



MyBill

DHL MyBill User Guide





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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 our customers' DHL Express accounts in one location. It combines the convenience of an online interface with the speed and security of electronic banking.

How can you benefit from Online Billing?

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

MyBill

MyBill will allow you to:

- Receive email notification of new invoices.
- 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 followed:

- Apple Safari – Latest version
- Mozilla Firefox – Latest version
- Internet Explorer 9.0 or newer
- Google Chrome – Latest version

MyBill User Guide

Registering for MyBill

You can register for MyBill in just a few simple steps. Go to: <https://mybill.dhl.com/login> and click on the *Sign-up to MyBill* button.



In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the *'Save and Continue'* button. Your request for enrollment will then be sent to DHL for processing. You will then be given the option to *'Enroll Another Account'* or *'Login to MyBill'*.

You should receive an email within 24 hours to update you on the status of your request. There will be an email address displayed on the confirmation (where the text **<email address here>** is shown in the image). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk email.

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 request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up. Here you can dismiss the message by clicking the **'X'** in the top right of the message or by clicking the *'Get Started'* button. Select to not have the message displayed again by ticking the *'Don't show this message again'* box in the lower left corner of the message



THE SCREENS

MyBill User Guide

The Dashboard

Once you have logged into MyBill you will be directed to the main Dashboard screen. From this screen you can navigate to numerous screens; **Archive**, **Downloads**, **Report**, **My Account**, **Search** and **Help**.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
95 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account	1145	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	44.44	0.00	0.00	44.44	RM MYR
	Print and Post Account	1146	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	143.09	0.00	0.00	143.09	RM MYR
	Print and Post Account	1147	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	52.47	0.00	0.00	52.47	RM MYR
	Print and Post Account	1148	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	76.66	0.00	0.00	76.66	RM MYR
	Print and Post Account	1149	Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	69.61	0.00	0.00	69.61	RM MYR

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

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

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

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

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

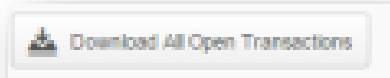
Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
95 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

Download All Open Transactions



In the event that you use MyBill for multiple countries the totals will subsequently be shown separately in the invoice currency of each country (see the below example).

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
95 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account	1145	Invoice	March 31, 2016	April 30, 2016	Overdue	22,612.81	0.00	0.00	22,612.81	JS MYR
	Print and Post Account	1146	Invoice	May 19, 2016	June 18, 2016	Overdue	12,319.96	0.00	0.00	12,319.96	JS MYR
	Print and Post Account	1147	Invoice	May 19, 2016	June 18, 2016	Overdue	13,863.20	0.00	0.00	13,863.20	JS MYR
	Printed by HR group	1148	Invoice	April 30, 2016	June 29, 2016	Overdue	164.48	0.00	0.00	164.48	RM MYR
	Printed by HR group	1149	Invoice	May 31, 2016	June 30, 2016	Overdue	1,015.30	0.00	0.00	1,015.30	JS MYR



RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
95 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

MyBill User Guide

The Search Screen

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

DHL MyBill

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

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

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

No saved searches
Use custom search to create a new saved search

Search parameters

Account: All

Invoice Number: [Text Field] Waybill: [Text Field]

Invoice Type: All Status: All

Summary Posting: All

Invoice Date

Start Date: [Calendar] End Date: [Calendar]

Save as "Saved Search"?
Enter a name: [Text Field]

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.

MyBill User Guide

My Account Screen

In the **My Account** screen you will find an overview of your account details. From this screen you can update your user details, change your password, view your open invoice summary and manage your accounts

The screenshot displays the DHL MyBill user interface. At the top, there is a navigation bar with the DHL logo and menu items: Dashboard, Archive, Downloads, Reports, My Account (selected), Search, and Help. The user's email, hilary.hendriks-brown@dhl.com, is shown in the top right corner.

My User Details: This section contains a form for updating user information. Fields include 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 located at the bottom left.

