



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
J\$ 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
J\$ 6,620,102.81
54 Due Now

Download All Open Transactions

| ACCOUNT NO. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | TOTAL | DISPUTED | PENDING | BALANCE | CURRENCY |
|------------------------|------------------------|-------------|-------------------|----------------|---------------|---------|--------|----------|---------|---------|----------|
| Print and Post Account | Print and Post Account | 1741 | Open Transactions | Sept. 23, 2016 | Nov. 22, 2016 | Overdue | 44.64 | 0.00 | 0.00 | 44.64 | RM MYR |
| Print and Post Account | Print and Post Account | 143 | Open Transactions | Sept. 23, 2016 | Nov. 22, 2016 | Overdue | 143.09 | 0.00 | 0.00 | 143.09 | RM MYR |
| Print and Post Account | Print and Post Account | 52 | Open Transactions | Sept. 23, 2016 | Nov. 22, 2016 | Overdue | 52.47 | 0.00 | 0.00 | 52.47 | RM MYR |
| Print and Post Account | Print and Post Account | 76 | Open Transactions | Sept. 23, 2016 | Nov. 22, 2016 | Overdue | 76.66 | 0.00 | 0.00 | 76.66 | RM MYR |
| Print and Post Account | Print and Post Account | 68 | Open Transactions | Sept. 23, 2016 | Nov. 22, 2016 | Overdue | 68.81 | 0.00 | 0.00 | 68.81 | RM MYR |

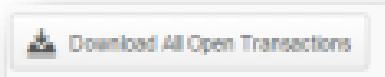
In the main **Dashboard** your invoices are divided into 3 categories:

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.



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
J\$ 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
J\$ 6,620,102.81
54 Due Now

Download All Open Transactions

| ACCOUNT NO. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | TOTAL | DISPUTED | PENDING | BALANCE | CURRENCY |
|------------------------|------------------------|-------------|-------------------|----------------|----------------|---------|-----------|----------|---------|-----------|----------|
| Print and Post Account | Print and Post Account | 1741 | Open Transactions | March 31, 2016 | April 30, 2016 | Overdue | 22,612.81 | 0.00 | 0.00 | 22,612.81 | J\$ MYR |
| Print and Post Account | Print and Post Account | 12 | Open Transactions | May 18, 2016 | June 18, 2016 | Overdue | 12,319.86 | 0.00 | 0.00 | 12,319.86 | J\$ MYR |
| Print and Post Account | Print and Post Account | 13 | Open Transactions | May 19, 2016 | June 18, 2016 | Overdue | 13,863.20 | 0.00 | 0.00 | 13,863.20 | J\$ MYR |
| Print and Post Account | Print and Post Account | 164 | Open Transactions | April 30, 2016 | June 29, 2016 | Overdue | 164.48 | 0.00 | 0.00 | 164.48 | RM MYR |
| Print and Post Account | Print and Post Account | 1,015 | Open Transactions | May 31, 2016 | June 30, 2016 | Overdue | 1,015.30 | 0.00 | 0.00 | 1,015.30 | J\$ MYR |



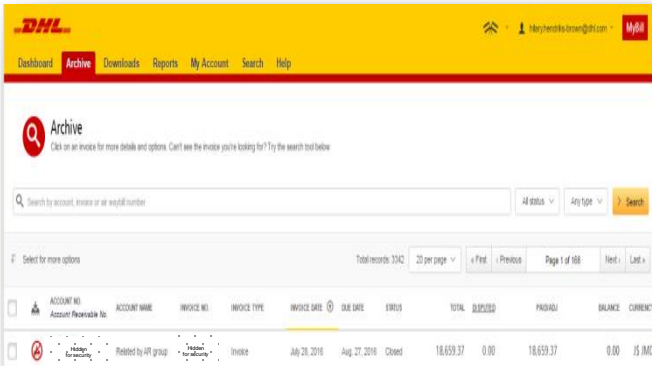
RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
J\$ 6,620,102.81
54 Due Now

