MyBill

DHL MyBill User Guide

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DHL INVOICES Invoice Breakdown

CONTACT DETAILS



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:

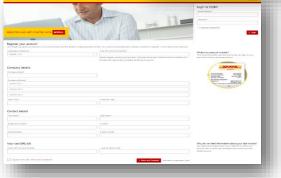
- Apple Safari Latest version
- Mozilla Firefox Latest version
- Internet Explorer 9.0 or newer
- Google Chrome Latest version



Registering for MyBill

You can register for MyBill in just a few simple steps. Go to: <u>https://mybill.dhl.com/login</u> 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 DH	L MyBill. Your request is being processed.
Upon registration confirmation, y MyBill the first time. To ensure e	24 hours to inform you about the status of your request, you will be required to set your password to access DHL mail delivery to your inbox, please add to your address book or your safe list.
Sincerely,	
The DHL MyBill team	



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

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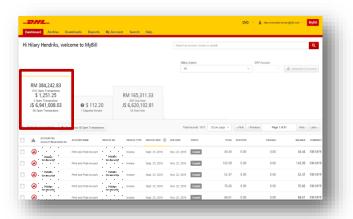
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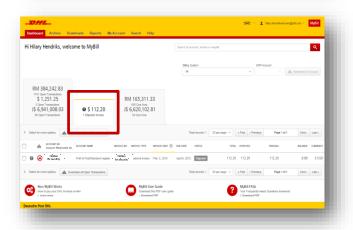
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MyBill

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**.





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5 Sele	et for more options 🔹 De	amiced All Open Transactions	_			Tot	al records: 749	20 per page $ \smallsetminus $	« First » Previou	Page 1 of 38	Neits	Lest »
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	ACCOUNT NO. Account Receivable No.								0.00	0.00	22,612,81	JS JMD
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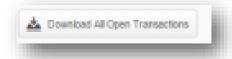
In the main **Dashboard** your invoices are divided into 3 categories:

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).





The Archive, Reports & Download Screens

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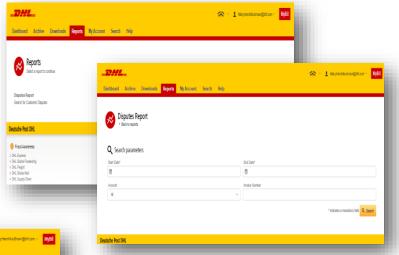
The Archive Screen

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



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pri 29, 2015, 7:38 a.m. NDT	1	1	🛓 Download Zip file 🗙 Cancel	
lay 8, 2015, 4:12 a.m. MDT	1	1	🛓 Download Zip Fie 🗙 Cancel	
t	Total records: 4	20 per page 🗸 🛛 el	ist (Previous Page 1 of 1 Next) Last	

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

shboard Archive Downloads Reports My Acco	ount Search Help		
Search Invoices			
Did you know you can save search criteria as a saved search?			
Saved Searches	Q Search parameters		
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ts.	All		~
	Invoice Number	Waybill	
0			
4	Invoice Type	Status	
No saved searches	All	~ All	~
Use custom search to create a new saved search	Summary Posting		
	All	\sim	
	im Invoice Date		
	Start Date	End Date	
	 	#	
	Save as "Saved Search"?		
	Enter a name		
			Q Search

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			🦟 🔧 🛔 hilary.hendriks-brov	wn@dhl.com Y MyBill
Dashboard Archive Downloads Reports My According My User Details Please remember to keep your details up to date. Please remember to keep your details up to date. Please remember to keep your details up to date. Please remember to keep your details up to date. Please remember to keep your details up to date.	unt Search Help		Change Password Your password must meet the password	
Email address			Changing Password directly via MyBill, current DHL.com password for online s	
hilary.hendriks-brown@dhl.com			Your current password*	
First Name	Last Name			
Hilary Hendriks			Enter a new password*	
Position	Telephone Number			
			Confirm new password*	
Home Group	Language Preference			
DHL US	English - US	~	* indicates a mar	ndatory field V Save
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Name details, Telephone	\$ 0.00	My Accounts		
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Number, Language Preference, etc.		▲ Upload new users		
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Change Password			Total records: 29 20 per pr	age V eFirst cPrevious Page 1 of 2 Next> Last>
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password should you wish to. Plea	se note that			
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need to be altered/changed sepa		C	yAR group 1 Manage Me meesimon@gmal.com	
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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 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 you invoices by email. 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.

