

DHL EXPRESS MyBILL USER GUIDE

Global Order to Cash





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INTRODUCING MyBILL

This guide describes the functionality provided by the DHL Global MyBill system for DHL Express customers.

What does MyBill offer?

DHL MyBill is a simple and effective tool for reviewing invoices, paying your DHL invoices and downloading reports. Our secure online environment saves time, eliminates paperwork and is easy to use for all our customer DHL Express accounts. It combines the convenience of an online interface with the speed and security of electronic banking 24 hours a day, 7 days a week.

How can you benefit from Online Billing?

You maintain full control of all your export and import accounts in one profile. Specify the dates you would like to make a payment and determine the amount for each payment. 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 notifications of new invoices.
- Pay invoices online via credit card or bank funds transfer.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in spreadsheet format.
- Query and submit disputes at the invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



Logging in

To log into the DHL MyBill system, open https://mybill.dhl.com/login/

Login to MyBill	New to MyBill?
Email address	Our MyBill website is easy to use and requires no training. You can use it to view and pay new e-invoices, search
Password	through archived invoices and import invoice data directly into your accounting package.
> Forgotten password?	Cian up to MyPill

Already a MyBill user: Enter your email address in the email address box and type your password in the 'Password' box and then click **Login**.

You're not yet a MyBill user; click on the *Sign-up to MyBill* button.

Signing-up to MyBill



To begin the process of signing up to MyBill, click on the **Sign-up** to MyBill

You will now be asked to select your **billing country**. Once you have selected your country, insert the account, and click the **Continue** button.

And we'll direct you to the correct registration form.
Your billing country
Please select from...

Please select from... DHL AE (United Arab Emirates) DHL AF (Afghanistan) DHL AF (Albanis)



You will now be taken to the *Register your account* screen:

REGISTER AND GET STARTED WITH Register your account The MyBill hub gives you access to your DHL invo Language preference* Spanish	IBIL Ces and the facility to make payments on-line. You must the	Via of the state of the st
Here you will be ask lowing information: Language P language yo the DHL Myl Your DHL Ac Company Details Company N Name Company A address of y three lines a address. Town/City: company is l Postcode/Z code for you	ed to provide the fol- reference: The u prefer to use to view Bill system. count Number ame: Your Company ddress: The postal our company; up to re provided for the The town or city your ocated in. p: The postcode or zip r company's address.	 Contact Details These details refer to the person who should be contacted regarding invoices. First Name: Contact's first name. Last Name: Contact's last name. Telephone Number: The Contact's telephone number. Position: The Contact's position within your company. Email Address: The Contact's email address, this will be used to send them electronic invoice documents and notifications. Confirm Email: The same email address again to confirm that it has been correctly typed.
Company details Company Adverse Company Adverse Adverse line 1 Adverse line 2 Adverse line 3	SAT Number	The second secon
Town / OBy*	Postcode / Zip*	



Your last DHL bill

This information is used to help verify your account.

- Latest DHL Invoice Number: The invoice number of your latest DHL bill.
- Grand Total: The grand total of your last DHL bill.

Your last DHL bill Latest DHL Invoice Number		The first check box i states that you are ha per invoices and only electronic MyBill sys do this, please leave	s checked by default and appy to stop receiving pa- receive invoices via the tem. If you are happy to this box ticked.
I acknowledge that by checking t I acknowledge that by checking t I agree to the DHL Terms and C	his box, I agree to receive DHL invoices in electronic form only and I no I The second box is not checked by d you agree to the DHL Terms and Col	onger will receive paper invoices. efault and states that nditions. You can view	Save and Continue * Indicates a mandatory field
	the terms and conditions by clicking Conditions' text next to the check bo new tab or window depending on yo settings. You must tick this box befo with your sign-up to MyBill.	the red 'Terms and ox. This will open in a our internet browser ore you can progress	

Once you have finished entering your details, click the 'Save and Continue' button. Your request for registration 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 with the status of your request. There will be an email address dis-



played 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 mail. 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 of the message.



MyBILL SCREENS

Title Bar

The title bar appears above all screens in the MyBill system and provides an easy way to navigate between the different MyBill screens: **Dashboard, Archive, Enrolment, Letter of Acceptance, Downloads, Reports, My Account, Search and Help.**

Depending on your permissions, the following tabs may be available.



The Dashboard

Once you have logged into MyBill, you will be redirected to the main Dashboard screen.

DHL									🚓 🖌 🗶 mable.pa	scua@dhl.com ~	MyBill
Dashboard Ar	chive Enrolment	Letter of Acceptance	Downloads Rej	ports My Account	Search Help						
Hi Mabie, wel	come to MyBil	I			St	earch by account, invoice or waybill					٩
							Billing	System		ERP Account	
					_	_	All		~		
1		0	B		4	5	da.	Statement of Account			
€393,443. 42 Open Transec	18 tions Di	isputed Invoices	€395,798 33 Due No	3.15 Tar	iff Enquiry	Rated But Not invoid	ced				
Fielded for more opti	ons 📩 Download	All Open Transactions				Total records: 2907 Selected: 0	20 per page 🗸	« Pirst « Prev ou	s Page 1 of 14	6 Next	> Last »
□ ▲ ^{AO} Acc	COUNT NO. count Receivable No.	ACCOUNT NAME IN	IVOICE NO. INVOI	CE TYPE INVOICE DATE	OUE DATE	STATUS	TOTAL	DISPUTED	PAIDIADJ	BALANCE	CURRENCY
		0	DN3688508 Invok	ce 24 Jun 2024	8 Aug 2024	Unpaid	217.19	0.00	0.00	217.19	złoty PLM
			OZ3689506 Invok	ce 24 Jun 2024	8 Aug 2024	Payment(s) in progress	598.14	0.00	598.14	0.00	złoty PLN

In the **Main Dashboard**, your invoices are divided into *five* categories:

- **1. Open Transactions**: These are the invoices with outstanding balances that require payment.
- **2. Disputed Invoices**: All open disputed invoices can be found here.
- **3. Due Now**: Here you will find an overview of invoices for which payment is due or overdue.
- 4. Tariff Enquiry: This replicates the functionality of DHL's DHL Capability Tool, <u>DCT (dhl.com)</u> and offers shipment charges and details between two locations, such as transit times and pricing information.
- 5. Rated But Not Invoiced (RBNI): For unbilled items to be presented for enquiry purposes.

The Customer Dashboard now provides a download of an official copy of a **State-ment of Account** for the selected billing system and ERP account.

