



MyBill

USER GUIDE





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What Does MyBill Offer?

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.
- 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
- Mozilla Firefox
- Internet Explorer
- Google Chrome

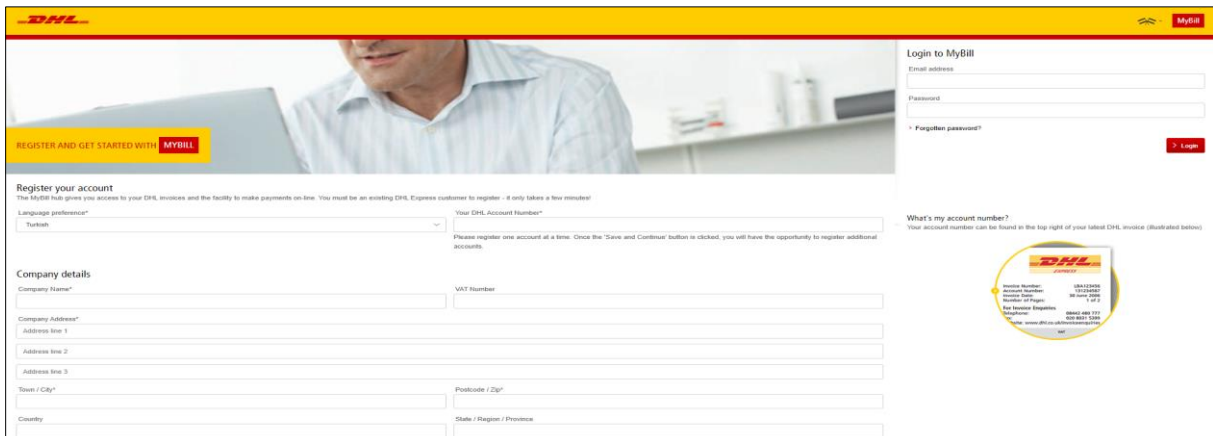
Registering for MyBill

You can register for MyBill in just a few simple steps.

- Go to: <https://mybill.dhl.com/login/>
- Click on the **Sign-up to MyBill** button.



- Select the country from the drop down box then click on **'Continue'**.
- Complete the necessary information (mandatory fields indicated with an asterisk) followed by clicking **'Save and Continue'**.



- Your request will then be sent to DHL to be fully registered for MyBill. Within 24 hours you will receive a notification email with the details of your username and the temporary password. You will then be able to login and amend the password.
- Please ensure the email address in the notification is added to your **'safe list of senders'**.

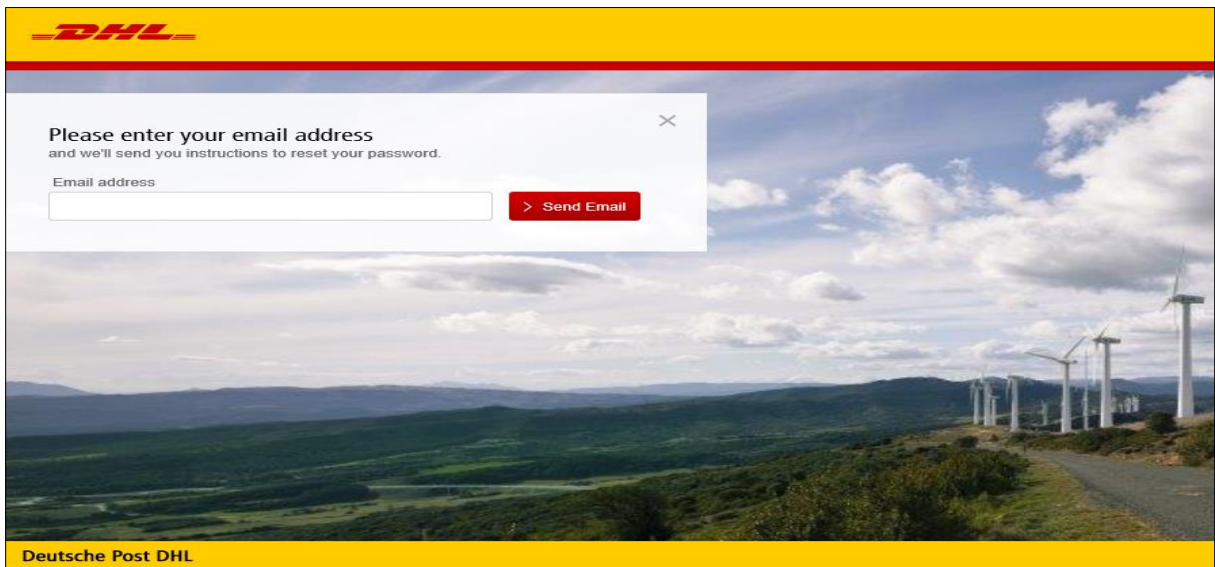
Forgetting My Password

If you have forgotten your password

→ Click on the **'Forgotten password?'** hyperlink.



