

WELCOME TO MYBILL

YOUR NEW ONLINE PAYMENT PORTAL





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What does MyBill offer?

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. There is no cost to enroll, view or pay your bills online. It's easy and secure! View your bill online any time, anywhere via PC or Tablet.

One simple online solution

DHL **MyBill** is a simple and effective tool for reviewing invoices, making payments, and downloading reports. Our secure online environment saves time and eliminates paperwork for all your DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from Online Billing?

- You maintain full control of all your export and import accounts in one profile.
- Research individual line items on your invoices.
- If you need to file a dispute for charges, it's simple to submit your request and information with DHL **MyBill**.

MyBill will allow you to:

- Receive email notification of new invoices.
- Pay invoices online via credit and debit card.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



MyBill is a web based solution therefore the requirements for your browser are as follows:

- 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.

Next, you will 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.

Customer Enrollment

Thank you for registering for DHL MyBill. Your request is being processed.

You will receive an email within 24 hours to inform you about the status of your request. Upon registration confirmation, you will be required to set your password to access DHL MyBill the first time. To ensure email delivery to your inbox, please add <email address here> to your address book or your safe list.

Sincerely,

The DHL MyBill team

[Enroll Another Account](#)

[> Login to MyBill](#)



Once your account has been approved, you will receive an email containing a link to set your password for logging in to MyBill. Upon successful login to MyBill, you will see a welcome message pop up. Here you can dismiss the message by clicking the **'X'** on the top right of the message or by clicking the *'Get Started'* button. For the message to not be displayed again, tick the *'Don't show this message again'* box in the lower left corner of the pop up.

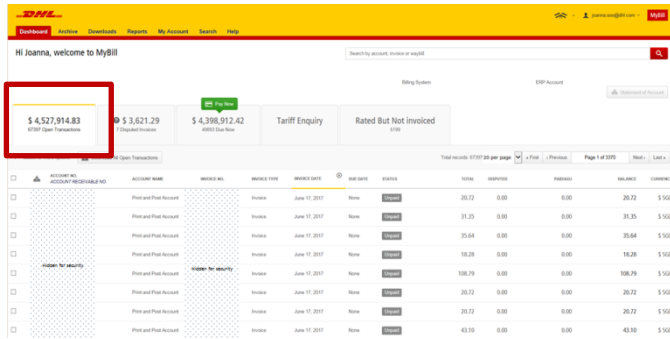


THE SCREENS

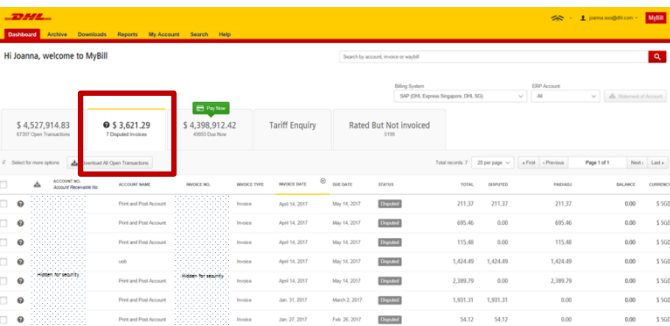
The Dashboard

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**.

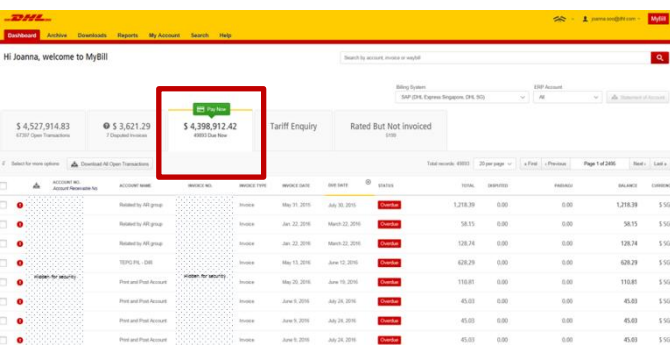
In the main **Dashboard** your invoices are divided into 3 categories:



Open Transactions - These are the invoices with outstanding balances that require payment.

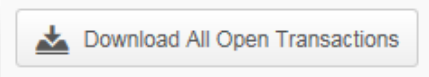


Disputed Invoices - All open disputed invoices and their corresponding dispute information can be found here.

