



MyBill

USER GUIDE





Content Page

DHL MYBILL INTRODUCTION

What does MyBill offer?

Registering via MyBill

THE SCREENS

The Dashboard

The Archive, Reports & Download Screens

The Search Screen

The My Account Screen

The Help Screen

STEP BY STEP

Viewing an Invoice

Viewing Multiple Invoices

CSV Configuration

Waybills & Documentation

Disputing an Invoice

Updating a Dispute

Rated but not Invoiced (RBNI)

Tariff Enquiry

Track & Trace

CONTACT DETAILS



What does MyBill offer?

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.
- 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:

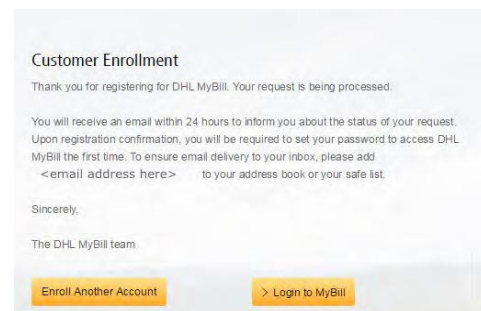
<https://mybill.dhl.com/login>

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



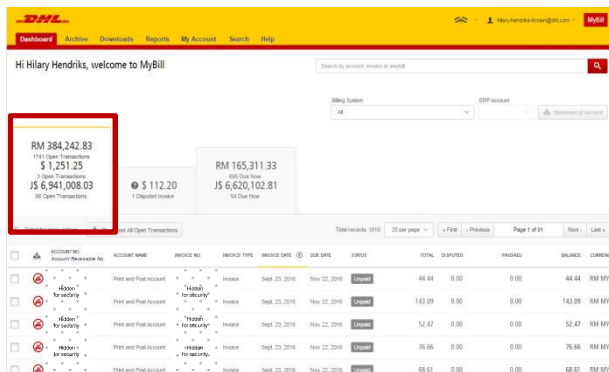
THE SCREENS



MyBill User Guide

The Dashboard

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**.



ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
Hilary Hendriks	Print and Post Account	1741	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	44.44	0.00	0.00	44.44	RM MYR
Hilary Hendriks	Print and Post Account	1433	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	143.09	0.00	0.00	143.09	RM MYR
Hilary Hendriks	Print and Post Account	52	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	52.47	0.00	0.00	52.47	RM MYR
Hilary Hendriks	Print and Post Account	76	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	76.66	0.00	0.00	76.66	RM MYR
Hilary Hendriks	Print and Post Account	68	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	68.62	0.00	0.00	68.62	RM MYR

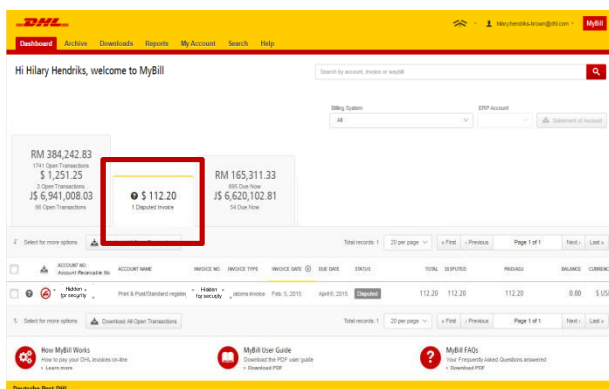
In the main **Dashboard** your invoices are divided into 3 categories:

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.

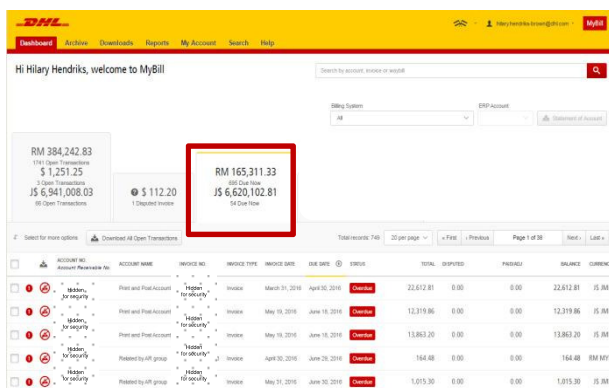
All three of these overviews can be downloaded into Excel by selecting the **Download All Open Transactions** button situation at the top and the bottom of each overview.



