



DHL MYBILL **A USER GUIDE FOR DHL CUSTOMERS**



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MYBILL DASHBOARD

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DHL INVOICES

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WHAT DOES MYBILL OFFER?

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

One simple online solution

DHL MyBill is a simple and effective tool for reviewing invoices, making payments, and downloading reports.

Our secure online environment saves time and eliminates paperwork for all our customers' DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from online billing?

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

MyBill will allow you to:

- Receive email notification of new invoices
- Pay invoices online
- Review payment history online
- View and download copies of all invoices, including corresponding PDF and TIF documentation
- Download invoice and shipment transaction data in customised 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 follows:

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



DHL MYBILL

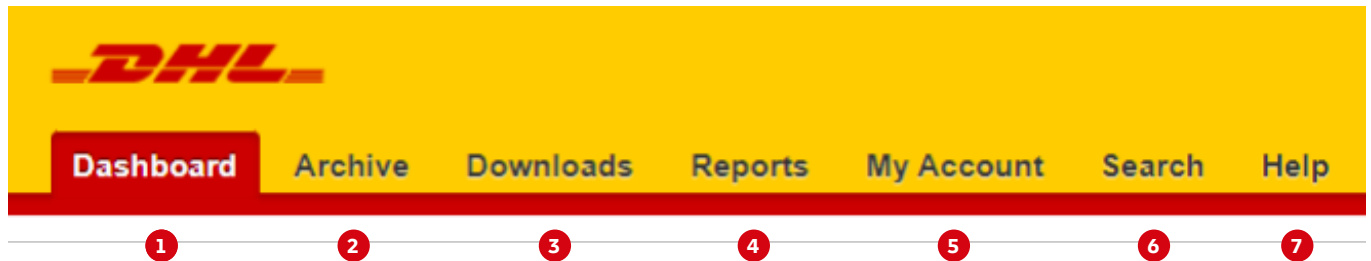
DESKTOP FUNCTIONALITIES





DESKTOP FUNCTIONALITIES

The menu bar comprises of the following options:



1. Dashboard – will display the outstanding invoices where you can view, dispute or pay the invoices(s), download a statement
2. Archive – will display the closed/paid invoices
3. Downloads – will display your previous downloads (retained for a 24 hour period)
4. Reports – can generate a query report
5. My Account – allows you to change your password, view account permissions, add or remove users, set up payment wallet, set up auto pay function
6. Search – allows you to search for particular data on specific fields or date range
7. Help – provides step-by-step help



DHL MYBILL

DESKTOP DASHBOARD



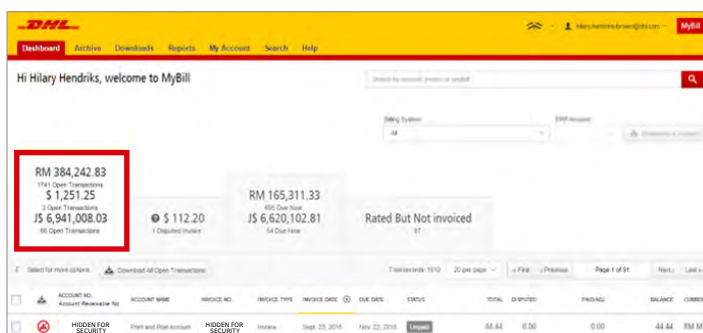


DASHBOARD

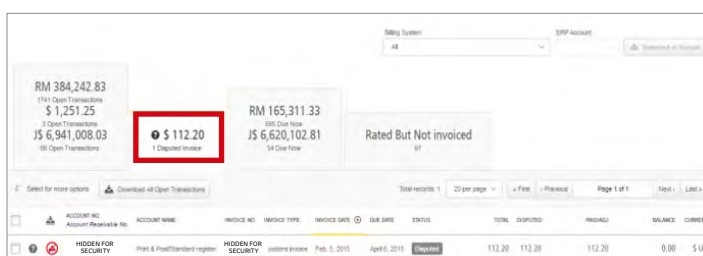
Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; Archive, Downloads, Report, My Account, Search and Help.

In the main **Dashboard** your invoices are divided into three categories:

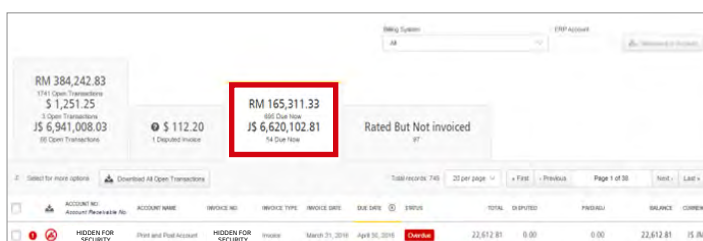
Open Transactions – These are the invoices with outstanding balances that require payment.



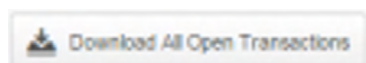
Disputed Invoices – All open disputed invoices and their corresponding dispute information can be found here.



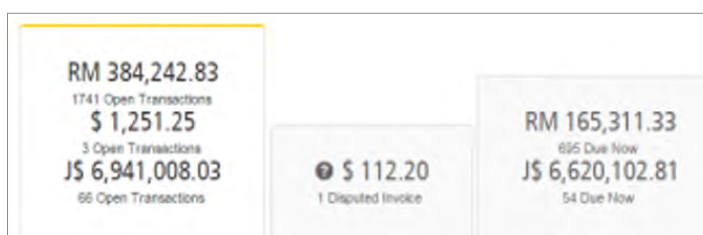
Due Now – Here you will find an overview of invoices for which payment is due or overdue.