If no billing system or ERP account is selected (or "All"), then the user cannot download a statement of account.

Only customer users with Accounts Receivables (AR) Manager Privileges are presented with the Statement of Account button.

All four overviews except Tariff Enquiry can be downloaded and exported to Excel by selecting the

Download All Open Transactions button situated at the top and the bottom of each overview.



Tariff Enquiry

The **Tariff Enquiry** tab on the MyBill dashboard replicates the functionality of DHL's DHL Capability Tool (http://dct.dhl.com/) and offers shipment charges and details between two locations, such as transit times and pricing information.

 Output
 Arctive
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 Letter of Acceptionce
 Downloads
 Reports
 My Account
 Bearch
 Help

 Hi Maria, welcome to MyBill

 16 Gen Threadenins

 16 Gen Threadenins

 Disputed Invoices

 Due Now

Tariff Enquiry

 Organ County*

 Organ Zap

Note: This feature is dependent upon country configuration and may not be enabled for your Country/System.

To use the **Tariff Enquiry** screen, begin by entering an origin and destination address for the shipment. Begin typing a *country* and select the desired country from the dropdown. One of the fields, *Zip or Suburb*, will be disabled, depending on whether the country has postcodes.

If City and Suburb are enabled: Enter values for City and Suburb (values will auto-populate)

From From	(ff) ¹⁰	
ngin Cautility"	Destination Country"	
ph Zip	Destination Zp Code	
in City"	Declivation Dty*	
n Subub	Destination Suburb	

•

If Zip and City are enabled:

Enter values for Zip and City (values will auto-populate)

Enter a *Shipping Date & Select an Account Number* (predefined list of accounts shown which customer users are attached to).

0

Select the number of pieces (1 to 10); the form will add the specified number of pieces lines.



Finally, *click* on the **Search** button.

Tariff Enquiry will now search the **DCT tool site** and return results based on the criteria specified in the search.



RBNI – Rated but not Invoiced

The **Rated but not Invoiced (RBNI)** functionality provides an overview of dispatched shipments that have been rated but not yet billed. In the event 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.

Tourn water a second to MyBill	Note: Data found in the Rated but not Invoiced screen is not final until billed and is subject to change.
Open Transactions Disputed Invoices Due Now Tariff Enquiry	ated But Not invoiced
	<pre></pre>
P 350.6 275tp.2013 FUS THO JPY 16,276.00 0 P 30.07K 354p.2011 EHA HARK SKAR 110,00 0	case case the direction of the sort order.

In the Rated but not Invoiced Dashboard, you can easily download the paperwork associated with the shipment by selecting the *View Image* link found on each shipment line. Once selected, it will download a zip file that contains shipment waybill images.

📀 Your d	🛞 Your download has started. You may wait for it to complete or navigate away from this screen and use the 'Downloads' page to track its progress.															
LING ACCOUNT (•	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	CREATION DATE	VIEW	
			Р	9.50 B	27 Sep 2023	PUS	TYO	JPY	16,270.00	0.00	0.00	0.00	76,131.00	13 Dec 2023, 12:15 p.m.	View Image	Track
			Ρ	3.00 W	26 Apr 2017	DHA	HMX	SAR	112.00	0.00	0.00	0.00	122.92	5 Jun 2017, 5:53 p.m.		•



Title Bar

The **Archive screen** is an overview of all invoices that have been paid orclosed. Once an invoice has been paid or closed, it will automatically be removed from the main Dashboard screen and moved to the Archive screen. No further action is required for these invoices, and they will remain available for your reference/retrieval.

Dash	board	Archive En	rolment Le	ter of Acceptanc	e Downloa	uds Reports	My Accour	nt Search	Help
6		Archive lick on an invoice for t	more details and c	ptions. Can't see the	invoice you're lo	oking for? Try the se	arch tool below		
Q Se	arch			All stat	15			~ A	ıy typo
Selec	at for ma	re options				Total records: 2	26 Selected: 0	20 per page	~
		CCOUNT NO.							
1	5 A	ccount Receivable No.	ACCOUNTNAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	
		ccount Receivable No.	ACCOUNTNAME	VLCR000827253	INVOICE TYPE	27 Jun 2022	27 Jul 2022	Closed	

shboard Archive En	rolment Letter of Acceptance	e Downloads Reports	My Account	Search	Help	
Reports Select a report to confir	ue					
isputes Report earch for Customer Disputes	Ciscutes Report					
onsolidated CSV Report consolidate and Email CSV Files	Q. Search parameters		Ped Date"			
Concolidated CSV Sea	Associated and the second seco		Intoise Number			nántory feid
< Return to reports						
Account Number*	Invoice Type All		iling System* Select		v	
Invoice Number	Invoice Status	3 ~	Rant Dalle"	End Date*		
			and .			

The **Report screen** offers the possibility to download reports. These reports will be available in CSV format.

Select the report you wish to run (Dispute Report & Consolidated CSV Search) enter the Search Parameters and then select the Search button to create. For more information on the dispute report

go to the Logging a Dispute section (click here)

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.

Development Countraits Reports My Account Search	1kip	🙊 - 1 sada anyongali car - 👪
Active Downloads At after any analysis for how days. You may curtime its trouse the site whild downloads are building.		How do I create downloads? 'You can built countees when the Jordine or Search tocity
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ETARTED DESCRIPTION	TOTAL FLES RETREVED FLES	
10 Aui 2023, 9:35 a.m. UTC 🏨 Statement of Account - 1003786144	1 1 📥 Download 🗙 Cancel	With a list of incoment analytics memory link three you work to described and then presentite Download buffer in start
t.	Total records: 1 20 ptr page V c Paul c Previous Page 1 of 1 Nexts Lasts	building your download (Te(s)
Deutsche Post DHL		

For more details on how to download invoices, go to the <u>Viewing/Downloading</u> Invoices section.



Letter of Acceptance

The electronic **Letter of Acceptance (eLOA)** allows customers to conveniently log in to their accounts and complete the LOA template online.