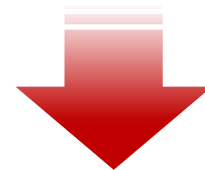
ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
Hilary Hendriks	Print & Post/Standard Invoice	112	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	112.20	112.20	112.20	0.00	USD

 **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).



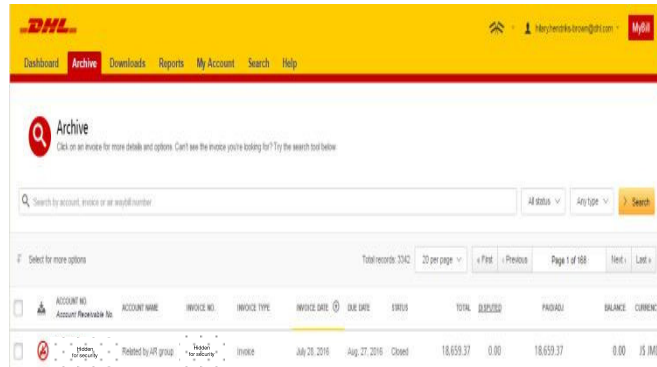
ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
Hilary Hendriks	Print and Post Account	22	Invoice	March 31, 2016	April 30, 2016	Overdue	22,612.81	0.00	0.00	22,612.81	USD
Hilary Hendriks	Print and Post Account	12	Invoice	May 19, 2016	June 18, 2016	Overdue	12,319.86	0.00	0.00	12,319.86	USD
Hilary Hendriks	Print and Post Account	13	Invoice	May 19, 2016	June 18, 2016	Overdue	13,863.20	0.00	0.00	13,863.20	USD
Hilary Hendriks	Printed by 4th group	14	Invoice	April 30, 2016	June 29, 2016	Overdue	164.48	0.00	0.00	164.48	USD MYR
Hilary Hendriks	Printed by 4th group	15	Invoice	May 31, 2016	June 30, 2016	Overdue	1,015.30	0.00	0.00	1,015.30	USD MYR



RM 384,242.83 1741 Open Transactions \$ 1,251.25 3 Open Transactions JS 6,941,008.03 86 Open Transactions	\$ 112.20 1 Disputed Invoice	RM 165,311.33 895 Due Now JS 6,620,102.81 54 Due Now
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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

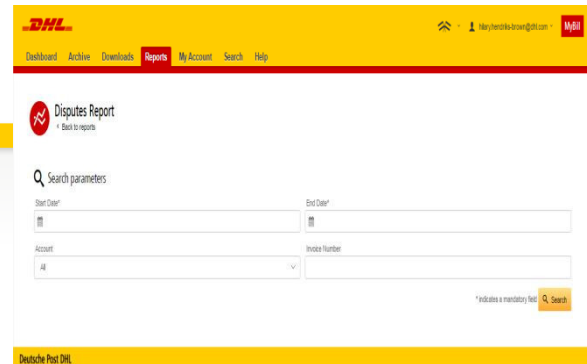
The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report



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Fraud Awareness

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



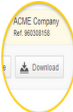
Active Downloads

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

STARTED	TOTAL FILES	RETRIEVED FILES	
April 26, 2015, 3:55 a.m. MDT	3	3	Download Zip file Cancel
April 26, 2015, 7:38 a.m. MDT	3	3	Download Zip file Cancel
April 26, 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).

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

DHL MyBill

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

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: [text input] Waybill: [text input]

Invoice Type: All Status: All

Summary Posting: All

Invoice Date

Start Date: [calendar icon] End Date: [calendar icon]

Save as "Saved Search"?: [text input]

Search

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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

The screenshot shows the 'My Account' section of the DHL MyBill interface. It includes a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account' (highlighted), 'Search', and 'Help'. The 'My Account' section is divided into three main areas: 'My User Details', 'Change Password', and 'Open Invoice Summary'.