All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situated 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 example).





ARCHIVE, REPORTS & DOWNLOAD SCREENS

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.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DEPOSITED	PAID	BALANCE	CURRENCY
10000000000000000000	Related by A/R group	10000000000000000000	Invoice	July 28, 2015	Aug. 27, 2015	Closed	18,659.37	0.00	18,659.37	0.00	US USD

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.

Disputes Report
 Search parameters:
 Start Date:
 End Date:
 Account:
 Invoice Number:
 Search

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.

STARTED	TOTAL FILES	RETRIEVED FILES	
April 29, 2015, 3:55 a.m. MDT	3	3	Download Zip file Cancel
April 29, 2015, 7:38 a.m. MDT	3	3	Download Zip file Cancel
April 29, 2015, 7:38 a.m. MDT	1	1	Download Zip file Cancel
May 6, 2015, 4:12 a.m. MDT	1	1	Download Zip file Cancel

How do I create downloads?
 You can build downloads within the **Archive** or **Search** facility.

With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your download file(s).



SEARCH SCREEN

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

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

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

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

Search parameters

Account: All

Invoice Number:

Waybill:

Invoice Type: All

Status: All

Summary Posting: All

Invoice Date

Start Date:

End Date:

Save as "Saved Search"?

Enter a name:

Search

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:
Invoice = Freight invoice,
Customs = Local AU customs charges,
Duty = Overseas Duties and Taxes
- Status
- Start & End dates

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.

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



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.

hiliary.hendriks-brown@dhl.com

MyBill

DashboardArchiveDownloadsReportsMy AccountSearchHelp

My User Details

Please remember to keep your details up to date.

Email address

hiliary.hendriks-brown@dhl.com

First Name

Hilary Hendriks

Last Name

Position

Telephone Number

Home Group

DHL US

Language Preference

English - US

Timezone

Africa/Abidjan

Save

Change Password

Your password must meet the password policy. ?

Changing Password directly via MyBill, will not change your current DHL.com password for online shipping

Your current password*

Enter a new password*

Confirm new password*

* indicates a mandatory field

Save

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.

Open Invoice Summary

TOTAL BALANCE	TOTAL OVER DUE
RM 384,242.83	RM 163,385.18
\$ 1,251.25	\$ 0.00
JS 6,941,008.03	JS 6,553,151.13

My Accounts

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

If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button will provide you with a list of rights you have for that account which include: *Manage users*, and *Dispute*.

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

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 1.800.722.0081

Upload new users

Select for more options

Total records: 29

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
<input type="checkbox"/>	HIDDEN FOR SECURITY	Related by AR group	<div><div>Manage</div><div>Me</div><div>rheesimon@gmail.com</div></div>



HELP SCREEN

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

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

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

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

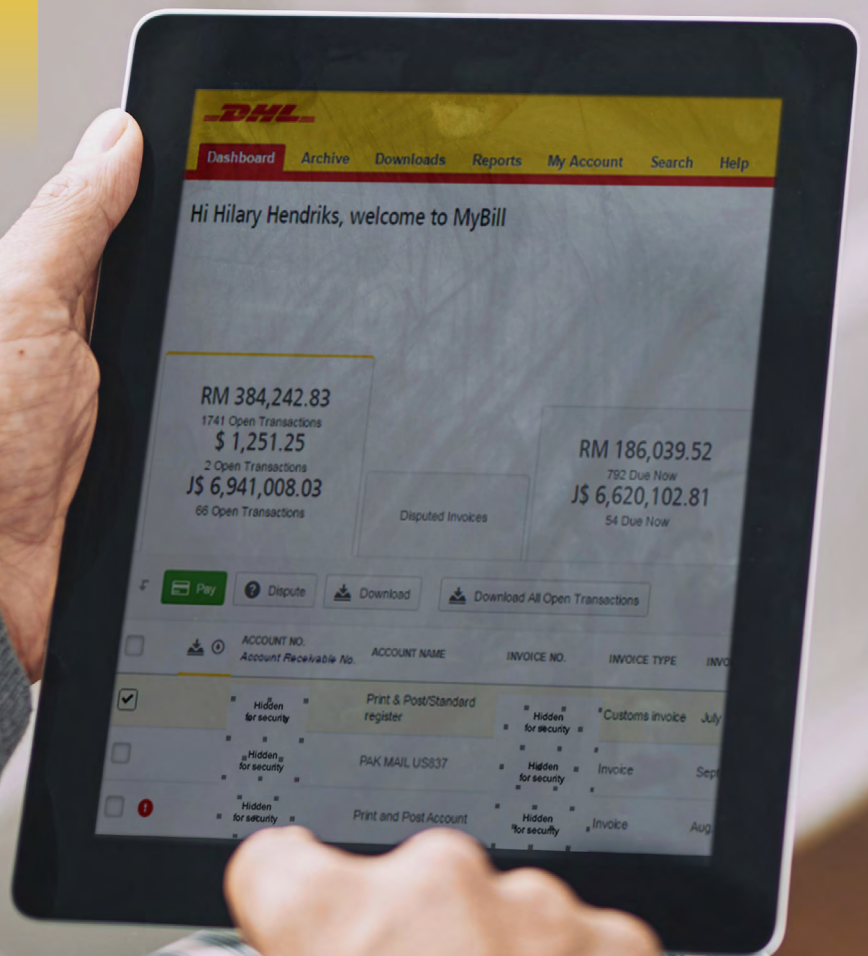
- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- Logging a Dispute
- How to use Search

