



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



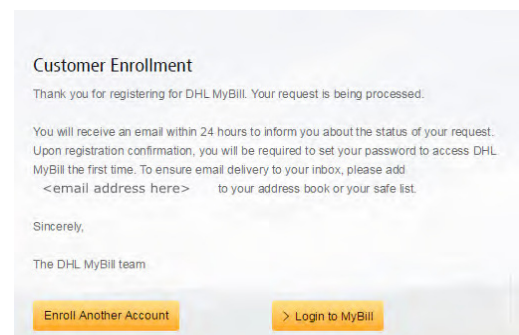
Registering for MyBill

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

MyBill User Guide

The Dashboard

MyBill

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**.

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or wallet

Billing System: .48 ERP Account: [Download Statement of Account]

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
Print and Post Account	Print and Post Account	Invoice	Sept. 23, 2016	Nov 22, 2016	Disputed	44.44	0.00	0.00	44.44	RM MYR	
Print and Post Account	Print and Post Account	Invoice	Sept. 23, 2016	Nov 22, 2016	Disputed	143.09	0.00	0.00	143.09	RM MYR	
Print and Post Account	Print and Post Account	Invoice	Sept. 23, 2016	Nov 22, 2016	Disputed	52.47	0.00	0.00	52.47	RM MYR	
Print and Post Account	Print and Post Account	Invoice	Sept. 23, 2016	Nov 22, 2016	Disputed	76.66	0.00	0.00	76.66	RM MYR	
Print and Post Account	Print and Post Account	Invoice	Sept. 23, 2016	Nov 22, 2016	Disputed	68.61	0.00	0.00	68.61	RM MYR	

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.

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or wallet

Billing System: .48 ERP Account: [Download Statement of Account]

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

Download All Open Transactions

Download All Open Transactions

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).

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or wallet

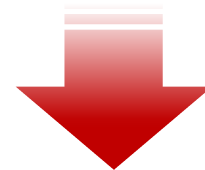
Billing System: .48 ERP Account: [Download Statement of Account]

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

Download All Open Transactions



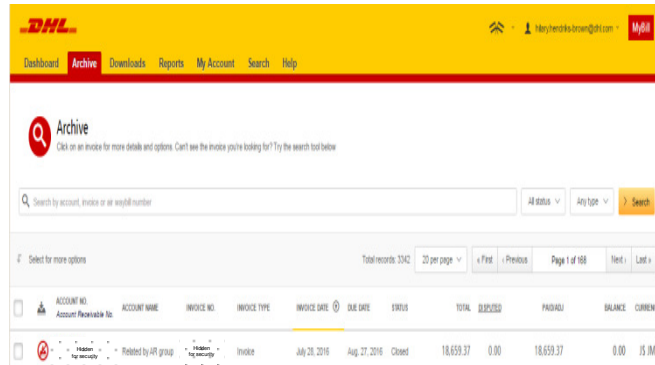
RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now



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



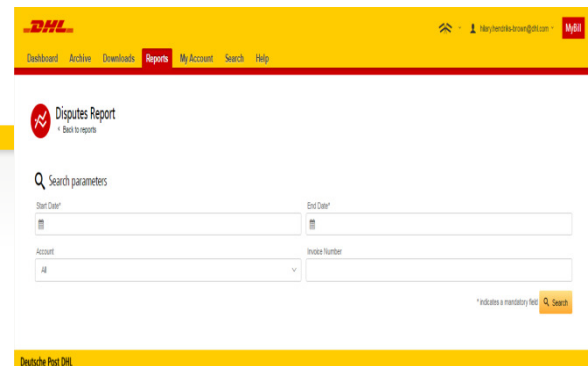
Disputes Report

Search for Customer Disputes

Deutsche Post DHL

Fraud Awareness

- DHL Express
- DHL Global Forwarding
- DHL Freight
- DHL Global Mail
- DHL Supply Chain



Active Downloads

All active downloads are available for one day.
You may continue to browse the site whilst downloads are building.

Total records: 4			20 per page			First	Previous	Page 1 of 1	Next	Last
STARTED	TOTAL FILES	RETRIEVED FILES								
April 26, 2015, 3:55 a.m. MDT	3	3	Download Zip file							
April 26, 2015, 7:38 a.m. MDT	3	3	Download Zip file							
April 26, 2015, 7:38 a.m. MDT	1	1	Download Zip file							
May 6, 2015, 4:12 a.m. MDT	1	1	Download Zip file							
Total records: 4			20 per page			First	Previous	Page 1 of 1	Next	Last

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).

