



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.

MyBill will allow you to:

- Receive email notification of new invoices.
- 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

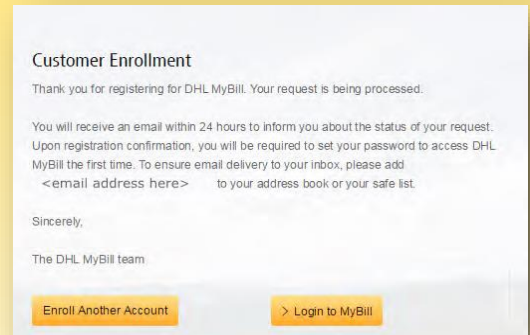
You can register for MyBill in just a few simple steps. Go to: <https://mybill.dhl.com/login> and click on the *Sign-up to MyBill* button.



 A screenshot of the DHL MyBill registration form. The form is titled 'Register your account' and includes several sections: 'Company details' with fields for company name, address, and contact information; 'Contact details' with fields for phone and email; and 'Your last DHL bill' with a field for the bill number. There are also sections for 'What is your address country?' and 'Why do we need information about your last invoice?'. A 'Save and Continue' button is visible at the bottom right of the form.

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.

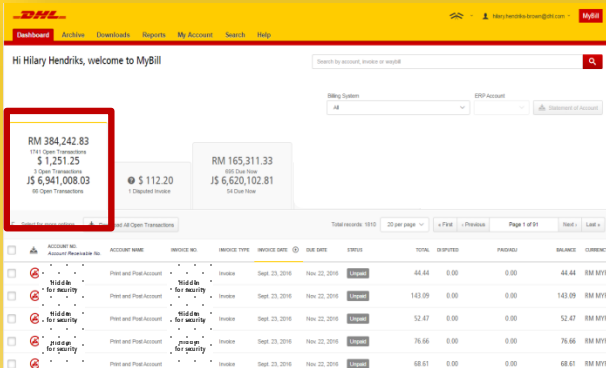


Once your request has been approved the email will contain a link to click on to set your password for logging in to MyBill. Once you have successfully logged in to MyBill you will see a welcome message pop up. Here you can dismiss the message by clicking the '**X**' in the top right of the message or 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

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



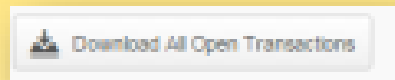
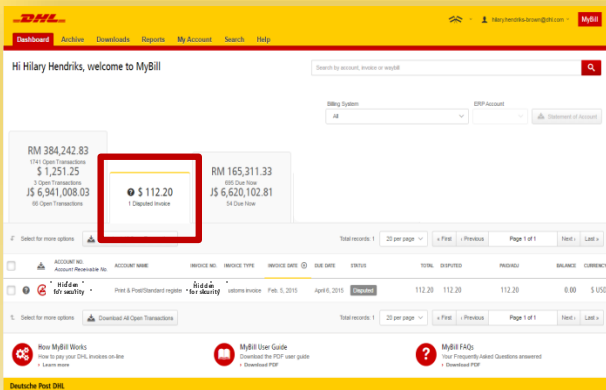
In the main **Dashboard** your invoices are divided into 3 categories:

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

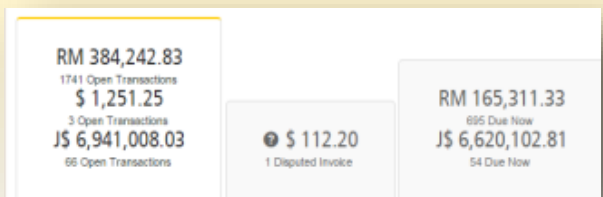
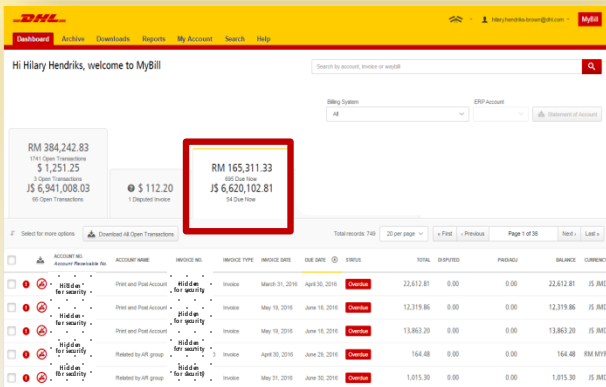
Disputed Invoices - All open disputed invoices and their corresponding dispute information can be found here.