My User Details: A form with fields for Email address (hiliary.hendrika-brown@dhl.com), First Name (Hiliary Hendriks), Last Name, Position, Telephone Number, Home Group (DHL US), Language Preference (English - US), and Timezone (Africa/Abidjan). A 'Save' button is at the bottom.

Change Password: A form with fields for 'Your current password*', 'Enter a new password*', and 'Confirm new password*'. A 'Save' button is at the bottom right.

Open Invoice Summary: A table showing invoice details.

TOTAL BALANCE		TOTAL OVER DUE	
RM 304,242.83		RM 163,385.18	
\$ 1,251.25		\$ 0.00	
JS 6,941,008.03		JS 6,553,151.13	

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

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.

The screenshot shows the 'My Accounts' section. It includes a header with 'My Accounts' and a sub-header with '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 1.800.722.0381. Upload new users'.

Below the header is a table with columns: ACCOUNT NUMBER, AR ACCOUNT, COMPANY NAME, and MANAGE. The table lists three accounts, each with a 'Manage' button and a 'Me' button.

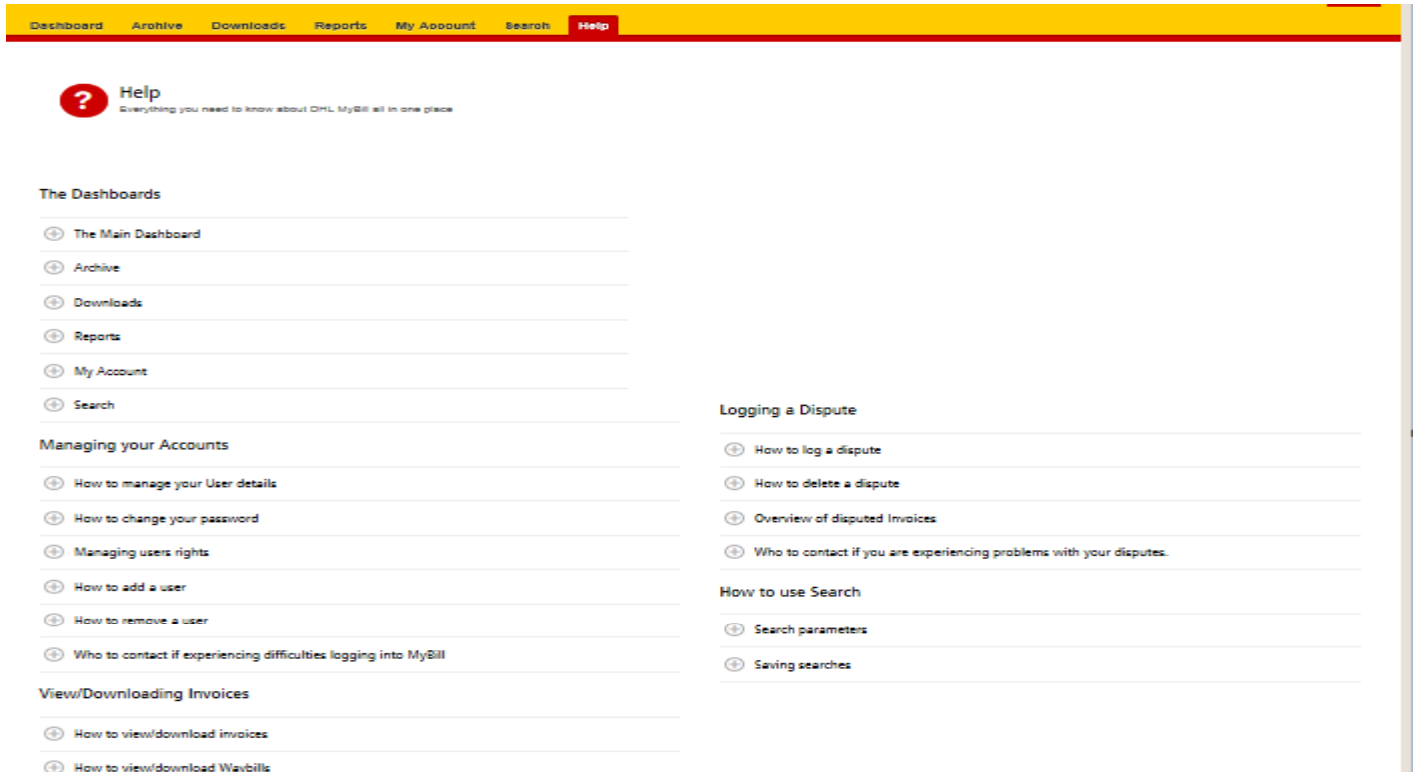
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	MANAGE
11111111111111111111	Related by AR group	Related by AR group	Manage Me
11111111111111111111	Related by AR group	Related by AR group	Manage Me
11111111111111111111	Related by AR group	Related by AR group	Manage Me