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

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

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

Available search parameters include:

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

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

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

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

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

My Account Screen

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

My User Details

Please remember to keep your details up to date.

Email address

hiliary.hendriks-brown@dhl.com

First Name

Hiliary 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

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		
CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM 86,939.69			
\$ 0.00			
JS 0.00			

My Accounts

You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts.
To modify your paper delivery preference, please send account number and request via email to 1.800.722.0081
[Upload new users](#)

Select for more options

Total records: 2920 per pageFirstPreviousPage 1

ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
	Heaven Security	Related by AR group	<div>ManageMe thesamon@gmail.com</div>
	Heaven Security	Related by AR group	<div>ManageMe</div>
	Heaven Security	Related by AR group	<div>ManageMe thesamon@gmail.com</div>

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.**

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.

DHL

Dashboard Archive Downloads Reports My Account Search **Help**

Help
Everything you need to know about DHL MyBill all in one place

Need assistance?
Contact us now on 1.800.722.0081
Opening hours 8.00am to 17.30pm
Or email us at online_bill@dhl.com

The Dashboards

- + The Main Dashboard
- + Archive
- + Downloads
- + Reports
- + My Account
- + Search

Managing your Accounts

- + How to manage your User details
- + How to change your password
- + Managing users rights
- + How to add a user
- + How to remove a user
- + Who to contact if experiencing difficulties logging into MyBill

Making a Payment

- + How to setup an account in the Wallet
- + Making a payment
- + How to set up autopay on my account
- + How to remove a Wallet account
- + Who to contact if I am experiencing problems making a payment?

Logging a Dispute

- + How to log a dispute
- + How to delete a dispute
- + Overview of disputed Invoices
- + Who to contact if you are experiencing problems with your disputes.

How to use Search

- + Search parameters
- + Saving searches

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

- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- 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

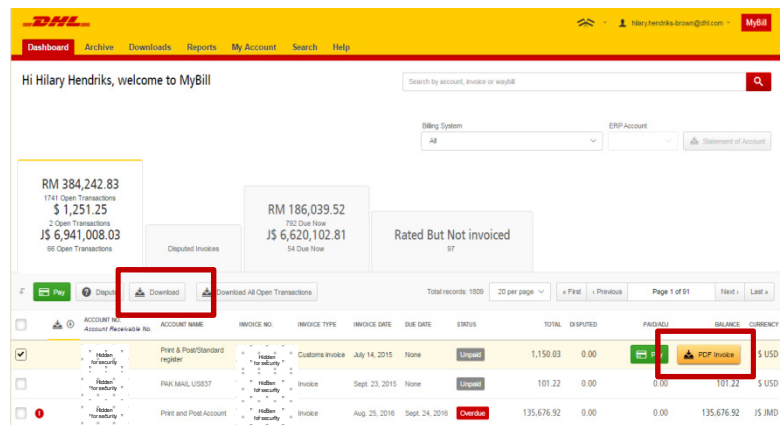
Option 1:

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

Option 2:

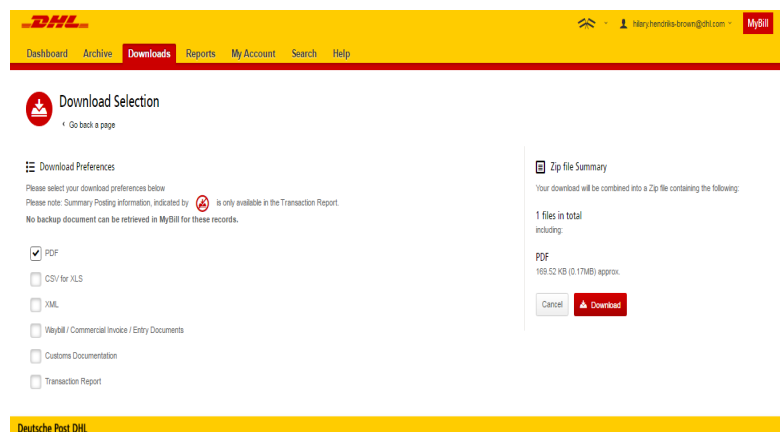
Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