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

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



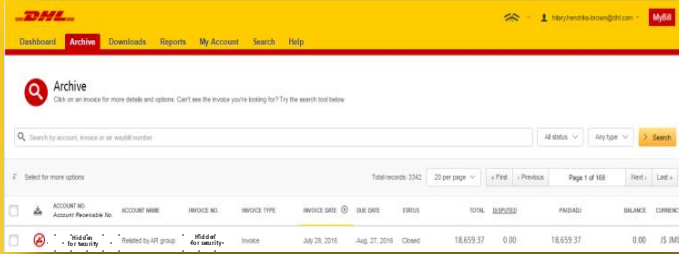
In the event that you use MyBill for multiple countries the totals will subsequently be shown separately in the invoice currency of each country (see the below example).



The Archive, Reports & Download Screens

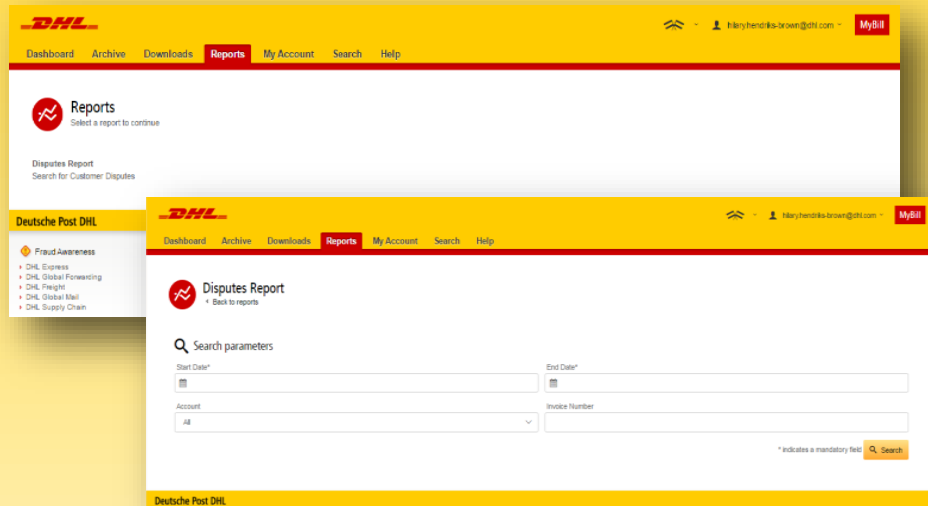
The Archive Screen

When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview. No further action is required for these invoices and they will remain available for your reference/retrieval.



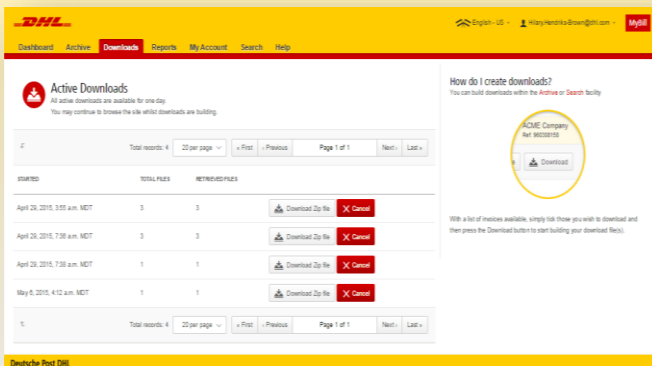
The Report Screen

The **Report** screen offers the possibility to download reports. These reports will be available in CSV format. Select the report you wish to run, enter the *Search Parameters* and then select the *Search* button to create the report



The Downloads Screen

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



The Search Screen

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

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

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

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

Search parameters

Account: All

Invoice Number: Waybill:

Invoice Type: All Status: All

Summary Posting: All

Invoice Date

Start Date: End Date:

Save as "Saved Search"?