MyBill User Guide

The Archive, Reports & Download Screens



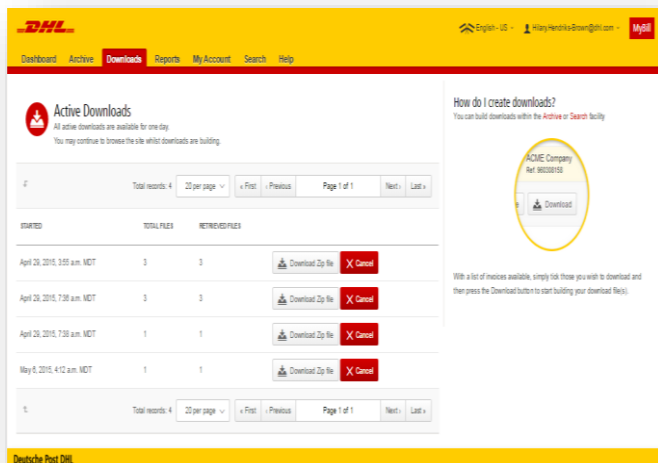
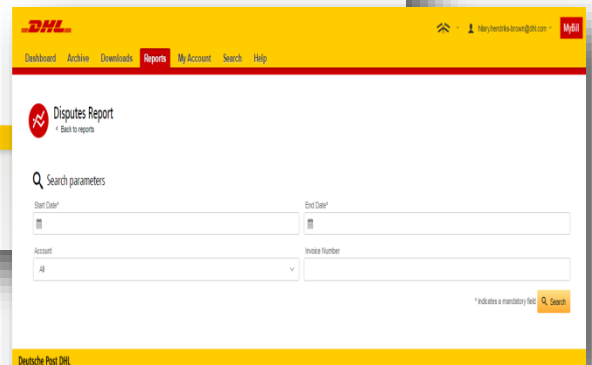
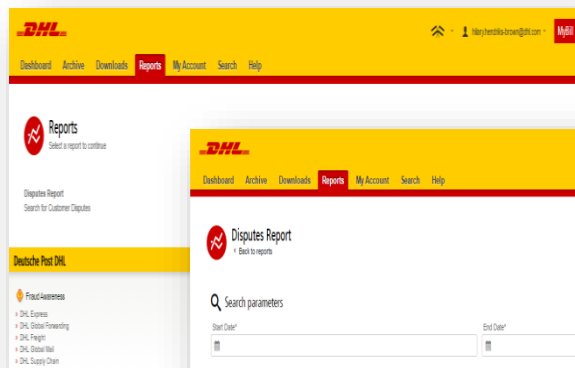
The Archive Screen

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.

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 Icon] End Date: [Calendar Icon]

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.

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

DHL

MyBill

DashboardArchiveDownloadsReportsMy AccountSearchHelp

My User Details

Please remember to keep your details up to date.

Email address
hilary.hendriks-brown@dhl.com

First Name
Hilary Hendriks

Last Name

Position

Telephone Number

Home Group
DHL US

Language Preference
English - US

Timezone
Africa/Abidjan

Save

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 Save

Open Invoice Summary

TOTAL BALANCETOTAL OVER DUE

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 | |
|----------------------|-----------------|
| TOTAL BALANCE | TOTAL OVER DUE |
| RM 384,242.83 | RM 163,385.16 |
| \$ 1,251.25 | \$ 0.00 |
| US 6,941,008.03 | US 6,553,151.13 |
| CURRENT | 30 DAY S |
| RM 86,939.69 | |
| \$ 0.00 | |
| US 0.00 | |

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.

My Accounts

You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts.