Deshboard Archive Enrolment Letter o	o <mark>l Acceptance Downloads Reports</mark>	My Account Search Help	Note: Countries that are not yet deployed on MyBill should continue using the manual LOA template.					
Vex and submit letters of acceptance	accounts		 Select the Submit new letter of acceptance and fill-up the eLOA form. 					
DHL Express Letter of Acceptan	се	Customer name count and name Customers are o	e and account: from the drop	Mandatory to s down list. select/insert or	relect an ac- ne of the ac-			
We herewith confirm that we Company Name:* Please select an account fro	m options below (For internat	ional shipments please select y	rour International DHL ac	count number)	viti.			
Agree to approve / pay: (please All transport charges All duty and/or Tax charge Both transport and duty a Return Shipment to origin Shipment disposal	e tick as appropriate)* es ind/or Tax charges	Mandatory to s Note: Return to posal & Shipme ent location is s Not Invoiced.	Select one of the options. O Origin, Shipment Disent redirection to a differset to Shipment Status: Waybill number (s): Mandatory to provide System will not allow the Waybill number is less or more than 10 o its. In case you have more					
For the following shipment(s) Waybill number(s)				E+ Add waybill(s)	(+ Add waybills). Maxi- mum of 10 waybills per eLOA form.			
PAYMENT / CONTACT INFOR Please bill all charges to our loc	RMATION al or internal DHL Express A	Account Number: Custo	nal Account O try code of orig omer should se	wning Country Jinal billing cou Lect their own o	r: Mandatory to select the ntry. In case of local eLOA country code.			
Account Number* Acco	to populated.	Shipment Status:* Please select Shipment Stat	us from optio 🔻	Original Account Own	ning Country:* nal account owning co 🖑 1			
For the provided service of, cha Contact Name:* Maria Pascua Contact Role:*	nge of billing, a fee may app Contact Infor ulated.	mation is auto pop	shed service fee rates. Shipr o- tion f	nent status: M rom the dropdo	andatory to select one op- own list.			
Contact E-mail address:* mable.pascua1@dhl.com Contact Phone Number:	ntact Role:* Ulated. ntact E-mail address:* Note: Blank details are not in- serted in your account. Go to you ntact Phone Number: My Account and ensure to insert the details accordingly.			Not Invoiced: the system will send the eLOA generic email of Customer Service ur Invoiced but not Paid: the system will send t t eLOA to generic email of Query Handling Invoiced and paid: the system will send the				
SIGNATURE I acknowledge that I have re outlined by DHL Express Date: 11 Jul 2024	eviewed and completed all fir Signature is mand Date will be auto p	elds correctly and by signing the latory to tick the bo	nis document I confirm r IX. 11.	my request and consent	to the terms and conditions			
As per DHL Express Terms & Cr after the shipment date. Also Ple those related to return, redirection applicable and due for payment	onditions, please be aware the aware the aware the aware the save take note that you will be on, or shipment disposal. In t	hat change of account is only p be held liable for any additional the event Customs amendmer	permissible for unpaid ir I freight and duty/tax ch nt is required (post clear	nvoices and must be sub arges incurred during th ance modification), an a	omitted within two months e initial shipment, as well as ddditional fee may be			
X Reset Form > Submit	7 Once eLOA	form is filled-in you	u may select Si	ubmit.	-			



The customer receives a message that the LOA was submitted successfully. While the System converts the information from the eLOA form on MyBill, in a PDF template and attaches it to automatically generated email which is sent either to Query Handling or Customer Service generic email, customers will also be able to download the pdf by selecting Download.

	etters of Acceptance	2 cce for your accounts			
	E+ Submit new letter of accepta	nce			
Ple	ease note that we have initiated or	poessing of your request. Should additional information of	r darification be required regarding	na vour request v	ve will contact you promotly via email
📀 Ple	ease note that we have initiated pr	ocessing of your request. Should additional information o	or clarification be required regardin	ng your request, v	we will contact you promptly via email.
Pie	ease note that we have initiated pr	occessing of your request. Should additional information o	or clarification be required regardin	ng your request, v	we will contact you promptly via email.

Enrolment

The **Enrolment** screen gives you an overview of Customers awaiting enrolment to My-Bill. It will be added to the queue of the *AR (Accounts Receivable) Manager* for approval.

_DHL	-							%≈* 1 * <mark>M</mark>
Dashboard	Archive Enrollment ~	Downloads Reports	My Account Sear	rch Help				
Cus	Istomer Enrollment tomers awaiting enrollment to MyBi	I						
Q Search by cu	stomer email	You can als	o download	the Customer Enro	olment			Any Country/System V
🗸 🔺 Downloa	ad Customer Enrolment Report	Report whi	ch will show	you all customers	waiting	20 per page 🗸	« First « Previous	Page of Next> L
	K	\$						
CONTACT NAME	EMAIL	TELEPHONE NUMBER	ACCOUNT NUMBER	ACCOUNT NAME	BILLING SYSTEM		REQUEST DATE	ACTIONS
Test AR	test_AR@abc123.com	123456789			IBS+ (DHL Express	Japan, DHL JP)	18/07/2023	> Approve > Reject
r.								

An *AR (Accounts Receivable) Manager* is linked to each Network (commercial) account that is part of the AR Group.

The AR (Accounts Receivable) Manager can:

- ✓ View all invoices and transactions in the AR Group
- ✓ Dispute and autopay invoices.
- ✓ Manage users on all Network accounts part of the AR Group
- ✓ Grant permissions to other users