Enter a name:

Search

Deutsche Post DHL

Simply select the parameters you wish to search on and select the *Search* button

Available search parameters include:

- Account
- Invoice number
- Waybill
- Invoice Type
- Status
- Start & End dates

Note: Start & End dates refer to the invoices dates and not to shipment details.

The **Search** screen also offers the possibility to save your search parameters.

All you have to do is select the necessary search parameters, then enter a name in the *Save a "Saved Search"* field and finally select the *Search* button.

This name you entered in the *Save as "Saved Search"* field will then appear in the *Saved Search* Section. Next time you wish to carry out a search using these saved parameters simply click on the *Saved Search* name.

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 shows the My Account screen with the following sections:

- My User Details:** A form with fields for Email address (hilary.hendriks-brown@dhl.com), First Name (Hilary Hendriks), Last Name, Position, Telephone Number, Home Group (DHL US), Language Preference (English - US), and Timezone (Africa/Abidjan). A Save button is at the bottom.
- Change Password:** A form with fields for Your current password*, Enter a new password*, and Confirm new password*. A Save button is at the bottom right.
- Open Invoice Summary:** A table showing balance and aging information.

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.

Open Invoice Summary

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

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 via email to 1.800.722.0011

[Upload new users](#)

Select for more options

Total records: 29 | 20 per page | First | Previous | Page 1 of 2 | Next | Last >

ACCOUNT NUMBER	IN ACCOUNT COMPANY NAME	MANAGE
1301102252	Hilary Hendriks DHL Worldnet	Manage Me (hendriks@gmail.com)
162541429	Hilary Hendriks DHL Worldnet	Manage Me (hendriks@gmail.com)
550416483	Hilary Hendriks DHL Worldnet	Manage Me (hendriks@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 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.

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

Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

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

RM 186,039.52
20 Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not Invoiced
97

	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUO DATE	STATUS	TOTAL	EXPENSE	PAYMENT	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	PHIL & PHOENIX/STANDARD regular	PHIL & PHOENIX/STANDARD regular	186,039.52	Customer Invoice	July 14, 2016	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	PHIL & PHOENIX/STANDARD regular	PHIL & PHOENIX/STANDARD regular	101.22	Invoice	Sept 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	PHIL and Post Account	PHIL and Post Account	135,676.92	Invoice	Aug 23, 2016	Sept 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
<input checked="" type="checkbox"/>	PHIL and Post Account	PHIL and Post Account	117,211.53	Invoice	Aug 11, 2016	Sept 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ JMD