To modify your paper delivery preference, please send account number and request us email to 1.800.722.0091

[Upload new users](#)

Select for more options

Total records: 29 20 per page ▼ < First Page 1 of 2 Next > Last >

| <input type="checkbox"/> | ACCOUNT NUMBER | AL ACCOUNT | COMPANY NAME | MANAGE |
|--------------------------|---|------------|---------------------|---|
| <input type="checkbox"/> | ***** <small>Hidden for security</small> | | Related by iR group | Manage freesimon@gmail.com |
| <input type="checkbox"/> | ***** <small>Hidden for security</small> | | Related by iR group | Manage freesimon@gmail.com |
| <input type="checkbox"/> | ***** <small>Hidden for security</small> | | Related by iR group | Manage freesimon@gmail.com |

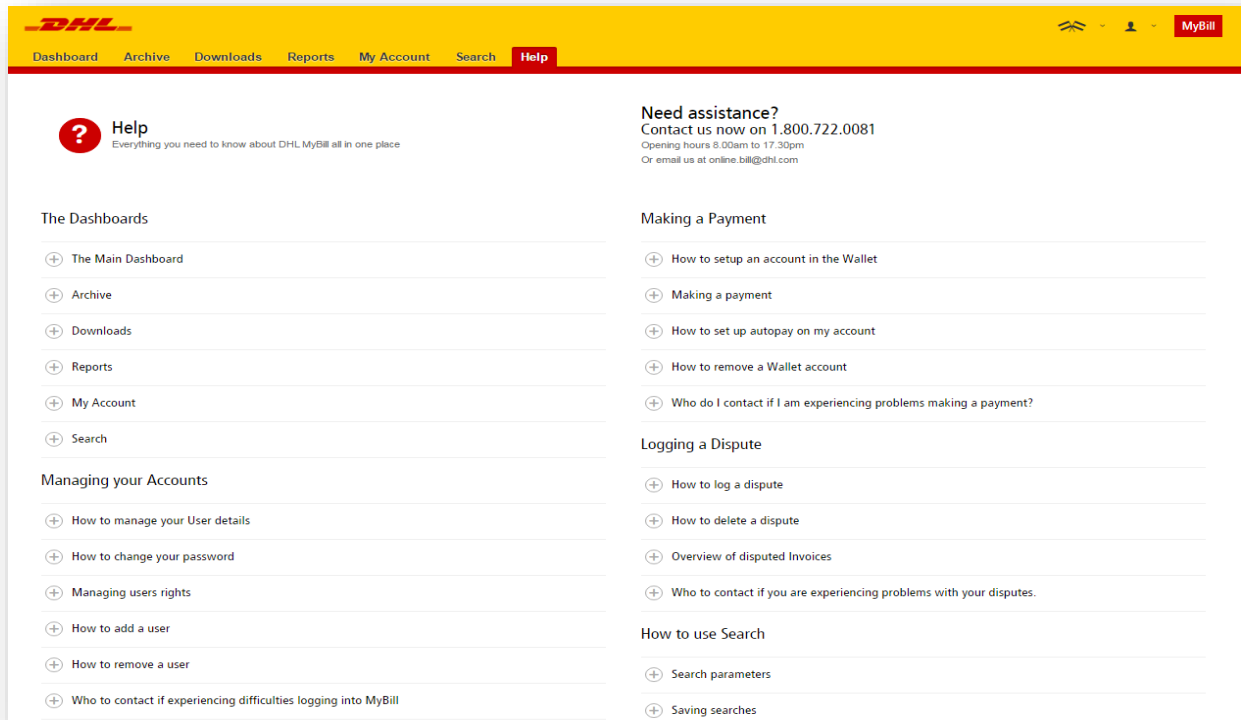
If a *Manage* button appears in the manage column this means you have managing rights; if the column is blank then you do not have managing rights for that account. Clicking on the *Me* button will provide you with a list of rights you have for that account which include: *Manage users*, and *Dispute*.

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.