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



The screenshot shows the MyBill dashboard with a list of invoices. The 'Download' button is highlighted in the top navigation bar. The 'PDF Invoice' button is highlighted in the invoice list.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYMENT	BALANCE	CURRENCY
1141 Open Transactions	Print & Post/Standard register	1141	Customers Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
2 Open Transactions	PAK MAIL US837	2	Invoice	Sept 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
65 Open Transactions	Print and Post Account	65	Invoice	Aug 25, 2016	Sept 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	JS JMD



The screenshot shows the 'Download Selection' screen. It includes a 'Download Preferences' section with checkboxes for PDF, CSV for XLS, XML, MyBill / Commercial Invoice / Entry Documents, Customs Documentation, and Transaction Report. The 'PDF' checkbox is selected. There is also a 'Zip file Summary' section showing the download will be combined into a Zip file containing 1 file in total, including a PDF of 168.52 KB (0.17MB) approx. The 'Download' button is highlighted.

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

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

Disputed Invoices

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

Rated But Not Invoiced
97

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
1741	Phed & PhedStandard register	1741	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
2	Phed & PhedStandard register	2	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
68	Phed & PhedStandard register	68	Invoice	Aug. 20, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ BMD
	Phed and Phed Account		Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ BMD

Multiple invoices

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

Download Selection
Go back a page

Download Preferences
Please select your download preferences below.
Please note: Summary Posting information, indicated by is only available in the Transaction Report.
No backup document can be retrieved in MyBill for these records.

☒ PDF
☐ CSV for XLS
☐ XML
☐ Waybill / Commercial Invoice / Entry Documents
☐ Customs Documentation
☐ Transaction Report

Zip file Summary
Your download will be combined into a Zip file containing the following:
3 files in total including:
PDF
506.96 KB (510KB) approx.
Cancel Download

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

Download Selection
Go back a page

Download Preferences
Please select your download preferences below.
Please note: Summary Posting information, indicated by is only available in the Transaction Report.
No backup document can be retrieved in MyBill for these records.

☐ PDF
☒ CSV for XLS ☒ Customized
☐ XML
☐ Waybill / Commercial Invoice / Entry Documents
☐ Customs Documentation
☐ Transaction Report

Zip file Summary
Your download will be combined into a Zip file containing the following:
2 files in total including:
CSV
18.02 KB (18.02KB) approx.
Cancel Download

Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will the be redirected to the **Download** screen from where you can download your file.

CSV Configuration

CSV Configuration

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

If you only require 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.