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



DHL MYBILL STEP-BY-STEP

Over the next few pages we will explain, step-by-step, how to use the functionalities 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

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or waybill

Billing System: All ERP Account: Summary/Invoice

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

Disputed Invoices

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

Rated But Not Invoiced
87

Pay Dispute Download Download All Open Transactions

Total records: 1809 20 per page First Previous Page 1 of 91 Next Last

	ACCOUNT NO. Account Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print & Post/Standard register	HIDDEN FOR SECURITY	Customs Invoice	July 14, 2015	None	Disputed	1,150.03	0.00			\$ USD
<input type="checkbox"/>	HIDDEN FOR SECURITY	PAK MAIL US807	HIDDEN FOR SECURITY	Invoice	Sept 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD

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 choose your *Download Preference* by ticking the box next to your preferred format and clicking on 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



VIEWING MULTIPLE INVOICES

Hi Hilary Hendriks, welcome to MyBill

Account Summary:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, 2 Open Transactions, J\$ 6,941,008.03, 56 Open Transactions)
- RM 186,039.52 (790 Due Now, J\$ 6,620,102.81, 54 Due Now)
- Rated But Not invoiced: 37

Buttons: Play, Dispute, Download, Download All Open Transactions

Total records: 1809, 20 per page, Page 1 of 91

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	H02ENFOR SECURITY	Print & Post/Standard register	H02ENFOR SECURITY	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	H02ENFOR SECURITY	PAK MAIL USEST	H02ENFOR SECURITY	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	H02ENFOR SECURITY	Print and Post Account	H02ENFOR SECURITY	Invoice	Aug. 25, 2015	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
<input checked="" type="checkbox"/>	H02ENFOR SECURITY	Print and Post Account	H02ENFOR SECURITY	Invoice	Aug. 14, 2016	Sept. 16, 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.

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

Please note: Export Justification = Overseas Customs clearance documents.

Download Selection

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.

Select DHL Express Downloads

☒ PDF Invoice

☐ Standard CSV ☐ Concatenated [Customize Format](#)

☐ XML

Should you choose the CSV for XLS format you will be offered the possibility to customise the format. Should you wish to customise the format of the CSV file then select the *Customise 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.

Download Selection

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.

Select DHL Express Downloads

☐ PDF Invoice

☒ Standard CSV ☒ Concatenated [Customize Format](#)



CSV CONFIGURATION

Should you wish to customise 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 customise the file thereby reducing the extract to your specification and displayed in a set order. In order to customise 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.

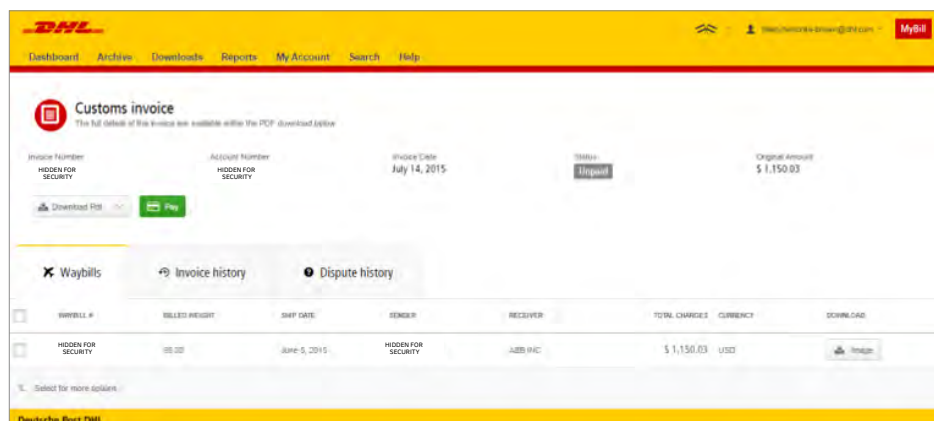
Once you have finished customising your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.



WAYBILLS & SUPPORTING DOCUMENTATION

Waybills and customs paperwork

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



Single invoices

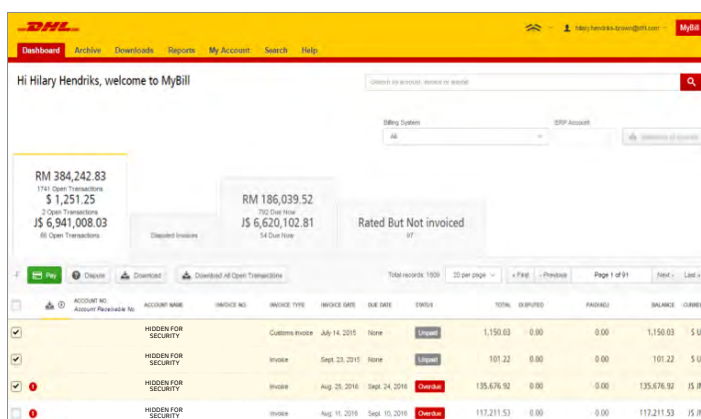
Option 1

Click on the invoice row and you will be redirected to the invoice screen. Click on the *Waybill* number and the Waybill details will appear in a new window.



Option 2

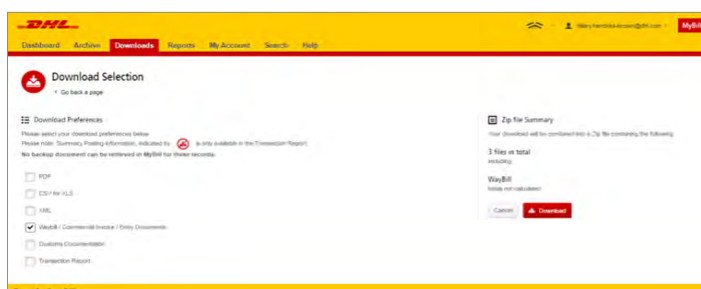
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

Tick the boxes next to the necessary invoices and select the *Download* button. You will then be redirected to the Download screen where you can select the *Waybill / Commercial Invoice / Entry Documents* option and then click the *Download* button.

