MyBill

DHL MyBill User Guide

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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:

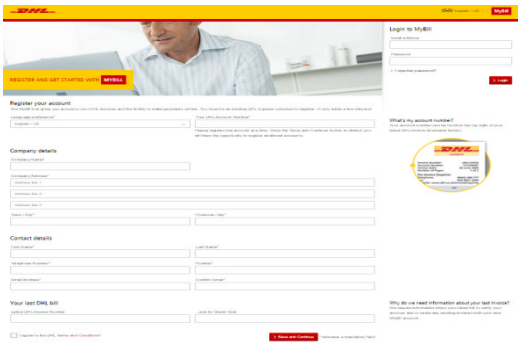
- Receive email notification of new invoices.
- Pay invoices online via credit and debit card.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 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

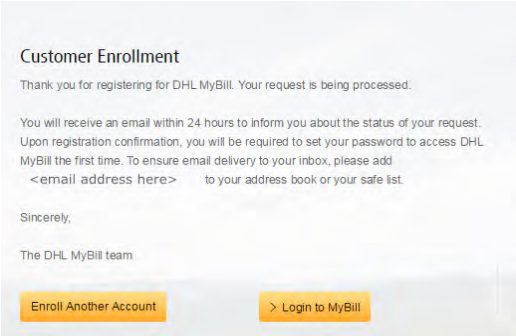
Registering for MyBill

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.

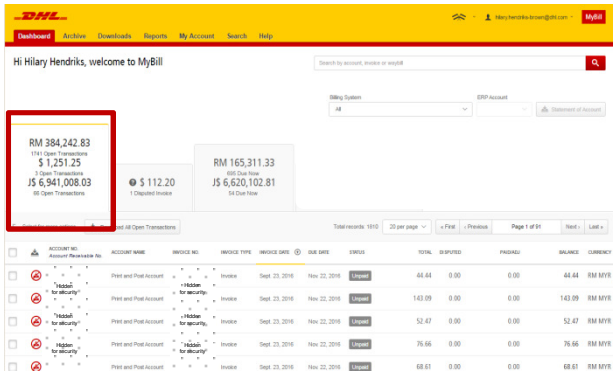


Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up.
Here you can dismiss the message by clicking the ***'X'*** in the top right of the message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

The Dashboard

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



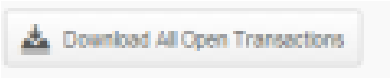
In the main **Dashboard** your invoices are divided into 3 categories:

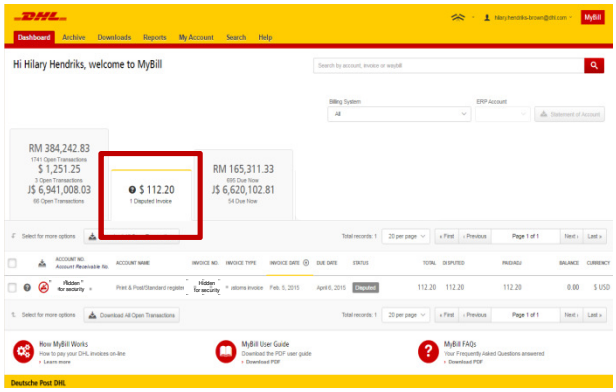
Open Transactions - These are the invoices with outstanding balances that require payment.

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

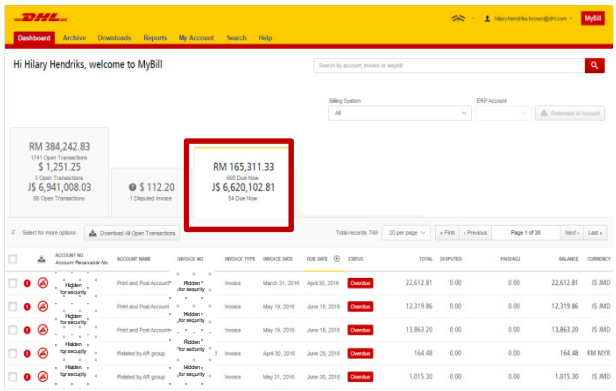
Due Now - Here you will find an overview of invoices for which payment is due or overdue.

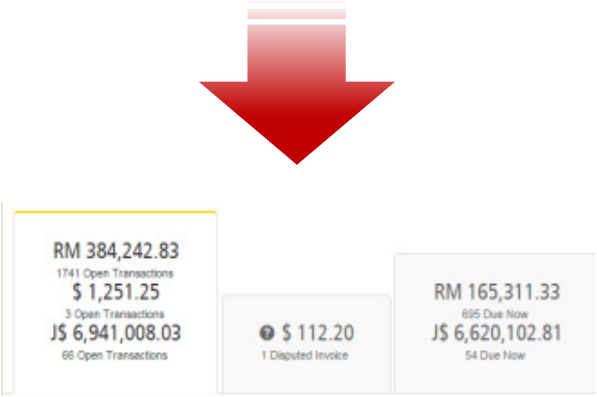
All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situation at the top and the bottom of each overview.



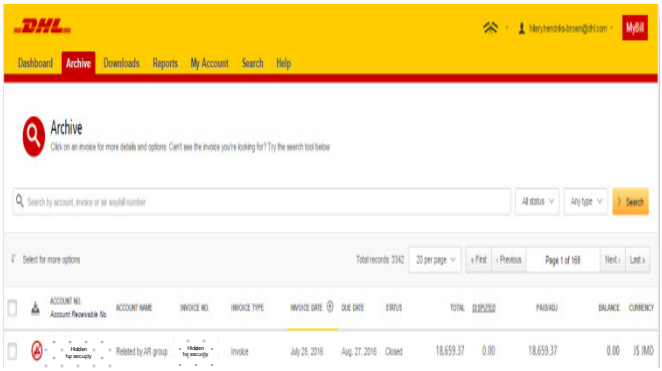


In the event that you use MyBill for multiple countries the totals will subsequently be shown separately in the invoice currency of each country (see the below example).