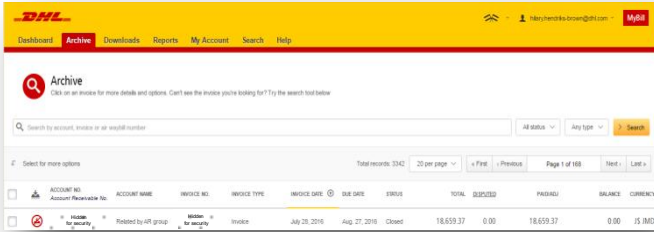


Due Now - Here you will find an overview of invoices for which payment is due or overdue.

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.



The Archive, Reports & Download Screens



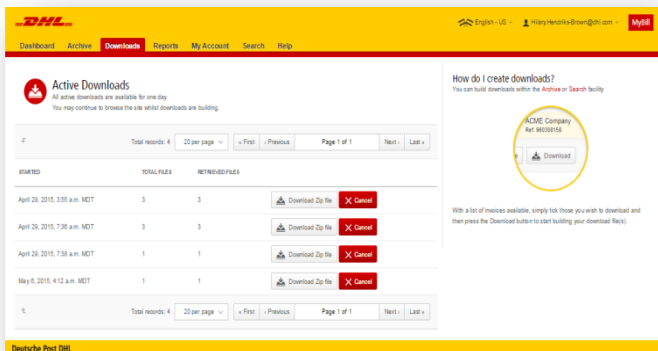
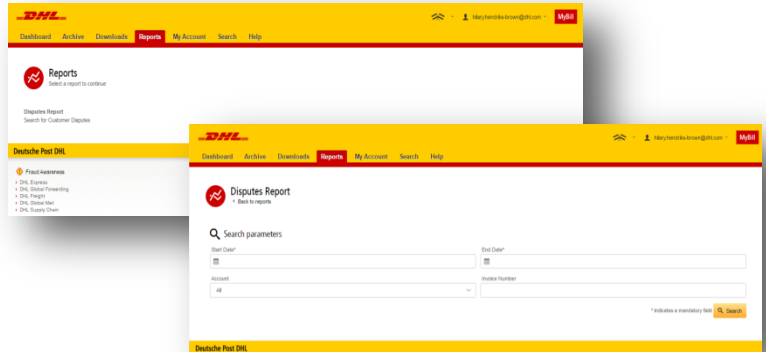
The Archive Screen

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



The Downloads Screen

In the **Downloads** screen you will find all your recent downloads created using the **Archive** or **Search** facilities. Downloads will be available for a limited number of days before they are removed. Should you wish to remove previous downloads then select the *Cancel* button.

The Search Screen

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

Search Invoices
Did you know you can save search criteria as a saved search?

Saved Searches
Start with a custom search and then save your search criteria in the search results.

Search parameters

Account: All

Invoice Number:

Waybill:

Invoice Type: All

Status: All

Summary Posting: All

Invoice Date

Start Date:

End Date:

Save as "Saved Search"?

Enter a name:

Search

Deutsche Post DHL

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.

The 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 a summary of your open invoices and manage your accounts

The screenshot shows the 'My User Details' and 'Change Password' sections. The 'My User Details' section includes fields for Email address (hilary.hendriks-brown@dhl.com), First Name (Hilary 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. The 'Change Password' section includes a note about password policy, fields for 'Your current password*', 'Enter a new password*', and 'Confirm new password*', and a 'Save' button. A note indicates that an asterisk (*) denotes a mandatory field.

My User Details

In this section you can alter/update your Name, Telephone Number, etc.

Change Password

In this section you can update/change your password as you wish. **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. This overview is broken down by invoice currency.

The screenshot shows the 'Open Invoice Summary' table. It is divided into two main sections: 'TOTAL BALANCE' and 'TOTAL OVER DUE'. The 'TOTAL BALANCE' section shows values for RM, \$, and JS currencies. The 'TOTAL OVER DUE' section shows values for RM, \$, and JS currencies. Below these, there is a table showing the aging of invoices by currency and days.

TOTAL BALANCE		TOTAL OVER DUE			
RM 384,242.83		RM 163,385.18			
\$ 1,251.25		\$ 0.00			
JS 6,941,008.03		JS 6,553,151.13			
CURRENT	30 DAYS	60 DAYS	90+ DAYS		
RM 86,939.69	RM 117,897.23	RM 130,262.59	RM 49,143.32		
\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,251.25		
JS 0.00	JS 3,365,617.38	JS 2,928,394.97	JS 646,795.68		

The screenshot shows the 'My Accounts' section. It includes a header with a search icon and the text 'Select for more options'. Below this is a table with columns for 'ACCOUNT', 'NAME', and 'MANAGE'. The table lists three accounts with their respective IDs, names, and management options.