As with the invoice you will be sent to the **Download** screen where you can download your file.





DISPUTING AN INVOICE

MyBill offers the possibility to log disputed 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.



Note: Only one dispute can be logged per invoice.

Hi Hilary Hendriks, welcome to MyBill

Search by invoice (invoice no, invoice date)

Billing System: All ERP Account: [dropdown] Download All Accounts

Account Summary:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25, 3 Open Transactions, J\$ 6,941,008.03, 66 Open Transactions)
- \$ 112.20 (1 Disputed Invoice)
- RM 179,405.91 (736 Due Now, J\$ 6,620,102.81, 54 Due Now)
- Rated But Not Invoiced (97)

Buttons: Pay, Dispute, Download, Download All Open Transactions

Total records: 1810, 20 per page, Page 1 of 91

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ.	BALANCE	CURRENCY
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2016	Nov. 22, 2016	Unpaid	44.44	0.00	0.00	44.44	RM MYR
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2016	Nov. 22, 2016	Unpaid	143.09	0.00	0.00	143.09	RM MYR
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Sept. 23, 2016	Nov. 22, 2016	Unpaid	52.47	0.00	0.00	52.47	RM MYR

Dispute invoices

If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.

[Back to dashboard screen](#)

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	Sept. 23, 2016	Unpaid	RM 44.44
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	Sept. 23, 2016	Unpaid	RM 143.09

Add a Comment

Please provide the reason for your dispute and any further comments below.

Select a dispute reason: [dropdown]

Add a comment: [text area]

[Submit dispute](#)



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.

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.



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.

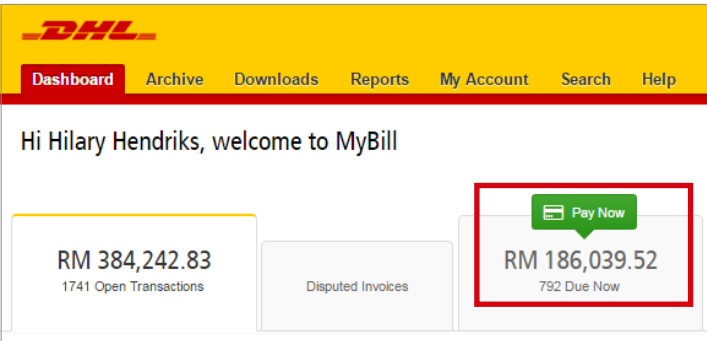
Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**.



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.

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

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

RM 384,242.83 1741 Open Transactions	Disputed Invoices	RM 186,039.52 792 Due Now	Rated But Not Invoiced 97
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details select *Confirm*.

Pay \$15.00									
You have selected the following invoices for payment. Please review your selection and click 'Confirm' to proceed to the payment process.									
ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAYABLE	BALANCE
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Oct. 26, 2016	Nov. 23, 2016	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00
<input type="button" value="X Cancel"/> <input type="button" value="Confirm"/>									



MAKING A PAYMENT

CONTINUED

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

Step 1: Please select your payment method

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

Total payment amount MD 15.00

Credit Card

Card Number

Card Holder Name

Card Expiry Date /

CVV What is CVV?

Once 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.

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

Your payment was successful! Your transaction reference number is: 20160519220015-1027361. Thank you for choosing DHL.

Search by account, invoice or waybill

\$ 47.43

1 Open Transactions

Disputed Invoices

\$ 47.43

1 Due Now

Billing System: SAP ERP Account: 999999999

Select for more options Download All Open Transactions Total records: 17 20 per page < First < Previous Page 1 of 1 Next > Last >

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD

Dashboard shows *Payment(s) in progress* until bank confirmation of payment, then it will move to **Archive**.



Concerned about making payments online? Don't be!

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.



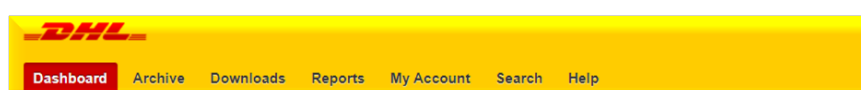
HOW TO SET UP E-WALLET

E-wallet can be set up in two ways



Set up e-wallet under Dashboard

Go to the **Dashboard** tab.



Select the account number/
invoice(s) that you want to pay
then click on *Pay*.

The screenshot shows the DHL dashboard with a list of invoices. The 'Pay' button is highlighted in red. The table below shows the details of the invoices.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
1741 Open Transactions											
RM 384,242.83											
Disputed Invoices											
RM 186,039.52											
Rated But Not Invoiced											
97											
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00		RM MYR
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00		RM MYR
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00		RM MYR
<input checked="" type="checkbox"/>	HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	-0.01	RM MYR

The system will bring you to this
screen and you will need to click
on *Confirm*.

The screenshot shows the DHL payment confirmation screen. It displays a table with the details of the selected invoices for payment. The total amount to be paid is \$15.00. The 'Confirm' button is highlighted in red.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAID/ADJ	BALANCE
HIDDEN FOR SECURITY	Print and Post Account	HIDDEN FOR SECURITY	Invoice	Oct 30, 2015	Nov 28, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
Total to pay								\$ 15.00	



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.