Deshboard Archive Downloads Reports My Account Search Help	🐅 – ± – <mark>Мувіі</mark>
Help Everything you need to know about DHL MyBBI 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.bil@dhi.com
The Dashboards	Making a Payment
① The Main Dashboard	How to setup an account in the Wallet
(+) Archive	(+) Making a payment
+ Downloads	$(\div) \;\; \mbox{How to set up autopay on my account}$
+ Reports	$\oplus\;$ How to remove a Wallet account
① My Account	$\oplus\;$ Who do I contact if I am experiencing problems making a payment?
\oplus Search	Logging a Dispute
Managing your Accounts	+ How to log a dispute
+ How to manage your User details	+ How to delete a dispute
+ How to change your password	Overview of disputed Invoices
① Managing users rights	(\div) Who to contact if you are experiencing problems with your disputes.
\oplus How to add a user	How to use Search
⊕ How to remove a user	Search parameters
$\oplus\;$ Who to contact if experiencing difficulties logging into MyBill	Saving searches

The **Help** screen in 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

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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.



Single invoices

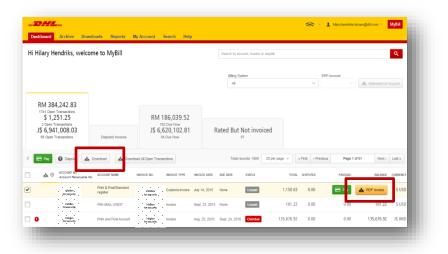
Option 1:

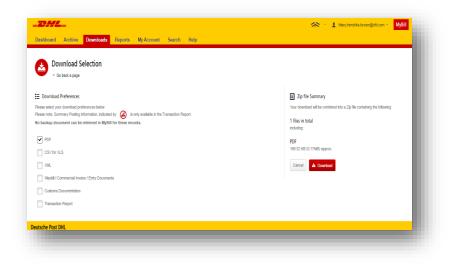
To view a single invoice simply hover your mouse over the invoice line and select the *PDF Invoice* that will subsequently appear.

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







Viewing Multiple Invoices

						Search by acc	ount, invoice or wr	wybill				٩
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						All			- I		Statement of A	ecount
RM 384,242 1741 Open Transac \$ 1,251,2	tions		RM	86,039,52								
2 Open Transaction			71	12 Due Now 520,102.81	B	ated But I	Not invoice	ed				
66 Open Transacti		Disputed Invoices		4 Due Now		9	a					
E Pay 🙂 🗈	ispute 📥	Download 📩 Downl	and All Open Trans	actions		Total re	cords: 1809 2	10 per page 🗸 🗼 K Pirst	< Previous	Page 1 of 91	Next>	Last »
	INT NO. nt Receivable No	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL DISP	UTED	PAID/ADJ	BALANCE	CURRENCY
		Print & Post/Standard	Midden, for security	Customs invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
Accou	ldden security	register					Unpaid	101.22	0.00	0.00	101.22	\$ USD
Access Ac	laden security laden security	PAK MAIL US837	Hidden for security	Invoice	Sept. 23, 2015	None	onteno					
Access Ac	laden security	PAK MAIL US837	for security Hotlen	Invoice Invoice	Sept. 23, 2015 Aug. 25, 2016		Overdue		0.00	0.00	135,676.92	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 select the *Download* button.

