

# MYBILL E-INVOICE - QUICK REFERENCE GUIDE

DHL MyBill enables you to view and manage your DHL Express invoices online.

This guide provides a quick reference to the main points within MyBill, it includes how to view an invoice or csv-fil, download supporting documentation or pay the outstanding invoice. If the answer to your question is not here, please contact us at [seebillingsupport@dhl.com](mailto:seebillingsupport@dhl.com).

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation, a welcome message 'Hi welcome to MyBill' is displayed. The dashboard features four main cards: 1. 'Open Transactions' showing a balance of Kr 5,207,292.45 with 100 open transactions. 2. 'Disputed Invoices' under the Reports section. 3. 'Due Now' showing a balance of Kr 4,180,858.03 with 85 due invoices, including a 'Pay Now' button. 4. 'Tariff Enquiry'. Below these cards is a search bar and a 'Download All Open Transactions' button. A table of open transactions follows, with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', and 'DUE DATE'. The first row is highlighted with a red circle 8.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE
Account Receivable No.			Invoice	Jan. 22, 2018	None
			Invoice	Jan. 22, 2018	None
			Invoice	Jan. 22, 2018	None
			Invoice	Jan. 22, 2018	None
			Invoice	Jan. 22, 2018	None
			Invoice	Jan. 22, 2018	None

The footer section of the dashboard includes a search bar, a 'Download All Open Transactions' button, and pagination information: 'Total records: 100 Selected: 0 20 per page'. Below this, there are three informational links: 9. A message icon. 10. 'How MyBill Works' with a sub-link 'How to pay your DHL invoices on-line'. 'MyBill User Guide' with sub-links 'Download the PDF user guide' and 'Download PDF'. 'MyBill FAQs' with sub-links 'Your Frequently Asked Questions answered' and 'Download PDF'. At the bottom, there's a 'Deutsche Post DHL' section with a 'Fraud Awareness' link and a list of services: DHL Express, DHL Global Forwarding, DHL Freight, DHL Global Mail, and DHL Supply Chain.

1. **Open transactions** – due for payment.
2. **Disputed items** – shown under Reports and Disputes Report.
3. **Due Now** – invoices due for payment now as per terms.
4. **Tariff Enquiry** – allows you to complete a price check.
5. Click the **Pay** icon to pay an individual invoice.
6. Click the **PDF Invoice** icon to view the individual invoice.
7. Download a report of the outstanding items.8
8. Invoice summary lines.
9. Any message will be displayed here.
10. Links with useful information.