HOW TO SET UP E-WALLET

CONTINUED

Set up e-wallet under Dashboard – continued

Select *Pay using my Wallet* tab.
Click on *Add Card*.

Enter the credit card details
that you would like to save.
Click on *Submit*.

Card will be successfully saved.



HOW TO SET UP E-WALLET

CONTINUED

Set up e-wallet under My Account

Go to the
My Account tab.

Click on
Go to my wallet.

The screenshot shows the 'My Account' page with a yellow header bar containing navigation links: Dashboard, Archive, Downloads, Reports, My Account (active), Search, and Help. The main content area is divided into three sections: 'My User Details' (with fields for email, first/last name, position, telephone number, home group, language preference, and timezone), 'Change Password' (with fields for current, new, and confirm passwords), and 'Payment Settings' (with a note about managing payment options). A red box highlights the 'Go to my wallet' button in the Payment Settings section.

Click on *Add Card.*

The screenshot shows the 'My Wallet' page with a red header bar. The main content area has a dropdown menu for 'DHL AU' and a table with columns: CARD TYPE, CARD NUMBER, CARD HOLDER NAME, and EXPIRY DATE. The table is currently empty, with a message 'Wallet Empty' and a note 'Please click the [Add Card] button to save a new card to your wallet.' A red box highlights the 'Add Card' button at the bottom left.

Enter the credit card details
that you would like to save.

Click on *Submit.*

The screenshot shows the 'Credit/Debit Card' form with fields for Name on Card, Card number, Expiry date, and CVV/CVC. Each field has a 'HIDDEN FOR SECURITY' label. A red box highlights the 'Submit' button at the bottom right.

Card will be successfully saved.

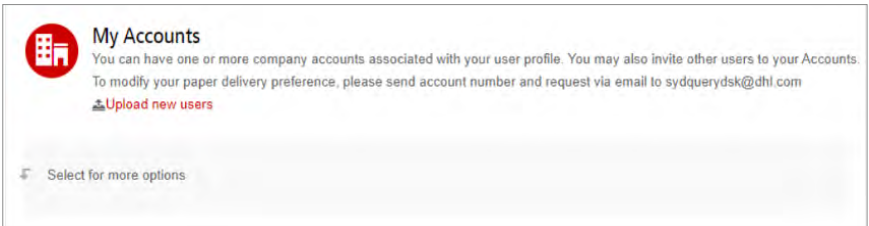
The screenshot shows the 'My Wallet' page after the card has been added. The table now contains one row with the card details: CARD TYPE (mastercard), CARD NUMBER (masked), CARD HOLDER NAME (masked), and EXPIRY DATE (masked). A red box highlights the 'Add Card' button at the bottom left.



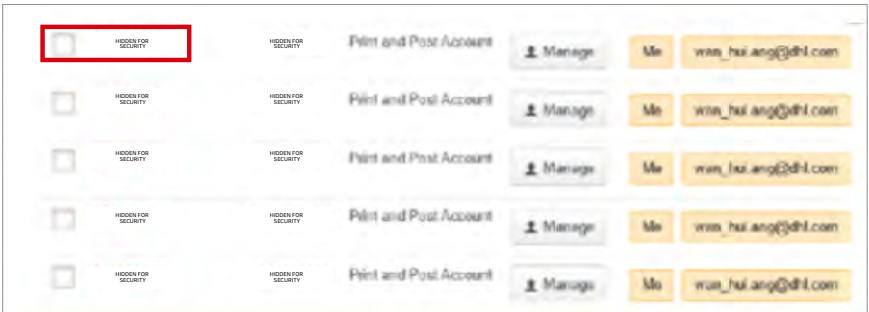
HOW TO SET UP AUTOPAY

This will auto deduct the amount due for payment on the invoice due date.

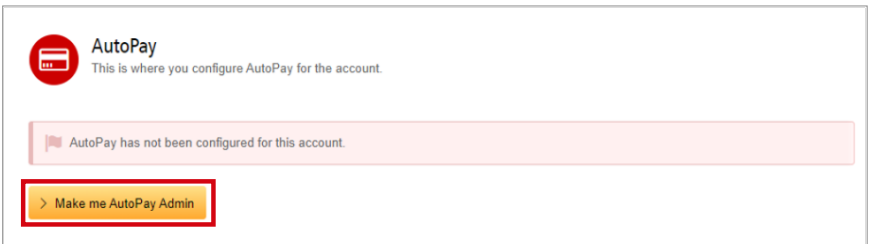
Go to the **My Account** tab and scroll down until you come to **My Accounts**.



Click on the account number that you want to set on autopay.



Click on *Make me AutoPay Admin*.





HOW TO SET UP AUTOPAY

CONTINUED

Select the card you want to use for autopay and click on *Confirm*.

AutoPay Setup
Select the payment details you wish to use for AutoPay against the account highlighted below:
[Go Back](#)

AutoPay has not been configured for this account.

1234 5678 9010 1122

ACCOUNT NUMBER	AB ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY LTD	HIDDEN FOR SECURITY

Confirm

Click on *Confirm* to set up the account as autopay.

Confirm AutoPay
By clicking [Confirm], you authorise DHL to automatically bill outstanding amounts to the selected payment account.

Cancel

Confirm

Autopay will now be successfully set up.

DashboardArchiveDownloadsReportsMy AccountSearchHelp

Account Permission Admin
Manage and view user permissions.

HIDDEN FOR SECURITY

Open Invoice Summary

TOTAL BALANCE

TOTAL OVER DUE

CURRENT

30 DAYS

60 DAYS

90+ DAYS

AutoPay
This is where you configure AutoPay for the account.