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

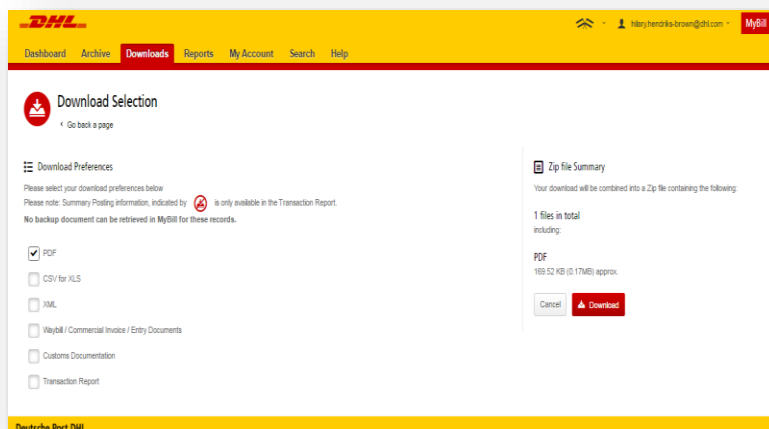
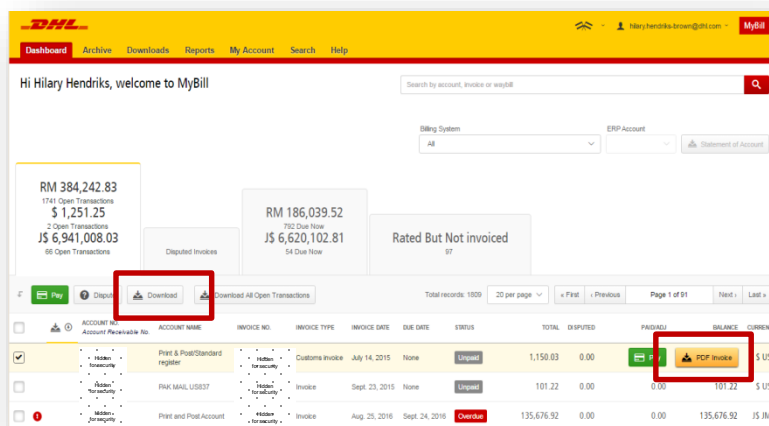
Option 1:

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 chose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button



MyBill User Guide

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1744 Open Transactions
\$ 1,251.25
Open Transactions
J\$ 6,941,008.03
66 Open Transactions

RM 186,039.52
792 Due from
J\$ 6,620,102.81
54 Due from

Rated But Not Invoiced
97

Billing System: AR ERP Account: Statement of Account

Download all Open Transactions

| | ACCOUNT NO. Account Receivable No. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | TOTAL | EXPENSE | PAYABLE | BALANCE | CURRENCY |
|-------------------------------------|---------------------------------------|--------------------------------|------------------|----------------|----------------|----------|------------|-------|---------|------------|---------|----------|
| <input checked="" type="checkbox"/> | Print & Post/Standard register | Print & Post/Standard register | Customer Invoice | July 14, 2016 | None | Unpaid | 1,150.03 | 0.00 | 0.00 | 1,150.03 | \$ USD | |
| <input checked="" type="checkbox"/> | Print & Post/Standard register | Print & Post/Standard register | Invoice | Sept. 23, 2016 | None | Unpaid | 161.22 | 0.00 | 0.00 | 161.22 | \$ USD | |
| <input checked="" type="checkbox"/> | Print & Post/Standard register | Print & Post/Standard register | Invoice | Aug. 25, 2016 | Sept. 24, 2016 | Overdue | 135,676.92 | 0.00 | 0.00 | 135,676.92 | J\$ JMD | |
| <input checked="" type="checkbox"/> | Print & Post/Standard register | Print & Post/Standard register | Invoice | Aug. 31, 2016 | Sept. 10, 2016 | Overdue | 117,211.53 | 0.00 | 0.00 | 117,211.53 | J\$ BMD | |

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.

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 **Downloads** 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
16.02 KB (0.02MB) approx.
Cancel 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