DHL	📯 - 1 bileryhendriks-brown@dhl.com - MyBill
Dashboard Archive Downloads Reports My Account Search Help	
Download Selection	
Deventional Preferences Present rest compared preferences taken Present Present Present Present Present Present Present Present Present Present Present Present Present Present Present Present Present Present Pres	20 file Summary Your sevented at the contented the s 20 file containing the following: 3 files in total scheding Pof 505 498 (5048) species. Carrier A Constant
Transaction Report	
Deutsche Post DHL	

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

-DHL	📯 🕐 🛓 hlæytendriks-broaniljoti com 🔹 MyGil
Dashboard Archive Downloads Reports My Account Search Help	
Covinioad Selection	
	20 Bits Summary Vour developmental will be contained into a 20 Be containing the following 20 Bits in fortal COV COV COV Control DOUMD approx. Command
Veyloit / Commissi Inole / Day Douments Update / Douments Contens Doumentalies Transaction Report	
Neutsche Post DHL	

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 the be redirected to the **Download** screen from where you can download your file.



CSV Configuration

shboard Archive Downloads Reports	My Account Search Help	
CSV Configuration		
Pre-saved configurations	V 🕞 Load	Delete
Excluded Column Header 🛛 🔞	Included Column Header	Export options
	Billing Account	*
	Invoice Number	 Sort order
	Shipment Number	Please select the order in which invoice data is to be listed within your export.
	Billing Country	
	Billing Source	By Product, followed by Origin
	Invoice Type	
	Invoice Date	≡+ Concatenated
	Payment Terms	produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types)
	Due Date	will generate separate files within the same Zip download - one file per
	Parent Account	CSV structure.
	Billing Account Name	
	Billing Address 1	Save all settings for later?
	Billing Address 2	Save
	Billing Address 3	
	Billing Postcode	
	Billing City	 Done, apply settings

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.

One 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.



Waybills & Supporting Documentation

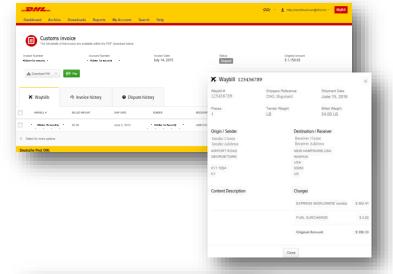
Waybills and Customs paperwork

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

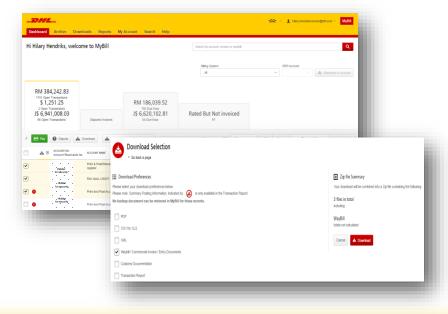
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.





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.

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M 384,242.83 ⁴¹ Open Transactions \$ 1,251.25 ³ Open Transactions 6,941,008.03	© \$ 112.20	RM 179, 736 Due J\$ 6,620,	Now	Rated But Not invoiced		- 1		
6 Open Transactions	1 Disputed Invoice	54 Due 1		97				
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ACCOUNT NO. Account Receivable No.	Print and Post Account	VOICE NO. INVOICE TYP	E INVOICE DATE (TOTAL DISPUTED PAI	VADJ BALANCE CURRENCY		1 hiary.hendriks-brown@dhLcom - My
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y enecuty	Print and Post Account	invoice	Sept. 23, 201	Hidden Goracarty	Nidden for security	Sept. 23, 2016	Unpaid	RM 143
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				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 > Download PDF	Asked Questions answered F
				Deutsche Post DHL				
				Fraud Awareness DHL Express DHL Global Forwarding DHL Global Forwarding DHL Global Mail DHL Global Mail DHL Supply Chain				Accessibility Terms & Conditions Privacy & Co 2014 © DHL International GmbH. All rights ree



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.