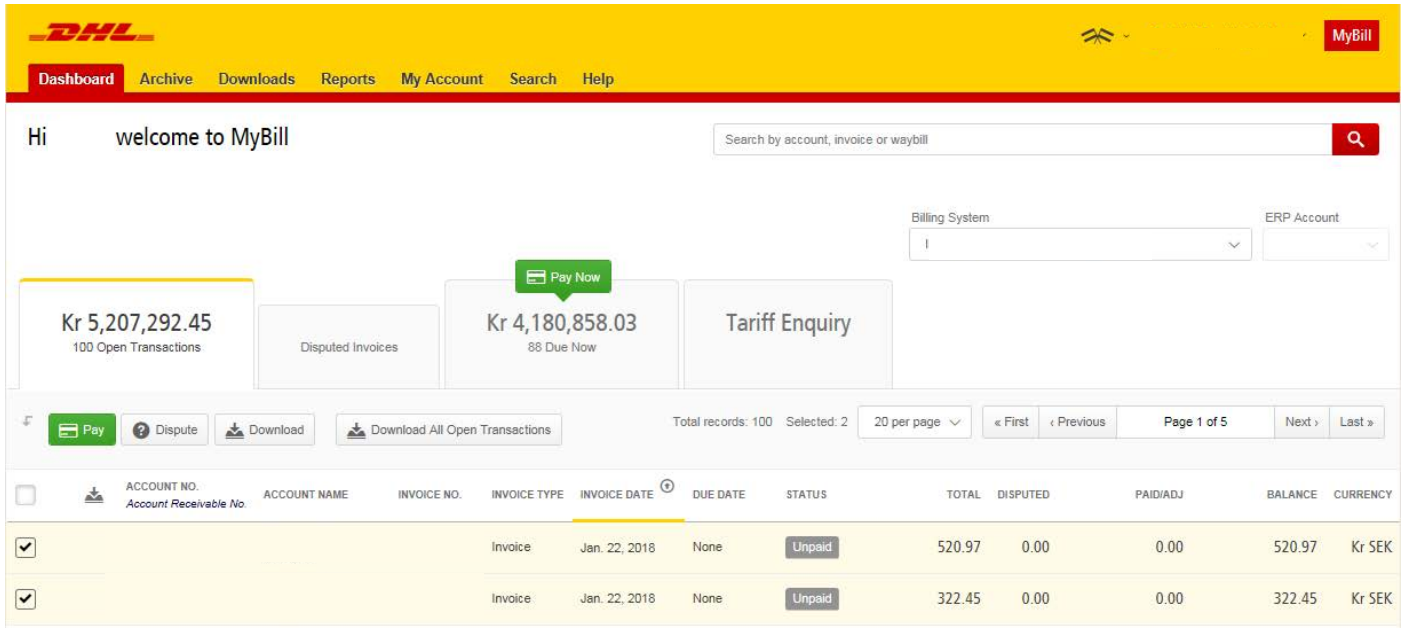
# TO VIEW AN INVOICE

→ Hover your mouse over the invoice and click on the **PDF Invoice** button.

<input type="checkbox"/>	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDI/ADJ	BALANCE	CURRENCY
<input type="checkbox"/>			Invoice		Jan. 22, 2018	None	Unpaid	520.97	0.00			Kr SEK

# TO VIEW MULTIPLE INVOICES AND OR CSV FILE

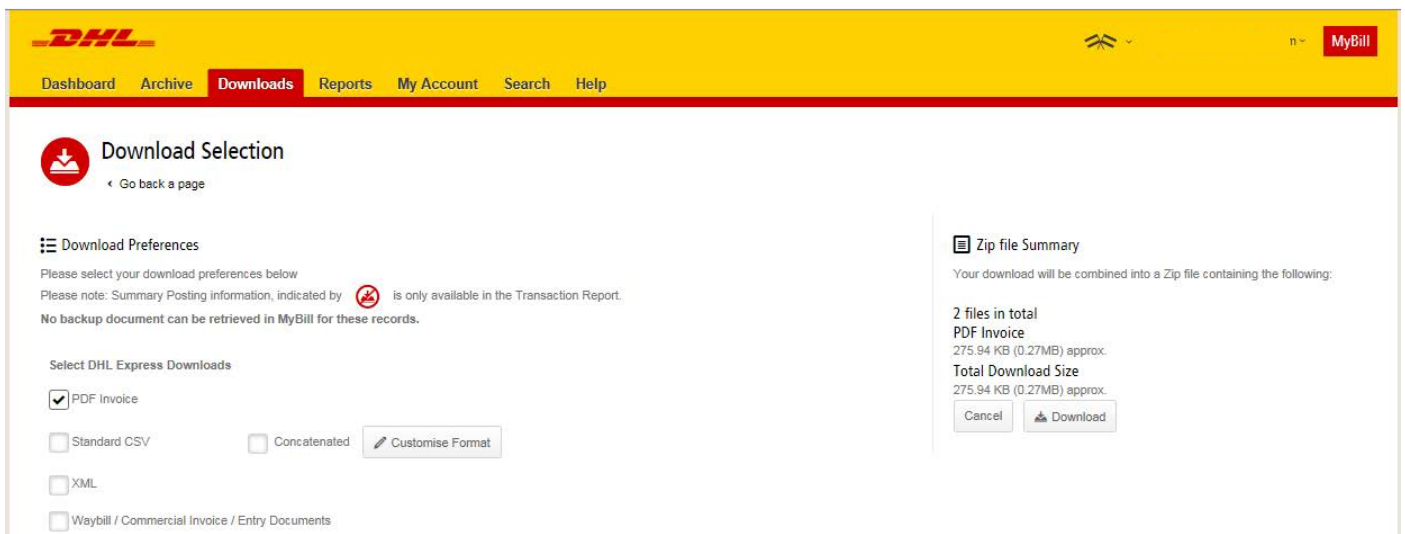
→ Tick the box against the required invoices and then click the **Download** button.



The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a welcome message 'Hi welcome to MyBill' is displayed. A search bar is available. The main area features several summary cards: 'Kr 5,207,292.45' (100 Open Transactions), 'Disputed Invoices', 'Kr 4,180,858.03' (88 Due Now), and 'Tariff Enquiry'. A 'Pay Now' button is visible. Below the cards, there are buttons for 'Pay', 'Dispute', 'Download', and 'Download All Open Transactions'. A table of invoices is shown with columns for account details, invoice type, date, status, total, and balance. Two invoices are selected with checkboxes.

<input type="checkbox"/>	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAIDI/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>			Invoice		Jan. 22, 2018	None	Unpaid	520.97	0.00	0.00	520.97	Kr SEK
<input checked="" type="checkbox"/>			Invoice		Jan. 22, 2018	None	Unpaid	322.45	0.00	0.00	322.45	Kr SEK

→ In the Download tab, select file format and click the **Download** button on the right hand side.