Change Password: This section allows users to update their password. It includes a note that the password must meet the policy and that changing it directly via MyBill will not change the current DHL.com password for online shipping. Fields for current password, new password, and confirm new password are provided, along with a Save button.

Open Invoice Summary: This section provides a summary of outstanding balances. It is organized into two columns: TOTAL BALANCE and TOTAL OVER DUE. The data is broken down by currency (RM, \$, JS) and aging (CURRENT, 30 DAYS, 60 DAYS, 90+ DAYS).

My Accounts: This section lists all company accounts associated with the user profile. It includes a table with columns for ACCOUNT NUMBER, BAL ACCOUNT, COMPANY NAME, and MESSAGE. Each row has a Manage button and a Me button. A dropdown menu is visible at the top of the table.

My User Details

In this section you can alter/update your Email Address, Name details, Telephone Number, Language Preference, etc.

Change Password

In this section you can update/change your password should you wish to. **Please note that any changes to your password here will not align with your MyDHL password. This will need to be altered/changed separately.**

Open Invoice Summary

This section gives you an overview of the outstanding balance as well as the aging of the current open and outstanding invoices. The overview is broken down by invoice currency.

My Accounts

The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button then 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 by email. Click on the dropdown menu to view and select the available options.

MyBill User Guide

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

Need assistance?
Contact us now on 1.800.722.0081
Opening hours 8.00am to 17.30pm
Or email us at online.bill@dhl.com

The Dashboards

- The Main Dashboard
- Archive
- Downloads
- Reports
- My Account
- Search

Managing your Accounts

- How to manage your User details
- How to change your password
- Managing users rights
- How to add a user
- How to remove a user
- Who to contact if experiencing difficulties logging into MyBill

Making a Payment

- How to setup an account in the Wallet
- Making a payment
- How to set up autopay on my account
- How to remove a Wallet account
- Who do I contact if I am experiencing problems making a payment?

Logging a Dispute

- How to log a dispute
- How to delete a dispute
- Overview of disputed Invoices
- Who to contact if you are experiencing problems with your disputes.

How to use Search

- Search parameters
- Saving searches

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

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

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



STEP-BY-STEP




Over the next few pages we will explain, step-by-step, how to use the functionality of MyBill

MyBill User Guide

Viewing an Invoice

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

Invoice Key

-  No images available
-  Overdue invoice
-  Disputed invoice

Single invoices

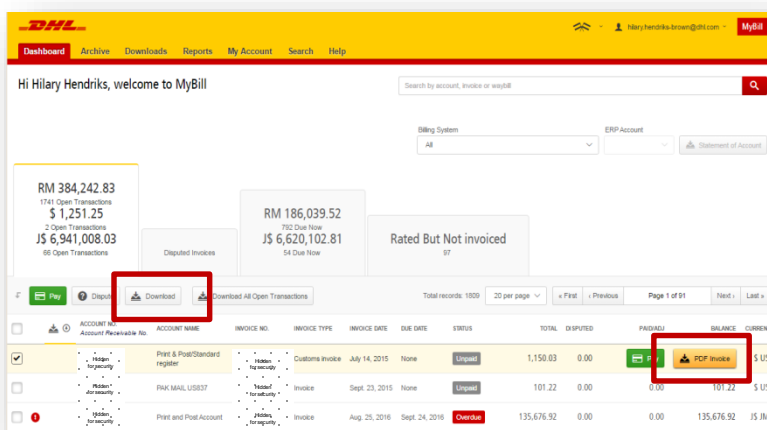
Option 1:

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

Option 2:

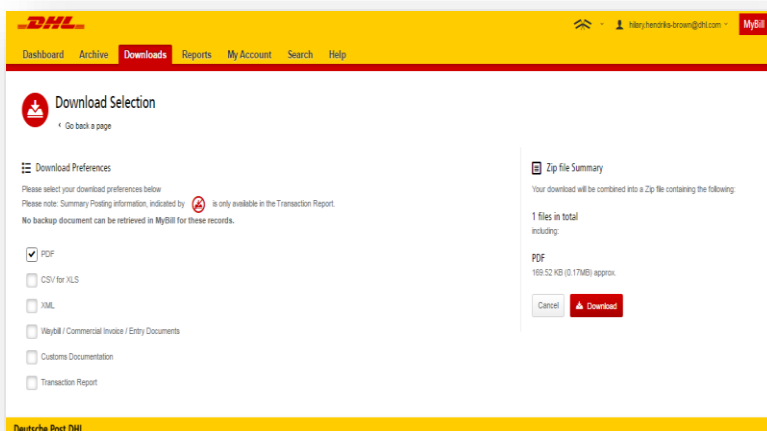
Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

Should you select the *Download* option you will be redirected to the **Downloads** screen where you can choose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button



The screenshot shows the MyBill dashboard for user Hilary Hendriks. It displays a summary of account balances and a table of invoices. The table has columns for Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Paid/PAID, Balance, and Currency. A red box highlights the 'Download' button for the first invoice, and another red box highlights the 'PDF Invoice' button that appears on hover.

ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/PAID	BALANCE	CURRENCY
Print & Post/Standard register	186,039.52	Customs Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
FRAX MAIL US337	102.81	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
Print and Post/Account	135,676.92	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD



The screenshot shows the 'Download Selection' screen. It includes a 'Download Preferences' section with radio buttons for PDF, CSV/XLS, XML, MyBill / Commercial Invoice / Entry Documents, Customs Documentation, and Transaction Report. The PDF option is selected. A 'Zip file Summary' section shows that the download will be a zip file containing 1 file (189.52 KB approx.). A 'Download' button is visible at the bottom right.

MyBill User Guide

Viewing Multiple Invoices

The screenshot shows the DHL MyBill dashboard for Hilary Hendriks. The account balances are:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25)
- RM 186,039.52 (192 Due Now, JS 6,620,102.81)
- Rated But Not Invoiced

The invoice list below shows the following data:

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUPLICATE	STATUS	TOTAL	IS PAID	PAYABLE	BALANCE	CURRENCY
1741	Print & Post/Standard register	1150	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
1741	Print & Post/Standard register	101	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
1741	Print and Post Account	135	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	JS JMD
1741	Print and Post Account	117	Invoice	Aug. 10, 2016	Sept. 16, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	JS JMD

Multiple invoices

To download multiple invoices select the invoices you wish to view by ticking the boxes next to the invoices and then select the *Download* button.

The screenshot shows the 'Download Selection' screen. Under 'Download Preferences', the following options are selected:

- PDF
- CSV for XLS
- XML
- Waybill / Commercial Invoice / Entry Documents
- Customs Documentation
- Transaction Report

The 'Zip file Summary' indicates that 3 files will be included in the download.