The Archive, Reports & Download Screens



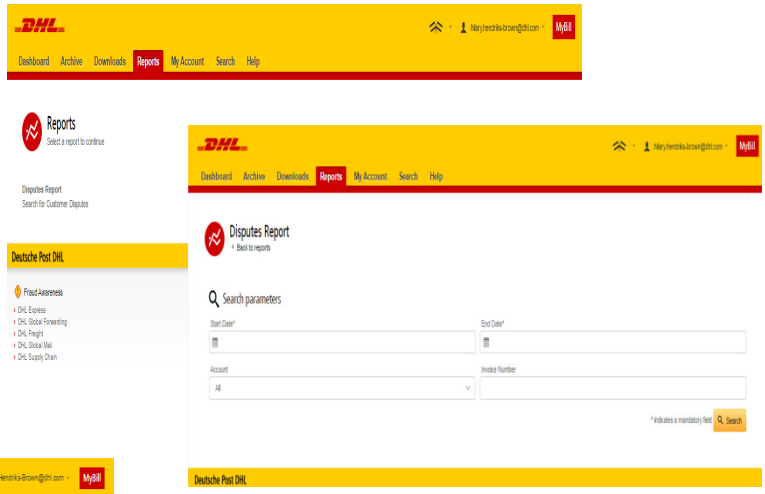
The Archive Screen

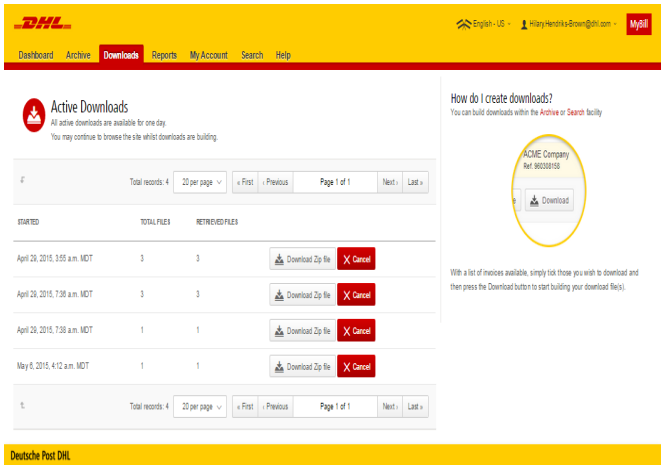
When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

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



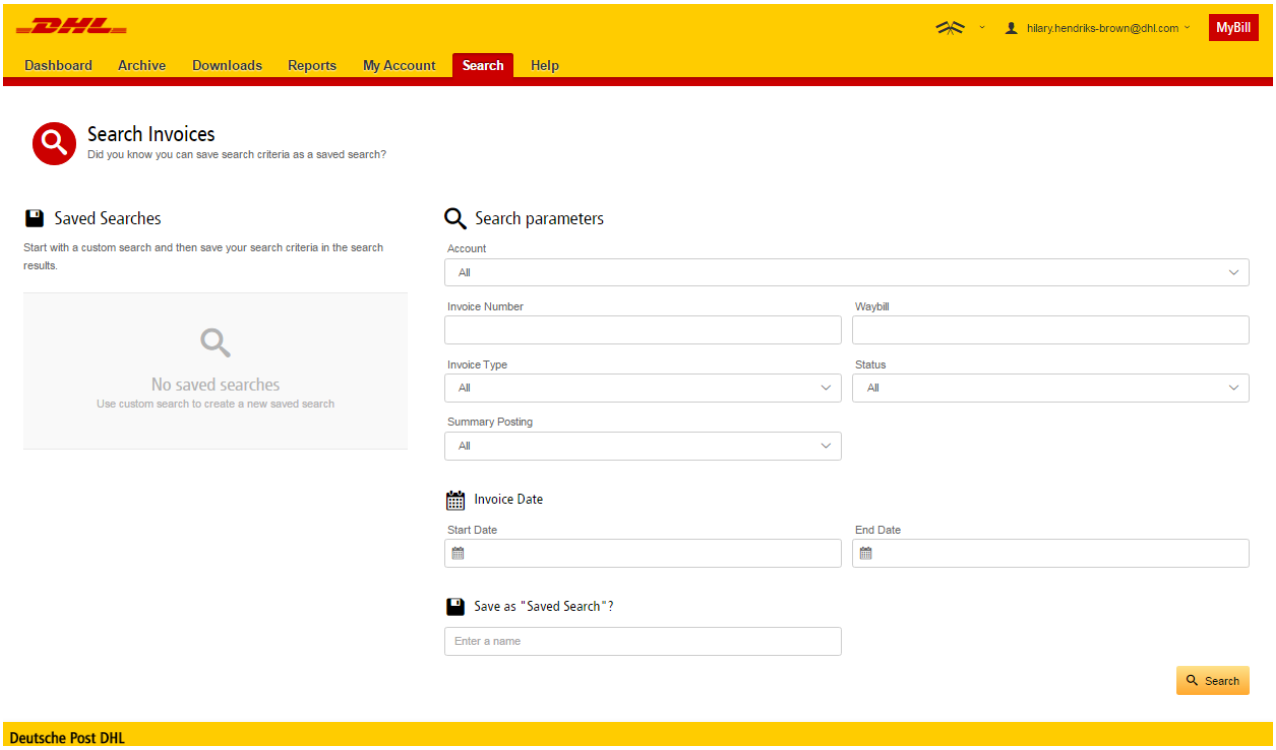


The Downloads Screen

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 accounts and invoices



Simply select the parameters you wish to search on and select the *Search* button

Available search parameters include:

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

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

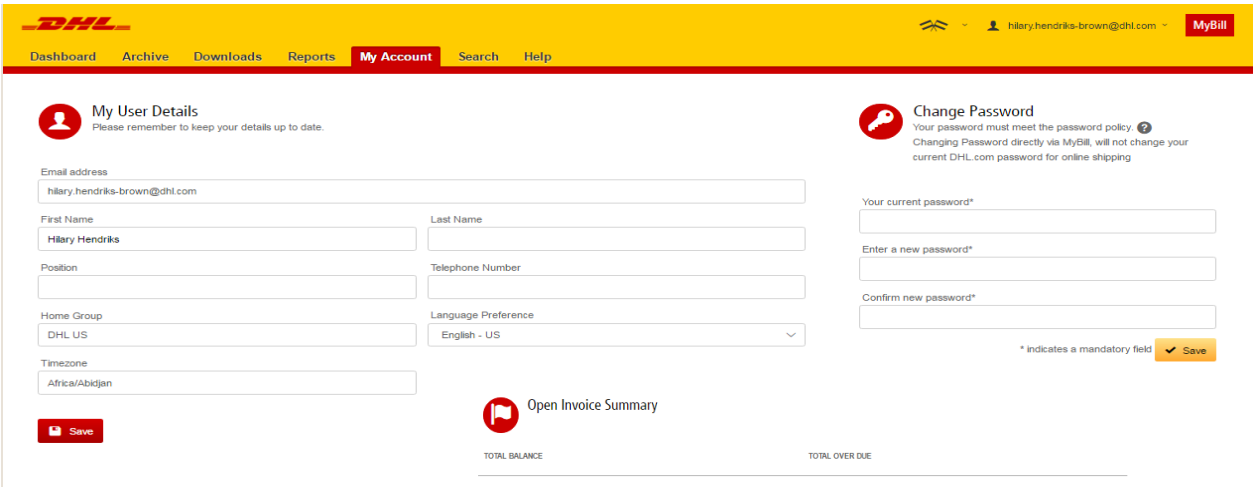
The **Search** screen also offers the possibility to save your search parameters.