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

Waybills & Supporting Documentation

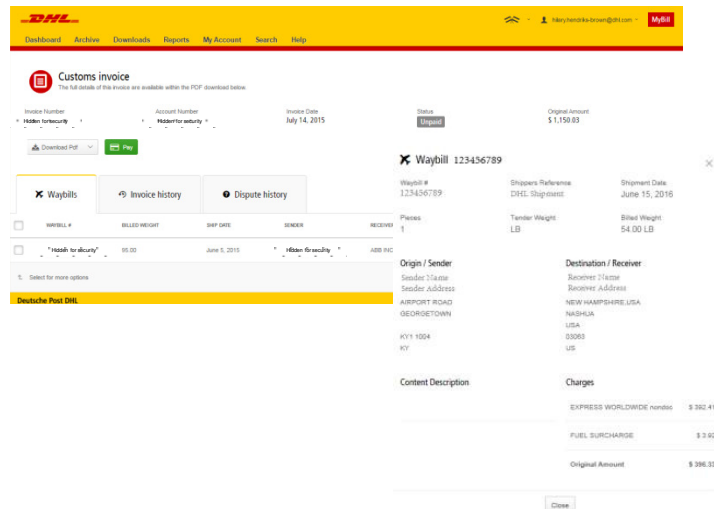
Waybills and Customs paperwork

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

Single invoices

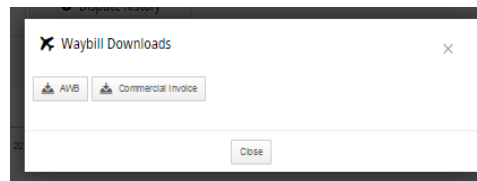
Option 1

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



Option 2

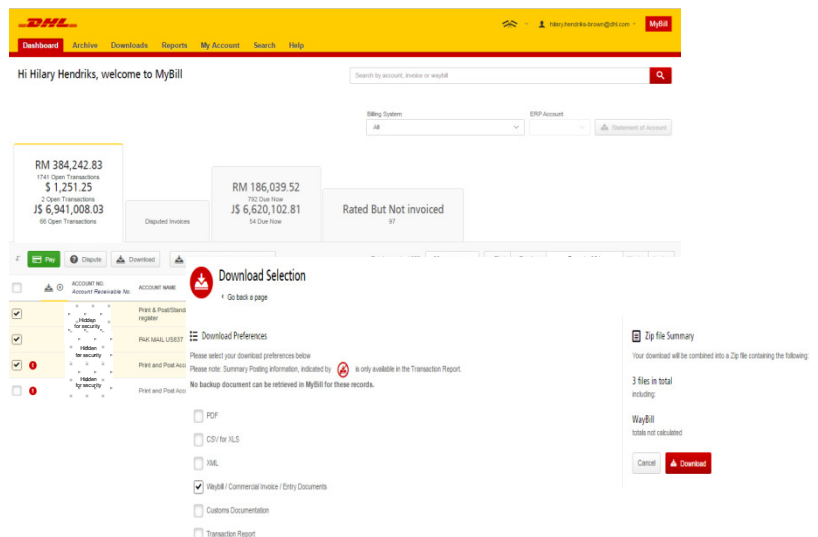
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.

The screenshot displays the DHL MyBill portal interface. At the top, the DHL logo is on the left, and the user's name 'Hilary Hendriks' and email 'hilary.hendriks-brown@dhl.com' are on the right. Below the header, a navigation bar includes links for Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. A welcome message 'Hi Hilary Hendriks, welcome to MyBill' is shown. A search bar and a 'Statement of Account' button are also present. The main content area features several summary cards: 'RM 384,242.83' (1741 Open Transactions, \$ 1,251.25, JS 6,941,008.03, 66 Open Transactions), '\$ 112.20' (1 Disputed Invoice), 'RM 179,405.91' (736 Due Now, JS 6,620,102.81, 54 Due Now), and 'Rated But Not invoiced' (97). Below these cards is a table of invoices with columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Invoiced, Balance, and Currency. The table shows several invoices with a status of 'Unpaid'. To the right of the table, there is a 'Dispute invoices' section with a question mark icon and instructions: 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' Below this, there is a 'Back to dashboard screen' link. Further down, there is a table with columns for Invoice Number, Account Number, Invoice Date, Status, and Original Amount. It shows two invoices with a status of 'Unpaid'. Below the table, there is an 'Add a Comment' section with a dropdown menu to 'Select a dispute reason' and a text area to 'Add a comment'. A 'Submit dispute' button is at the bottom right. At the bottom of the page, there are three sections: 'How MyBill Works' (How to pay your DHL invoices on-line, Learn more), 'MyBill User Guide' (Download the PDF user guide, Download PDF), and 'MyBill FAQs' (Your Frequently Asked Questions answered, Download PDF). The footer includes the 'Deutsche Post DHL' logo and a 'Fraud Awareness' section with links to DHL Express, DHL Global Forwarding, DHL Freight, DHL Global Mail, and DHL Supply Chain. On the far right, there are links for Accessibility, Terms & Conditions, Privacy & Cookies, and a copyright notice for 2014 DHL International GmbH.



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

 Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
999999999	Print and Post Account	82012345	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 you confirm you will be requested to enter the credit card details and then select the *Pay* button.

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

 Your payment was successful. Your transaction reference number is 20160816220514-1607089. Thank you for choosing DHL.

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

Search by account, invoice or waybill

Billing System: SAP ERP Account: 999999999

\$ 47.43 1 Open Transactions Total records: 17 20 per page < First < Previous Page 1 of 1 Next > Last >

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	EMPLOYED	PAYABLE	BALANCE	CURRENCY
999999999	Print and Post Account	82012345	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.

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.

[Dashboard](#)
[Archive](#)
[Downloads](#)
[Reports](#)
[My Account](#)
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Hi Hilary Hendriks, welcome to MyBill

Billing System

All

ERP Account

Statement of Account

RM 384,242.83

1441 Open Transactions
\$ 1,251.25

Open Transactions
J\$ 6,541,008.03

88 Open Transactions

RM 165,311.33

88 Open Transactions
J\$ 6,620,102.81

34 Open Transactions

\$ 112.20

1 Unapplied Invoice

Rated But Not Invoiced
97

This data is not final until billed.