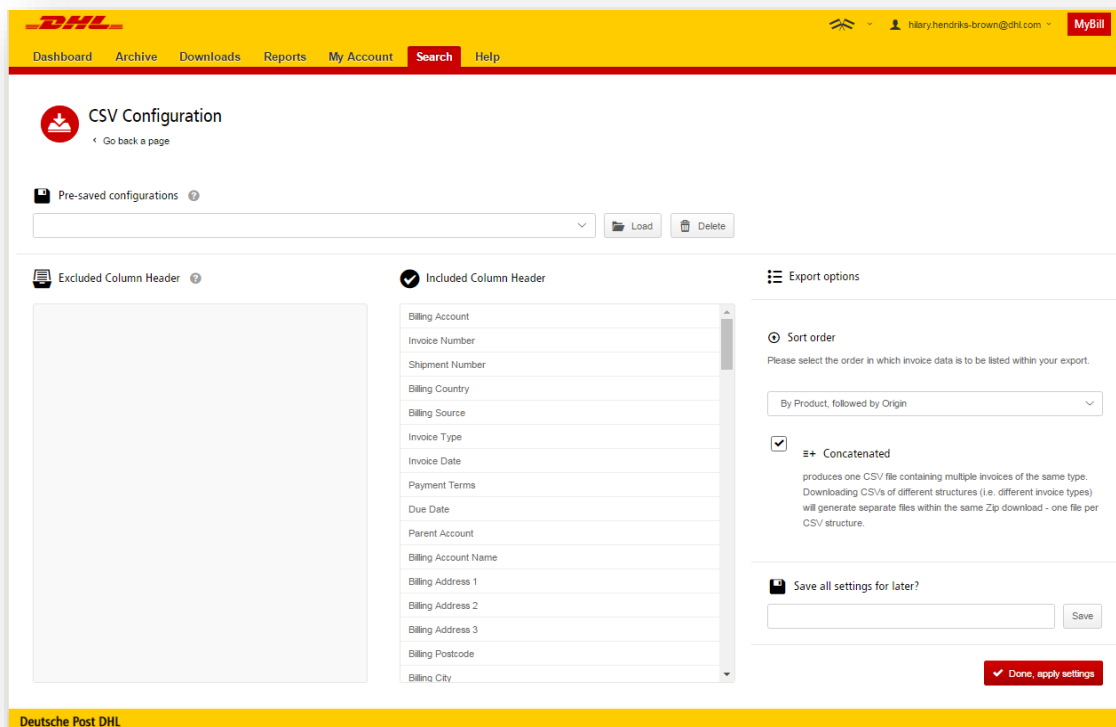
As with the single invoice option, you will be redirected to the **Downloads** screen where you can choose your download preference.

The screenshot shows the 'Download Selection' screen. Under 'Download Preferences', the following options are selected:

- CSV for XLS
- Concatenated
- Customize Format
- XML
- Waybill / Commercial Invoice / Entry Documents
- Customs Documentation
- Transaction Report

The 'Zip file Summary' indicates that 2 files will be included in the download.

Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will be redirected to the **Download** screen from where you can download your file.



CSV Configuration

Should you wish to customize the format of your CSV file then you will be redirected to the **CSV Configuration** screen.

If you only require particular fields there is the flexibility to customize the file thereby reducing the extract to your specification and displayed in a set order. In order to customize the set order select the column header from the *Selected columns* field and drag across to the *Available columns* field; place columns in the order which best suit your needs.

In addition there is option to concatenate (consolidate) the files making it easier to import into your accounting system. Simply tick the *Concatenated* box and select the *Done, apply settings* button.

If you simply want to change the sort order of the CSV file then select one of the options available in the *Sort order* drop down menu.

Should you wish to save your settings then enter the name by which you wish to save these settings in the *Save all settings for later?* field before selecting the *Done, apply settings* button.

These saved settings can then be found back in the *Pre-saved configurations* drop-down menu.

Once you have finished customizing your CSV file and you've selected the *Done, apply settings* button you will be redirected to the **Downloads** screen where you can download your file.