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

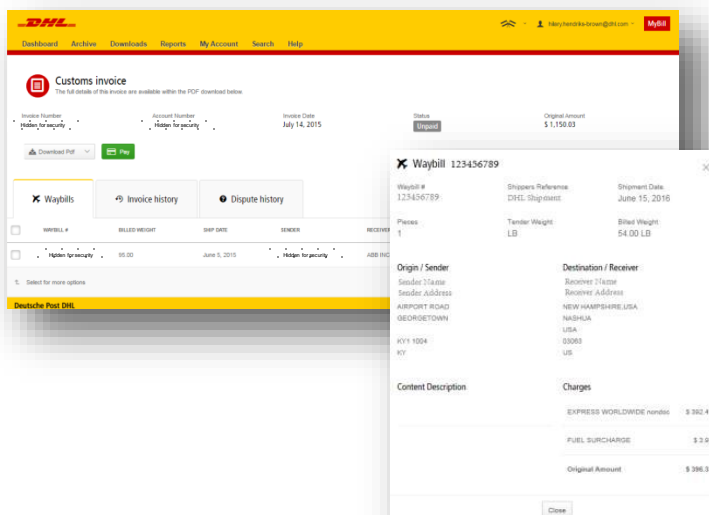
Waybills and Customs paperwork

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

Single invoices

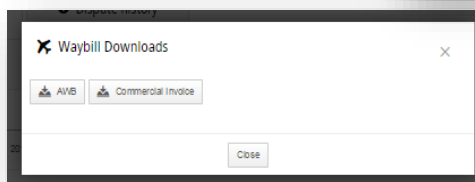
Option 1

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

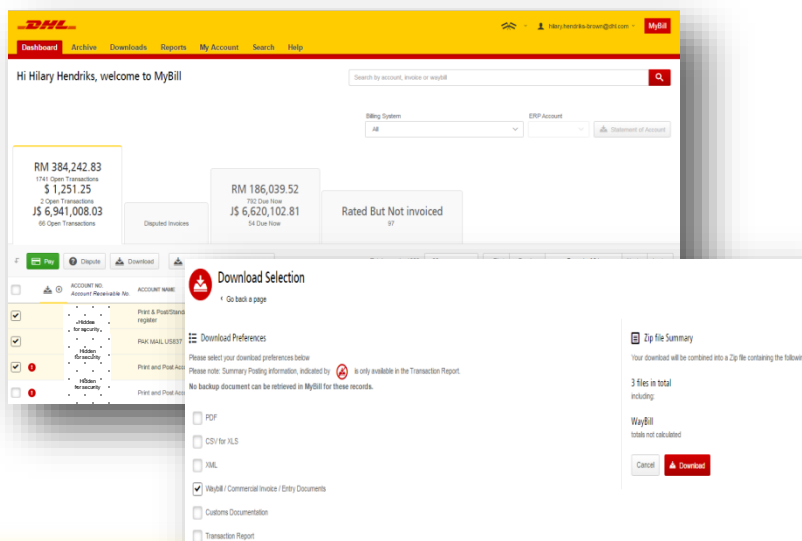
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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* 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.

Dashboard Archive Downloads Reports My Account Search Help

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or waybill

Billing System: AB ERP Account: Statement of Account

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
66 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 179,405.91
736 Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not invoiced
97

Total records: 1810 20 per page Page 1 of 91

| ACCOUNT NO. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | DUE DATE | STATUS | TOTAL | DISPUTED | PAID/ADV | BALANCE | CURRENCY |
|-------------------------------------|------------------------|-------------|----------------|--------------|----------|--------|-------|----------|----------|---------|----------|
| <input checked="" type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input checked="" type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |
| <input type="checkbox"/> | Print and Post Account | Invoice | Sept. 23, 2016 | | | | | | | | |

Dispute invoices

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 |
|----------------|----------------|----------------|--------|-----------------|
| | | Sept. 23, 2016 | Unpaid | RM 44.44 |
| | | 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

Accessibility | Terms & Conditions | Privacy & Cookies
2014 © DHL International GmbH. All rights reserved.