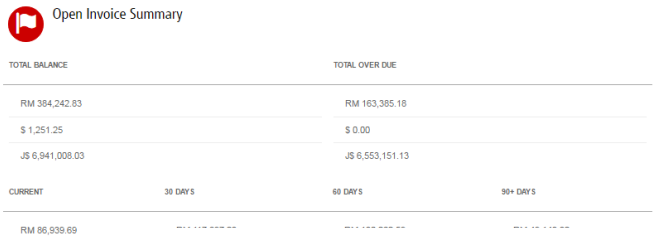
All you have to do is select the necessary search parameters, then enter a name in the *Save a "Saved Search"* field and finally select the *Search* button.

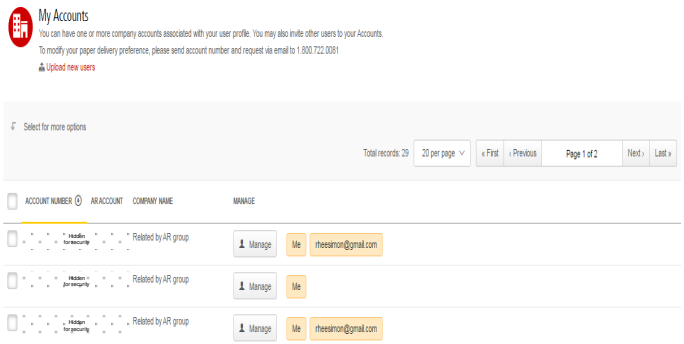
This name you entered in the *Save as "Saved Search"* field will then appear in the *Saved Search* Section. Next time you wish to carry out a search using these saved parameters simply click on the *Saved Search* name.

My Account Screen

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







My User Details

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

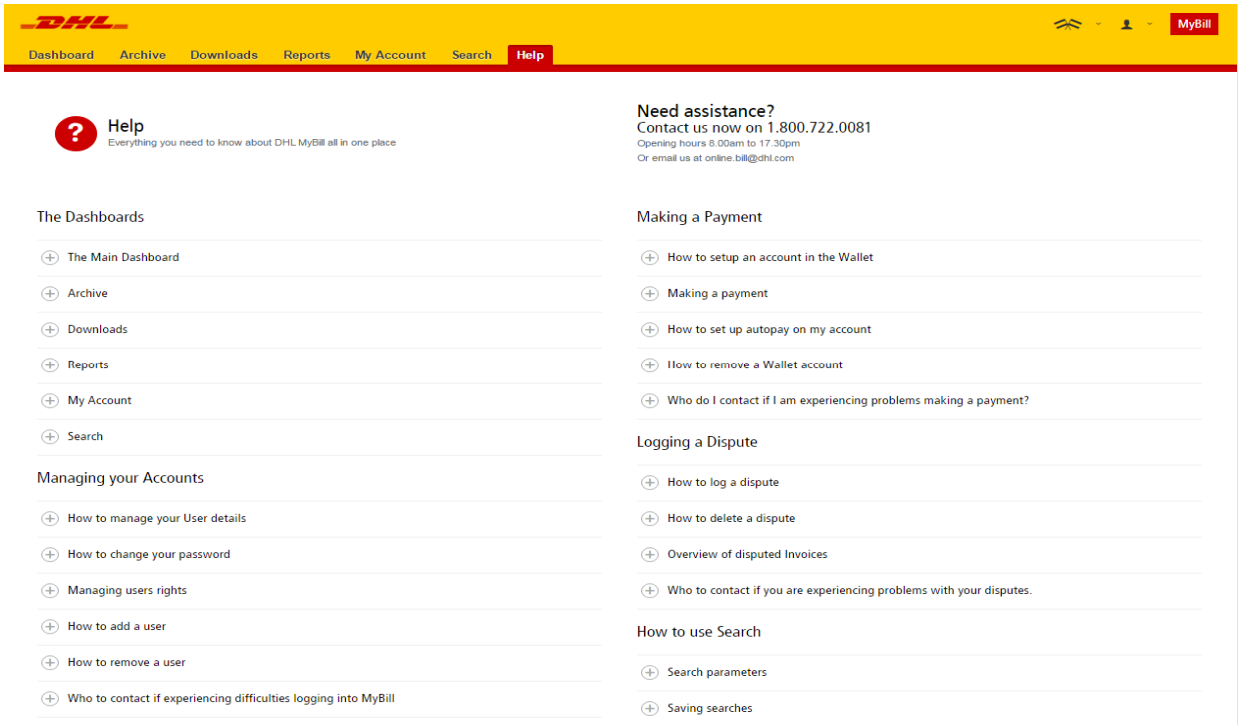
The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

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*, and *Dispute*.

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.



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

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

Should you 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.

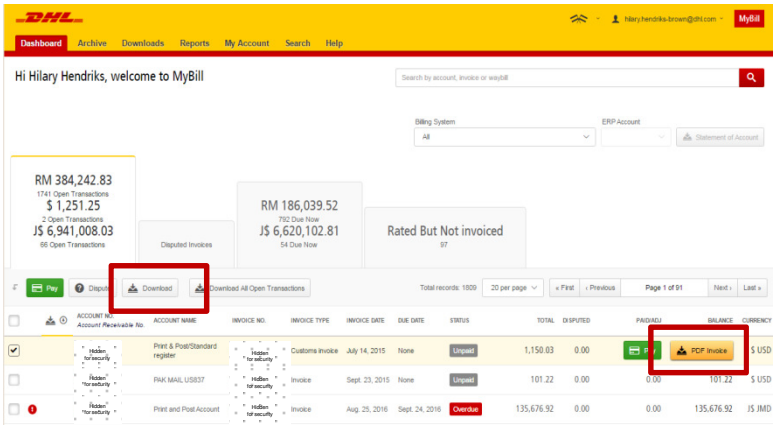
Invoice Key

- No images available
- Overdue invoice
- Disputed invoice

Single invoices

Option 1:

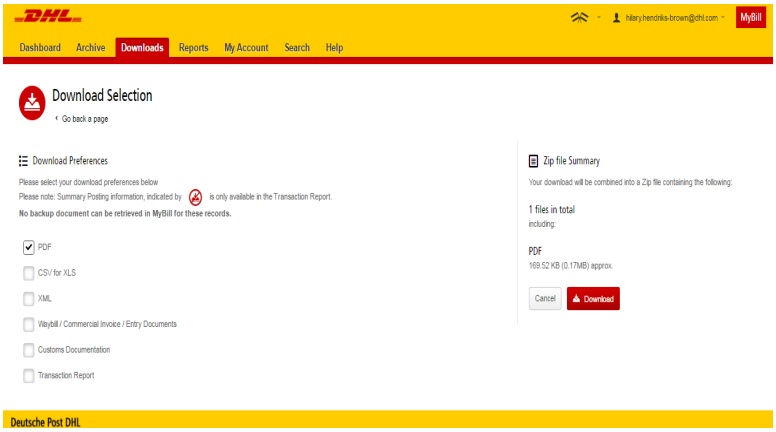
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