	DHL				🛠 English - US 🗸	🛔 Hilary Hendriks-Brown@dhi.com	 Мувії
	Dashboard Archive	Downloads Reports I	ly Account Search Help				
Go to the Disputed Invoice dashboard and select the invoice you wish to update. Select the Dispute History tab and then the <i>View Dispute</i> button.	Customs The ful details of Inside Namber Mathematical Namber	Invoice fits invoice are available within the PD Account Number C	Invoice			Total \$ 439.90	
Want an overview of all disputes? Go to the Reports screen and download the	X Waybills	ම Invoice history	Dispute history				
Disputes Report.	DISPUTE CASE ID	RAISED BY		DISPUTE DATE	STATUS	TOTAL DISPUTED	- 1
	7366157	HlaryHendriks-Brown	§dhl.com	April 29, 2015	Open	\$43990	View Dispute
	1. You have 1 open dispute						
	Deutsche Post DHL						

Dashboard Archive	Downloads Reports N	ly Account Search Help		A English - US -	🛓 Hilary Hendriks-Brown @dhi.com +	MyBill
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Involce Number Hoden Torsecutly	Account Number Hidden for security	· · · March	e Date h 31, 2015	Status Disputed	Total \$ 439.90	
🛓 Download Pdf 🛛 🗸						
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de Back						
Reason for dispute Incorrect rate						
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	April 29, 2015, 4:44 a.m.					
L	Check the rates please	- these are incorrect				
Hiay Hilary.Hendriks-Brown	April29,2015,3:44 a.m. n@dhl.com Check the rates please	- these are incorrect				
	Add a comment					1
					🛨 Add comm	ert
Deutsche Post DHL						

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**





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

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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.



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



Rated but not Invoiced - RBNI

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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.

Deshboard	Archive Do	wnloads R	leports M	y Account Se	arch Hel	p				*		driks-brown@dhLto	m · MyBill
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	Destination Country Code	✓ Done, apply settings

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



MyBill User Guide

Tariff Enquiry

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

Hi	Hilary,	welcome	to MyBill				Search by act	count, invoice o	or waybill				Q.
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	*	ACCOUNT NO. Account Receiv	able No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DI SPUTED	PAIDIADJ	BALANCE	CURRENCY
	0 @	Hidden for security	Acc.created by Mass upload	Hoden for ascurity	Customs invoice	June 9, 2016	June 16, 2016	Overdue	132.73	0.00	0.00	132.73	RM MYR
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	0 🙆	Hidden for security	Acc.created by Mass upload	Hidden for elecurity	Customs invoice	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96	RM MYR
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	0 @	Hidden for security	Acc.created by Mass upload	Hidden for security	Customs invoice	May 13, 2016	May 20, 2016	Overdue	423.65	0.00	0.00	423.65	RM MYR
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	0 @	Padan	Acc.created by Mass upload	Hidden	5 Invoice	April 29, 2016	May 6, 2016	Overdue	1,592.58	0.00	0.00	1,592.58	RM MYR
3	0 🙆	for security Hidden	Acc.created by Mass upload	for security Helden	Customs invoice	April 23, 2016	April 30, 2016	Overdue	103.74	0.00	0.00	103.74	RM MYR
	0 🙆	for security,	Acc.created by Mass	the secritish	Customs invoice	April 22, 2016	April 29, 2016	Overdue	311.15	0.00	_DHL		

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.

🐅 🕤 🛔 Hlary, Hendriks-Brown@d

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.

			Billing System ERP Account SAP (DHL Express Nakysia, DHL MY)	count
RM 12,540.66 31 Open Transactions	Disputed Invoices	RM 12,540.66	Tariff Enquiry	
From Drigin Country*			To Destrution County'	
Drigin Zip	~		Destination Zp Code	
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Track & Trace

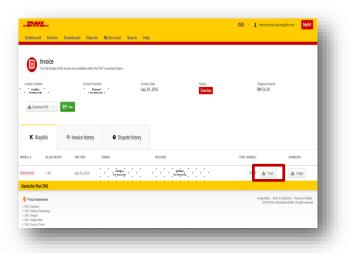
The MyBill Track and Trace functionality allows customer to track shipments easily and without having to leave the MyBill site.