My Account

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 Please rem	Details ember to keep your details up to date.	Change Password Your password must meet the password policy.	Payment Settings Voc can manage the payment options for your
			Changing Password directly via MyBill, will not change your current DHL.com password for online shipping	account. To enable autopay for your account, please select the
Should you wish to	Errall address mable pascua1@dhl	com		account number in the list below.
change your user details	First Name	Last Name	Your current password*	
uch as your <i>email ad-</i>	Maria	Pascua	Enter a new account!	You can manage the payment
Iress phone number or	Position	Telephone Number	Enter a new passworu	ontions for your account. For
anguago proforonco this			Confirm new password"	more details, please click here
unguuge preference uns	Home Group	Language Preference		more details, please click <u>nere</u> .
an be done from the My	DHL LT	English - UK 🌷	* indicates a mandatory field Save	
Account screen. Alter	Timezone			You can change your password in the My
he details that require	EuroperLisbon			Account country of the country in the country
diusting and soloct the				Account screen. Once in the screen you will
ujusting and select the				see the Change Password section. You will
ave button.				need to confirm your current password as
				well as optor your pow password twice to
u can also choose the C	SV Decimal	Separator.		successfully create a new password.
DU CAN ALSO CHOOSE THE C	SV Decimal	Separator.	E My Acc	successfully create a new password.
DU CAN also choose the C	SV Decimal	Separator.	My Acc To modely	successfully create a new password.
My System Settings and Search Verse.	SV Decimal	Separator.	₩y Acco vou can ha utoriod tr utoriod tr	successfully create a new password.
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My System Setting: My System Setting: and Spanit Corrise control Open Invoice Summary	SV Decimal	Separator.	Wy Acc Voic can bit Jupleed	successfully create a new password.
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U Can also choose the C My System Settings and Reason Oversite Botted Open Invoice Summary uuese	SV Decimal	Separator.	Image: Select for more op Count number	Successfully create a new password.
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u can also choose the Cs My System Settings med Beeneter Denote Denote Open Invoice Summary users 2772.8 2.13	SV Decimal 	Separator.	Select for more op Account Number	Sounds aver one or more company accounts associated with your user profile. You may also invite other users to your Account page delivery preference, please send account number and request via email to rechnung al@dhl.com ref @
U can also choose the C: My System Settings and Boards Ownie owner Open Invoice Summary UMER 27739 27739 1844 1945 1	SV Decimal	Separator.	Select for more op Account Numeer The My Accounts oc	successfully create a new password.
My System Settings My System Settings and Basedro Vernik Content Open Involce Summary Autores 1275038 127508 127508 127508 127508 127508 127508 127508	SV Decimal → 000 → 000 → 000 → 000 ← 0000 ← 0000 ← 000 ← 000 ← 000 ← 000 ← 000 ← 000 ←	noc 9 10 10 10 10 10 10 10 10 10 10	Select for more op Account Number The My Accounts set	Successfully create a new password.
My System Setting: Investigation Setting: Potent Version: Determined Setting: Potent Version: Potent Ve	SV Decimal 50 Josephine 50 J	noc 90 133 140 140 140 140 140 140 140 140 140 140	Select for more op Account Number The My Accounts set have access to. In the	Successfully create a new password.
Ny System Setting: My System Setting: Invested Search oversite Open Invoice Summary Aurore: 277.28 RAME RAM	SV Decimal 2004.04	Reparator.	Select for more op Account Number The My Accounts se have access to. In th account. If a Manage	Successfully create a new password. Successfully create an new passw
My System Setting: My System Setting: sound Daugest Owene. Solid Open Invoice Summary ALANCE 2 77038 2 1005 2	SV Decimal → 000 → 0	Separator. 88 33 15 16027723 4236.8	The My Accounts see have access to. In the account. If a Manag means you have ma	Successfully create a new password.
Due can also choose the C My System Setting: werd Beendrin Vermina Defen finedice Summary autore: 12772/3 Tr. 13 Tr. 13 Tr. 14 St. 10 Across 10	SV Decimal	800 80 10 10 10 10 10 10 10 10 10 1	The My Accounts see have access to. In th account. If a Manag means you have managi	Successfully create a new password. Successfully create a new password. Successfully create a new password. Successfully create an ew password. Successfully create and request we mail to rechning algebra Successfully create and account number and request we email to rechning algebra Successfully create account number and request we email to rechning algebra Successfully create account number and request we email to rechning algebra Successfully create account number and request we email to rechning algebra Summer common algebra Summer common and request we email to rechning algebra Summer common and request we email to rechning algebra Summer common common algebra Summer common common common and request we email to rechning algebra Summer common



How to Add & Remove User

If you have the managing rights for the account when you *select* **Manage** you will be taken to below screen:

Account Users A Account Receive Manage and view user per You may also remove user As an AR Manager you ma	Admin - Related by AR g able Number - missions. s from the account, and change their em y grant or remove the permission for oth	roup - ail delivery preference. er users to access Account Receivable Group. F	or removing your own AR Manager perm	ission please contact other AR Managers attach	ed to account or DHL.
Note: AR Managers will aut	comatically be granted the Manager Use	r permission. To detach an AR Manager from acc	count their AR Manager permission has to	b be removed first.	
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPAY	AR MANAGER
mabie.pascua@dhl.com	Mab	✓			
✓ Save					Add new user
Back to My Account			Click Add new use user you wish to a	r and <i>enter</i> the email dd and <i>click</i> the Cont	address of the inue button.

You will then be prompted to enter details for the user: Name, Tele-phone number, Position, and the Language preference. When you have entered these details click the Save button.

You will be has been su	You will be redirected back to the Account Users Admin screen where you will be advised whether your request has been successful.								
Account Account Marage and vi You may also r As an AR Mana Note: AR Mana	Account Users Admin - Related by AR group - Arange and view one permission: Manage and view one permission: Manage and view one permission: You may grant or remove the permission for other users to access Account Receivable Group. For removing your own AR Manager permission please contact other AR Managers attached to account or DHL. Note: AR Managers will automatically be granted the Manager User permission: To detach an AR Manager from account lifer AR Manager permission has to be removed first								
New user added to	account(s)								
EMAIL ADDRESS	USER	MANAGE USERS	DISPUTE	MANAGE AUTOPAY	AR MANAGER	MAIL DELIVERY PREFERENCE			
mable pascua@dhl.com	Mab	•	•		V	Email - PDF and link	~		
Helio@Test.com	X Remove					Email - PDF and link	~		
Save Save Back to My Account	Sawe When you hover, you mouse to the user's name a Re- move button will appear. <i>Click</i> the Remove button to delete the user.								



Search

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

Did you know you can save search criteria as a saved search?		ters as well as save th ture use.	nem for	fu- lect the Search button.
Saved Searches	Q Search parameters			Available search parameters
with a custom search and then save your search criteria in the search results.	Account			include:
	~			include.
Q	Invoice Number	Waybil		Account
No cound rearcher	Invoice Type	Status V All		Invoice Number
Use custom search to create a new saved search	AL			Waybill
	Summary Posting			I Invoice Type
	Al	\$		L Summary Posting
	44			
	Invoice Date		Feed Date	Status
	1 State Dutor		End Date	Start & End Dates
	Save as "Saved Search"	k.		
If you want to save your se	Save as "Saved Search"	s,		Q Search
If you want to save your se select the parameters you then enter a name in the S Search"? field and click S	earch parameter wish to search of ave as "Saved earch.	s, on		Q Search
If you want to save your se select the parameters you then enter a name in the S Search"? field and click S	earch parameter wish to search o ave as "Saved earch.	rs, on ■ Saved Searches		Q Search
If you want to save your se select the parameters you then enter a name in the S Search"? field and click Se save as "Saved Search"?	earch parameter wish to search o ave as "Saved earch.	S, Dn Saved Searches Start with a custom search and then save	your	Q Search When you next return to the Search
If you want to save your se select the parameters you then enter a name in the S Search"? field and click Se Save as "Saved Search"? Test	earch parameter wish to search o ave as "Saved earch.	S, Son Saved Searches Start with a custom search and then save search criteria in the search results.	your	Q Search When you next return to the Search page you will find your saved search in
If you want to save your se select the parameters you then enter a name in the S Search"? field and click S Save as "Saved Search"? Test	earch parameter wish to search o ave as "Saved earch.	S, on Saved Searches Start with a custom search and then save search criteria in the search results. Custom search Start a new search with custom	your	When you next return to the Search page you will find your saved search in the Custom Search area. To use an al- ready saved search simply <i>select</i> the
If you want to save your se select the parameters you then enter a name in the S Search"? field and click S Save as "Saved Search"? Test	earch parameter wish to search o ave as "Saved earch.	S, on Saved Searches Start with a custom search and then save search criteria in the search results. Custom search Start a new search with custom criteria	your	When you next return to the Search page you will find your saved search in the Custom Search area. To use an al- ready saved search simply <i>select</i> the search name you wish to use, wait