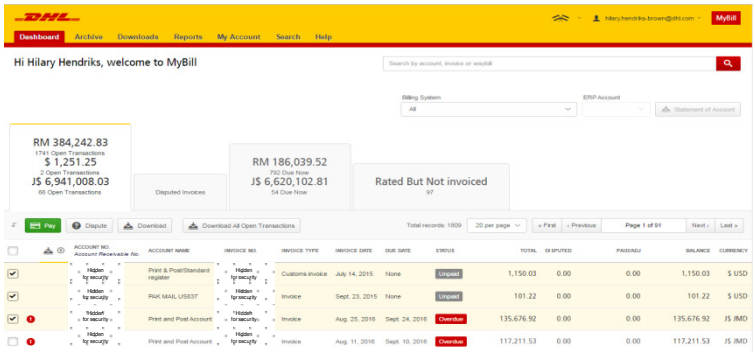


Option 2:

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

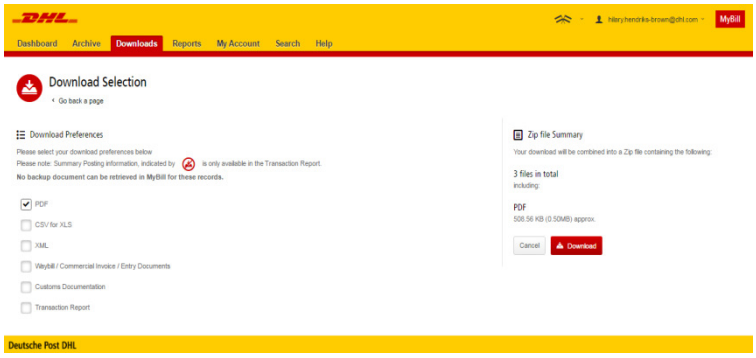
Should you select the *Download* option you will be redirected to the **Downloads** screen where you can chose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button



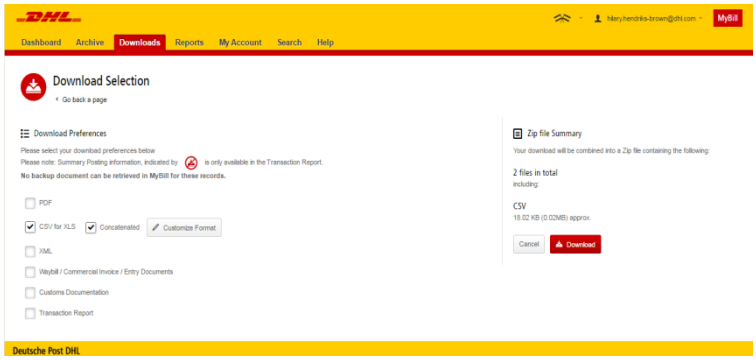


Multiple invoices

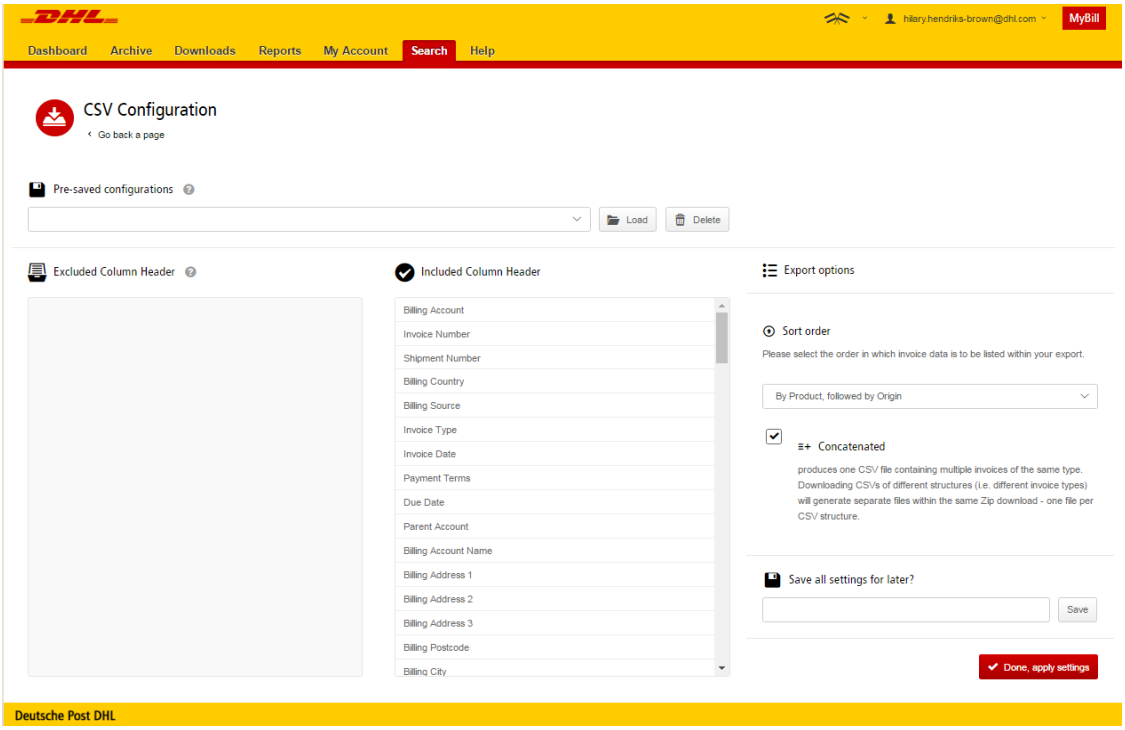
To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.



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



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 the be redirected to the **Download** screen from where you can download your file.



CSV Configuration

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

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

In addition there is option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box and select the *Done, apply settings* button.

If you simply want to change the sort order of the CSV file then select one of the options available in the *Sort order* drop down menu.