You have configured AutoPay for this account and are currently the AutoPay Administrator.

Configure AutoPay

Successful autopay set up will show under the **My Account** tab.

DashboardArchiveDownloadsReportsMy AccountSearchHelp

My Wallet
Manage your wallet. Add or Edit your existing payment accounts.
[Back to My Account](#)

DHL AU

☐

CARD TYPE

CARD NUMBER

CARD HOLDER NAME

EXPIRY DATE

☐

mastercard

HIDDEN FOR SECURITY

HIDDEN FOR SECURITY

HIDDEN FOR SECURITY

Add Card

AutoPay
Manage your AutoPay accounts. Edit or Remove existing AutoPay settings below.

ACCOUNT NUMBER	AB ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY D	HIDDEN FOR SECURITY


Edit



HOW TO PAY AN INVOICE USING E-WALLET

CONTINUED

Check the amount and click on *Confirm*.

 Pay using My Wallet

×


Please click [Confirm] to process payment against the selected payment account.

Total to pay: \$ 950.45

Cancel

Confirm

You will receive a confirmation message in green.



Dashboard

Archive


Downloads

Reports


My Account

Search

Help

 Your Payment

Please review the information below about your transaction.

 Your payment was successful. Your transaction reference number is: 20211012091036462. Thank you for choosing DHL.

PAYMENT STATUS	ACCOUNT NUMBER	INVOICE NUMBER	CONFIRMATION NUMBER	PAYMENT AMOUNT
Authorized	XXXXXXXXXX	XXXXXXXXXX	1	CAD 26.42
Total balance				CAD 26.42

[Return to Dashboard](#)

The **Dashboard** shows *Payment(s) in progress* until bank confirmation of payment, where it will then move to the **Archive**.

1 Open Transactions

Disputed Invoices

1 Due Now

Search by account, invoice or waybill

Billing System

SAP

ERP Account

999999999

Statement of Account

Select for more options

Download All Open Transactions

Total records: 17

20 per page


< First

Previous

Page 1 of 1

Next >

Last >

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/RECD	BALANCE	CURRENCY	
	XXXXXXXXXX	Print and Post Account	XXXXXXXXXX	Invoice	Oct. 30, 2015	Nov. 25, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD



HOW TO REMOVE CARD FROM E-WALLET

Go to the **My Account** tab.

Click on *Go to my wallet*.

The screenshot shows the 'My Account' page with three main sections: 'My User Details', 'Change Password', and 'Payment Settings'. In the 'Payment Settings' section, a button labeled 'Go to my wallet' is highlighted with a red box. The 'My User Details' section contains fields for email address, first name, last name, position, telephone number, home group, language preference, and timezone. The 'Change Password' section has fields for current password, new password, and confirm new password. A 'Save' button is at the bottom of each section.

Select the card you want to remove and click on *Remove*.

The screenshot shows the 'My Wallet' page with a table of payment accounts. A card is selected, and a red box highlights the 'Remove' button. The table has columns for 'CARD TYPE', 'CARD NUMBER', 'CARD HOLDER NAME', and 'EXPIRY DATE'. The selected card is a 'mastercard'.

Click *Confirm* to remove from My Wallet.

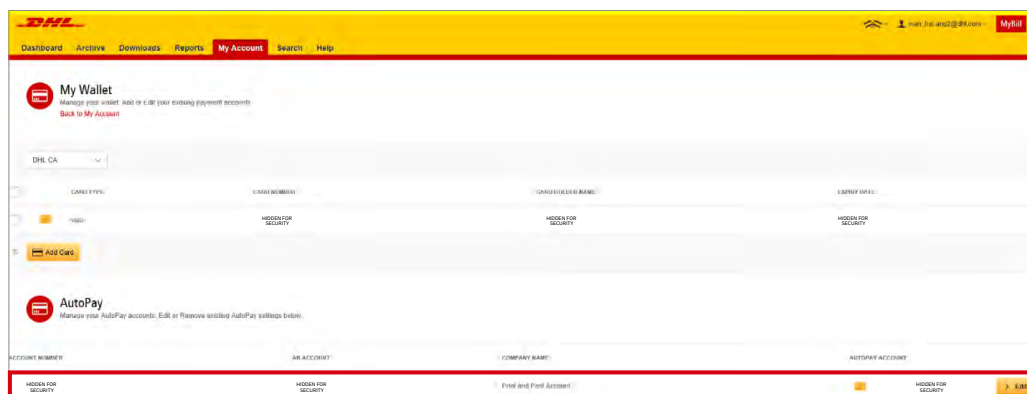
The screenshot shows a confirmation dialog titled 'Remove Payment Details'. It asks 'Are you sure you want to remove the selected payment details from your wallet?'. A note states: 'Note: AutoPay will be disabled for accounts that have been configured with the selected payment details.' At the bottom, there are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is highlighted with a red box.



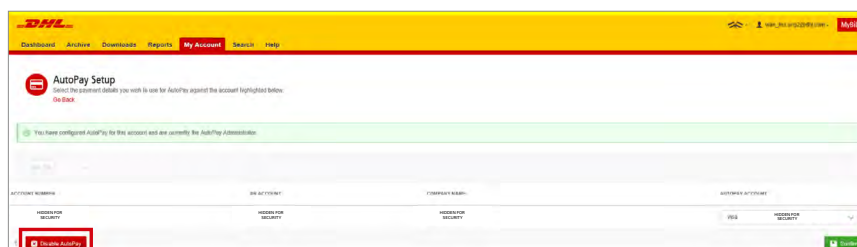
HOW TO REMOVE AUTOPAY FROM E-WALLET

Go to the **My Account** tab.