Help

The **Help** menu gives you an overview of everything you need to know about MyBill all in one place.

Exerchand Annue Exercised Report WyAccourt Sures Mo	that not all functionality is available for all
People and the local and ICK MMI at a conception Preserves the local and ICK MMI at a conception Preserves the local at Localization at a concention	Need assistance? Contact your local support office 0800 55 05 10 Or email as a methody selfaticam
ashboards	Making a Payment
	How to setup an account in the Wallet
The Main Dashboard	How to set up autopay on my account
	⊕ Making a payment
Archive + Instant for more detailed on	One-Time Reyment
Four may click thebutton for more detailed ex-	 How to remove AutoPay from a Wallet account
Downloads	Who do I contact if I am experiencing problems making a payment?
Managing your	⊕ How to use a credit against invoices
How to manage your User details	Logging a Dispute
How to change your password	How to log a discuse
Anaging users rights	How to delete a dispute
How to add a user	Overview of docuted limities
How to remove a user	Who to contact if you are emeriencing problems with your disputes
\oplus . Who to contact if experiencing difficulties logging into MyBill	 And as context in year as collection and provide and
View/Downloading Invoices	How to use Search
How to view/download involces	⊕ Search parameters
(+) How to view/download Waybills	⊕ Saving searches
⊕ How to custome your CSV file.	
non Mgill Works	MyBill FAQs



Viewing and Downloading Invoices

There are several ways to download invoices; one invoice at a time or multiple invoices simultaneously.

How to view/download a Single Invoice

To *download* your **single invoice**, simply *hover* your mouse over the **invoice line** and *select* **PDF invoice**.

€75.90 2 Open Transactions → Refresh	Disputed Invoices	Due Now	Tariff En	quiry	R	ated But	Not invoiced							
\mathcal{I}^{-} . Select for more options	All Open Transactions							Total records: 2 Selected: 0	20 per page $ \smallsetminus $	« First	(Previous	Page 1 of 1	Nexts	Last »
ACCOUNT N Account Res	0. etrable No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	۲	DUE DATE	STATUS	TOTAL	DISPUTED		PAIDIADJ		ALANCE	CURRENCY
			Invoice	29 May 2024		None	Unpaid	75.90	0.00		🖶 Pay	A PDF &	woice	€EUR

or if you would like to download the invoice in a **different format** then simply click on the invoice number, and it will redirect you to the **Invoice screen** shown below.

Inv	/oice full details of this invoice are	available within the P	PDF download below.					🖗 No	o images availab	le
Invoice Number		Account Number			Invoice Date 29 May 2024		Overdue invoice Disputed invoice			
📥 Download)	Xml Ray	Hover y the pret	/our mouse to th ferred format yo	ne dropdown ou wish to do	menu and a wnload/vie	choose w.	<u> You ca</u>	n also d	download t	he
🛠 Wayb	Download Xml	te history	 Dispute history 				waybil voice/	l copy/ e-pod/	/commerci /customs p	al in- pwk
⊁ Wayb	Download Xml Download Pdf	te history	 Dispute history 				waybil voice/ by sele	l copy/ e-pod/ cting li	/commerci /customs p mage butto	al in- pwk on.
➤ Wayb Select for mo	Download Xml Download Pdf Download CSV Download Standard CSV	ce history	 Dispute history 			DOWNLOAD	waybil voice/o	e-pod/ cting II	/commerci /customs p mage butto ill Downloads	al in- pwk on.
K Wayb Select for mo	Download Xml Download Pdf Download CSV Download Standard CSV Download Standard Excel	ze history Э weight	Dispute history	SENDER		DOWNLOAD	waybil voice/o	ll copy/ e-pod/ ecting II ★ Waybi	/commerci /customs p mage butto ill Downloads	al in- pwk on.
¥ Wayb Select for mo Way	Download Xml Download CSV Download Standard CSV Download Standard CSV Download CENBII	е history) weight 10.00	Dispute history SHIP DATE 1 Mar 2024	SENDER	Frack	DOWNLOAD	waybil voice/ by sele	e-pod/ ecting II	/commerci /customs p mage butto ill Downloads	al in- pwk on. ▲ ePod



How to view/download Multiple Invoices

To download multiple invoices simultaneously, click on the checkboxes next to the invoices you wish to download and select the Download button that will then appear.

Dashboard Archive Enrolment Letter of Acceptance Downloads	Dashboard Archive Enrolment Lette	er of Acceptance Downloads Reports
Hi Mabie, Once you select Download , you will be taken to Download screen where you will be given options to download your invoices in diff. formats (<i>CSV</i> , <i>XML</i>) and other ppwks associated. €75.90 ² Open Transactions * Referent ute Download	Download Selection Go back a page Go back a page E Download Preferences Please note: Summary Posting Information, indicated by No backup document can be retrieved in MyBill for th Select DHL Express Downloads PDF Involce Standard CSV	Concatenated Vaur download will be combined into a Zip file containing the following: A files in total PDF Invoice 140.54 KB (0.14MB) approx. Once selection is done, simply click the Download button. Cancel Concatenated Customise Format
Action MADIROSSOTE Set Account MADIROSSOTE Set Account VITIR0017516 E Pay @ Dispute Action Download All Open Transactions	XML Note: If you cXML Customize: ✓ Wayolil / Commercial Inv details on h Export Justification (NBF) Transaction Report You also har voices so you selected inventors	choose the Standard CSV format a format button will appear. For further ow to customize your CSV format go ustomize your CSV file (click <u>here</u>). ve the option to Concatenate your in- ou will have one file containing all voices.