The screenshot shows the 'Download Selection' page in the DHL MyBill interface. It includes a 'Download Preferences' section where users can select their preferred file format. The 'PDF Invoice' option is selected. There are also options for 'Standard CSV', 'Concatenated', 'XML', and 'Waybill / Commercial Invoice / Entry Documents'. A 'Customise Format' button is available. On the right, a 'Zip file Summary' box indicates that the download will be a zip file containing 2 files (PDF Invoice and another PDF Invoice) with a total size of 275.94 KB. 'Cancel' and 'Download' buttons are provided.

Note: Downloads are retained for 24 hours and can be retrieved in the **Download** tab on the menu bar.

## TO VIEW HAWB DETAILS OR SUPPORTING DOCUMENTS

- To view the HAWB details, click on the hyperlink on the invoice and transaction details will be displayed.
- Click on the **Image** button to retrieve the supporting documentation including the HAWB image.

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

Invoice Number: VST8881498  
Account Number: [Redacted]  
Invoice Date: Jan. 22, 2018  
Status: Unpaid  
Original Amount: Kr 520.97

Download Xml | Pay

Waybills | Invoice history | Dispute history

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
6341735455	1.00	Jan. 9, 2018			520.97	Track   Image

## TO DISPUTE AN INVOICE

- Tick the box for the relevant invoice, and then click the **Dispute** button.

**Search Results**  
Click on an invoice for more details and options. Can't see the invoice you're looking for? Try the search tool below

Search: [Input] | Open | Any type | Search

Pay | Dispute | Download | Total records: 14 | Selected: 2 | 20 per page | First | Previous | Page 1 of 1 | Next | Last

<input type="checkbox"/>	ACCOUNT NO. <i>Account Receivable No.</i>	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENT
<input checked="" type="checkbox"/>				Invoice	Jan. 22, 2018	None	Unpaid	398,987.56	0.00	0.00	398,987.56	Kr St
<input type="checkbox"/>				Invoice	Sept. 18, 2017	None	Unpaid	503,498.62	0.00	0.00	503,498.62	Kr St

→ Enter the details of the query, name, phone number and a comment and then click the **Submit** button.

**Dispute Invoice**  
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
VST8881423		Jan. 22, 2018	Unpaid	Kr 398987.56

**Add a Comment**  
Please provide the reason for your dispute and any further comments below.  
All fields with \* are required

Select a dispute reason\*

Contact Telephone \*

Add a comment \*

Submit dispute

## TO PAY AN INVOICE

→ Single – hover or tick the box against the invoice and then click the **Pay** button.

Hi | welcome to MyBill

Search by account, invoice or waybill

Kr 5,207,292.45 (100 Open Transactions) | Disputed Invoices | Kr 4,180,858.03 (88 Due Now) | Tariff Enquiry

Pay | Dispute | Download | Download All Open Transactions

Total records: 100 | Selected: 1 | 20 per page | First | Previous | Page 1 of 5 | Next | Last

<input type="checkbox"/>	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	Jan. 22, 2018	None	Unpaid	520.97	0.00			Kr SEK

→ Multiple – Click on **Pay Now**, this will default to the invoices due as per payment terms. You can also select additional invoices to pay.

Hi | welcome to MyBill

Search by account, invoice or waybill

Kr 5,207,292.45 (100 Open Transactions) | Disputed Invoices | Kr 4,180,858.03 (88 Due Now) | Tariff Enquiry

Select for more options | Download All Open Transactions

Total records: 100 | Selected: 0 | 20 per page | First | Previous | Page 1 of 5 | Next | Last


<input type="checkbox"/>	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>				Invoice	Jan. 22, 2018	None	Unpaid	520.97	0.00	0.00	520.97	Kr SEK
<input checked="" type="checkbox"/>				Invoice	Jan. 22, 2018	None	Unpaid	322.45	0.00	0.00	322.45	Kr SEK

→ Once the invoice(s) are selected, click on **Confirm**, enter the card details and **Confirm the payment**.

Invoice	Jan. 30, 2017	May 30, 2017	Overdue	Kr 385,387.54	Kr 0.00	Kr 385,387.54
Invoice	Jan. 16, 2017	May 16, 2017	Overdue	Kr 338,882.20	Kr 0.00	Kr 338,882.20
Total to pay						Kr 4,180,858.03

## MANAGE USERS

→ Go to **My account** to update user details or change the password.

MyBill

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

### My User Details

Please remember to keep your details up to date.

Email address


First Name  Last Name

Position  Telephone Number

Home Group  Language Preference

Timezone

### Change Password

Your password must meet the password policy. 

Changing Password directly via MyBill, will not change your current DHL.com password for online shipping

Your current password\*

Enter a new password\*

Confirm new password\*

\* indicates a mandatory field

## TO ADD USERS

→ Please contact [seebillingsupport@dhl.com](mailto:seebillingsupport@dhl.com) to add new users to your account.