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

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

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or receipt

Billing System: All LRP Account: Statement of Account

RM 384,242.83
1341 Open Transactions
\$ 1,251.25
3 Open Transactions
J\$ 6,941,008.03
89 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
853 Use Now
J\$ 6,620,102.81
54 Use Now

Rated But Not Invoiced
57

This data is not final until billed. Download All Open Transactions

Total records: 57 20 per page 1 Page 1 of 3 Next > < First < > Last >

| BILLING ACCOUNT | SHIPMENT NUMBER | PRODUCT | WEIGHT | SHIPMENT DATE | ORIGIN | DESTINATION | CURRENCY | WEIGHT CHARGE | INSURANCE | DISCOUNT | TOTAL TAXES | TOTAL CHARGE | VIEW |
|---------------------|---------------------|---------|---------|----------------|--------|-------------|----------|---------------|-----------|----------|-------------|--------------|------------|
| Hidden for security | Hidden for security | 1 | 1.00 W | Sept. 13, 2018 | HRG | PLN | USD | 16.98 | 0.00 | 0.00 | 0.00 | 16.98 | View Image |
| Hidden for security | Hidden for security | 1 | 2.00 V | Sept. 6, 2018 | SHA | PLN | USD | 18.27 | 0.00 | 0.00 | 0.00 | 20.82 | View Image |
| Hidden for security | Hidden for security | 1 | 2.00 W | Sept. 6, 2018 | SGN | PLN | USD | 37.80 | 0.00 | 0.00 | 0.00 | 34.38 | View Image |
| Hidden for security | Hidden for security | N | 3.00 W | Sept. 14, 2018 | KUL | PLN | USD | 22.92 | 0.00 | 0.00 | 1.48 | 28.20 | View Image |
| Hidden for security | Hidden for security | 1 | 18.00 W | Sept. 12, 2018 | BRK | PLN | USD | 62.40 | 0.00 | 0.00 | 0.00 | 58.92 | View Image |
| Hidden for security | Hidden for security | 1 | 1.00 W | Sept. 12, 2018 | HRG | PLN | USD | 13.85 | 0.00 | 0.00 | 0.00 | 15.01 | View Image |
| Hidden for security | Hidden for security | 1 | 1.50 W | Sept. 6, 2018 | SGN | PLN | USD | 28.37 | 0.00 | 0.00 | 0.00 | 30.88 | View Image |
| Hidden for security | Hidden for security | 1 | 1.50 W | Sept. 6, 2018 | SGN | PLN | USD | 28.37 | 0.00 | 0.00 | 0.00 | 30.88 | View Image |
| Hidden for security | Hidden for security | 1 | 6.00 W | Sept. 13, 2018 | BRK | PLN | USD | 30.28 | 0.00 | 0.00 | 0.00 | 32.70 | View Image |
| Hidden for security | Hidden for security | 1 | 1.50 W | Sept. 6, 2018 | SGN | PLN | USD | 28.37 | 0.00 | 0.00 | 0.00 | 30.88 | View Image |
| Hidden for security | Hidden for security | N | 10.00 W | Sept. 14, 2018 | KUL | PLN | USD | 50.94 | 0.00 | 0.00 | 3.27 | 57.88 | View Image |
| Hidden for security | Hidden for security | 1 | 1.50 W | Sept. 6, 2018 | SGN | PLN | USD | 28.37 | 0.00 | 0.00 | 0.00 | 30.88 | View Image |
| Hidden for security | Hidden for security | N | 3.00 W | Sept. 15, 2018 | KUL | PLN | USD | 20.74 | 0.00 | 0.00 | 1.34 | 23.75 | View Image |
| Hidden for security | Hidden for security | 1 | 18.00 W | Sept. 6, 2018 | BLR | PLN | USD | 113.71 | 0.00 | 0.00 | 0.00 | 133.35 | View Image |
| Hidden for security | Hidden for security | 1 | 13.00 W | Sept. 6, 2018 | SGN | PLN | USD | 76.98 | 0.00 | 0.00 | 0.00 | 82.12 | View Image |
| Hidden for security | Hidden for security | 1 | 4.00 W | Sept. 6, 2018 | SGN | PLN | USD | 44.09 | 0.00 | 0.00 | 0.00 | 47.84 | View Image |
| Hidden for security | Hidden for security | N | 2.00 W | Sept. 15, 2018 | KUL | PLN | USD | 16.98 | 0.00 | 0.00 | 1.20 | 21.28 | View Image |
| Hidden for security | Hidden for security | 1 | 1.50 W | Sept. 6, 2018 | SGN | PLN | USD | 28.37 | 0.00 | 0.00 | 0.00 | 30.88 | View Image |
| Hidden for security | Hidden for security | N | 1.00 W | Sept. 15, 2018 | PLN | PLN | USD | 12.02 | 0.00 | 0.00 | 0.78 | 13.77 | View Image |
| Hidden for security | Hidden for security | 1 | 1.50 W | Sept. 6, 2018 | SGN | PLN | USD | 28.37 | 0.00 | 0.00 | 0.00 | 30.88 | View Image |

