender' (Deutsche Post DHL), 'Destination / Receiver' (New Hampshire, USA), and 'Charges' (Express Worldwide, Fuel Surcharge, Original Amount).

##### 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.

The screenshot shows a 'Waybill Downloads' dialog box. It contains two buttons: 'AWB' and 'Commercial Invoice'. A 'Close' button is located at the bottom right of the dialog.

#### 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.

The screenshot shows the DHL MyBill 'Download Selection' screen. At the top, there's a navigation bar and a search bar. Below, there's a summary of account balances: RM 384,242.83 (1741 Open Transactions), \$ 1,251.25 (2 Open Transactions), and J\$ 6,941,008.03 (98 Open Transactions). A 'Download Selection' dialog is open, showing a list of invoices with checkboxes for selection. The dialog also includes 'Download Preferences' and a 'Zip file Summary' section.

## 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, two options will appear; *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 shows the DHL MyBill portal interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation, a search bar and a 'Statement of Account' button are visible. The main dashboard area displays several key figures: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), RM 179,405.91 (736 Due Now, JS 6,620,102.81), and \$ 112.20 (1 Disputed Invoice). A table below shows a list of invoices with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/ADJ', 'BALANCE', and 'CURRENCY'. The 'Dispute Invoices' section is highlighted, showing instructions and a 'Back to dashboard screen' link. Below this, a table lists two unpaid invoices from Sept. 23, 2016, with amounts of RM 44.44 and RM 143.09. A form titled 'Add a Comment' allows users to select a dispute reason and add a comment, with a 'Submit dispute' button.



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**

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

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83 (141 Open Transactions) | RM 185,029.52 (702 Outflow) | Rated But Not Invoiced 0

ID	ACCOUNT NO.	ACCOUNT REFERENCE NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	STATUS	TOTAL	QUANTITY	INVOICE	AMOUNT	CURRENCY
1	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	54.34	0.00	-0.01	54.35	RM MYR
2	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	142.70	0.00	0.00	142.70	RM MYR
3	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	95.58	0.00	0.00	95.58	RM MYR
4	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	54.34	0.00	-0.01	54.35	RM MYR
5	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	122.98	0.00	0.00	122.98	RM MYR
6	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	168.29	0.00	0.00	168.29	RM MYR
7	Hendon	Hendon	Print and Post Account	Hendon	Invoice	July 28, 2016	0	Complete	120.04	0.00	0.00	120.04	RM MYR
8	Hendon	Hendon	Print and Post Account	Hendon	Invoice	May 27, 2016	0	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
9	Hendon	Hendon	Print and Post Account	Hendon	Invoice	May 27, 2016	0	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
10	Hendon	Hendon	Print and Post Account	Hendon	Invoice	May 31, 2016	0	Complete	84.31	0.00	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

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

Invoice Number: Hendon, Account Number: Hendon, Invoice Date: July 28, 2016, Status: Overdue, Original amount: RM 54.34

Waybills | Invoice history | Dispute history

WAYBILL #	BILLED HEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
0002200005	1.50	July 28, 2016	Hendon	Hendon		Track   Waybill

Deutsche Post DHL

Proof of Delivery

- DHL Service
- DHL Global Forwarding
- DHL Parcel
- DHL Global Mail
- DHL Supply Chain

Track DHL Express Shipments

Result Summary

Waybill: Signed for by: MR T + Get Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59

Origin Service Area: HONG KONG - HONG KONG

Destination Service Area: PENANG - MALAYSIA

Thursday, July 21, 2016	Location	Time	Piece
11	Delivered - Signed for by: MR THAM TUN OIO	14:59	1 Piece
10	With delivery courier	12:04	1 Piece
9	Clearance processing complete at PENANG - MALAYSIA	09:59	1 Piece
8	Arrived at Sort Facility PENANG - MALAYSIA	09:23	1 Piece
7	Customs status updated	07:23	1 Piece
6	Departed Facility in HONG KONG - HONG KONG	03:36	1 Piece
5	Processed at HONG KONG - HONG KONG	03:28	1 Piece
Wednesday, July 20, 2016	Location	Time	Piece
4	Processed at HONG KONG - HONG KONG	18:07	1 Piece
3	Arrived at Sort Facility HONG KONG - HONG KONG	15:56	1 Piece
2	Departed Facility in HONG KONG - HONG KONG	14:43	1 Piece
1	Shipment picked up	11:23	1 Piece

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.

### Tariff Enquiry

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

The screenshot shows the DHL MyBill interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a greeting 'Hi Hilary, welcome to MyBill' is followed by a search bar. There are several tabs: 'RM 12,540.66 31 Open Transactions', 'Disputed Invoices', 'RM 12,540.66 31 Due Now', and 'Tariff Enquiry'. The 'Tariff Enquiry' tab is selected. Below the tabs is a table with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PENDING, BALANCE, and CURRENCY. The table lists several 'Customers Invoice' entries with dates ranging from April 22, 2016, to June 16, 2016, and amounts ranging from 103.74 to 1,660.31 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.

The screenshot shows the DHL MyBill Tariff Enquiry form. It has the same navigation bar as the dashboard. Below the search bar, there are tabs for 'RM 12,540.66 31 Open Transactions', 'Disputed Invoices', 'RM 12,540.66 31 Due Now', and 'Tariff Enquiry'. The 'Tariff Enquiry' tab is selected. The form is divided into several sections: '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: 556026008), and 'Piece Details' (Number of Pieces\*: 1, Durable Material Declared Value, Units: kg, cm, lbs/in). At the bottom, there are input fields for 'NO.', 'WEIGHT (KG)\*' (0.10 kg), 'LENGTH (CM)', 'WIDTH (CM)', and 'HEIGHT (CM)'. A 'Search' button is located at the bottom right.