Multiple invoices

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

Waybills & Supporting Documentation

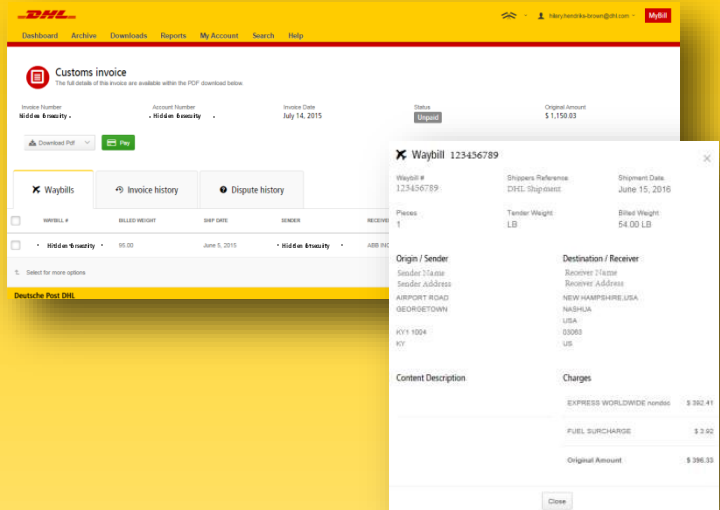
Waybills and Customs paperwork

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

Single invoices

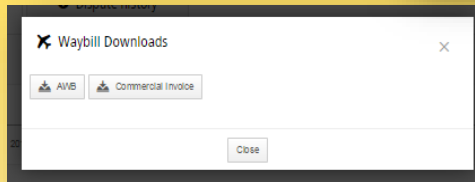
Option 1

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

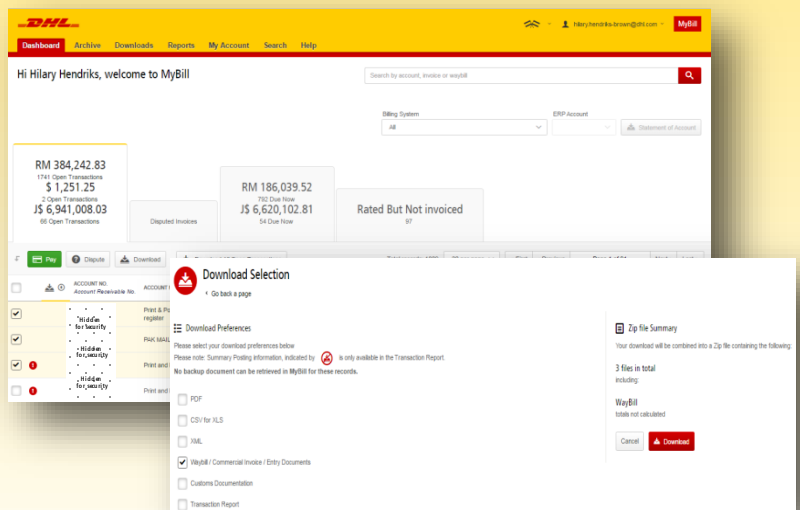
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.

The screenshot displays the DHL MyBill dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a greeting says 'Hi Hilary Hendriks, welcome to MyBill'. A search bar is present, along with filters for 'Billing System' (set to 'AB') and 'ERP Account'. Summary cards show account balances: 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), and 'Rated But Not invoiced' (97).

Below the summary is a table of invoices. The table has columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', and 'INVOICE'. Several invoices are marked with a red 'X' and a 'Dispute' icon. The 'Dispute Invoices' section is highlighted, showing a list of invoices with columns for 'INVOICE NUMBER', 'ACCOUNT NUMBER', 'INVOICE DATE', 'STATUS', and 'ORIGINAL AMOUNT'. Two invoices are listed as 'Unpaid' with original amounts of RM 44.44 and RM 143.09, both dated Sept. 23, 2016.

The 'Dispute Invoices' form includes a 'Back to dashboard screen' link, an 'Add a Comment' section with a text area and a 'Submit dispute' button, and a 'Select a dispute reason' dropdown menu. At the bottom, there are links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs'. The footer contains 'Deutsche Post DHL', 'Fraud Awareness' information, and 'Accessibility | Terms & Conditions | Privacy & Cookies'.



Note: Only one dispute can be logged per invoice

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**.

The screenshot shows the 'Customs invoice' page with the following details:

- Invoice Number: 7366157
- Account Number: 7366157
- Invoice Date: March 31, 2015
- Status: Disputed
- Total: \$ 439.90

Below the invoice details, there are three tabs: 'Waybills', 'Invoice history', and 'Dispute history' (which is selected and shows '1 Open').

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED	
7366157	Hilary.Hendricks-Brown@dhl.com	April 29, 2015	Open	\$ 439.90	View Dispute

Below the table, it says: "You have 1 open dispute."