MyBill User Guide

Waybills & Supporting Documentation

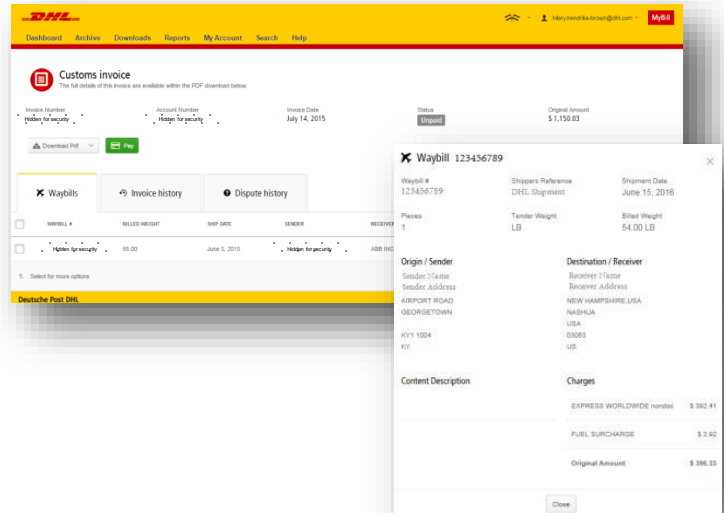
Waybills and Customs paperwork

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

Single invoices

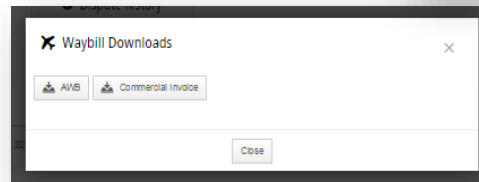
Option 1

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

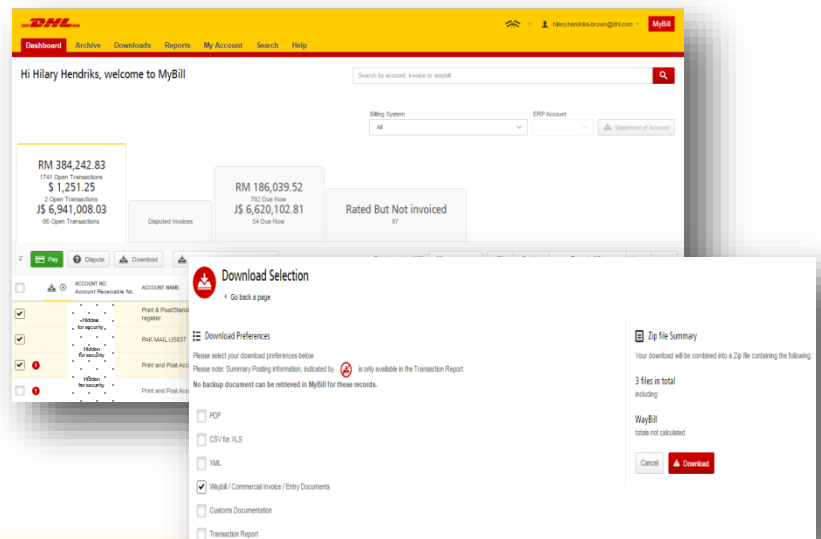
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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 / Entry Documents* option and then click the *Download* button.

As with the invoice you will be sent to the **Download** screen where you can download your file.



MyBill User Guide

Disputing an Invoice

MyBill offers the possibility to log dispute invoices online.

To log a dispute on an invoice simply select the invoice(s). Once selected, three options will appear; *Pay*, *Dispute*, *Download* – select the *Dispute* button.

You will be directed to the *Dispute Invoice* screen where you can enter the details of your dispute by selecting a dispute reason from the dropdown menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.

The screenshot shows the DHL MyBill 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 main dashboard area shows several summary cards for account balances and transaction counts. A table of invoices is displayed, with two invoices selected. The 'Dispute Invoices' screen is overlaid, showing a table of unpaired invoices and a form to add a comment and select a dispute reason.

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
Hidden for security	Hidden for security	Sept. 23, 2016	Unpaid	RM 44.44
Hidden for security	Hidden for security	Sept. 23, 2016	Unpaid	RM 143.09

Add a Comment
Please provide the reason for your dispute and any further comments below.

Select a dispute reason

Add a comment

Submit dispute

How MyBill Works
How to pay your DHL Invoices on-line
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Your Frequently Asked Questions answered
Download PDF

Deutsche Post DHL

Fraud Awareness

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

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Note: Only one dispute can be logged per invoice

MyBill User Guide

Updating a Dispute

Once you submit a dispute it cannot be canceled within MyBill. In the event a dispute needs to be modified or canceled, simply update the open dispute with information for our DHL Billing Agent to make the necessary changes.

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

Want an overview of all disputes? Go to the Reports screen and download the Disputes Report.

Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then mentioned this in the comment field and it will be cancelled accordingly; if you wish to simply add additional notes to your dispute this can also be done here.