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

- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Logging a Dispute
- 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



MyBill




USER GUIDE - 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

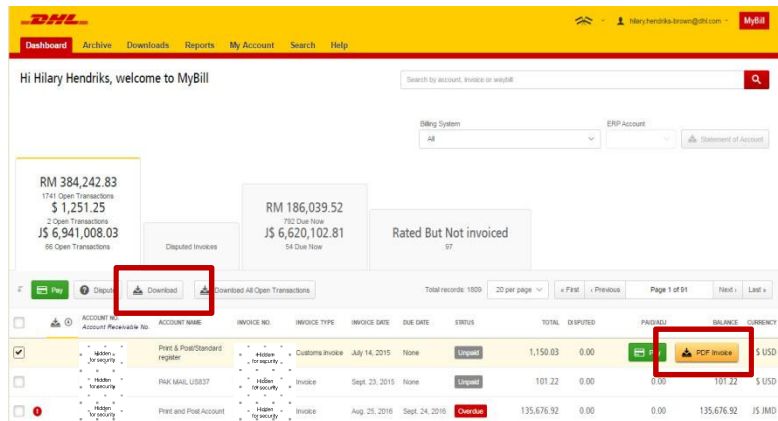
Option 1:

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

Option 2:

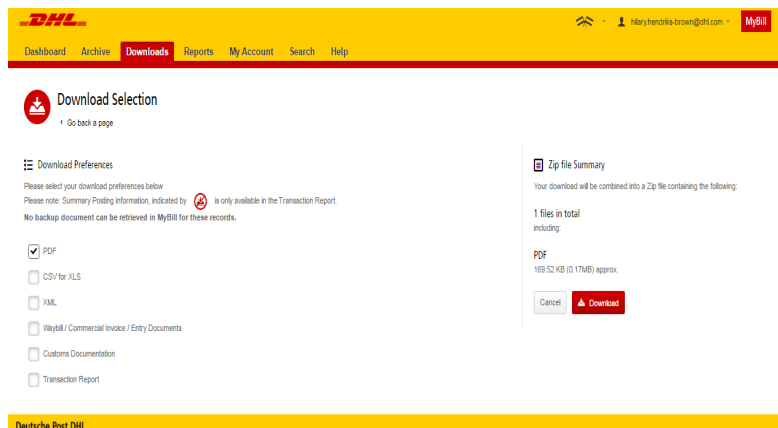
Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.


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 action column of the invoice list.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID	BALANCE	CURRENCY
1141 Open Transactions	Print & Post/Standard register	752 Due Now	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
12 Open Transactions	PAK MAIL US837	752 Due Now	Invoice	Sept 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
65 Open Transactions	Print and Post Account	54 Due Now	Invoice	Aug 25, 2016	Sept 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	\$ JMD



The screenshot shows the MyBill Downloads screen. It includes a 'Download Selection' section with a 'Go back a page' link. Below this is a 'Download Preferences' section with a note: '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.' The preferences list includes: ☒ PDF, ☐ CSV for XLS, ☐ XML, ☐ Waybill / Commercial Invoice / Entry Documents, ☐ Customs Documentation, and ☐ Transaction Report. On the right, there is a 'Zip file Summary' section showing '1 files in total including: PDF 168.52 KB (0.17MB) approx.' and buttons for 'Cancel' and 'Download'.