ACCOUNT	NAME	MANAGE
1301102	y AR group	Manage Me rheesimon@gmail.com
160541c	y AR group	Manage Me
550416463	1301102252 Related by AR group	Manage Me rheesimon@gmail.com

My Account

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. 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 your invoices. 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.

Help
Everything you need to know about DHL MyBill all in one place
Please note that not all functionality is available for all countries

The Dashboards

- The Main Dashboard**
Once you have logged into MyBill you will be redirected to the main Dashboard screen. From this screen you can navigate to numerous screens including Archive, Report, My Account and Search.
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 can be found here.
 - Due Now - Here you will find an overview of invoices for which payment is due or overdue.
- Archive**
The Archive screen is an overview of all invoices which have been paid. Once an invoice has been paid it will automatically be removed from the main Dashboard screen and moved to the Archive screen. No further action is required for these invoices.
- Downloads**
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. For more details on how to download invoices go to the Viewing/Downloading Invoices section.
- Reports**
In the Report screen you run the Dispute Report which will allow you to create an overview of all logged disputes. For more information on the dispute report go to the Logging a Dispute section.
- 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. For more details on managing your account go to the Managing your Account section.

Need assistance?
Contact your local support office +65 6880 6405
Or email us at Singapore.Mybill@dhl.com

Making a Payment

- Who do I contact if I am experiencing problems making a payment?**
If you are experiencing problems making a payment then please contact your local DHL support office.

Logging a Dispute

- How to log a dispute**
In the event that 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.

The **Help** screen provides additional support for **MyBill** and is made up of several sections:

- The Dashboards
- Managing your Accounts
- View/Downloading Invoices
- Making a Payment
- Logging a Dispute
- How to use Search

Should you not find the answer you were looking for in the **Help** screen you can also refer to the **FAQ** document on our website.



STEP-BY-STEP

Over the next few pages we will explain, step-by-step, 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

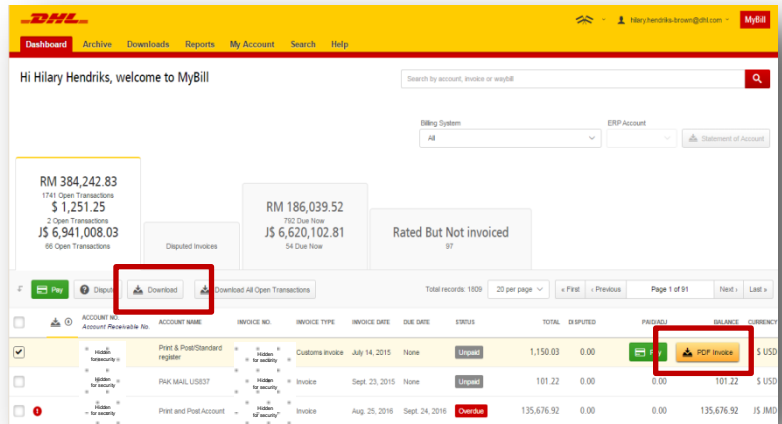
Single invoices

Option 1:

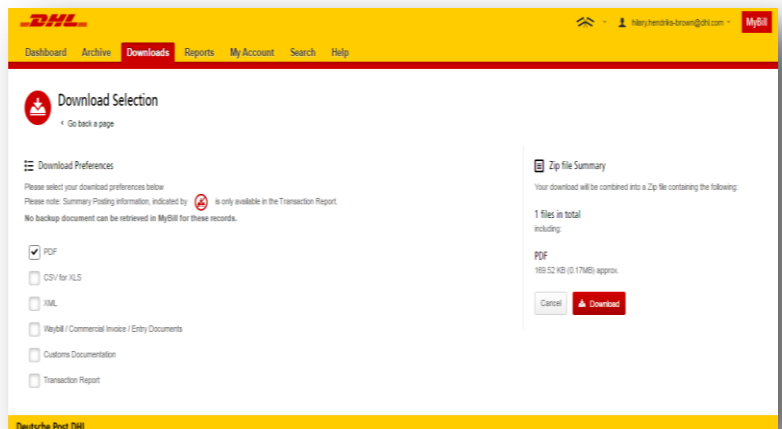
To view a single invoice simply hover your mouse over the invoice line and select the "PDF Invoice" button that subsequently appears.

Option 2:

Tick the check box next to the invoice you wish to view and select the "Download" button.