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

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

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

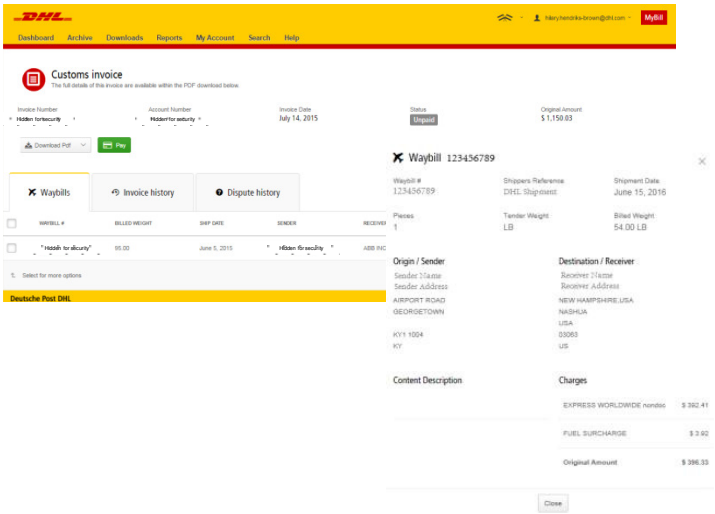
Waybills and Customs paperwork

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

Single invoices

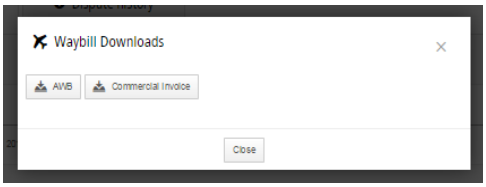
Option 1

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



Option 2

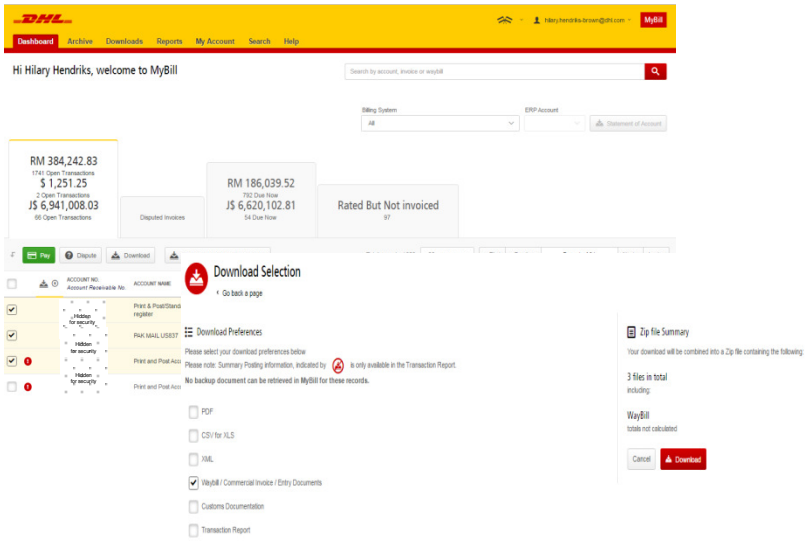
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

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

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

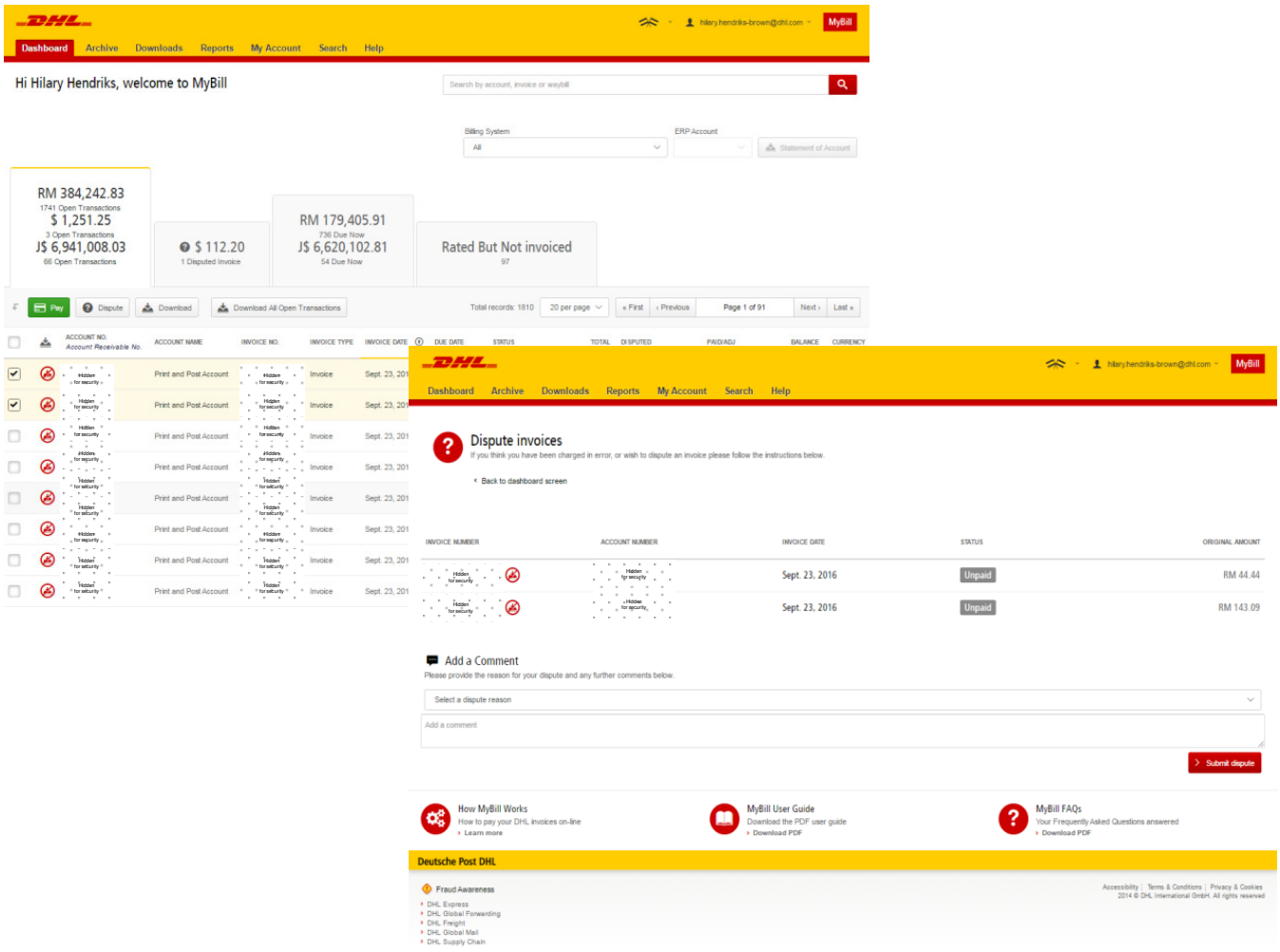


Disputing an Invoice

MyBill offers the possibility to log dispute invoices online.

To log a dispute on an invoice simply select the invoice(s). Once selected, three options will appear; *Pay, Dispute, Download* – select the *Dispute* button.

You will be directed to the *Dispute Invoice* screen where you can enter the details of your dispute by selecting a dispute reason from the dropdown menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.