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
88 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
Print & Post Standard register	Print & Post Standard register	1150	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
Print & Post Standard register	Print & Post Standard register	101	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
Print & Post Standard register	Print & Post Standard register	135	Invoice	Aug. 20, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ BMD
Print & Post Standard register	Print & Post Standard register	117	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
☒ Customize Format
☐ 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
15.02 KB (15.02KB) 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

DHL MyBill

Dashboard Archive Downloads Reports My Account Search Help

CSV Configuration

Go back a page

Pre-saved configurations

Load Delete

Excluded Column Header

Included Column Header

- Billing Account
- Invoice Number
- Shipment Number
- Billing Country
- Billing Source
- Invoice Type
- Invoice Date
- Payment Terms
- Due Date
- Parent Account
- Billing Account Name
- Billing Address 1
- Billing Address 2
- Billing Address 3
- Billing Postcode
- Billing City

Export options

Sort order

Please select the order in which invoice data is to be listed within your export.

By Product, followed by Origin

☒ Concatenated

produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types) will generate separate files within the same Zip download - one file per CSV structure.

Save all settings for later?

Save

Done, apply settings

Deutsche Post DHL

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

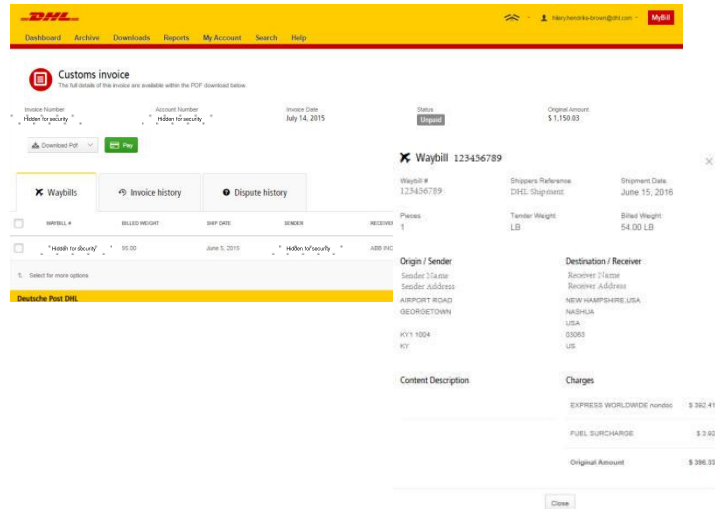
Waybills and Customs paperwork

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

Single invoices

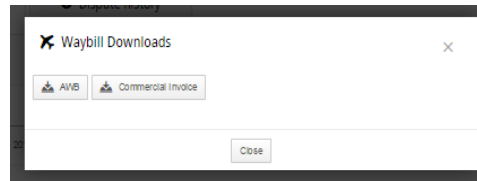
Option 1

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

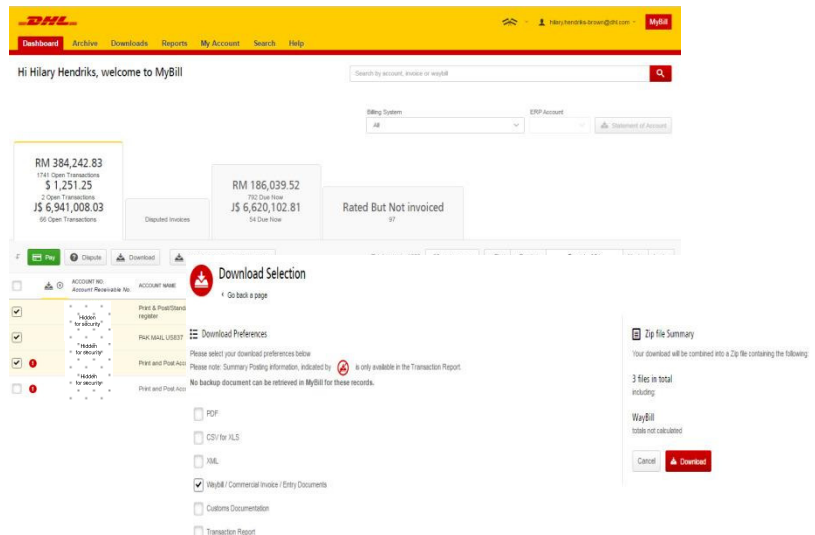
