DHL MYBILL
FREQUENTLY ASKED QUESTIONS

ACCOUNT MANAGEMENT

How do I manage my account and user settings?
In the **My Account** screen, you can modify your account settings, as well as your password and user settings. If access has been restricted, the user will need to contact the AR Manager for assistance. The AR manager is listed at the bottom of your My Account screen. Go to the **Help** screen for further details.

How do I manage the list of additional users on my account?
If permissions are enabled, a *Manage* button will be displayed at the bottom of the **My Account** screen. The *Manage* button allows the user to add and manage additional users for specific accounts. If access has been restricted, the user will need to contact the AR Manager for assistance.

Adding New Users:
Step 1 Go to the **My Account** screen, scroll down, and select the *Manage* button located next to the account you wish to link with a new user.
Step 2 Click on *Add New User* (green box), type in the email address and save.
Step 3 Click on *Manage* again and select function permissions and delivery method.
Manage Existing Users:
Step 1 Go to the **My Account** screen, scroll down Select the *Manage* button located next to the account you wish to adjust.
Step 2 Add/remove the checkmark in the boxes next to the functions you wish the user to access.
Step 3 Select the *Save* button to save your changes.

I would like to customize the email subject, is this possible?
Yes. Please email DHL for assistance at
pgexp.finar@dhl.com

Are all of my DHL accounts automatically available through DHL MyBill when I first register?
- **For AR Manager role:** Yes. Once your registration has been accepted, all related billing accounts within the Accounts Receivable Group will be available for management.
- **For Billing Manager role**: No. You will receive a notification that you must contact the user in your company assigned as the AR Manager. They will need to grant access. For additional access questions, please contact **pgexp.finar@dhl.com**

How do I add accounts to an existing registration?
To add an additional account to an existing one, you can use the login page's *Sign-up* to *MyBill* function and register as if it were new. Additional accounts set up with an email address that matches an existing registration will be automatically linked to previously registered accounts within MyBill. Customers with two or more accounts should register all of them to ensure they can see all related billing.

Step 1 Go to **https://mybill.dhl.com/login**.
Step 2 Click on Sign-up to *MyBill* icon.
Step 3 Walk through prompted steps.

If you need to register more than 5 additional accounts, you may submit the list of account numbers and your existing login info and email address (please do not include password) to: **pgexp.finar@dhl.com**

How do I change my MyBill password?
In the **My Account** screen, you can modify your password, user information and account settings. Go to the **Help** screen for further details.
Important note: Changing your password directly via MyBill will not change your current DHL.com password for online shipping.

What happens if I forget my password?
If you know the email address your accounts are registered under, go to **https://mybill.dhl.com/login** and click on the *Forgot Password* link. If you cannot locate the email address for your existing account, please contact DHL via email for support: **pgexp.finar@dhl.com**

How do I change the format of the invoice files sent to me?
Step 1 Go to the **My Account** screen and scroll down to the bottom of the page to your list of registered accounts.
Step 2 Click on the *Manage* button next to the account you wish to update.
Step 3 Under Mail Delivery Preference, a drop-down menu will appear. Choose the desired option.
Step 4 Select the Save button to save your changes.

INVOICES

Where can I view my open DHL invoices?
All open invoices are shown on the **MyBill Dashboard:**

Open Transactions: Shows all unpaid invoices.
Disputed Invoices: Shows all invoices that have an open dispute logged against them.
Due Now: Shows all invoices that are due today or earlier.

Why are the totals on the DHL MyBill Dashboard not equal to the totals of all the invoices shown?
Only invoices that are due per their current status will show in **MyBill Dashboard** totals.

In what formats can I receive my invoices?
Invoices can be downloaded in a variety of formats, including CSV file (for importing into a spreadsheet such as in Excel), PDF (ideal for printing or sending as an attachment) and XML.

Will all of my invoices have additional documentation?
Invoices that have additional documentation available will be in DHL MyBill. If you need assistance, contact DHL on (675) 325 9866 / (675) 302 6500 or email **pgexp.finar@dhl.com**

How can I download and print a copy of the original invoice?
For a PDF, hover your mouse cursor over the invoice data on the right side of either the **MyBill Dashboard** or **Archive** screens. A *PDF Invoice* button will come into view. Click it, and a pop-up menu will appear at the bottom of screen. To print immediately, click *Open* and then use the print function from your Adobe Reader program.