łi	Hilary He	ndriks, welc	ome to MyBill				Search by	y account, invoice o	r wajbil				Q.
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	۰ 🛓	ACCOUNT NO. Account Receivable	No. ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	EDCUS	TOTHE.	DISPUTED	PRICIACI	BALANCE	CURRENCY
	0	Hidden for security	Print and Post Account	Hidden to/ security	Involve	July 29, 2016	Sept. 27, 201	Overdue	54.34	0.00	-0.01	54.35	RM MYR
	0	Hidden for security	Print and Post-Account	Hidden to/security	Invoice	July 29, 2016	Sept. 27, 201	Overdue	142.70	0.00	0.00	142.70	RM MYR
	0	Fidden for security Hidden for security	Print and Post-Account	Hidden for security Hidden for security	Invoice	July 29, 2016	Sept. 27, 201	Overdue	95.58	0.00	0.00	95.58	RM MYR
1	0	for security Hidden for security	Print and Post Account	Hidden for security	Invoke	July 29, 2016	Sept. 27, 200	Overdue	54.34	0.00	-0.01	\$4.35	RM MYR
		Hidden for security	Print and Post Account	ter security	Invoice	34y 29, 2016	Sept. 27, 201	Overdue	122.98	0.00	0.00	122.98	RM MYR
1	•	Hidden	Print and Post-Account	tidden, for security bidden,	Invoice	July 29, 2016	Sept. 27, 201	Overdue	168.29	0.00	0.00	168.29	RM MYR
	0	for security	Print and Post-Account	for separity . Midden- for separity	Invoice	July 29, 2016	Sept. 27, 201	Overdue	120.04	0.00	0.00	120.04	RM MYR
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	0 0	for security Hodan	Print and Post Account	kidden- , for segurity , Nidden*	Invoice	May 27, 2016	July 26, 2016	Overdue	5,883.91	0.00	0.00	5,883.91	RM MYR
	0 0	for security Hidden	Print and Post-Account	Nidden"	7 Invoice	May 31, 2016	July 30, 2018	Overdue	84.31	0.00	0.00	84.31	RM MYR

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.

Express Parcel & eC	ommerce	Logistics Mail Press	Careers About U	ls 🔤	ontent Search	»
Im	Trac Here's detaile	Global > Express Tracking :k DHL Express Shipments the fastest way to check the status of your al d progress as your shipment speeds throug	hipment. No need to call Cur	tomer Service – our	online results giv	ve you real-ŝme,
xpress	Resu	It Summary				
MyDHL Shipping Tracking	•	Waybill: Signed for by: MR T > Get Signature Proof of Delivery	Thursday, July 21, 2016 at 1 Origin Service Area: > HONG KONG - HONG KOP Destination Service Area: > PENANG - PENANG - MAL	IG - HONG KONG	1 Piece	
 Monitor Shipments 	Thurs	iday, July 21, 2016	Location	Time	Piece	
Tracking FAQs	11	Delivered - Skined for by : MR THAN TUN	PENANG	14-59	1 Piece	
 Track by Shipper's Reference 		00				
 Tracking Tools 	10	With delivery courier	PENANG - MALAYSIA	12:04	1 Piece	
 Electronic Proof of Delivery 	9	Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:39	1 Piece	
Customs Services and Support	8	Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23	1 Piece	
Export Services	7	Customs status updated	PENANG - MALAYSIA	07:20		
Import Services Domestic Services	6	Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KON	G 03:36	1 Piece	
Optional Services	6	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KON	9 03:26	1 Piece	
Industry Solutions	Made	esday, July 20, 2016	Location	Time	Piece	
Small Business Solutions	4	Processed at HONG KONG - HONG KONG	HONG KONG - HONG KON			
Resource Center	3	Arrived at Sort Facility HONG KONG - HONG KONG - HONG KONG -	HONG KONG - HONG KON		1 Piece	
	2	HONG KONG Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KON	9 14:43	1 Piece	
	1	Shipment picked up	HONG KONG - HONG KON	3 11:23	1 Piece	
	Hide	Details				
	_	new search				Print >>