Download All Open Transactions

Total records: 97

20 per page

1 First
1 Previous
Page 1 of 5
Next
1 Last

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks	Hilary Hendriks	1"	1.10 W	Sept. 13, 2016	PHG	PLN	USD	19.98	0.00	0.00	0.00	19.98	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	2.50 V	Sept. 8, 2016	SHA	PLN	USD	19.27	0.00	0.00	0.00	20.82	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	2.00 W	Sept. 8, 2016	SGN	PLN	USD	31.80	0.00	0.00	0.00	34.38	View Invoice
Hilary Hendriks	Hilary Hendriks	76	3.00 W	Sept. 14, 2016	KUL	PLN	USD	22.52	0.00	0.00	1.49	28.28	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	16.50 W	Sept. 12, 2016	BRK	PLN	USD	52.40	0.00	0.00	0.00	56.62	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.00 W	Sept. 12, 2016	PHG	PLN	USD	13.69	0.00	0.00	0.00	15.01	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.50 W	Sept. 8, 2016	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.50 W	Sept. 8, 2016	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	6.00 W	Sept. 11, 2016	SIN	PLN	USD	30.28	0.00	0.00	0.00	32.70	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.50 W	Sept. 8, 2016	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hilary Hendriks	Hilary Hendriks	76	10.00 W	Sept. 14, 2016	KUL	PLN	USD	50.34	0.00	0.00	3.27	57.88	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.50 W	Sept. 8, 2016	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hilary Hendriks	Hilary Hendriks	76	3.00 W	Sept. 16, 2016	KUL	PLN	USD	20.14	0.00	0.00	1.34	23.75	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	19.00 W	Sept. 8, 2016	SGN	PLN	USD	93.71	0.00	0.00	0.00	123.39	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	13.00 W	Sept. 8, 2016	SGN	PLN	USD	79.99	0.00	0.00	0.00	82.12	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	4.00 W	Sept. 8, 2016	SGN	PLN	USD	44.09	0.00	0.00	0.00	47.94	View Invoice
Hilary Hendriks	Hilary Hendriks	76	2.50 W	Sept. 15, 2016	KUL	PLN	USD	18.98	0.00	1.20	0.00	21.28	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.50 W	Sept. 8, 2016	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
Hilary Hendriks	Hilary Hendriks	76	1.00 W	Sept. 15, 2016	PLN	PLN	USD	12.02	0.00	0.00	0.78	13.77	View Invoice
Hilary Hendriks	Hilary Hendriks	1"	1.50 W	Sept. 8, 2016	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice

This data is not final until billed.

Download All Open Transactions

Total records: 97

20 per page

1 First
1 Previous
Page 1 of 5
Next
1 Last

How MyBill Works

How to pay your DHL invoices online

Learn more

MyBill Use Guide

Download the PDF user guide

Download PDF

MyBill Faq

Find frequently asked questions answered

Download PDF

United Assurance

DHL

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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

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
150 Open Transactions
\$ 1,251.25
1 Open Transaction
JS 6,941,008.03
60 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
54 Due Now
JS 6,620,102.81

Rated But Not Invoiced
57

Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hidden for security	N	Hidden for security	11.00 B	Sept. 15, 2016	PER	KUL	USD	\$1.83	0.00	0.00	3.36	\$3.37	View Image
Hidden for security	P	Hidden for security	5.00 W	Sept. 15, 2016	PER	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hidden for security	D	Hidden for security	0.00 B	Sept. 15, 2016	PER	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hidden for security	N	Hidden for security	10.00 W	Sept. 15, 2016	PER	KUL	USD	47.86	0.00	0.00	3.11	54.94	View Image
Hidden for security	N	Hidden for security	3.00 B	Sept. 15, 2016	KUL	PER	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hidden for security	N	Hidden for security	2.00 W	Sept. 15, 2016	KUL	PER	USD	16.56	0.00	0.00	1.20	21.26	View Image
Hidden for security	N	Hidden for security	1.00 W	Sept. 15, 2016	PER	PER	USD	12.02	0.00	0.00	0.76	13.77	View Image

In the Rated but not Invoiced Dashboard you can easily view the shipment images by selecting the *View Image* link found on each shipment line. The shipment image will appear in a new window.