# 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.

The screenshot shows the DHL MyBill interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a welcome message for 'Hi Hilary Hendriks' is displayed. A search bar and a 'Billing System' dropdown are visible. The main content area features several summary cards: 'RM 384,242.83' (1141 Open Transactions), '\$ 1,251.25' (1 Open Transactions), 'MY\$ 6,941,008.03' (89 Open Transactions), '\$ 112.20' (1 Dispatched Invoice), 'RM 165,311.33' (89 Open Invoices), and 'MY\$ 6,620,102.81' (89 Open Invoices). A highlighted card shows 'Rated But Not Invoiced' with 37 items. Below this is a table with columns: BILLING ACCOUNT, SHIPMENT NUMBER, PRODUCT, WEIGHT, SHIPMENT DATE, ORIGIN, DESTINATION, CURRENCY, WEIGHT CHARGE, INSURANCE, DISCOUNT, TOTAL TAXES, TOTAL CHARGE, and VIEW. The table contains multiple rows of shipment data. At the bottom, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'.

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 when/if necessary.**

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83  
150 Open Transactions  
\$ 1,251.25  
1 Open Transaction  
J\$ 6,941,008.03  
65 Open Transactions

RM 165,311.33  
65 Open Transactions  
J\$ 6,620,102.81  
54 Due Now

Rated But Not Invoiced  
97

Total records: 97 | 20 per page | Page 1 of 5

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.50 B	Sept. 15, 2016	PERN	KUL	USD	51.83	0.00	0.00	3.36	59.37	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 W	Sept. 15, 2016	PERN	BKK	USD	23.49	0.00	0.00	1.12	45.10	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	0.00 B	Sept. 15, 2016	PERN	BLR	USD	6.10	0.00	0.00	0.20	11.53	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept. 15, 2016	PERN	KUL	USD	47.96	0.00	0.00	3.11	54.94	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept. 15, 2016	KUL	PERN	USD	20.74	0.00	0.00	1.34	23.75	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.50 W	Sept. 15, 2016	KUL	PERN	USD	18.56	0.00	0.00	1.20	21.26	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept. 15, 2016	PERN	PERN	USD	12.02	0.00	0.00	0.76	13.77	<a href="#">View Image</a>

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.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83  
150 Open Transactions  
\$ 1,251.25  
1 Open Transaction  
J\$ 6,941,008.03  
65 Open Transactions

RM 165,311.33  
65 Open Transactions  
J\$ 6,620,102.81  
54 Due Now

Rated But Not Invoiced  
97

Total records: 97 | 20 per page | Page 1 of 5

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.50 B	Sept. 15, 2016	PERN	KUL	USD	51.83	0.00	0.00	3.36	59.37	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 W	Sept. 15, 2016	PERN	BKK	USD	23.49	0.00	0.00	1.12	45.10	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	0.00 B	Sept. 15, 2016	PERN	BLR	USD	6.10	0.00	0.00	0.20	11.53	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept. 15, 2016	PERN	KUL	USD	47.96	0.00	0.00	3.11	54.94	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept. 15, 2016	KUL	PERN	USD	20.74	0.00	0.00	1.34	23.75	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.50 W	Sept. 15, 2016	KUL	PERN	USD	18.56	0.00	0.00	1.20	21.26	<a href="#">View Image</a>
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept. 15, 2016	PERN	PERN	USD	12.02	0.00	0.00	0.76	13.77	<a href="#">View Image</a>

Report Configuration

Pre-saved configurations

Excluded Column Header

Included Column Header

Export options

Sort order: By Product, followed by Origin

Export format: xls

Save all settings for later?

Deutsche Post DHL

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



# 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

**4** **5** **6** **7** **8** **9** **10**

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
<b>Total</b>	<b>24</b>	<b>25.60</b>	<b>25</b>	<b>1,645.63</b>	<b>113.15</b>	<b>-1,012.07</b>	<b>746.71</b>

**11** Analysis of Extra Charges **Total** **12** Analysis of Discounts **Total**

EXTENDED LIABILITY	72.00	Weight Charge Discount (w)	-1,012.07
FUEL SURCHARGE	41.15		
<b>Total Extra Charges</b>	<b>113.15</b>	<b>Total Discounts</b>	<b>-1,012.07</b>

**13** Payment due date: 21-09-16 **14** Total Amount (USD) 746.71

**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

**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](http://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: [AccountsReivableBM@dhl.com](mailto:AccountsReivableBM@dhl.com)  
Please state your DHL Invoice Number and Account Number as a reference when making a payment

THANK YOU FOR CHOOSING DHL

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



## Invoice Breakdown

1	2	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 BM-, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, 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	23.30 4.00 0.58		
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58		
						25.60	25	1,645.63	-1,012.07		113.15	746.71		
						17 A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight								

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 Oman

For Invoice enquiries:

**Telephone:** 24520116

**Fax:** 24511388

**Email:** [billingquery.om@dhl.com](mailto:billingquery.om@dhl.com)

For MyBill specific issues and queries:

**Telephone:** 24520116

**Email:** [billingquery.om@dhl.com](mailto:billingquery.om@dhl.com)