Upon selecting the "Download" option you will be redirected to the **Download Selection** screen where you can choose your *Download Preference* by ticking the box next to your preferred format and clicking on the "Download" button on the right side of the page



Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
2 Open Transactions
J\$ 6,941,008.03
66 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	DUO DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
<input type="checkbox"/>	PHIL & Post/Standard register	<input type="checkbox"/>	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	PHIL & Post/Standard register	<input checked="" type="checkbox"/>	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	PHIL and Post Account	<input checked="" type="checkbox"/>	Invoice	Aug. 23, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
<input checked="" type="checkbox"/>	PHIL and Post Account	<input checked="" type="checkbox"/>	Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ JMD

Multiple invoices

To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then selecting 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
508.56 KB (0.50MB) approx.

Cancel Download

As with the single invoice option, you will be redirected to the **Download Selection** 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
18.02 KB (0.02MB) approx.

Cancel Download

Should you choose the *CSV for XLS* format you will be offered the possibility to customize the format. If 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 be redirected to the **Active Downloads** screen where you will be able to download your file.

CSV Configuration

CSV Configuration

Upon selecting “Customize Format”, you will be redirected to the **CSV Configuration** screen.

If you only require particular fields, you have the flexibility to customize the file to your specifications, displayed in a set order.

In order to remove fields which you do not need, select the column header from the “Included Column Header” field and drag across to the “Excluded Column Header” field.

To customize the set order, you can arrange columns in the order which best suits your needs within the “Included Column Header”.

Additionally, to concatenate (consolidate) the files into one, simply tick the “Concatenated” box and select “Done, apply settings”.

To change the sort order of the CSV file, you can select one of the options available in the “Sort order” drop down menu.

All customized settings can be saved by entering a name in the “Save all settings for later?” field before selecting the “Done, apply settings” button.

These saved settings can then be found later in the “Pre-saved configurations” drop-down menu.

Once you have finished customizing your CSV file and selected the “Done, apply settings” button, you will be redirected to the **Download Selection** screen where you can download your file.

Waybills & Supporting Documentation

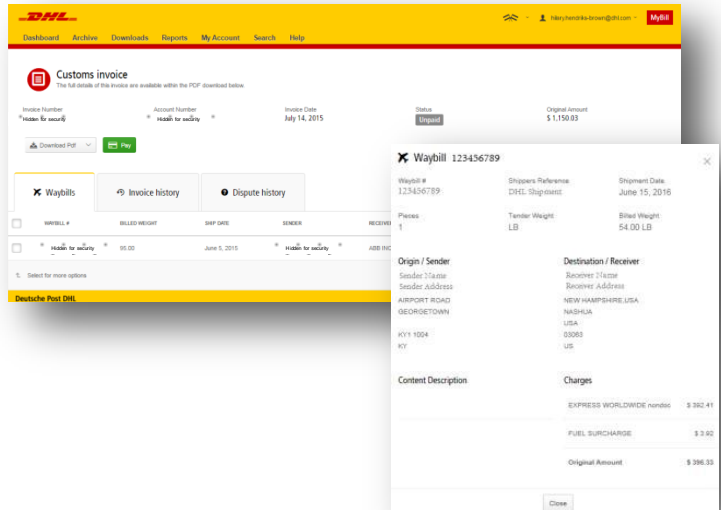
Waybills and Customs paperwork

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

Single invoices

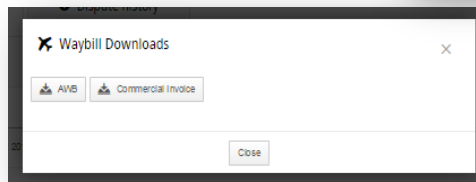
Option 1

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

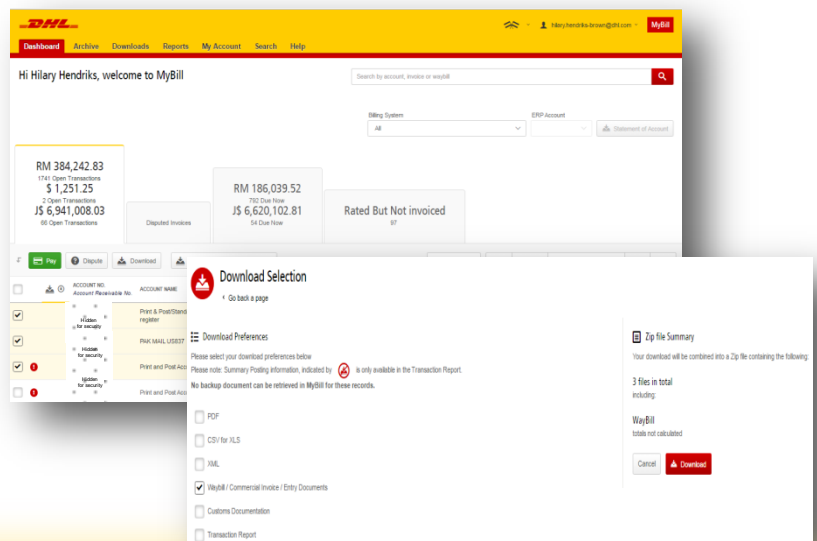
Click on the "Image" button in the "Download" column. A new window will list the available paperwork. Select the option you wish to view.