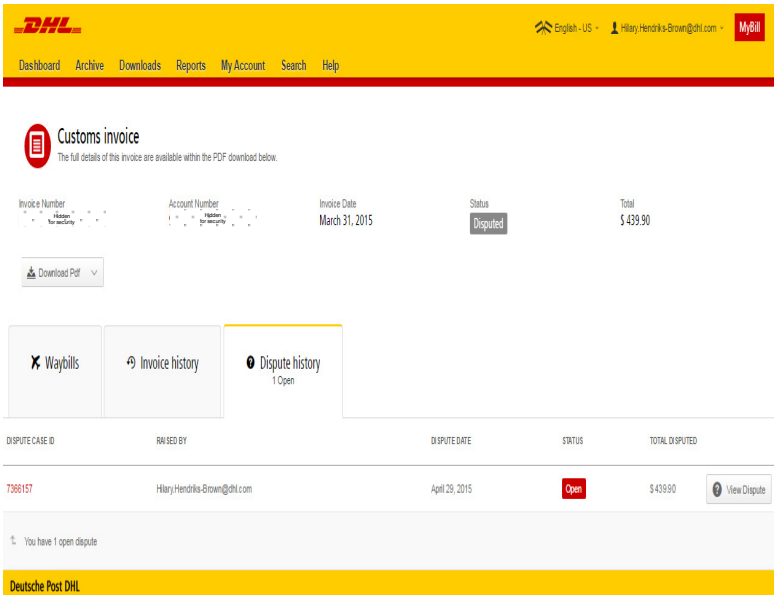


Note: Only one dispute can be logged per invoice

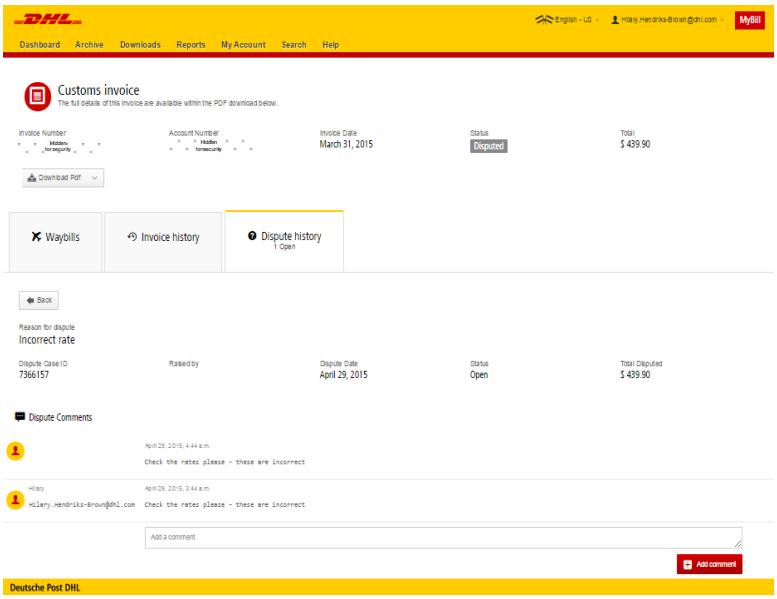
Updating a Dispute

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**.



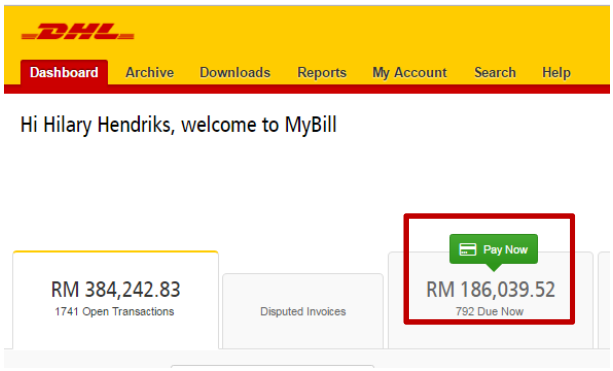
Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done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

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

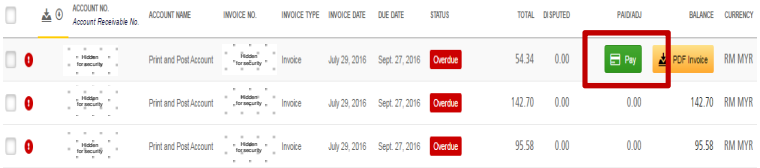
Making a Payment

MyBill allows you to make quick and secure payments online

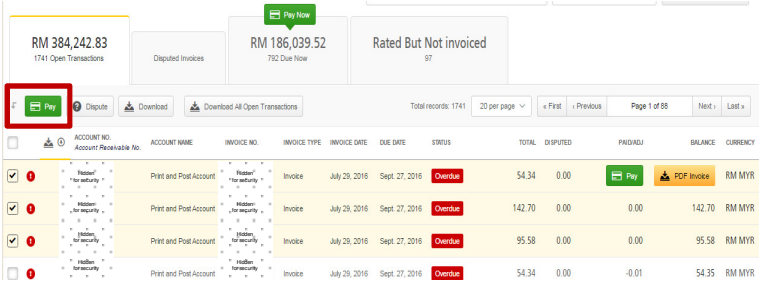
Invoices can be paid by clicking on *Pay Now* on your **Dashboard** "*Due Now*'.



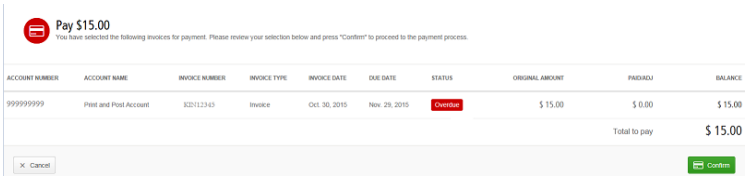
Or hover your mouse over the invoice line and click on the *Pay* button that appears

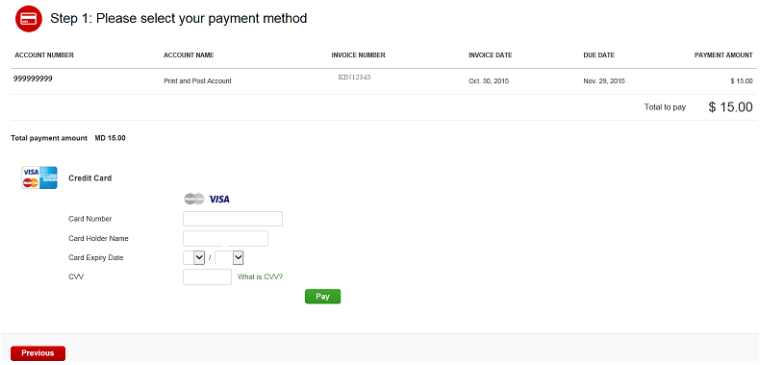


Or select the invoices you want to pay and then click *Pay* for each invoice

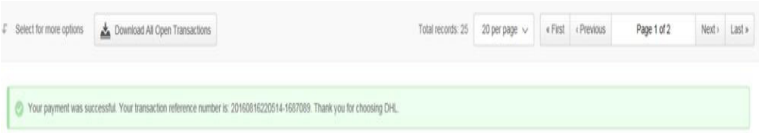


Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details select *Confirm*

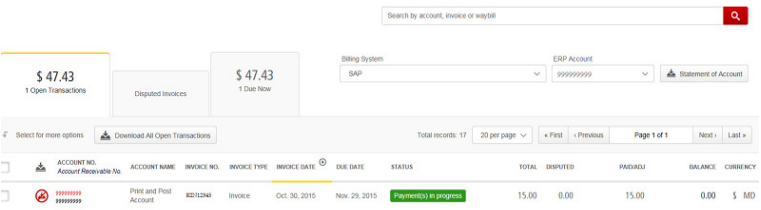




Once you confirm you will be requested to enter the credit card details and then select the *Pay* button.