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



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

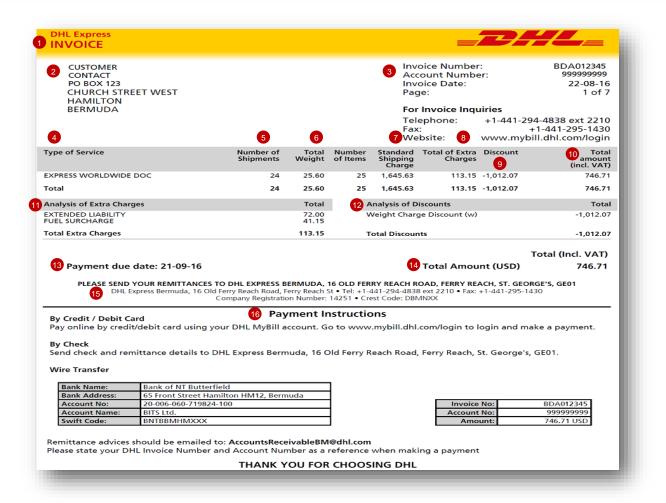




DHL INVOICES

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

Invoice Breakdown



- 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
- Total Weight: total weight of all shipments within this service description and invoice period

- Standard Shipping Charge: Transportation charge
- Total of Extra Charges: Total of other charges for each service
- 9 Discount
- Total Amount (incl. VAT): Weight charge + Other Charge + SVP = Total Charge for each line
- Analysis of Extra Charges: Description of additional charges for each service
 - Analysis of Discounts: Description of the discount, code and amount

- Total Amount: Total amount due for payment
- 14 Due Date
- 15 The DHL address
- Payment Instructions: instructions for the different payment methods available
- Billing information for processing: Account number, Invoice number, Amount Due.



Invoice Breakdown



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

- 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
- Shippers Reference: Reference information provided in the Waybill

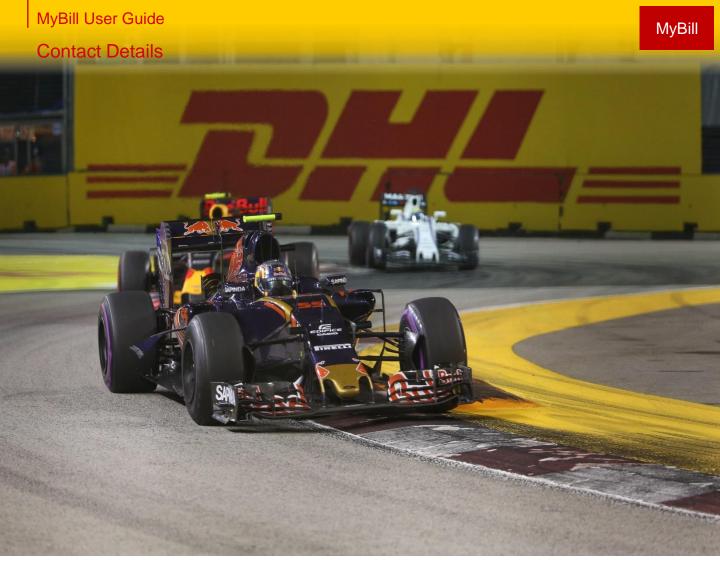
Shipment Date: Date the shipment was sent

Origin/Consignor: Consignor name and address

- Destination/Consignee: Consignee name and address
- 8 Type of service: Description of service
- 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.
- Number of item: Total number of shipments within this service description and invoice
- 1 Standard Charge: Transportation charge
- Discount amount and code

- 13 Extra Charge Description: Description of additional charges for each service
- Extra Charges Amount: Total of other charges for each service
- **Total Amount (incl. VAT):** Standard Charge + Other Charge + SVP = Total Charge for each line
- Service Subtotal: Total of weight, items, and charges for each type of service
- Weight code descriptions





Contact Details Swaziland

For Invoice enquiries:

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