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 on the right.

You will be sent to the **Download Selection** 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 checkbox(es). Once selected, three options will appear; *Pay*, *Dispute*, *Download*. Please select the “*Dispute*” button.

You will be directed to the **Dispute Invoices** screen, where you can enter the details of your dispute.

Select a dispute reason from the dropdown menu and then enter a description of the dispute in the comment field before clicking the “*Submit Dispute*” button.

The screenshot displays the DHL MyBill user interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and filters for 'Billing System' and 'ERP Account' are visible. The dashboard shows key account metrics: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), 3 Open Transactions (JS 6,941,008.03), 68 Open Transactions, \$ 112.20 (1 Disputed Invoice), RM 179,405.91 (736 Due Now, JS 6,620,102.81), and 54 Due Now. A 'Rated But Not invoiced' section shows 97 items.

The main area shows a table of invoices with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/ADJ', 'BALANCE', and 'CURRENCY'. Several invoices are selected with checkboxes. Below the table, the 'Dispute invoices' screen is shown, featuring a heading, a question mark icon, and instructions: 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' A link 'Back to dashboard screen' is provided. A table lists the selected invoices with columns for 'INVOICE NUMBER', 'ACCOUNT NUMBER', 'INVOICE DATE', 'STATUS', and 'ORIGINAL AMOUNT'. Two invoices are listed, both with a status of 'Unpaid' and original amounts of RM 44.44 and RM 143.09. Below the table is a form to 'Add a Comment' with a dropdown for 'Select a dispute reason' and a text area for 'Add a comment'. A red 'Submit dispute' button is at the bottom right.

At the bottom of the page, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. The footer includes 'Deutsche Post DHL', 'Fraud Awareness' (DHL Express, DHL Global Forwarding, DHL Freight, DHL Global Mail, DHL Supply Chain), and 'Accessibility | Terms & Conditions | Privacy & Cookies 2014 © DHL International GmbH. All rights reserved.'

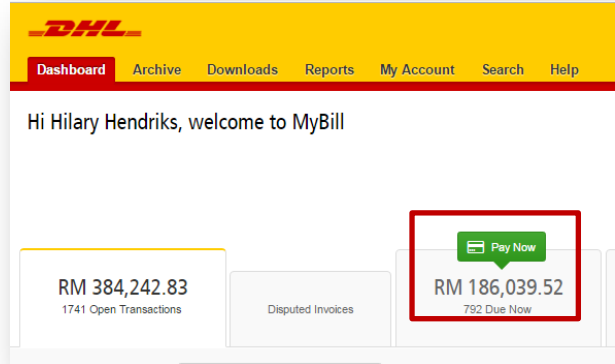


Note: Only one dispute can be logged per invoice

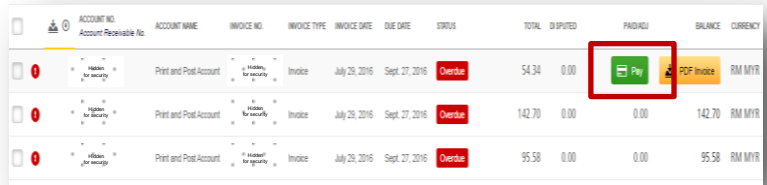
Making a Payment

MyBill allows you to make quick and secure payments online

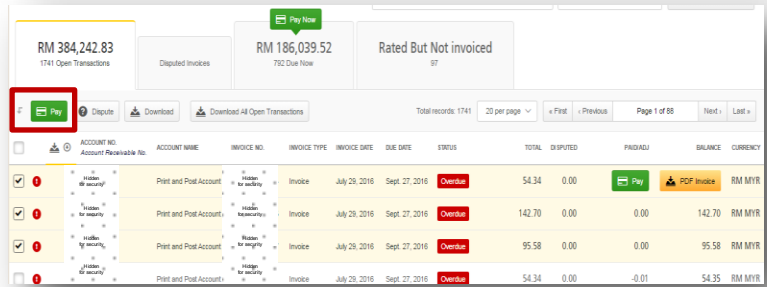
Invoices can be paid by clicking on *Pay Now* on your **Dashboard's 'Due Now'** tab.