This data is not final until billed. Download All Open Transactions

Total records: 57 20 per page 1 Page 1 of 3 Next > < First < > Last >

How MyBill Works
How to pay your LRP invoices online
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
View Frequently Asked Questions answered
Download PDF

Deutsche Post DHL

Print Awareness
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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.

Such functionality not only provides you with 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

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.

MyBill User Guide

Rated but not Invoiced - RBNI

Hi Hilary Hendriks, welcome to MyBill

Summary Statistics:

- RM 384,242.83 (1741 Open Transactions, \$ 1,251.25)
- RM 165,311.33 (850 Due Now, JS 6,620,102.81)
- Rated But Not Invoiced: 0

Table Columns: BILLING ACCOUNT, SHIPMENT NUMBER, PRODUCT, WEIGHT, ORIGIN, DESTINATION, CURRENCY, WEIGHT CHARGE, INSURANCE, DISCOUNT, TOTAL TAXES, TOTAL CHARGE, VIEW

Transaction 1 (highlighted):

| BILLING ACCOUNT | SHIPMENT NUMBER | PRODUCT | WEIGHT | ORIGIN | DESTINATION | CURRENCY | WEIGHT CHARGE | INSURANCE | DISCOUNT | TOTAL TAXES | TOTAL CHARGE | VIEW |
|-----------------|-----------------|------------------------|---------|----------------|-------------|----------|---------------|-----------|----------|-------------|--------------|----------------------------|
| Hilary Hendriks | 1741 | Rated But Not Invoiced | 11.00 B | Sept. 15, 2016 | PEN KUL | USD | \$1.83 | 0.00 | 0.00 | 3.36 | 59.37 | 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.

Download All Open Transactions

Configure Download options

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

Report Configuration

Start order

Export format

Save all settings for later?

MyBill User Guide

Tariff Enquiry

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

The screenshot shows the DHL MyBill Dashboard. The user is logged in as Hilary, and the dashboard displays account balances and a list of invoices. The 'Tariff Enquiry' tab is highlighted, indicating the next step in the process.

| ACCOUNT NO. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | STATUS | TOTAL | DISPUTED | PAYABLE | BALANCE | CURRENCY |
|----------------------|----------------------------|----------------------|------------------|----------------|---------|----------|----------|---------|----------|----------|
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | June 9, 2016 | Overdue | 132.73 | 0.00 | 0.00 | 132.73 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 28, 2016 | Overdue | 643.97 | 0.00 | 0.00 | 643.97 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 25, 2016 | Overdue | 121.00 | 0.00 | 0.00 | 121.00 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 19, 2016 | Overdue | 438.19 | 0.00 | 0.00 | 438.19 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 15, 2016 | Overdue | 288.96 | 0.00 | 0.00 | 288.96 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 20, 2016 | Overdue | 245.66 | 0.00 | 0.00 | 245.66 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 13, 2016 | Overdue | 423.65 | 0.00 | 0.00 | 423.65 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 12, 2016 | Overdue | 537.83 | 0.00 | 0.00 | 537.83 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | May 10, 2016 | Overdue | 1,460.31 | 0.00 | 0.00 | 1,460.31 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Invoice | April 29, 2016 | Overdue | 1,592.58 | 0.00 | 0.00 | 1,592.58 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | April 23, 2016 | Overdue | 103.74 | 0.00 | 0.00 | 103.74 | RM MYR |
| 10000000000000000000 | Acc created by Mass upload | 10000000000000000000 | Customer Invoice | April 26, 2016 | Overdue | 311.15 | 0.00 | 0.00 | 311.15 | RM MYR |

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 numerous details on which to base your enquiry.