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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 dashboard. At the top, there's a navigation bar with links like Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below this, a welcome message 'Hi Hilary Hendriks, welcome to MyBill' is shown alongside a search bar. The main content area features several summary cards for account balances and transaction counts. A table lists various invoices with columns for account number, name, invoice number, type, date, and status. Two invoices are highlighted with a red 'X' icon, indicating they are disputed. To the right, a 'Dispute invoices' section provides instructions and a 'Back to dashboard screen' link. Below this, a table shows the details of the disputed invoices, including invoice numbers, account numbers, dates, and original amounts. A 'Add a Comment' section allows users to provide a reason for the dispute and add further comments. At the bottom, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. The footer includes the DHL logo and a 'Deutsche Post DHL' section with links to various services like DHL Express, DHL Global Forwarding, DHL Freight, DHL Global Mail, and DHL Supply Chain.

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
1741 Open Transactions \$ 1,251.25 3 Open Transactions J\$ 6,941,008.03 66 Open Transactions	Print and Post Account	Sept. 23, 2016	Unpaid	RM 44.44
1741 Open Transactions \$ 1,251.25 3 Open Transactions J\$ 6,941,008.03 66 Open Transactions	Print and Post Account	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

Add a comment

Submit dispute

How MyBill Works

How to pay your DHL invoices on-line

Learn more

MyBill User Guide

Download the PDF user guide

Download PDF

MyBill FAQs

Your Frequently Asked Questions answered

Download PDF

Deutsche Post DHL

Fraud Awareness

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

Accessibility | Terms & Conditions | Privacy & Cookies
2014 © DHL International GmbH. All rights reserved.



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**

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.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1041 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
89 Open Transactions

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

Rated But Not Invoiced
97

This data is not final until billed.