The screenshot shows the 'View Dispute' page for the same invoice. The 'Dispute history' tab is selected, and the 'View Dispute' button is visible.

Reason for dispute
Incorrect rate

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED
7366157	Hilary.Hendricks-Brown@dhl.com	April 29, 2015	Open	\$ 439.90

Dispute Comments

- April 29, 2015, 4:44 a.m. Check the rates please - these are incorrect
- April 29, 2015, 3:44 a.m. Check the rates please - these are incorrect

At the bottom, there is a text input field labeled 'Add a comment' and an 'Add comment' button.

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

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

RM 384,242.83
1141 Open Transactions
\$ 1,251.25
1 Open Transactions
J\$ 6,941,008.03
81 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
81 Open Transactions
J\$ 6,620,102.81
81 Open Transactions

Rated But Not Invoiced
81

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

SELLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.50 W	Sept. 13, 2018	HKG	PLN	USD	19.98	0.00	0.00	0.00	18.94	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	2.00 W	Sept. 8, 2018	DMA	PLN	USD	19.27	0.00	0.00	0.00	20.92	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	2.00 W	Sept. 8, 2018	SGN	PLN	USD	31.85	0.00	0.00	0.00	34.36	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	N	3.50 S	Sept. 14, 2018	KUL	PLN	USD	22.92	0.00	0.00	1.48	28.26	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	18.50 W	Sept. 12, 2018	BKK	PLN	USD	52.40	0.00	0.00	0.00	58.92	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.00 W	Sept. 12, 2018	HKG	PLN	USD	13.89	0.00	0.00	0.00	15.01	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.86	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.86	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	8.00 S	Sept. 13, 2018	SN	PLN	USD	30.28	0.00	0.00	0.00	32.70	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	N	1.00 S	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.86	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	N	10.00 S	Sept. 14, 2018	KUL	PLN	USD	50.94	0.00	0.00	3.27	57.88	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.86	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	N	3.00 S	Sept. 15, 2018	KUL	PLN	USD	20.94	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	19.00 W	Sept. 8, 2018	BKK	PLN	USD	103.71	0.00	0.00	0.99	103.26	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	13.00 S	Sept. 8, 2018	SGN	PLN	USD	79.99	0.00	0.00	0.00	82.12	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	4.00 S	Sept. 8, 2018	SGN	PLN	USD	44.09	0.00	0.00	0.00	47.84	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	N	2.50 W	Sept. 15, 2018	KUL	PLN	USD	18.96	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.86	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	N	1.50 W	Sept. 15, 2018	PLN	PLN	USD	12.02	0.00	0.00	0.78	13.77	View Image
Hilary Hendriks for priority	Hilary Hendriks for priority	PS	1.50 W	Sept. 8, 2018	SGN	PLN	USD	28.37	0.00	0.00	0.00	30.86	View Image

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

How MyBill Works
Find to pay your DHL invoices online
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Find frequently asked questions answered
Download PDF

Deutsche Post DHL

Find Addressess
DHL Logistics

Accessibility | Terms & Conditions | Privacy & Cookies
© 2018 DHL International GmbH. All rights reserved.

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 :

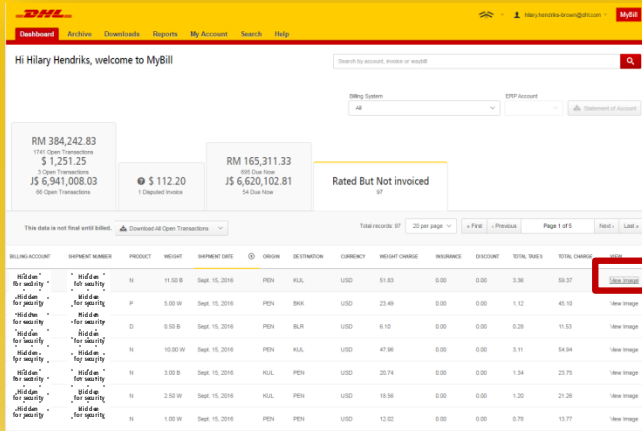
- Shipment Number
- Product
- Origin and Destination
- Weight
- Weight Charge
- Taxes
- Insurance

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.