Once the payment has been successfully submitted a confirmation message will appear. A confirmation email will be sent to the email address set up in your profile.



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

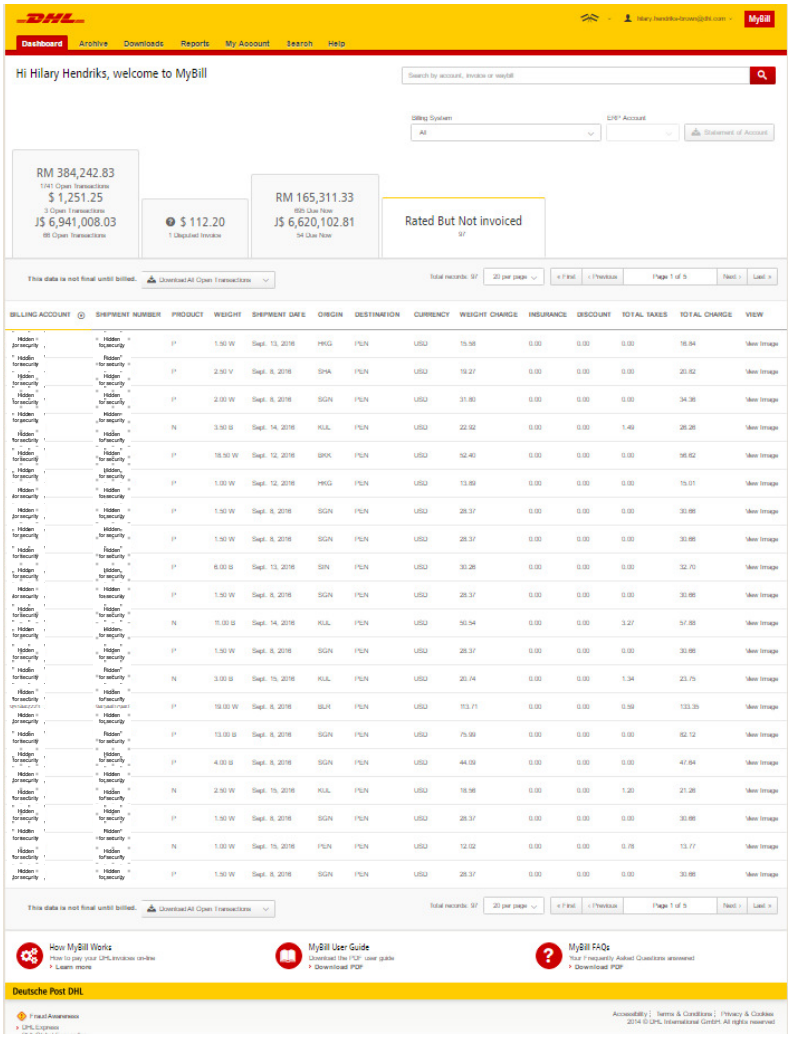
!

Concerned about making payments online? Don't be!

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

Rated but not Invoiced - RBNI

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.

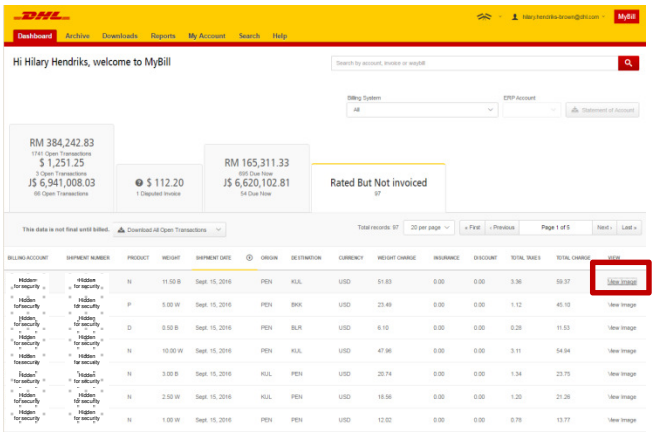
Available shipment details include :

- 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.

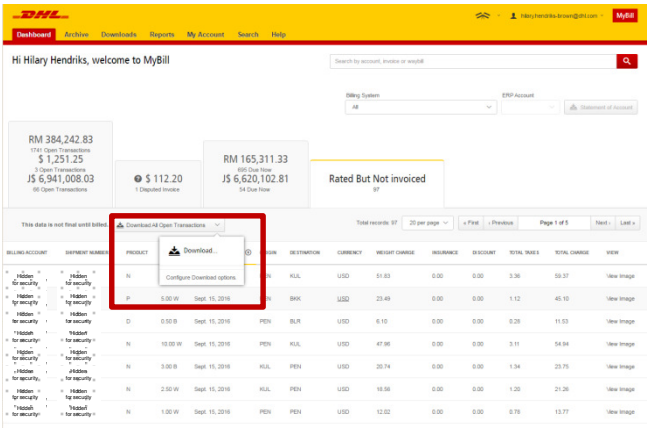
! Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

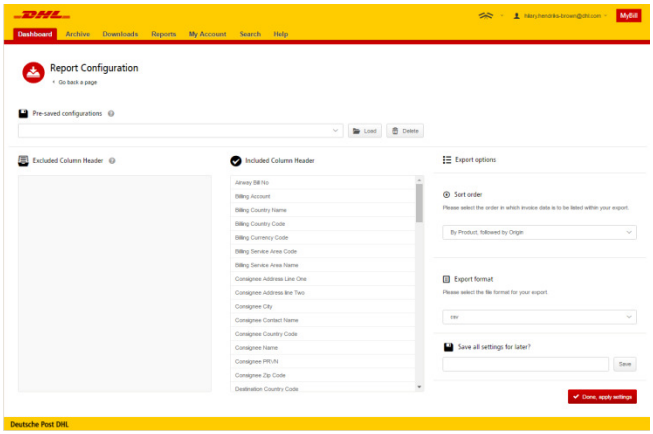
Rated but not Invoiced - RBNI



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.





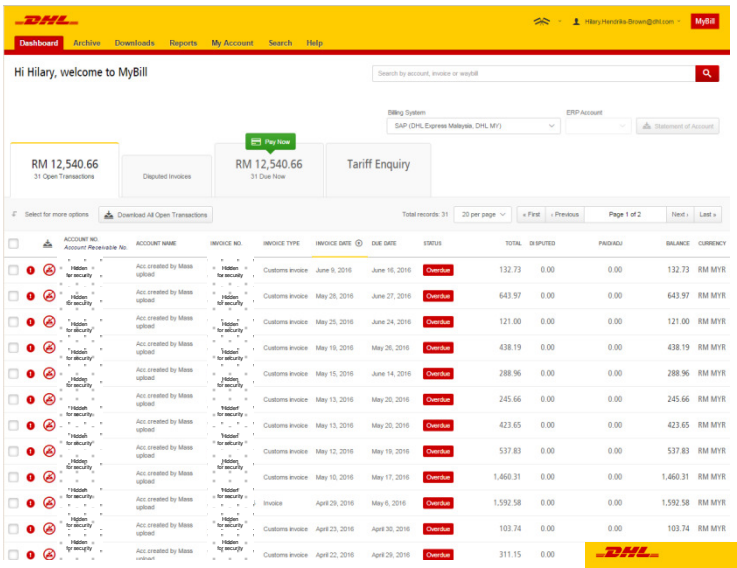
Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options***.**

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format.