Once your invoices have been downloaded, you will be sent to the **Active Downloads** screen. Recent downloads are stored for a limited period so you may find some of your previous downloads still available. Use the date and the time of download to help identify which is your latest download. Select the **Download Zip file** option to view the invoices.

Dashboard	Archive En	rolment	Letter of Acce	ptance	Downloads	Reports	My Account	Search	Help	
Act All ac You r	tive Downlo ctive downloads are may continue to bro	Dads e available f owse the sit	for two days. e whilst downloads a	are building						How do I create downloads? You can build downloads within the Archive or Search facility
4II	~ Fil	ter	20 per page v Total records: 3	« First	< Previous	Page 1 of	1 Nex	t > Last »	Î	e Zownload
STARTED	DE	SCRIPTION		TOTAL	FILES RETRIEV	ED FILES				
12 Jul 2024, 10:14	a.m. UTC	Bulk Dov	vnload	4	4	-	bownload	X Cancel		With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your
11 Jul 2024, 4:05 p	o.m. UTC	RBNI Im	age - 9813571456	1	1		L Download	X Cancel		download file(s).
11 Jul 2024, 4:03 p	o.m. UTC	RBNI Im	age - 1428832532	1	1		bownload	X Cancel		
Ť.	Total recor	rds: 3	20 per page 🗸	« First	< Previous	Page 1 of	1 Nex	t> Last »	Î	



How to customize your CSV file

Select the invoice(s) you wish to download and select the **Download** button.

Distance Active Entrainent Letter of Acceptance Downloads Hi Mabie, welcome to MyBill	Dashboard Archive Enrolment Letter of Acceptance Downloads Reports Monopole Download Selection Downloa	if you only require specific fields there is the
Once you <i>select</i> Download, you will be taken to Download screen appears.	G Grack apage E Download Preferences Please saled your download preferences before Please note: Summary Position indicated by or only available in the Transaction Report. No horks indicated case of the MoNIII for These seconds	flexibility to customize the file and thus re- ducing the extract to your specification and displayed in a set order.
CT5.90 2 Open Terminations Ute Download Connect AC Open Terminations Connect AC Open Termina	Select DHL Express Downloads PDF Innoco Standard CSV Standard CSV Customise Format Customis	CSV Configuration • Gebank a page Currently active configurations. Here Pre-sared configurations
S Topola A Contact Of Contactors	Transaction Report	To customize the set order, <i>select</i> the col- umn header from Selected Columns fields and drag across to the "Available columns" field. You can place the columns in the order which best suits your needs.

You may also have export options such as *Sort order*, *Concatenated* & *Use for email attachments*.

In addition, there is	 Export options Sort order 	You can also adju ing one of the Sor der <i>dropdown</i> me	st the column r t Order option enu.	order by select- as in the Sort Or-
the option to concat - enate (consolidate) the files making it easier to import into	Please select the order export. By Product, followe	r in which invoice data is to be list d by Origin	ted within your	
your accounting sys- tem. Simply tick the	■ =+ Concater	nated	N	
Concatenated box.	produces one type. Downloa invoice types) download - on	CSV file containing multiple invo ding CSVs of different structures will generate separate files withi e file per CSV structure. mail attachments	Once you hav columns you your custom have the opt search paran these can be	ve selected all the wish to include in ized invoice, you ion to save your meters so that used again in the
	Save all settings	for later?	future.	
	TEST		Save	
	✓ Done, apply setting	gs 🔪 C	Cancel	
Once all criteria hav will redirect you to	ve been complet the Download S	ted, click the Done, Selection screen wh	apply settings ere you can do	buttons and it wnload your file.



Logging a Dispute

How to log a dispute

MyBill offers the possibility to log a dispute to an open invoice online.

	€75.90 2 Open Transactions → Refresh	Disputed Invoices	Due N	low	Tariff Enquir	у	Rated But Not
£	Pay Oispute	Download All	Open Transactions				Total records: 2
	ACCOUNT NO. Account Receivab	Die No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS
-		100.001		Invoice	29 May 2024	None	Unpaid
1				Duty invoice	29 May 2024	None	Payment Pending
t	Pay Oispute	🛓 Download 🔬 Download All	Open Transactions				Total records: 2

If you should need to log a dispute on an invoice simply select the invoice(s) that require disputing by clicking on the checkbox left of the invoice.

Once you have selected the invoice you wish to dispute three options will appear; Pay, Dispute, Download – select the **Dispute** button.

You will be redirected 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.

?	Dispute Invoice If you think you have been charged in error • Back to dashboard screen	r, or wish to dispute an invoice please follow the instructions below.
INVOICE NUM	IBER	ACCOUNT NUMBER
Please provi	a Comment ide the reason for your dispute and any furth h * are required	er comments below.
Billing ad	dress incorrect on involce	
Test		

Note: Only one dispute can be logged per invoice. And once you submit a dispute, it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

You will be notified that you have submitted a dispute successfully.

Dispute with case_id 000082361185 for invoice with number has been successfully created.

How to update a dispute

Go to the **Disputed Invoices** dashboard and *select* the invoice you wish to update. Select the **Dispute History** tab and then the *View Dispute* button.

	Invoice	_	7000	744	Output Result
	-	_	21549-303	(COURS)	(Het
Dispute 1 Ope	e history				100 0 100.000
		DISPUTE DATE	STATUS	TOTAL DISPUTED	-
com		11 Jul 2024	Open	€ 19.03 Ø View Dispute	



Making a payment

MyBill allows you to make quick and secure payments online:



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

_DHL								***	👤 mabie.pascua@dhl.com ~	MyBill
Dashboard	Archive Enrolment	Downloads Rep	orts My Acco	unt Search	Help					
	y € 1306.97	nicos for navment. Please	raview your selection	n below and press "I	Confirm" to proceed	to the navment pro	2900			
104	nave selected the following inv	orces for payment. Thease	ieview your selection	r below and press	Some to proceed	to the payment pro				
ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	OUTSTANDING AMOUNT		PAID/ADJ	BALANCE
			Invoice	31 Jul 2023	30 Aug 2023	Overdue	€18,82		€ 0,00	€18,82
			Invoice	31 Jul 2023	30 Aug 2023	Overdue	€1.288,15		€ 0,00	€ 1.288,15
									Total to pay €	1.306,97
× Cancel									E	Confirm

Following that, you will have two ways to pay: *Pay using My Wallet & One-Time Payment*.