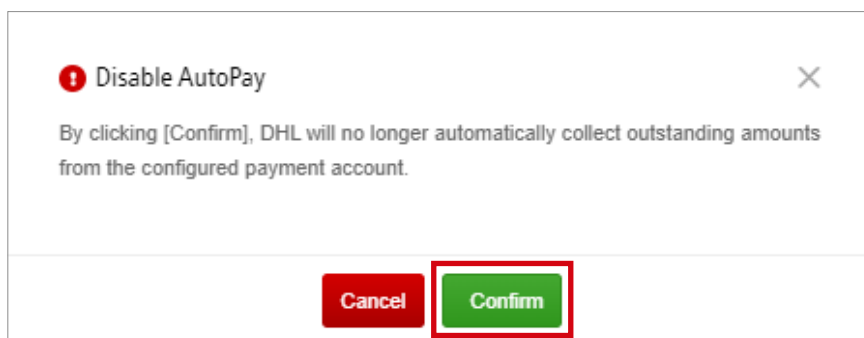
Click on *edit* on the account number that you want to remove from autopay.



Click on *Disable AutoPay*.



Click *Confirm* to remove from autopay.





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.

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.

DHL

Dashboard

Archive

Downloads

Reports

My Account

Search

Help

MyHilaryHendricks@DHL.com

MyBill

Hi Hilary Hendricks, welcome to MyBill

Search by account number or invoice

RM 384,242.83

1041 Open Transactions

\$ 1,251.25

3 Open Transactions

J\$ 6,941,008.03

89 Open Transactions

\$ 112.20

1 Unapplied Invoice

RM 165,311.33

655 Use Now

J\$ 6,620,102.81

54 Use Now

Rated But Not Invoiced

51

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

Total Invoices: 5120 per pagePreviousPage 1 of 5NextLast

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
HIDDEN FOR SECURITY	11	1.50 W	Sep. 13, 2018	PHG	PHN	USD	15.98	0.00	0.00	0.00	16.98	View Image	
HIDDEN FOR SECURITY	11	2.50 W	Sep. 8, 2018	PHN	PHN	USD	16.27	0.00	0.00	0.00	25.52	View Image	
HIDDEN FOR SECURITY	11	2.00 W	Sep. 8, 2018	PHN	PHN	USD	17.82	0.00	0.00	0.00	34.28	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 14, 2018	PHG	PHN	USD	22.52	0.00	0.00	1.48	26.28	View Image	
HIDDEN FOR SECURITY	11	18.00 W	Sep. 12, 2018	PHG	PHN	USD	42.45	0.00	0.00	0.00	18.52	View Image	
HIDDEN FOR SECURITY	11	1.00 W	Sep. 12, 2018	PHG	PHN	USD	13.85	0.00	0.00	0.00	15.01	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	26.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	26.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	8.00 W	Sep. 13, 2018	PHN	PHN	USD	33.28	0.00	0.00	0.00	32.70	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	26.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	1.00 W	Sep. 14, 2018	PHG	PHN	USD	15.94	0.00	0.00	3.27	17.59	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	26.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	3.00 W	Sep. 15, 2018	PHG	PHN	USD	22.74	0.00	0.00	1.34	23.79	View Image	
HIDDEN FOR SECURITY	11	15.00 W	Sep. 8, 2018	PHG	PHN	USD	113.71	0.00	0.00	0.00	133.25	View Image	
HIDDEN FOR SECURITY	11	13.00 W	Sep. 8, 2018	PHN	PHN	USD	19.89	0.00	0.00	0.00	158.72	View Image	
HIDDEN FOR SECURITY	11	4.00 W	Sep. 8, 2018	PHN	PHN	USD	48.58	0.00	0.00	0.00	47.84	View Image	
HIDDEN FOR SECURITY	11	2.50 W	Sep. 15, 2018	PHG	PHN	USD	15.98	0.00	0.00	1.20	21.28	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	26.31	0.00	0.00	0.00	33.88	View Image	
HIDDEN FOR SECURITY	11	1.00 W	Sep. 15, 2018	PHG	PHN	USD	12.02	0.00	0.00	0.00	13.77	View Image	
HIDDEN FOR SECURITY	11	1.50 W	Sep. 8, 2018	PHN	PHN	USD	26.31	0.00	0.00	0.00	33.88	View Image	

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

Total Invoices: 5120 per pagePreviousPage 1 of 5NextLast

How MyBill Works

How to pay your DHL invoices online

Learn more

MyBill User Guide

Download the PDF User Guide

Download PDF

MyBill FAQs

Your frequently asked questions answered

Download PDF

Deutsche Post DHL



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) CONTINUED

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.

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
HEDC001 FOR SECURITY	11	11 50 B	Sept. 15, 2016	PER	ALA	USD	51.83	0.00	0.00	3.36	59.27		View Image
HEDC001 FOR SECURITY	11	5.00 W	Sept. 15, 2016	PER	BRK	USD	29.49	0.00	0.00	1.12	49.12		View Image

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.

Should you wish to customise 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 customise the file format, save your settings or use a previously saved format.

The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen – see [this section](#) for further instructions.



TARIFF ENQUIRY

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

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 a number of details on which to base your enquiry.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYMENT	BALANCE	CURRENCY
1	Account created by Maxis updated	1	Customs Invoice	June 9, 2016	June 16, 2016	Overdue	132.73	0.00	0.00	132.73	RM MYR
1	Account created by Maxis updated	1	Customs Invoice	May 28, 2016	June 27, 2016	Overdue	643.97	0.00	0.00	643.97	RM MYR
1	Account created by Maxis updated	1	Customs Invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00	RM MYR

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* dropdown 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.