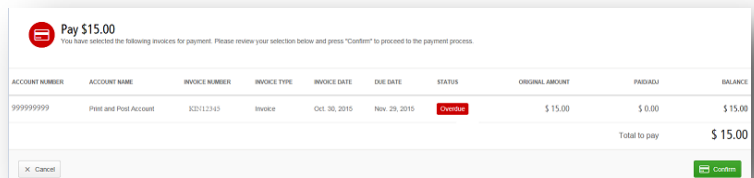
Or hover your mouse over the invoice line and click on the "Pay" button that appears.



Alternatively, you can select the invoices you would like to pay for and then click on the "Pay" button on the header.



Both options 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".




Making a Payment

Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
999999999	Print and Post Account	82112243	Oct. 30, 2015	Nov. 29, 2015	\$ 15.00
Total to pay					\$ 15.00

Total payment amount MD 15.00

Credit Card

 **VISA**

Card Number


Card Holder Name

Card Expiry Date /

CVV What is CVV?

Upon confirmation, you will be brought to a secure page where you are requested to enter your credit card details before selecting the "Pay" button.

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

 Your payment was successful. Your transaction reference number is: 20160816220514-160708. Thank you for choosing DHL.

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

Search by account, invoice or waybill

Billing System: SAP ERP Account: 999999999

\$ 47.43 1 Open Transactions \$ 47.43 1 Due Now

Select for more options Total records: 17 20 per page < First < Previous Page 1 of 1 Next > Last >

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DEBITED	PAYABLE	BALANCE	CURRENCY
999999999	Print and Post Account	8211244	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15,00	0,00	15,00	0,00	\$ MD

Dashboard will show the invoice's status as *Payment(s) in progress* until bank's confirmation of payment has been received. After which, the invoice will move to **Archive**



Concerned about making payments online? Don't be!

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.

Rated but not Invoiced (RBNI)

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

The screenshot displays the DHL MyBill interface for user Hilary Hendriks. Key elements include:

- Account Balances:**
 - RM 384,242.83 (144 Open Transactions, \$ 1,251.25)
 - JP 6,941,008.03 (88 Open Transactions)
 - \$ 112.20 (1 Dispatched Invoice)
 - RM 165,311.33 (201 Open Transactions, JP 6,620,102.81)
- Rated But Not Invoiced:** A highlighted box indicating the current view.
- Table Headers:** BILLING ACCOUNT, SHIPMENT NUMBER, PRODUCT, WEIGHT, SHIPMENT DATE, ORIGIN, DESTINATION, CURRENCY, WEIGHT CHARGE, INSURANCE, DISCOUNT, TOTAL TAXES, TOTAL CHARGE, VIEW.
- Table Content:** A list of 20 shipments with columns for the above headers. Each row includes a shipment number, product code, weight, date, origin/destination, currency, and various charges.
- Navigation:** Search bar, account type dropdown, and pagination controls (Page 1 of 5).

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, i.e. Unbilled shipments.

Such a functionality not only provides 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 :

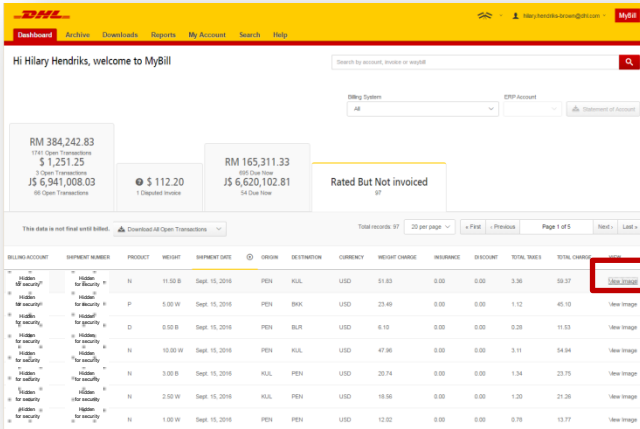
- Shipment Number
- Product
- Origin and Destination
- Weight
- Weight Charge
- Taxes
- Insurance

You can 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.