One-Time Payment

Select One-Time Payment

		You are paying Online payment in MyBill: 20240711022009-114 AMOUNT EUR 78.26
Pay using My Waller	One-Time Payment	🔿 Credit/Debit Card 👥 💽 V/SA 🔤
One-Time Pay	/ment	○ Paypal ProyPol Select the type of payment method you wish to use, <i>fill</i> -
	разнени мнилогаанид улог разнени чемах, ревое сих изе (лие-типе regiment polico verow	→ sofort up your one-time details and click Finish and Pay .
Cone-lime Payme	After selecting One-Time Payment, M will take you to the online payment	Bill Cancel
	*Payr	ent method available in the payment screen varies per

Following payment, you will be returned to the Main Dashboard and see the below message:

Successful Payment Message:	Hi Mab, welcome to MyBill Vour payment was successful. Your transaction reference number is: 20240711022009-114. Thank you for choosing DHL.
	Hi Test, welcome to MyBill
Failed Payment Message:	! Unfortunately your payment did not succeed. Please consider retrying or contacting your DHL support for assistance.

Note: You may find your DHL support assistance in the *Help* tab section.

Pay using My Wallet

Select Pay using My Wallet and Add Card.

Pay using My Wallet	One-Time Payment	Credit/Debit Card	Submit.	
		Name on Card	Visa Test Card	
Pay using My Wall To complete payment using you	et ir wallet, select a payment account below and click [Pay Now].	Card number	4111 1111 1111 1111	VISA
		Expiry date	01 / 2025 🗸	
		CVV/CVC	121	
	Wallet Empty Please click the [Add Card] button to save a new card to your wallet.			
		Cancel		🔒 Submit 💦
Add Card	selecting Add Card, MyBill will *Pay	ment method available in	the payment scree	en varies per c

Enter the credit card de-



Once submitted, the card will be added in My Wallet. And you may now begin to make payments using your wallet.

Pay using My Wallet	One-Time Payment			
Pay using My Wall to control to portion and your ors. co	let	You Ena Pay	u may also <i>enable</i> your card for A i able AutoPay . Click <mark>here</mark> on how t / via an invoice payment.	u topay, select o enable Auto
CARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPRV DATE	AUTOPAY
	2010/00/00/00/011111	Visa Test Card	01/2025	Enable AutoPay
VISA visa Nice Add Card in CCC th	ote: You may add multiple your wallet. If you wish to punt, select the Add Card I e process.	e payment methods o add another ac- button, and repeat		9

Select the card you wish to use for your payment and *click* Pay Now.

To complete payment using your wallet, select	ct a payment account below and click [Pay Now].	
Credit / Debit Cards		
CARD TYPE	CARD NUMBER	
VISA visa	xxxxxxxxxxxxx1111	
1 Remove Pay Now		
It will take	you to below screen to Co	nfirm, click Confirm.
Pay using My Wallet To complete payment using your wallet, se	ect a payment account below and click [P	ay Now].
	Pay using N	ly Wallet ×
DHLES 'V	Please click [Con	firm] to process payment against the selected payment account.
redit / Debit Cards	iotai to pay. c	
CARD TYPE	CARD NUMBER	Cancel
VISA visa	xxxxxxxxxxxxxxxxxxx	Visa Test Card
Remove Pay Now		

Once confirmed, you will be redirected to below screen, and you will see the following message:

	S Your payment was successful. Your transaction reference number is: 20240711033720-17042. Thank you for choosing DHL.
2	

Click **Return to Dashboard** to go back to **Main Dashboard**.



Setup My Wallet under My Account

Go to your My Account screen and select the Go to my wallet button in the Payment Settings section.

	My User Deta Please remember t	i ils n keep your details up to date.	Change Password must need the password Your password must need the password Changing Password Directly via MyMil UHL.com password Dire cashes shippen	You can m	nt Settir nanage the	ngs payment options fo	or your	
	mable pascular (gith) com	Last blass	Your current password?	account.				
	Linda	Pascaa		To enable	autopay fo	or your account, ple	ase	
	Pesition	Tripphone Number	Exter a new paraword"	select the	account n	umber in the list hel	low	
			Contain new password*	301001 1110	account n		0w.	
	Home Group	Language Proferance						
	DHUUS	Lirgish - UK 🗸 🗸	* indica	x				
	Timezone							
	compercision							
ect the .	🚥 Add Ca	ırd buttor	1.	> Go to my wallet				
lect the .	Add Ca	ırd buttor	1.	Go to my wallet Go to my wallet Go to my wallet Name on Card	rd Visa	Test Card		
lect the A	vor Add Ca t	Ird buttor).	Go to my wallet Name on Card	rd Visa	Test Card		
Back to My Acces	Add Ca t ulet Add or Edit your e	und button).	Go to my wallet Go to my wallet Credit/Debit Car Name on Card Card number	rd Visa - 4111	Test Card 1111 1111 1111	VISA	
My Walle Manage your vi Back to My Acc	Add Ca t t stet: Add or Edit your e	und buttor	1.	Go to my wallet Go to my wallet Credit/Debit Car Name on Card Card number Expiry date	rd Visa ⁻ 4111 01 / 2	Test Card 1111 1111 1111 2025 ~	VISA	
My Walle Manage your vi Back to My Acci	Add Ca t t allet: Add or Edit your e	und buttor	1.	Go to my wallet Go to my wallet Credit/Debit Car Name on Card Card number Expiry date	rd Visa 4111 01/2	Test Card 1111 1111 1111 2025	VISA	leta

*Payment method available in the payment screen varies per country.

Once your payment account has been successfully created, you will be taken back to your **My Wallet** screen, and you will be able to see your added card.

		My W Manage y Back to M	allet pur wallet: Add or Edit your exis y Account	sting payment accounts.		
	DHL ES		~			
Cre	edit / Debi	t Cards				
		CARD	TYPE C	ARD NUMBER	CARD HOLDER NAME	EXPIRY DATE
	VISA	visa	x	000000000000000000000000000000000000000	Visa Test Card	01/2025
Ĺ	L E Add Card If you wish to add another account, <i>select</i> the Add Card button, and repeat the process.					



How to Set up Autopay on Your account

To set up AutoPay, you must have **AutoPay permission** rights on the account. To find out whether you have these rights, go to the **My Account** screen and *scroll down* to the **My Accounts** overview.