From

Origin Country*
Origin Zip
Origin City*
Origin Suburb

To

Destination Country*
Destination Zip Code
Destination City*
Destination Suburb

Shipment Details

Shipping Date*

Account Details

Account Number

Piece Details

Number of Pieces*
1

Units
kg cm in

Declared Value
Units
kg cm in

1. 0.10 kg LENGTH (CM) WIDTH (CM) HEIGHT (CM)

Search



TRACK & TRACE

The MyBill track & trace functionality allows customers to track shipments easily and without having to leave the MyBill site.

Should you wish to view the **track & trace** details of a shipment, open the invoice by selecting the invoice line.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83 (1741 Open Transactions)

RM 186,039.52 (750 Due Now)

Rated But Not Invoiced 07

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
HIDDEN FOR SECURITY	Pre and Post Account	PHN000048004	HIDDEN FOR SECURITY	July 25, 2016	Sept. 27, 2016	Overdue	54.34	0.00	-0.07	54.35	RM MYR
HIDDEN FOR SECURITY	Pre and Post Account	PHN000048005	HIDDEN FOR SECURITY	July 25, 2016	Sept. 27, 2016	Overdue	142.70	0.00	-0.00	142.70	RM MYR
HIDDEN FOR SECURITY	Pre and Post Account	PHN000048007	HIDDEN FOR SECURITY	July 25, 2016	Sept. 27, 2016	Overdue	95.58	0.00	-0.00	95.58	RM MYR

Once redirected to the **Invoice** screen, you will be presented 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

Invoice Number: HIDDEN FOR SECURITY

Account Number: HIDDEN FOR SECURITY

Invoice Date: July 25, 2016

Status: Overdue

Original Amount: RM 54.34

Waybills Invoice history Dispute history

WAYBILL #	BILLED WEIGHT	SHIP DATE	SHIP TO	SHIP FROM	TOTAL CHARGE \$	DOWNLOAD
HIDDEN FOR SECURITY	1.00	July 25, 2016	HIDDEN FOR SECURITY	HIDDEN FOR SECURITY	54.34	Track

A new window will appear with your shipment track & trace details. You will also find a link on the screen for the Proof of Delivery image.

Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

Result Summary

Waybill: HIDDEN FOR SECURITY

Signed for by: MR. THAN TUN OO

Get Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59

Origin Service Area: HONG KONG - HONG KONG

Destination Service Area: PENANG - PENANG - MALAYSIA

Thursday, July 21, 2016	Location	Time	Piece
11	Delivered - Signed for by: MR. THAN TUN OO	14:59	1 Piece
10	With delivery courier	12:04	1 Piece
9	Clearance processing complete at PENANG - MALAYSIA	09:39	1 Piece
8	Arrived at Sort Facility PENANG - MALAYSIA	09:23	1 Piece
7	Customs status updated	07:20	1 Piece
6	Departed Facility in HONG KONG - HONG KONG	03:36	1 Piece
5	Processed at HONG KONG - HONG KONG	03:26	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

Hide Details

Try a new search

If you would prefer to speak to someone personally about the location of your shipment, please contact DHL Express Customer Service

Terms & Conditions

Tracking FAQs



DHL MYBILL

DHL INVOICES

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





INVOICE BREAKDOWN

DHL Express
INVOICE

CUSTOMER CONTACT
 PO BOX 123
 CHURCH STREET WEST
 HAMILTON
 BERMUDA

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

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

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
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

Analysis of Extra Charges
 EXTENDED LIABILITY
 FUEL SURCHARGE
Total Extra Charges

Total
 72.00
 41.15
 113.15

Analysis of Discounts
 Weight Charge Discount (w)
Total Discounts

Total
 -1,012.07
 -1,012.07

Payment due date: 21-09-16

Total Amount (USD)
 746.71

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

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

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

Wire Transfer

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

Payment Instructions


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

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



INVOICE BREAKDOWN

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

<div><div><div>1</div><div>Invoice Number: BDA012345 Account Number: 999999999 Invoice Date: 22-08-16 Number of Pages: 7 of 7</div></div><div><div>2</div><div>INVOICE</div></div><div></div></div>														
<div>3</div>	<div>4</div>	<div>5</div>	<div>6</div>	<div>7</div>	<div>8</div>	<div>9</div>	<div>10</div>	<div>11</div>	<div>12</div>	<div>13</div>	<div>14</div>	<div>15</div>		
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	23.20 4.00 0.58		
Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	27.78		
						Total:	25.60	25	1,645.63	-1,012.07	113.15	746.71		
<div><div>17</div><div>A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight</div></div>														

- Customer Billing Information:** Account number, Invoice Number, Page number.
(Page 1 is always the summary Page)
Type of invoice: Invoice, Credit, etc.
- Air Waybill Number:**
Customer DHL Waybill number
- Type of Service:** Description of service
- Shippers Reference:** Reference information provided in the Waybill
- Shipment Date:** Date the shipment was sent
- 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 cod of the weight billed
- Number of item:** Total number of shipments within this service description and invoice
- Standard Charge:** Transportation charge
- Discount amount and code**
- Extra Charge Description:** Description of additional charges for each service
- Extra Charges Amount:** Total of other charges for each service
- Total Amount (incl. VAT):** Standard Charge + Other Charge + SVP = Total Charge for each line
- Service Subtotal:** Total of weight, items, and charges for each type of service
- Weight code descriptions**



CONTACT DETAILS

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