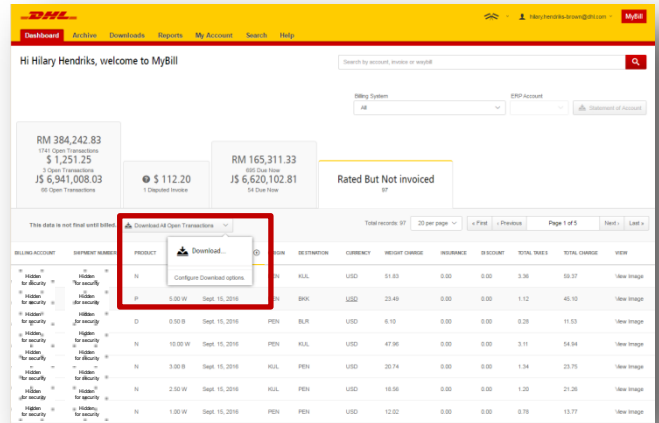
Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

Rated but not Invoiced (RBNI)



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

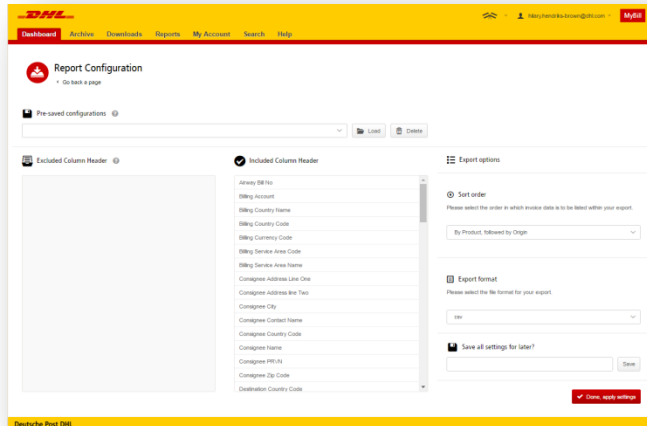
The Rated but not Invoiced functionality also allows you to download the data into excel. You can download in standard format simply by selecting the "Download All Open Transactions" button situated at both the top and the bottom of the overview.



Should you wish to customize the format of the download, you can do so by selecting the drop down menu on the "Download All Open Transactions" and clicking "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.



Tariff Enquiry

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

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 bar, a greeting says 'Hi Hilary, welcome to MyBill'. There are several summary cards: 'RM 12,540.66' with '31 Open Transactions', 'Disputed Invoices', 'RM 12,540.66' with '31 Due Now', and 'Tariff Enquiry' (which is highlighted). Below these cards is a table with columns: ACCOUNT NO., ACCOUNT NAME, INVOICE NO., INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PARAGRA, BALANCE, and CURRENCY. The table contains multiple rows of invoice data, including invoice numbers, dates, and amounts.

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 further 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 are identified by an asterisk.

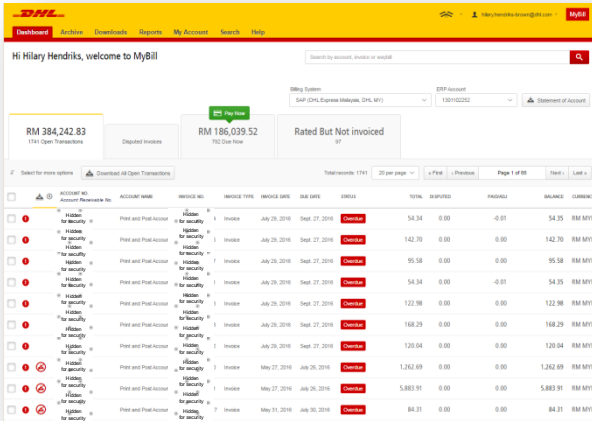
Tariff enquiries can be carried out on account level by selecting the applicable account in the *Account Details* drop down menu.

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

The screenshot shows the DHL MyBill Tariff Enquiry form. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below the navigation bar, a greeting says 'Hi Hilary, welcome to MyBill'. There are several summary cards: 'RM 12,540.66' with '31 Open Transactions', 'Disputed Invoices', 'RM 12,540.66' with '31 Due Now', and 'Tariff Enquiry' (which is highlighted). Below these cards are four main sections: 'From' (Origin Country*, Origin Zip, Origin City*, Origin Suburb*), 'To' (Destination Country*, Destination Zip Code, Destination City*, Destination Suburb*), 'Shipment Details' (Shipping Date*), and 'Account Details' (Account Number: 55000900). Below these sections is a 'Piece Details' section with a 'Number of Pieces*' dropdown (set to 1) and a 'Durable Material' checkbox. The 'Declared Value' is set to 0.00. The 'Units' are set to kg, cm, and in. Below this is a table with columns: NO., WEIGHT (KG)*, LENGTH (CM), WIDTH (CM), and HEIGHT (CM). The first row shows: 1, 0.10 kg, cm, cm, cm. A 'Search' button is at the bottom right.