The screenshot shows the DHL MyBill Tariff Enquiry form. The form is divided into several sections for data entry:

- From:** Origin Country, Origin Zip, Origin City, Origin Suburb.
- To:** Destination Country, Destination Zip Code, Destination City, Destination Suburb.
- Shipment Details:** Shipping Date.
- Account Details:** Account Number.
- Piece Details:** Number of Pieces, Deletable Material, Declared Value, Units (kg, cm, m, ft, in).
- Dimensions:** NO., WEIGHT (kg), LENGTH (cm), WIDTH (cm), HEIGHT (cm).

A search button is located at the bottom right of the form.

Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

Tariff enquires 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 you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.

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
VAT Open Transactions

RM 186,029.52
VAT Open Transactions

Rated But Not Invoiced

| ACCOUNT NO. | ACCOUNT NAME | INVOICE NO. | INVOICE TYPE | INVOICE DATE | DUPLICATE | TOTAL | EXPENSED | PAYABLE | BALANCE | CURRENCY | |
|----------------|------------------------|----------------|--------------|---------------|----------------|----------|----------|---------|---------|----------|--------|
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 54.34 | 0.00 | -0.01 | 54.35 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 142.70 | 0.00 | 0.00 | 142.70 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 95.58 | 0.00 | 0.00 | 95.58 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 54.34 | 0.00 | -0.01 | 54.35 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 122.98 | 0.00 | 0.00 | 122.98 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 168.29 | 0.00 | 0.00 | 168.29 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | July 29, 2016 | Sept. 27, 2016 | Complete | 120.04 | 0.00 | 0.00 | 120.04 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | May 27, 2016 | July 26, 2016 | Complete | 1,262.69 | 0.00 | 0.00 | 1,262.69 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | May 27, 2016 | July 26, 2016 | Complete | 5,883.91 | 0.00 | 0.00 | 5,883.91 | RM MYR |
| Hilary, Hilary | Print and Post Account | Hilary, Hilary | Invoice | May 31, 2016 | July 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: Hilary, Hilary
Account Number: Hilary, Hilary
Invoice Date: July 29, 2016
Status: Complete
Original Amount: RM 54.34

Download PDF

Waybills | Invoice History | Dispute History

| WAYBILL # | BILLED WEIGHT | SHIP DATE | SENDER | RECEIVER | TOTAL CHARGES | DOWNLOAD |
|-----------|---------------|---------------|----------------|----------------|---------------|-----------------|
| 150 | 1.00 | July 29, 2016 | Hilary, Hilary | Hilary, Hilary | RM 54.34 | Track Invoice |

Despatch Post DHL

Availability: Terms & Conditions: Privacy & Cookies
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- DHL Express
- DHL Global Forwarding
- 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.

DHL Global | Express | Tracking

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

Hide Details

Try a new search

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


CUSTOMER CONTACT
 PO BOX 123
 CHURCH STREET WEST
 HAMILTON
 BERMUDA

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: 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
 EXTENDED LIABILITY
 FUEL SURCHARGE
Total Extra Charges

Total
 72.00
 41.15
113.15

Analysis of Discounts
 Weight Charge Discount (w)
Total Discounts

Total
 -1,012.07
-1,012.07

Payment due date: 21-09-16
Total Amount (USD)
Total (Incl. VAT)
746.71

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

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 |

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

Remittance advices should be emailed to: AccountsReceivableBM@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: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Number of Pages: 7 of 7

2 INVOICE



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 | 23.20 4.00 0.58 |
| 16 Service Subtotal - EXPRESS WORLDWIDE doc | | | | | | 18.00 | 13 | 763.62 | -191.86 w | | 19.82 | 27.78 |
| | | | | | | 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 Senegal

For Invoice enquiries:

Telephone: +221 869 1111

Email: dhlesn.queryhandler@dhl.com

For MyBill specific issues and queries:

Telephone: +221 869 1111

Email: Senegal.mybill@dhl.com