To modify your paper delivery preference, ple	ase send account number and request via email to es.queryhandling@dhl.com
Select for more options	Manage Users Dispute Dispute Manage Autopay Manage Autopay
Select the account on which you wish to set up AutoPay by <i>clicking</i> on the ac- tual account number.	AR group AR group Clicking on the Me button will prompt a window to appear which will list the permissions you hold for each account.

Once you have selected the account you wish to enable the AutoPay. You will be taken to **Account Permission Admin** screen, scroll down until you see the **AutoPay** configuration.

AutoPay This is where you configure AutoPay for the account.						
AutoPay has not been configured for this account.						
> Make me AutoPay Admin Admin but	<i>t</i> the Make Me Auto tton.	Pay				



You will then be redirected to the Wallet screen.

AutoPay has not AutoPay has no	been configured for this account.		
CCOUNTNUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ACCOUNT
			Select V
		Select your AutoPay account	visa xxxxxxxxxx1111 (Expires: 01/2025)
		and click Confirm.	
AutoPay This is where	you configure AutoPay for the account.	and click Confirm. Confirm AutoPay By clicking (Confirm), you aut	horise DHL to automatically bill outstanding amounts
AutoPay This is where You have configu Administrator.	you configure AutoPay for the account. ed AutoPay for this account and are currently the AutoPay	and click Confirm. Confirm AutoPay By clicking [Confirm], you aut to the selected payment acco	horise DHL to automatically bill outstanding amounts
AutoPay This is where You have configu Administrator. Configure AutoPay	you configure AutoPay for the account. red AutoPay for this account and are currently the AutoPay	and click Confirm. Confirm AutoPay By clicking [Confirm], you aut to the selected payment acco	horise DHL to automatically bill outstanding amounts unt.

Your account is now Enabled for AutoPay payment.

How to Set up Autopay for Multiple Accounts

In case there are multiple invoices which are intended to be paid, and customer have more than 1 account number, then all accounts in scope can be enabled for autopay (one by one).





Following screen will show the **list of payment methods** and list of accounts **Active** or **Not Active** for autopay payment. Customer can configure multiple payment methods by *selecting* **Add Card**. And *enable each account* which is **Not Active** for Autopay *by selecting* **Edit**.

My Mana Back	Wallet ge your wallet: Add or Edit your to My Account	existing payment accounts.			
DHL ES	~				
Credit / Debit Card	5				
C c/	ARD TYPE	CARD NUMBER	CARD HOLDER NAME	EXPIRY DATE	
VISA vi	sa	xxxxxxxxxxxxxxx1111	Visa Test Card	01/2025	
1 Add Card	If you wish to Add Card but	add another accour ton, and repeat the	nt, <i>select</i> the process.		
Manage your A	utoPay accounts: Edit or Remove existing Au	ntoPay settings below.	AUTOPAY ENABL	ED AUTOPAY ACCOUNT	
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	Active	V/SA xxxxxxxxxxxx1111 (Expi	es: 01/2025) > Edit
			Not Active	You can enable your account selecting the Edit Button.	by

Once **Edit** is selected you will be redirected to below screen to select the type of payment method you wish to use for Autopay. Once payment method is selected you may continue and *click* **Confirm.**

Dashboard Archive Enrolment Letter of Acceptance Downloads Reports	My Account Search Help			
Exercise Sector				
AutoPay has not been configured for this account.				
			AUTOPAY ACCOUNT	
ACCOUNT NUMBER AR ACCOUNT	COMPANY NAME			
			Select	~
			Select	2
	Select your AutoPay acc	count and click Con	firm.	xpires: 01/2025)
				\
AutoPay This is where you configure AutoPay for	r the account.	Confirm A By clicking [Co	AutoPay	×
You have configured AutoPay for this account Administrator.	unt and are currently the AutoPay	to the selected	payment account.	
> Configure AutoPay			Cancel Confirm 3	



Once confirmed. The account which was been enabled will change to **Active** status.

AutoPay Manage your AutoPay accounts: I	Edit or Remove existing AutoPay settings below.		You may repeat the sa Autopay for other acc	ame process to enable ounts.
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	AUTOPAY ENABLED	AUTOPAY ACCOUNT
				> Edit
			Active	VISA xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

To **disable** Autopay, you may re-*select* the **Edit** button and you will be taken to below screen.

AutoPay Setu Select the payment d Go Back	사 atails you wish to use for AutoP	Pay against the account highlighted below.	
Vou have configured AutoPay	for this account and are currer	ntly the AutoPay Administrator.	
ACCOUNT NUMBER	AR ACCOUNT	COMPANY NAME	
1		Constant in All group	
1 Disable AutoPay	ect Disable AutoP	ay. Disable AutoPay	×
		By clicking [Confirm], DHL will no longer auto from the configured payment account.	matically collect outstanding amounts
		Cancel	Confirm

Once confirmed. The account which was been disabled will change to **Not Ac-***tive* status.



Select an invoice for payment and *select* **Pay** using My Wallet and Add Card.

Pay using My Wallet	One-Time Payment	Credit/Debit Card	ł	
Pay using My Wall To complete payment using you	et Ir wallet, select a payment account below and click [Pay Now].	Name on Card Card number Expiry date	Visa Te 4111 11 01 / 20	st Card
	After selecting Add Card, MyBill will			Enter the credit card details that you would like to save in My Wallet and <i>click</i> Submit .
t Add Card	screen*	Cancel		A Submit

*Payment method available in the payment screen varies per country.

Once submitted, the card will be added in My Wallet. And you may now begin to make payments using your wallet.

Pay using My Walle	t One-Time Payment			
Pay using My To complete payment	/ Wallet using your wallet, select a payment account below and click [Pay Now].			
at / Debit Cards			You may also <i>enable</i> your card for Au Click Enable AutoPay.	topay.
CARD TYPE				AUTOPAY
VISA visa	200000000001111	Visa Test Card	01/2025	Enable AutoPay
Add Card	Note: You may <i>add</i> multiple pay wallet. If you wish to add anothe Card button, and repeat the pro	rment methods in your er account, <i>select</i> the Add cess.		

You will be redirected to below screen; you will be able to determine if your account is enabled by checking on AutoPay Enabled Status: Active or Not Active

E AutoPay Select the paym	Setup eent details you wish to use for Aut	oPay against the account high	ghted below.	U	You will only need to enable for Non Active status. <i>Select</i> the payment method you have added to your wallet and <i>click</i> Confirm.
ccount Number	AR Account 1003973650	Comp	any Name e Test Account 2	AutoPay Enabled Not Active Close	AutoPay Account Select V Select LitTraccount (Explores 07/2025)
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