The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
150 Open Transactions
\$ 1,251.25
1 Open Transaction
JS 6,941,008.03
60 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
54 Due Now
JS 6,620,102.81

Rated But Not Invoiced
57

Download All Open Transactions

Configure Download Options

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hidden for security	N	Hidden for security	11.00 B	Sept. 15, 2016	PER	KUL	USD	\$1.83	0.00	0.00	3.36	\$3.37	View Image
Hidden for security	P	Hidden for security	5.00 W	Sept. 15, 2016	PER	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hidden for security	D	Hidden for security	0.00 B	Sept. 15, 2016	PER	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hidden for security	N	Hidden for security	10.00 W	Sept. 15, 2016	PER	KUL	USD	47.86	0.00	0.00	3.11	54.94	View Image
Hidden for security	N	Hidden for security	3.00 B	Sept. 15, 2016	KUL	PER	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hidden for security	N	Hidden for security	2.00 W	Sept. 15, 2016	KUL	PER	USD	16.56	0.00	0.00	1.20	21.26	View Image
Hidden for security	N	Hidden for security	1.00 W	Sept. 15, 2016	PER	PER	USD	12.02	0.00	0.00	0.76	13.77	View Image

Report Configuration

Pre-saved configurations

Excluded Column Header

Included Column Header

Export options

Sort order

Export format

Save all settings for later?

Deutsche Post DHL

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

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

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

Tariff Enquiry

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

The screenshot shows the DHL MyBill Dashboard. The user is logged in as Hilary. The dashboard includes a search bar, a navigation menu (Dashboard, Archive, Downloads, Reports, My Account, Search, Help), and a greeting. Below the greeting, there are three main tabs: 'RM 12,540.66' (31 Open Transactions), 'Disputed Invoices', and 'Tariff Enquiry' (31 Due Now). The 'Tariff Enquiry' tab is selected. Below the tabs, there is a table with columns: INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PENDING, BALANCE, and CURRENCY. The table lists several invoices with their respective details.

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

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

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

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

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

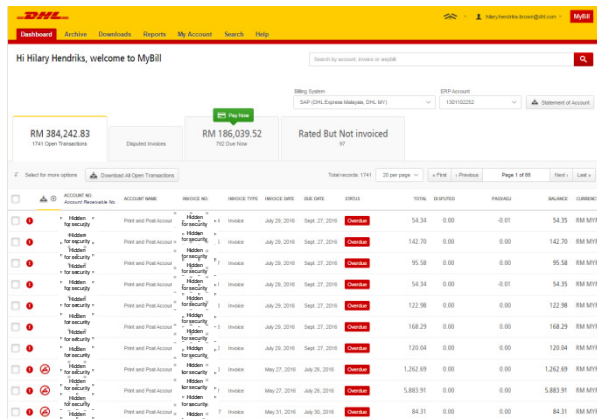
The screenshot shows the DHL Tariff Enquiry form. The form is divided into several sections: 'From' (Origin Country, Origin Zip, Origin City, Origin Suburb), 'To' (Destination Country, Destination Zip Code, Destination City, Destination Suburb), 'Shipment Details' (Shipping Date), 'Account Details' (Account Number), and 'Piece Details' (Number of Pieces, Durable Material, Declared Value, Units, kg, cm, m, in). The 'From' and 'To' sections are mandatory, indicated by an asterisk. The 'Shipment Date' and 'Account Details' sections are also mandatory. The 'Piece Details' section allows for multiple pieces to be entered. The form includes a search bar at the top and a 'Search' button at the bottom right.

MyBill User Guide

Track & Trace

MyBill

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

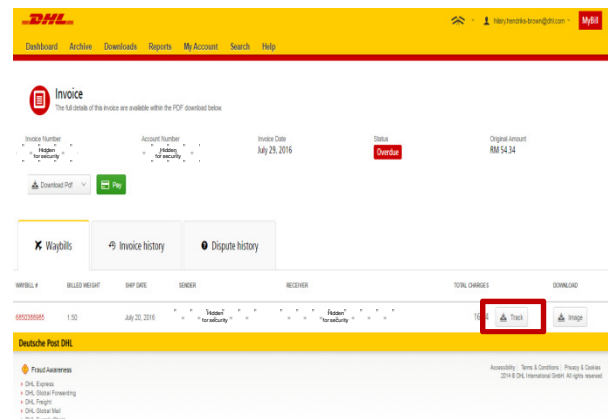


The screenshot shows the MyBill dashboard for user Hi Hilary Hendrix. It displays a list of invoices with columns for ID, ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, QUANTITY, PAYMENT, BALANCE, and CURRENCY. The first invoice is highlighted with a green 'Track' button.