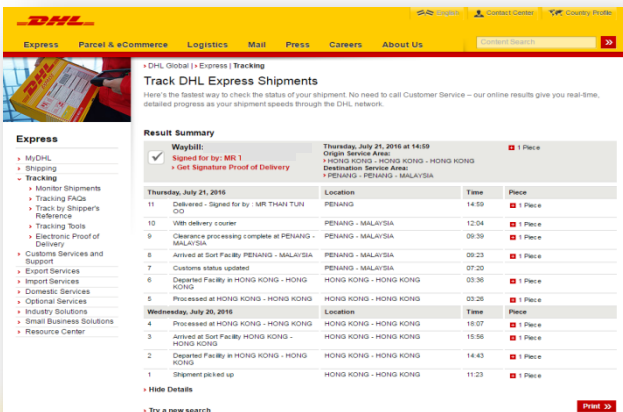
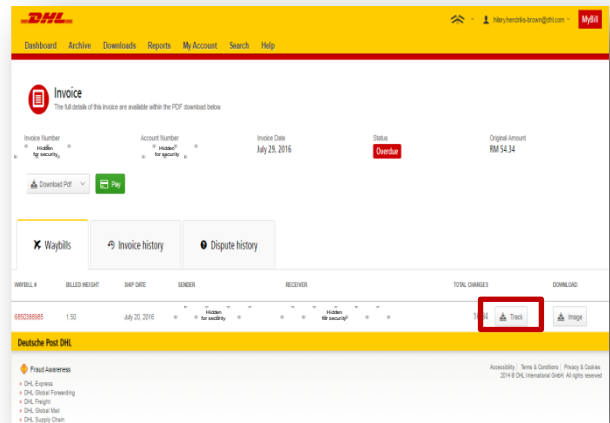
Track & Trace

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



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, you will be presented 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.



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






DHL INVOICES

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

Invoice Breakdown

DHL Express INVOICE 

1 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

3 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Page: 1 of 7

4 **5** **6** **7** **8** **9** **10**

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: **8** www.mybill.dhl.com/login

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

Analysis of Extra Charges	Total	Analysis of Discounts	Total
EXTENDED LIABILITY	72.00	Weight Charge Discount (w)	-1,012.07
FUEL SURCHARGE	41.15		
Total Extra Charges	113.15	Total Discounts	-1,012.07

13 Payment due date: 21-09-16 **14** Total Amount (USD) 746.71

15 PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNXX

16 **Payment Instructions**

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

17

Invoice No:	BDA012345
Account No:	999999999
Amount:	746.71 USD

Remittance advices should be emailed to: AccountsReivableBM@dhl.com
Please state your DHL Invoice Number and Account Number as a reference when making a payment

THANK YOU FOR CHOOSING DHL

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

Invoice Breakdown

1 Invoice Number: Account Number: Invoice Date: Number of Pages:			2 INVOICE		DHL								
3	4	5	6	7	8	9	10	11	12	13	14	15	
Air Waybill Number	Shippers Reference	Shipment Date	Origin / Consignor	Destination / Consignee	Type of Service	Weight in Kg	Number of items	Standard Charge	Discount / Code	Extra Charges Description	Extra Charges Amount	Total amount (incl. VAT)	
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BM, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00 B	1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.30 4.00 0.58	
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58	
						Total:	25.60	25	1,645.63	-1,012.07		113.15	746.71

17 A = Customer Actual Weight V = Customer Volumetric Weight B = DHL Actual Weight W = DHL Volumetric Weight

Here's a key to reading the categories and codes found on your International Invoice:

- 1 **Customer Billing Information:** Invoice Number, Account number, Invoice Date, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybill number
- 4 **Shippers Reference:** Reference information provided in the Waybill
- 5 **Shipment Date:** Date the shipment was sent
- 6 **Origin/Consignor:** Consignor name and address
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
- 9 **Weight in KG and Code:** Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- 10 **Number of items:** Total number of shipments within this service description and invoice
- 11 **Standard Charge:** Transportation charge
- 12 **Discount amount and code**
- 13 **Extra Charge Description:** Description of additional charges for each service
- 14 **Extra Charges Amount:** Total of other charges for each service
- 15 **Total Amount (incl. VAT):** Standard Charge + Other Charge + Discount = Total Charge for each line
- 16 **Service Subtotal:** Total of weight, items, and charges for each type of service
- 17 **Weight code descriptions**



Contact Details Singapore

For Invoice enquiries:

Telephone: + 65 6880 6405

Email: financequery@dhl.com

For MyBill specific issues and queries:

Telephone: + 65 6880 6405

Email: Singapore.Mybill@dhl.com