For alternate formats: Select Invoice from either the **MyBill Dashboard** or **Archive** screens by clicking on the checkbox to the left of the line item. A *Download* button will appear above the invoice list. Click this

button and then choose your desired file format. Once selected, click the *Download* button on right side of screen. A pop-up menu will display at the bottom of the screen. To print, click *Open*. This will create a temporary zip file from which you can open the individual documents and print.

Can I tell who has previously accessed my invoice or shipment in MyBill?
Yes. Click directly on the *Invoice* (not the checkbox to the left of line item). You will be directed to the **Invoice** screen. Select **Invoice History.** Here you will be given detail options.

What happens to my invoices once they've been paid?
Once an invoice has been paid, it will no longer show on the **MyBill Dashboard**. It can be found in the **Archive** screen.

RATED BUT NOT INVOICES (RBNI)

The Rated but not Invoiced tab is not visible on the main dashboard.
There are two reasons why you might not see the RBNI dashboard on the main dashboard screen:
Option 1: The RBNI functionality may not have been activated for your account. Should you want access to RBNI then send and email to pgexp.finar@dhl.com to request activation.
Option 2: There may not be any shipments to view. Only when there are available shipments will the RBNI dashboard be available for viewing.

Are the rates in RBNI fixed and final?
No. While we aim to be as accurate as possible you should be aware that no charges seen in the RBNI functionality are final until invoiced.

TARIFF ENQUIRY

Are the Tariff Enquiry results account specific?
Yes. By selecting an account number you will receive tariff enquiry results specifically for that account number.

I don't know the dimensions of my shipment – can I still perform a search?
Yes. Shipment dimensions are not mandatory in order to carry out a tariff enquiry, however, including shipment dimensions does increase the accuracy of the results.
Note: while the dimensions are not mandatory the shipment weight is.
Please note DHL Express will charge based on the volumetric or actual (dead) weight, whichever is the higher of the two.

MISCELLANEOUS

How do I cancel my DHL MyBill service?

Should you wish to cancel your DHL MyBill account, please contact DHL on (675) 325 9866 / (675) 302 6500, or email us at **pgexp.finar@dhl.com**

ACCOUNT RECEIVABLES

What is the role of the Account Receivable (AR) Manager?

This is a level of access that allows the designated user (s) to act as the administrator for all billing accounts linked to the same Accounts Receivable Group for a customer.

How do you decide who is the AR Manager?

This role is automatically assigned to the first user who registers for a billing account within the Accounts Receivable Group.

If you are an existing customer with a previous registration, the user email address with the earliest registration date has been set as AR Manager.

You can change/add to a user in the **My Account** screen if you have Manage User rights.

Why does my Dashboard show additional accounts?

If your Dashboard shows additional billing accounts, your user email address will have been assigned the AR Manager role for all accounts, which are linked to a specific Accounts Receivable Group.

I have a credit that I can see in my Dashboard, but when I attempt to use it to pay my invoice, the system displays this message: "This document is not ready to be used for payment…" What should I do?

Please review the posting date of the credit. Credits are not available for customer use for 5 business days after posting, to prevent overlapping application with DHL internal processes.

DISPUTES

How can I dispute a charge on my invoice?

On MyBill Dashboard, select the invoice by clicking on the checkbox to the left of the line item. A Dispute button will appear. Click on it. You will be prompted to enter the details of your query and submit. For step-by-step instructions on how to log a dispute, go to the Help screen and follow the steps as described in the Logging a Dispute section.

How do I know when a dispute has been resolved?

When an invoice is disputed, the status of the invoice will change to Disputed. Once a dispute has been resolved, the status will be updated to reflect current status. You can also select Dispute History and then select View Dispute to get further details.

How do I view my disputes?

- Select the Disputed Invoices tab on your **MyBill Dashboard** screen.
- Click on an invoice and then on the **Dispute History** tab.
- Go to the **Reports** screen and download the **Dispute Report.**