ID	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	QUANTITY	PAYMENT	BALANCE	CURRENCY
1	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR
2	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
3	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR
4	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	54.34	0.00	-0.01	54.35	RM MYR
5	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	122.98	0.00	0.00	122.98	RM MYR
6	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	168.29	0.00	0.00	168.29	RM MYR
7	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	July 25, 2016	Sept 27, 2016	Overdue	120.04	0.00	0.00	120.04	RM MYR
8	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	May 27, 2016	July 26, 2016	Overdue	1,262.89	0.00	0.00	1,262.89	RM MYR
9	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	May 27, 2016	July 26, 2016	Overdue	5,883.91	0.00	0.00	5,883.91	RM MYR
10	10000000000000000000	10000000000000000000	10000000000000000000	Invoice	May 31, 2016	July 30, 2016	Overdue	84.31	0.00	0.00	84.31	RM MYR

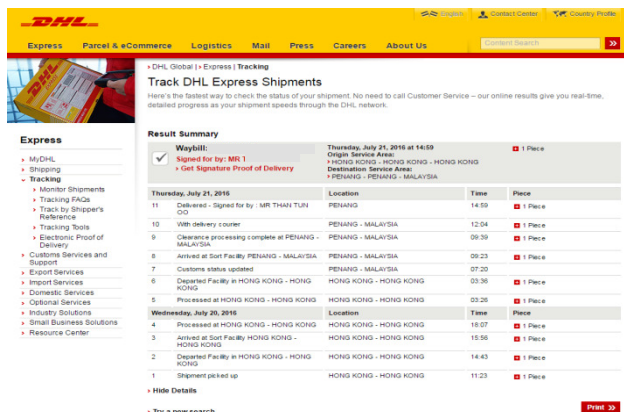
Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.

Once redirected to the **Invoice** screen select you will be present with a breakdown of all the shipments for that invoice. On each shipment line you will find a **Track** button. Select the **Track** button next to the shipment you wish to view.



The screenshot shows the DHL Invoice screen for invoice number 10000000000000000000. It displays a breakdown of shipments with columns for INVOICE #, BILLED WEIGHT, SHIP DATE, SENDER, RECEIVER, TOTAL CHARGES, and DOWNLOAD. A 'Track' button is highlighted next to the first shipment line.

INVOICE #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
10000000000000000000	1.00	July 25, 2016	Hilary Hendrix	Hilary Hendrix	54.34	Track



The screenshot shows the DHL Express Tracking page for a shipment. It displays a detailed history of the shipment, including the origin, destination, and a list of events. A 'Track' button is highlighted next to the first event.

Event	Location	Time	Place
Shipment picked up	HONG KONG - HONG KONG	11:23	1 Piece
Departed Facility	HONG KONG - HONG KONG	14:43	1 Piece
Arrived at Sort Facility	HONG KONG - HONG KONG	15:56	1 Piece
Processed at Sort Facility	HONG KONG - HONG KONG	18:07	1 Piece
Departed Facility	HONG KONG - HONG KONG	03:36	1 Piece
Arrived at Sort Facility	HONG KONG - HONG KONG	09:23	1 Piece
Clearance processing complete	PENANG - MALAYSIA	09:59	1 Piece
With delivery courier	PENANG - MALAYSIA	12:04	1 Piece
Delivered - Signed for by	PENANG - MALAYSIA	14:59	1 Piece

A new window will appear with your shipment Track and Trace details. You will also find a link on the screen for the **Proof of Delivery** image.





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
Website: **8** www.mybill.dhl.com/login

7 **Standard Shipping Charge**

4 Type of Service	5 Number of Shipments	6 Total Weight	7 Number of Items	7 Standard Shipping Charge	8 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

EXTENDED LIABILITY	72.00
FUEL SURCHARGE	41.15
Total Extra Charges	113.15

12 Analysis of Discounts

Weight Charge Discount (w)	-1,012.07
Total Discounts	-1,012.07

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

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


16 **Payment Instructions**

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

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



Invoice Breakdown

2 INVOICE														
														
<div> <div> 1 Invoice Number: BDA0 12345 Account Number: 999999999 Invoice Date: 22-08-16 Number of Pages: 7 of 7 </div> </div>														
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 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 0.58		
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