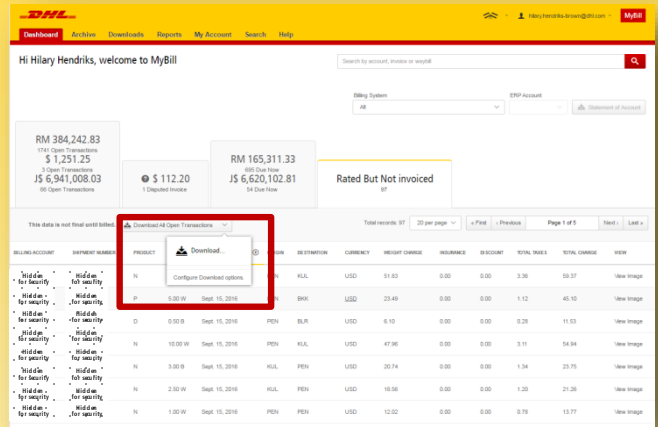
Please note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.

Rated but not Invoiced - RBNI



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

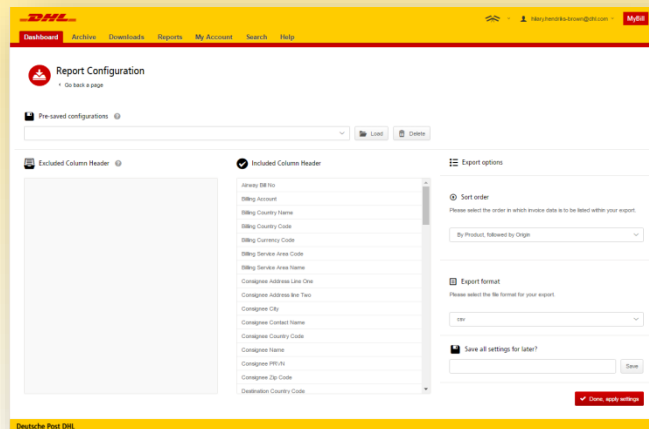
The Rated but not Invoiced functionality also allows you to download the data into excel. You can download the standard format simply by selecting the *Download All Open Transactions* button situated at both the top and the bottom of the overview.



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



Tariff Enquiry

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

The screenshot shows the DHL MyBill Dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a welcome message 'Hi Hilary, welcome to MyBill' is displayed. A search bar is present. The dashboard features several summary cards: 'RM 12,540.66' with '31 Open Transactions', 'Disputed Invoices', 'RM 12,540.66' with '31 Due Now', and 'Tariff Enquiry'. The 'Tariff Enquiry' tab is highlighted. Below the cards is a table with columns: ACCOUNT NO, ACCOUNT NAME, INVOICE NO, INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, TOTAL, DISPUTED, PENDING, BALANCE, and CURRENCY. The table contains 10 rows of invoice data, all with a status of 'Overdue'.

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.

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.

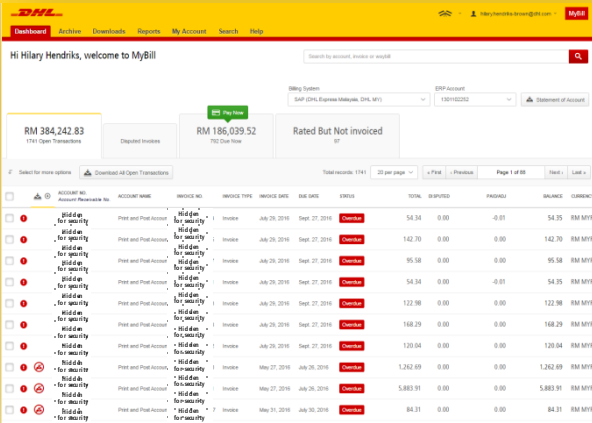
The screenshot shows the DHL MyBill Tariff Enquiry form. It has a search bar at the top. Below the search bar are summary cards for 'RM 12,540.66' (31 Open Transactions), 'Disputed Invoices', 'RM 12,540.66' (31 Due Now), and 'Tariff Enquiry'. The form is divided into several sections:

- From:** Origin Country* (dropdown), Origin Zip (text), Origin City* (dropdown), Origin Suburb (dropdown).
- To:** Destination Country* (dropdown), Destination Zip Code (text), Destination City* (dropdown), Destination Suburb (dropdown).
- Shipment Details:** Shipping Date* (calendar icon).
- Account Details:** Account Number (dropdown menu showing '55600908').
- Piece Details:** Number of Pieces* (dropdown menu showing '1'), Detachable Material (checkbox), Declared Value (dropdown), Units (kg, cm, m, in).

 At the bottom, there is a table for entering piece details with columns: NO., WEIGHT (kg), LENGTH (cm), WIDTH (cm), and HEIGHT (cm). The first row shows '1' in the NO. column and '0.10' in the WEIGHT column. A search button is located at the bottom right.

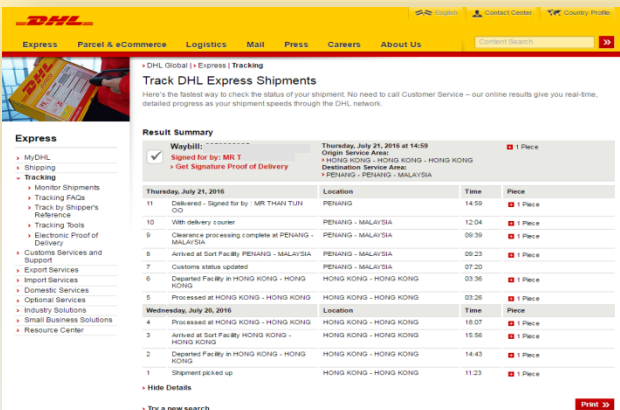
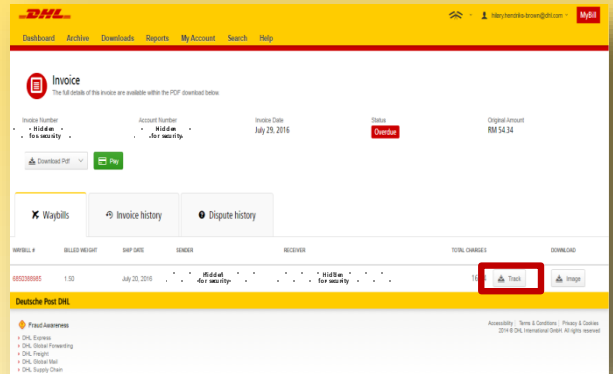
Track & Trace

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



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

Once redirected to the Invoice screen 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.



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.

Invoice Breakdown

1 DHL Express
FREIGHT INVOICE / TAX INVOICE

2 MANEEYA (THAILAND) CO.,LTD.
SAWOL MANEEYA
51TH FLR,LUMPINI CENTER
PLOENCHIT RD,LUMPINI,PATHUNWAN
BANGKOK 10330

3 Invoice Number: BKKI000000000
Account Number: 96000000
Tax ID & Branch ID: 010550000000 0000
Invoice Date: 08/10/2018

4 **For Invoice Enquiries**
Telephone: 0-2345-5099
Email: invoicequery@dhl.com

4 Type of Service	5 Number of Shipments	6 Total Weight	18 Number of Items	7 Standard Shipping Charge	8 Total of Extra Charges	9 Discount	10 VAT	Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	1	0.50	1	1,028.00	179.90		0.00	1,207.90
Total	1	0.50	1	1,028.00	179.90		0.00	1,207.90