Please note it will take at least 24 hours for the deletion or the update of your dispute to be visible in **MyBill**

MyBill User Guide

Rated but not Invoiced - RBNI

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
2 Open Transactions
J\$ 6,941,008.03
90 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
952 Due From
J\$ 6,620,102.81
14 Open Invoice

Rated But Not Invoiced
0%

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL SALES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.50 B	Sept 15, 2016	PERN	KUL	USD	51.83	0.00	0.00	5.36	59.37	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	5.00 W	Sept 15, 2016	PERN	BKK	USD	23.40	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	6.50 B	Sept 15, 2016	PERN	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept 15, 2016	PERN	KUL	USD	47.96	0.00	0.00	3.11	54.94	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept 15, 2016	KUL	PERN	USD	20.74	0.00	0.00	1.54	23.75	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.00 W	Sept 15, 2016	KUL	PERN	USD	18.94	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept 15, 2016	PERN	PERN	USD	12.02	0.00	0.00	0.76	13.77	View Image

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

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

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
2 Open Transactions
J\$ 6,941,008.03
90 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
952 Due From
J\$ 6,620,102.81
14 Open Invoice

Rated But Not Invoiced
0%

Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL SALES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.50 B	Sept 15, 2016	PERN	KUL	USD	51.83	0.00	0.00	5.36	59.37	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	5.00 W	Sept 15, 2016	PERN	BKK	USD	23.40	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	6.50 B	Sept 15, 2016	PERN	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept 15, 2016	PERN	KUL	USD	47.96	0.00	0.00	3.11	54.94	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept 15, 2016	KUL	PERN	USD	20.74	0.00	0.00	1.54	23.75	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.00 W	Sept 15, 2016	KUL	PERN	USD	18.94	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept 15, 2016	PERN	PERN	USD	12.02	0.00	0.00	0.76	13.77	View Image

Should you wish to customize the format of the download then select the drop down menu on the *Download All Open Transactions* and select *Configure Download Options*.

You will be redirected to the **Report Configuration** screen where you can customize the file format, save your settings or use a previously saved format.

The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen - see this section for further instructions

Report Configuration

Pre-saved configurations

Excluded Column Header

Included Column Header

Export options

Sort order

Export format

Save all settings for later?

MyBill User Guide

Track & Trace

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

Hi Hilary Hendrix, welcome to MyBill

RM 384,242.83 1741 Open Transactions

RM 186,039.52 710 Due Now

Rated But Not Invoiced 07

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE DATE	INVOICE DATE	STATUS	TOTAL	EXPENSE	AMOUNT	BALANCE	CURRENCY
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	54.34	0.00	-0.01	54.33	RM MYR
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	142.70	0.00	0.00	142.70	RM MYR
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	95.58	0.00	0.00	95.58	RM MYR
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	54.34	0.00	-0.01	54.33	RM MYR
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	122.98	0.00	0.00	122.98	RM MYR
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	168.29	0.00	0.00	168.29	RM MYR
Hilary Hendrix	Print and Post Account	1	July 29, 2016	Sept 27, 2016	Complete	120.04	0.00	0.00	120.04	RM MYR
Hilary Hendrix	Print and Post Account	1	July 27, 2016	Aug 26, 2016	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
Hilary Hendrix	Print and Post Account	1	July 27, 2016	Aug 26, 2016	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
Hilary Hendrix	Print and Post Account	1	May 31, 2016	Aug 30, 2016	Complete	84.31	0.00	0.00	84.31	RM MYR

Should you wish to view the **Track and Trace** details of a shipment open the invoice by selecting the invoice line.

Invoice

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

Invoice Number: 1
Account Number: Hilary Hendrix
Invoice Date: July 29, 2016
Status: Overdue
Original Amount: RM 54.34

Download PDF

Waybills Invoice History Dispute History

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
1002000000	1.00	July 29, 2016	Hilary Hendrix	Hilary Hendrix		Track Image

Deutsche Post DHL

Track Address: DHL Express, DHL Street Forwarding, DHL People, DHL Global Mail, DHL Supply Chain

Once redirected to the **Invoice** screen select you will be present with a breakdown of all the shipments for that invoice. On each shipment line you will find a *Track* button. Select the *Track* button next to the shipment you wish to view.

Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

Result Summary

Waybill: Signed for by: MR T THAN TUN
Get Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59
Origin Service Area: HONG KONG - HONG KONG
Destination Service Area: PENANG - PENANG - MALAYSIA

Thursday, July 21, 2016	Location	Time	Piece
11 Delivered - Signed for by: MR THAN TUN O/D	PENANG	14:59	1 Piece
10 With delivery cover	PENANG - MALAYSIA	12:04	1 Piece
9 Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:39	1 Piece
8 Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23	1 Piece
7 Customs status updated	PENANG - MALAYSIA	07:20	1 Piece
6 Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:36	1 Piece
5 Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:26	1 Piece
Wednesday, July 20, 2016	Location	Time	Piece
4 Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07	1 Piece
3 Arrived at Sort Facility HONG KONG - HONG KONG	HONG KONG - HONG KONG	15:56	1 Piece
2 Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	14:43	1 Piece
1 Shipment picked up	HONG KONG - HONG KONG	11:23	1 Piece

Print

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



DHL INVOICES

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

MyBill User Guide


Invoice Breakdown

DHL Express		INVOICE																									
2 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		For Invoice Inquiries Telephone: +1-441-294-4838 ext 2210 Fax: +1-441-295-1430 Website: 7 8 www.mybill.dhl.com/login																							
4	5	6	7	8	9	10																					
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																				
11 Analysis of Extra Charges		Total		12 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 <table border="1" style="width: 100%;"> <tr> <td>Bank Name:</td> <td>Bank of NT Butterfield</td> <td>Invoice No:</td> <td>BDA012345</td> </tr> <tr> <td>Bank Address:</td> <td>65 Front Street Hamilton HM12, Bermuda</td> <td>Account No:</td> <td>999999999</td> </tr> <tr> <td>Account No:</td> <td>20-006-060-719824-100</td> <td>Amount:</td> <td>746.71 USD</td> </tr> <tr> <td>Account Name:</td> <td>BITS Ltd.</td> <td></td> <td></td> </tr> <tr> <td>Swift Code:</td> <td>BNTBBMHMXXX</td> <td></td> <td></td> </tr> </table>								Bank Name:	Bank of NT Butterfield	Invoice No:	BDA012345	Bank Address:	65 Front Street Hamilton HM12, Bermuda	Account No:	999999999	Account No:	20-006-060-719824-100	Amount:	746.71 USD	Account Name:	BITS Ltd.			Swift Code:	BNTBBMHMXXX		
Bank Name:	Bank of NT Butterfield	Invoice No:	BDA012345																								
Bank Address:	65 Front Street Hamilton HM12, Bermuda	Account No:	999999999																								
Account No:	20-006-060-719824-100	Amount:	746.71 USD																								
Account Name:	BITS Ltd.																										
Swift Code:	BNTBBMHMXXX																										
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:** 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 + SVP = 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** **Total Amount:** Total amount due for payment
- 14** **Due Date**
- 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.

MyBill User Guide

Invoice Breakdown

1 Invoice Number: BDA0 12345 Account Number: 999999999 Invoice Date: 22-08-16 Number of Pages: 7 of 7		2 INVOICE											
3 Air Waybill Number	4 Shippers Reference	5 Shipment Date	6 Origin / Consignor	7 Destination / Consignee	8 Type of Service	9 Weight in Kg	10 Number of items	11 Standard Charge	12 Discount / Code	13 Extra Charges Description	14 Extra Charges Amount	15 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 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:** Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybil number
- 4 **Type of Service:** Description of service
- 5 **Shippers Reference:** Reference information provided in the Waybill
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 item:** 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 + SVP = 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 Sierra Leone

For Invoice enquiries:

Telephone: +232 3007 2072

Email: sl.queries@dhl.com

For MyBill specific issues and queries:

Telephone: +232 3007 2072

Email: Sierraleone.mybill@dhl.com