Download All Open Transactions

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

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Rated for security	Rated for security	PT	1.90 W	Sept. 13, 2018	PHG	PHG	USD	18.98	0.00	0.00	0.00	18.98	View Image
Rated for security	Rated for security	PT	2.90 V	Sept. 8, 2018	PHG	PHG	USD	19.27	0.00	0.00	0.00	20.52	View Image
Rated for security	Rated for security	PT	2.00 W	Sept. 8, 2018	SGN	PHG	USD	31.80	0.00	0.00	0.00	34.36	View Image
Rated for security	Rated for security	PT	3.00 S	Sept. 14, 2018	PHG	PHG	USD	22.02	0.00	0.00	1.49	26.28	View Image
Rated for security	Rated for security	PT	18.90 W	Sept. 12, 2018	PHG	PHG	USD	92.40	0.00	0.00	0.00	98.62	View Image
Rated for security	Rated for security	PT	1.00 W	Sept. 12, 2018	PHG	PHG	USD	13.89	0.00	0.00	0.00	15.01	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 8, 2018	SGN	PHG	USD	28.37	0.00	0.00	0.00	30.89	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 8, 2018	SGN	PHG	USD	28.37	0.00	0.00	0.00	30.89	View Image
Rated for security	Rated for security	PT	8.00 S	Sept. 13, 2018	PHG	PHG	USD	30.28	0.00	0.00	0.00	32.71	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 8, 2018	SGN	PHG	USD	28.37	0.00	0.00	0.00	30.89	View Image
Rated for security	Rated for security	PT	10.00 S	Sept. 14, 2018	PHG	PHG	USD	90.94	0.00	0.00	3.27	97.88	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 8, 2018	SGN	PHG	USD	28.37	0.00	0.00	0.00	30.89	View Image
Rated for security	Rated for security	PT	3.00 S	Sept. 16, 2018	PHG	PHG	USD	20.74	0.00	0.00	1.34	23.75	View Image
Rated for security	Rated for security	PT	18.00 W	Sept. 8, 2018	PHG	PHG	USD	103.75	0.00	0.00	0.00	103.75	View Image
Rated for security	Rated for security	PT	10.00 S	Sept. 8, 2018	SGN	PHG	USD	79.90	0.00	0.00	0.00	82.12	View Image
Rated for security	Rated for security	PT	4.00 S	Sept. 8, 2018	SGN	PHG	USD	44.00	0.00	0.00	0.00	47.84	View Image
Rated for security	Rated for security	PT	2.90 W	Sept. 15, 2018	PHG	PHG	USD	18.98	0.00	0.00	1.20	21.20	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 8, 2018	SGN	PHG	USD	28.37	0.00	0.00	0.00	30.89	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 15, 2018	PHG	PHG	USD	12.02	0.00	0.00	0.28	13.77	View Image
Rated for security	Rated for security	PT	1.90 W	Sept. 8, 2018	SGN	PHG	USD	28.37	0.00	0.00	0.00	30.89	View Image

This data is not final until billed.

Download All Open Transactions

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

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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

MyBill.com

Dashboard Archive Downloads Reports My Account Search Help

Hi Hilary Hendrix, welcome to MyBill

Search for account, invoice or receipt

Filtering System:

RM 384,242.83

1741 Open Transactions
\$ 1,251.25

3 Open Transactions
\$5 6,941,008.03

0 Open Transactions
\$ 0.00

RM 165,311.33

1057 Due from us
\$5 6,620,102.81

0 Due from us
\$ 0.00

Rated But Not invoiced yet

This data is not final and will be billed.

Total Invoices: 67 20 per page **Page 1 of 5**

BILLING/CALCULATION	INVOICE NUMBER	PRODUCT	WEIGHT	INVOICE DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL BILLS	TOTAL CHARGE	STATUS
1 - Home + security	1 - Home + security	NI	15.00 LB	Sept 15, 2016	PERU	KUAL	USD	\$1.85	0.00	0.00	5.36	\$9.57	<input type="button" value="VIEW DETAILS"/>
1 - Home + security	1 - Home + security	PI	5.00 LB	Sept 15, 2016	PERU	BNA	USD	23.49	0.00	0.00	1.12	40.18	<input type="button" value="View Image"/>
1 - Home + security	1 - Home + security	DI	5.00 LB	Sept 15, 2016	PERU	BLR	USD	6.10	0.00	0.00	0.28	10.53	<input type="button" value="View Image"/>
1 - Home + security	1 - Home + security	NI	10.00 LB	Sept 15, 2016	PERU	KUAL	USD	47.96	0.00	0.00	3.11	54.94	<input type="button" value="View Image"/>
1 - Home + security	1 - Home + security	NI	3.00 LB	Sept 15, 2016	KUAL	PERU	USD	26.74	0.00	0.00	1.34	23.75	<input type="button" value="View Image"/>
1 - Home + security	1 - Home + security	NI	2.50 LB	Sept 15, 2016	KUAL	PERU	USD	16.96	0.00	0.00	1.20	21.26	<input type="button" value="View Image"/>
1 - Home + security	1 - Home + security	NI	1.00 LB	Sept 15, 2016	PERU	PERU	USD	12.02	0.00	0.00	0.76	13.77	<input type="button" value="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.

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.

[illegible][illegible]

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.

