

# MYBILL E-INVOICE - FAQ

We hope that the most commonly asked questions listed below will make everything clear but if you have any questions that we haven't covered, we'll be happy to help.

## HOW DOES MYBILL WORK?

MyBill is DHL's e-invoicing portal that allows you to view, dispute and pay your invoices online in a user friendly manner. When an invoice has been raised an email notification is sent to you with the invoice attached in a PDF format and contains the link to the MyBill website where you can view and download your invoice in several formats.

## I AM REGISTERED, BUT I HAVE FORGOTTEN MY USERNAME AND PASSWORD. WHAT DO I DO?

Your username will be the e-mail address you registered. Your password is personal to you. If you have forgotten your password, simply enter your username in the MyBill website and click on the 'Forgotten your password' hyperlink. An email will be sent to you with a temporary password.

## HOW CAN I VIEW MY INVOICE ONLINE?

- Step 1** Click on the MyBill link [mybill.dhl.com/login](http://mybill.dhl.com/login) this will take you directly to the DHL MyBill website. Enter your username and password.
- Step 2** Within MyBill you can view your invoice online.
- Step 3** Click on the invoice to import the data downloads and view your invoice from the list.

## WHAT FORMAT CAN I RECEIVE MY INVOICE IN?

Invoices can be downloaded in a variety of formats including PDF, XML, CSV file (for importing into other applications such as Excel). Please see below different types of CSV available in MyBill:

**CSV** – details with multiple lines per waybill to split freight and surcharge on individual rows.

**STANDARD CSV** – details presented all in one line built for future development.

**DUTY AND VAT** – details presented all in one line for the customers charges.

## IS MYBILL SECURE?

Yes, it is. We use a combination of digital signatures and powerful encryption technology to protect your account information and card payment details.

## IS IT VAT COMPLIANT?

DHL e-invoices are certified and legally compliant in the country the invoice is issued in. It meets the relevant EU VAT legislation laws, whereby the e-invoice will have a form of electronic signature attached to the data that enables the invoice to be uniquely identifiable from DHL. This electronic authentication allows the signatory (i.e. DHL) to detect any changes that may have been made to the data. This can be viewed in the PDF image of the invoice.

## WHAT SOFTWARE / HARDWARE MUST I HAVE TO USE MYBILL?

Access to the internet is the only requirement you need to log into MyBill and Adobe Acrobat to view the invoice.

## HOW DO I KNOW THE INVOICE ORIGINATES FROM DHL?

The invoice in PDF has an electronic signature. The electronic signature guarantees, through its technology, that the invoice is issued by DHL.

## I AM NOT RECEIVING MY INVOICE?

Please ensure that your spam/junk filter will not block emails from the following address: [se.ebilling@dhl.com](mailto:se.ebilling@dhl.com)

If you continue to experience difficulties please 'white list' the following IP addresses and domain names that are used for sending out invoices:

85.90.252.62  
109.234.201.208

Domain names we send from are:  
fundtech.com, accountis.com, accountis.net and dhl.com

## WILL I STILL RECEIVE MY PAPER INVOICE?

DHL will not supply a paper invoice but you have the option to print.

## MY EMAIL ADDRESS HAS CHANGED. WHAT DO I NEED TO DO TO ENSURE I STILL RECEIVE MY INVOICES?

You can amend your email address online via the "My Account" tab on the MyBill website and this should be done as quickly as possible. However we strongly recommend that you contact DHL to confirm changes, so that we can remove any old email addresses from the system to avoid any issues. For MyBill questions call us on 0771-400 345 option 4 or alternatively email [se.faktura@dhl.com](mailto:se.faktura@dhl.com).

## HOW DO I ADD OR REMOVE EMAIL ADDRESSES?

You can go to 'My Account' and add / remove multiple users.

## WHAT INVOICES WILL BE AVAILABLE ONLINE?

Your online history will start with the first invoice you receive electronically. There will be no history available for invoices received prior to registration.

## WHY HAS MY INVOICE BEEN REMOVED?

Once the invoice has been paid it will be moved to the 'Archive' tab.

## AM I ABLE TO VIEW WAYBILLS ONLINE?

Simply click on the hyperlink for the waybill to view the image. Should an image not be available, a request will automatically be logged and passed to our Customer Enquiries team for action. The query response will be sent via email. Please note that for security reasons you will not be able to access waybill images from the email version of your invoices you will need to log into the website.

## CAN I QUERY MY INVOICE ONLINE?

Yes to register an enquiry against your invoice(s) please complete the following actions:

- Click on the invoice number in question
- Click on the 'Create Dispute' icon
- Complete the information within the query details screen followed by the 'Submit dispute' button.

The information you enter will be sent to DHL for full investigation and the status of the enquiry will always be available i.e. open or clarification sent. For a more detailed explanation of how to follow this process, please refer to the user guide section 'How do I raise an invoice query online?'

## CAN I UPDATE MY COMPANY DETAILS ONLINE?

For the time being any change to your official company data has to be done via Customer Services or your Account Manager. You can change your language preference for MyBill and your password online (see My Account tab).

## HOW CAN I PAY FOR MY E-INVOICE ONLINE?

1. Login into MyBill using your login details (email address)
2. Indicate the invoice(s) to be paid
3. Select the 'Pay Now' option
4. Enter your card details and submit your payment

## HOW CAN I SEE THAT MY INVOICE HAS BEEN PAID?

Once an invoice has been paid the invoice will be marked as closed and will be moved to the 'Archive' tab.

## IS E-PAYMENT SECURE?

Yes, it is. We use a combination of digital signature and powerful encryption technologies to protect all your card payment details.

## CAN I SEE THE PAYMENT DETAILS ON MYBILL?

Yes. The online history will display the payment transaction reference and total paid.

## HOW LONG WILL IT TAKE TO SUBMIT THE PAYMENT?

Timing will depend on your card payment provider and the status of the invoice will be updated on receipt of payment confirmation.

## HOW CAN I MAKE SURE THAT I WILL NOT DUPLICATE A PAYMENT?

The system will not allow a payment to be processed on a closed invoice.

## WHAT CREDIT CARDS CAN I MAKE A PAYMENT ON?

Payments can be made via MasterCard and Visa.

## ARE THERE ANY ADDITIONAL CHARGES WHEN USING THE ONLINE PAYMENT SERVICE?

No.

## CAN I SETUP DIRECT DEBIT THROUGH MYBILL?

Yes, contact [se.faktura@dhl.com](mailto:se.faktura@dhl.com) and we will add a direct debit to your invoices.

## IF I PAY ONLINE, DO I HAVE TO USE THIS METHOD EVERY MONTH?

There is no requirement to pay by this method every month you can pay by various methods when using DHL Express. For ease of use we recommend this method.

## STILL HAVE A QUESTION?

Call us on 0771-400 345 option 4 or send an e-mail to [se.faktura@dhl.com](mailto:se.faktura@dhl.com).