11 Analysis of Extra Charges	Total	12 Analysis of Discounts	Total
FUEL SURCHARGE	179.90		
Total Extra Charges	179.90	Total Discounts	-0.00

Analysis of VAT				Total
Code	Code Description	Rate	Taxable Total	VAT
C	Taxable 0%	0.00%	1,207.90	0.00
Total VAT				0.00

To comply with the legal requirement, please deduct withholding tax from the amount before VAT:
*For Transportation (VAT 0%) - 1% *For Service Charge (VAT 7%) - 3%

13 Payment due date: 07/11/2018	14 Total (Excl. VAT)	VAT	Total (Incl. VAT)
Total Amount (THB)	1,207.90	0.00	1,207.90

15 DHL EXPRESS INTERNATIONAL (THAILAND) LTD.
319 Chiamchun Square Bldg. Floor 22nd & 23rd
Phayathai Road, Khwaeng Pathumwan
Khet Pathumwan, Bangkok 10330
TAX ID: 01055480016000000
Query Handling Hotline: 02-345-5099

16 **Payment Instructions**

Payment Channels:

- Bill payment using document attached
- Payer ID (Virtual Account)

Note:

- Please make all inquiries/ disputes within 7 days from the date of invoice
- This document can be used as a receipt when the payment has been successfully completed
- For any inquiries, please contact DHL Query Hotline team via hotline no. 02-345-5099 or invoicequery@dhl.com

17 Invoice No:	EKKI000030000
Account No:	960000000
Total Amount:	1207.90 THB
Payment Due Date:	07/11/2018

If you have made a payment. Please send proof of payment to remittancequery@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: FREIGHT INVOICE/ TAX INVOICE and FREIGHT CREDIT NOTE / TAX INVOICE

2 Customer Name and Billing Address

3 Customer Billing Information: Invoice number, Account number, Tax ID & Branch ID, Invoice date, (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 + VAT = 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 Payment Due Date

14 Total Amount: Total amount due for payment

15 The DHL address

16 Payment Instructions: instructions for the different payment methods available

17 Billing information for processing: Account number, Invoice number, Amount Due.

18 Number of item: Total number of pieces within this service description

Invoice Breakdown

SHIPMENT DETAILS													
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	VAT / Code	Total amount (incl. VAT)
00000000	RT-AWB 4437405485	26/09/2018	MNL, MANILA DHL EXPRESS PHILIPINES CORP. MAKATI OPS DON CHINO ROCES AVE., PASONG TAMO EXT., PH-1231, MAKATI CITY	BKK, BANGKOK MANEYYA INTERNATIONAL (THAILAND) MANEYYA INTERNATIONAL (THAILAND) 51TH FLOOR PLOENCHIT ROAD TH-10330, BANGKOK	EXPRESS WORLDWIDE doc	0.50	B 1	1,028.00		FUEL SURCHARGE	179.90	C	1,028.00
Service Sub Total - EXPRESS WORLDWIDE doc						0.50	1	1,028.00			179.90	C	1,207.90
Total: THB:						0.50	1	1,028.00			179.90	C	1,207.90

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 shipment details:

- 1 **Customer Billing Information:** Invoice Number , Account number, Invoice Date, Number of pages (Page 1 is always the summary Page)
- 2 **Shipment details**
- 3 **Air Waybill Number:** Customer DHL Waybil number
- 4 **Shippers Reference:** Reference information provided in the Waybill
- 5 **Shipment Date:** Date the shipment was sent
- 6 **Origin/Consignor:** Consignor name and address
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
- 9 **Weight in KG and Code:** Total weight of all the shipments within this service and description and 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 + VAT = 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 Thailand

For Invoice and MyBill specific issues and queries:

Telephone: 02 345 5099

Email: invoicequery@dhl.com