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	June 9, 2016	June 16, 2016	Outstanding	132.73	0.00	0.00	132.73	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 28, 2016	June 27, 2016	Outstanding	643.97	0.00	0.00	643.97	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 25, 2016	June 24, 2016	Outstanding	121.00	0.00	0.00	121.00	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 18, 2016	May 26, 2016	Outstanding	438.19	0.00	0.00	438.19	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 15, 2016	June 14, 2016	Outstanding	288.96	0.00	0.00	288.96	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 13, 2016	May 20, 2016	Outstanding	245.66	0.00	0.00	245.66	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 13, 2016	May 25, 2016	Outstanding	423.65	0.00	0.00	423.65	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 12, 2016	May 19, 2016	Outstanding	537.83	0.00	0.00	537.83	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	May 10, 2016	May 17, 2016	Outstanding	1,460.31	0.00	0.00	1,460.31	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Invoice	April 29, 2016	May 6, 2016	Outstanding	1,592.58	0.00	0.00	1,592.58	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	April 23, 2016	April 29, 2016	Outstanding	103.74	0.00	0.00	103.74	RM MYR
10000000000000000000	Acc created by Mises upload	10000000000000000000	Customer Invoice	April 22, 2016	April 29, 2016	Outstanding	311.15	0.00	0.00	311.15	RM MYR

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

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

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

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

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

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*

Units: kg, cm, m, in

NO. WEIGHT (KG)* LENGTH (CM) WIDTH (CM) HEIGHT (CM)

1. 0.10 kg 100 cm 100 cm 100 cm

Search

MyBill

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

[illegible]

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.

DHL

Dashboard Archive Downloads Reports My Account Search Help

Invoice

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

Invoice Number: 74389101
Account Number: 74389101
Invoice Date: July 29, 2016
Status: Overdue
Original amount: RM 54.34

Download PDF Pay

Waybills Invoice history Dispute history


WAYBILL #	BILLED WEIGHT	BILL DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
0750259896	1.50	July 29, 2016	Tropic 100, Selatanyu	Yasraf 100, Selatanyu	15.00	Track

Deutsche Post DHL

Fixed Amounts


- DHL Express
- DHL Global Forwarding
- DHL Freight
- DHL Global Mail

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DHL Global X-press Tracking

Track DHL Express Shipments

Here is a Tabled way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, updated information on your shipment speeds through the DHL network.

Express

- ✚ Monitor Shipments
- ✚ Tracking FAQs
- ✚ Tracking by Parcel & Shipper's Reference
- ✚ Tracking Tools
- ✚ Electronic Proof of Delivery
- ✚ Customs forms update
- ✚ Export Services
- ✚ Import Services
- ✚ Domestic Services
- ✚ Industry Solutions
- ✚ Small Business Solutions
- ✚ Resource Center

Result Summary

Waybill:
☒ **Signal for by MR1**
☒ **Lost Signature Proof of Delivery**

Thursday, July 21, 2016 at 14:59		1 Place	
Shipment Service Area		HONG KONG - HONG KONG - HONG KONG	
Destination Service Area		PENANG - PENANG - MALAYSIA	
Thursday, July 21, 2016	Location	Time	Place
1	Collection - Signed for by: MR THIAN TUN OOI	14:59	1 Place
10	With delivery order	12:04	1 Place
9	Clearance processing complete at PENANG - MALAYSIA	08:59	1 Place
8	Arrived at Sort Facility PENANG - MALAYSIA	08:26	1 Place
7	Customs status updated	07:29	1 Place
6	Departed Facility at HONG KONG - HONG KONG	09:33	1 Place
5	Arrived at HONG KONG - HONG KONG	09:26	1 Place
4	Processed at HONG KONG - HONG KONG	18:07	1 Place
3	Arrived at Sort Facility HONG KONG - HONG KONG	15:56	1 Place
2	Departed Facility at HONG KONG - HONG KONG	14:43	1 Place
1	Shipment picked up	11:23	1 Place

[Hide Details](#)

[See a new search](#)

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.





CONTACT DETAILS

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

For enquiries

Eastern Province -

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Email: dhaquery@dhl.com

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Email: ruh.query@dhl.com

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