<u>The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen - see this section for further instructions</u>

Tariff Enquiry

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



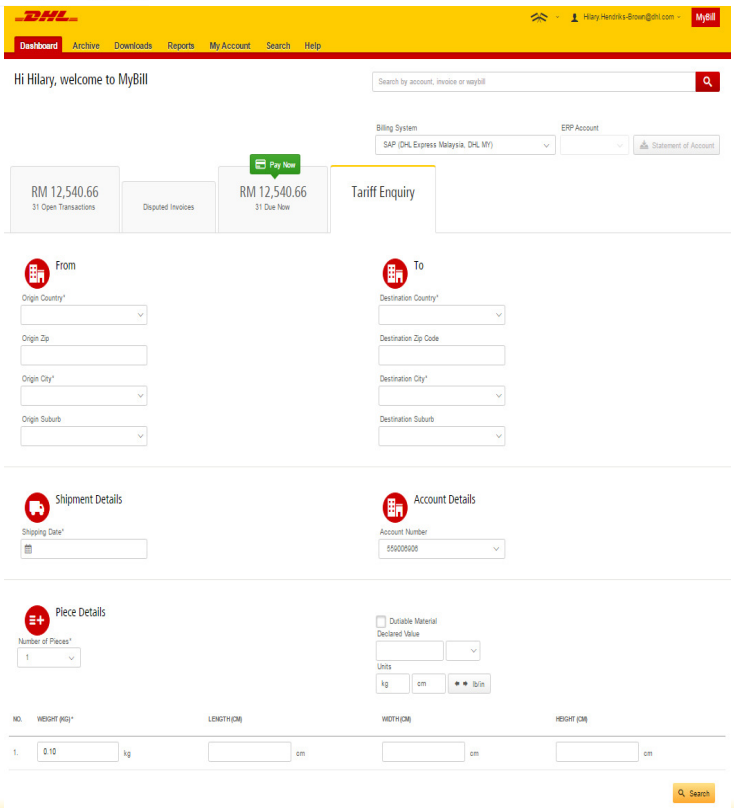
The **Tariff Enquiry** is located on the main **Dashboard** screen. Simply click on the **Tariff Enquiry** tab to open the screen.

Once in the **Tariff Enquiry** screen you will need to enter numerous details on which to base your enquiry.

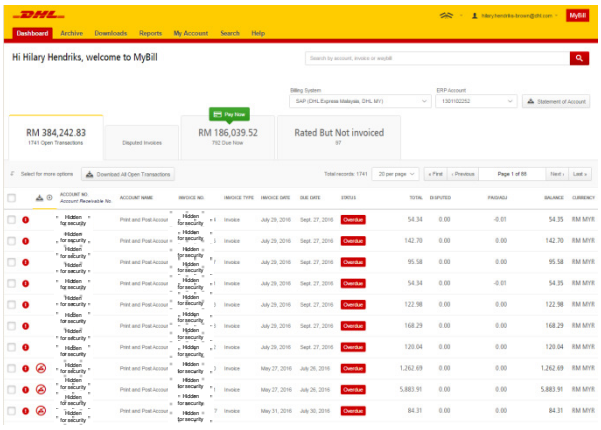
Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

Tariff enquires can be carried out on account level by selecting the applicable account in the A*ccount Details* drop down menu.

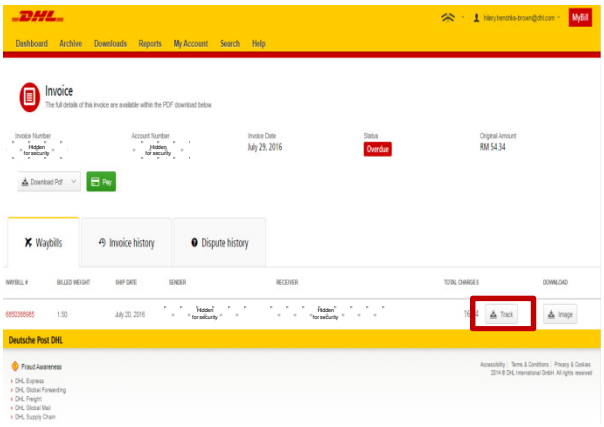
You can enter the piece weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.



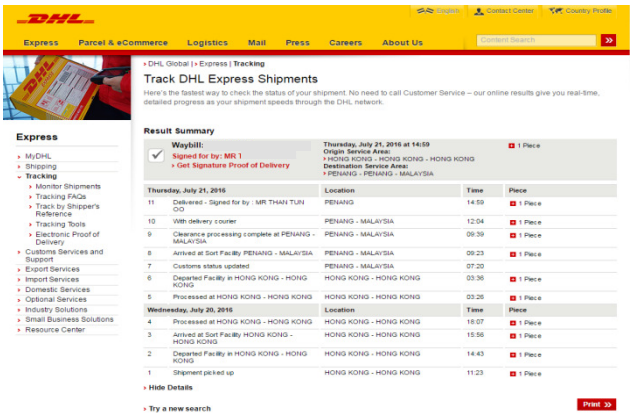
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.



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.



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.

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

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
7 Website: 8 www.mybill.dhl.com/login

4 Type of Service	5 Number of Shipments	6 Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	9 Discount	10 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**

11 Analysis of Extra Charges	Total
EXTENDED LIABILITY	72.00
FUEL SURCHARGE	41.15
Total Extra Charges	**113.15**

12 Analysis of Discounts	Total
Weight Charge Discount (w)	-1,012.07
Total Discounts	**-1,012.07**

Total (Incl. VAT)

13 **Payment due date: 21-09-16**

14 **Total Amount (USD)** **746.71**

PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
15 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 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: **AccountsReceivableBM@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 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Number of Pages: 7 of 7

2 INVOICE

3 Air Waybill Number	4 Shippers Reference	5 Shipment Date	6 Origin / Consignor	7 Destination / Consignee	8 Type of Service	9 Weight in Kg	10 Number of items	11 Standard Charge	12 Discount / Code	13 Extra Charges Description	14 Extra Charges Amount	15 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 CUSTOMERT 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 27.78
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58
					Total:	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 Qatar

For Invoice enquiries:

Telephone: +974 – 44587847

Fax: +974 – 44688128

Email: Finance.inquiries@dhl.com

For MyBill specific issues and queries:

Telephone: +974 – 44587859/847

Fax: +974 – 44688128

Email: Finance.inquiries@dhl.com

Imran.ammer@dhl.com