→ Enter your email address and click on the **'Send Email'** button.



→ An email will be sent to you with a temporary password in a few minutes.



THE SCREENS



The Dashboard

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

ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO. Fiscal Invoice No.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/DUE	BALANCE	CURRENCY
		TEQR00035716	Invoice	March 31, 2020	May 30, 2020	Unpaid	5,451.91			5,451.91	TRY TRY
		TEQR00035839	Invoice	March 31, 2020	None	Unpaid	445.77			445.77	TRY TRY
		TEQR00035837	Invoice	March 31, 2020	None	Unpaid	9,738.13			9,738.13	TRY TRY
		TEQR00035838	Invoice	March 31, 2020	None	Unpaid	23,940.85			23,940.85	TRY TRY
		TEQR00035833	Invoice	March 31, 2020	None	Unpaid	39,610.25			39,610.25	TRY TRY
		TEQR00035718	Invoice	March 31, 2020	May 30, 2020	Unpaid	7,678.08			7,678.08	TRY TRY
		TEQR00035834	Invoice	March 31, 2020	None	Unpaid	707.39			707.39	TRY TRY
		TEQR00035840	Invoice	March 31, 2020	None	Unpaid	4,222.52			4,222.52	TRY TRY
		TEQR00035835	Invoice	March 31, 2020	None	Unpaid	953.51			953.51	TRY TRY
		TEQR00035717	Invoice	March 31, 2020	May 30, 2020	Unpaid	3,291.46			3,291.46	TRY TRY
		TEQR00035841	Invoice	March 31, 2020	None	Unpaid	155.13			155.13	TRY TRY
		TEQR00035836	Invoice	March 31, 2020	None	Unpaid	4,153.39			4,153.39	TRY TRY

There are 4 categories in the Dashboard:

- **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.
- **Tariff Enquiry** - Allows you to complete a price check.



Overviews of Open Transactions, Disputed Invoices and Due Now can be downloaded into Excel by selecting the 'Download All Open Transactions' button situated at the top and the bottom of each overview.

The Archive, Downloads & Reports 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.

ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO. Fiscal Invoice No.	INVOICE TYPE	INVOICE DATE	DUPLICATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
		TEGAR00035760	Invoice	March 31, 2020		None	Unpaid	445,77		445,77		TRY TRY
		ISTR000039379 DEF202000021234	Invoice	March 9, 2020		March 24, 2020	Closed	4.119,90		4.119,90		TRY TRY
		ISTR000037639 DEF202000004749	Invoice	Feb. 29, 2020		March 15, 2020	Closed	3.311,83		3.311,83		TRY TRY
		ISTR000035311 DEF2020000022997	Invoice	Feb. 24, 2020		March 10, 2020	Closed	1.334,29		1.334,29		TRY TRY
		TEGAR0003919 DHF202000008847	Invoice	Feb. 20, 2020		April 29, 2020	Closed	1.165,31		1.165,31		TRY TRY
		TEGAR0003913 DHF202000008848	Invoice	Feb. 20, 2020		April 29, 2020	Closed	232,58		232,58		TRY TRY
		TEGAR0003915 DHF202000008848	Invoice	Feb. 20, 2020		April 29, 2020	Closed	932,67		932,67		TRY TRY
		TEGAR0003917 DHF202000008850	Invoice	Feb. 20, 2020		April 29, 2020	Closed	80,61		80,61		TRY TRY
		TEGAR0003919 DHF202000008852	Invoice	Feb. 20, 2020		April 29, 2020	Closed	201,40		201,40		TRY TRY
		TEGAR0003916 DHF202000008849	Invoice	Feb. 20, 2020		April 29, 2020	Closed	656,97		656,97		TRY TRY
		TEGAR0003914 DHF202000008847	Invoice	Feb. 20, 2020		April 29, 2020	Closed	1.574,73		1.574,73		TRY TRY

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.

How do I create downloads?
You can build downloads within the Archive or Search facility

ACME Company
Ref: 123456789

With a list of invoices available, simply tick those you wish to download and then press the Download button to start building your download file(s).

STARTED	DESCRIPTION	TOTAL FILES	RETRIEVED FILES	ACTIONS
April 1, 2020, 6:40 p.m. +03	Bulk Download	1	1	Download Cancel

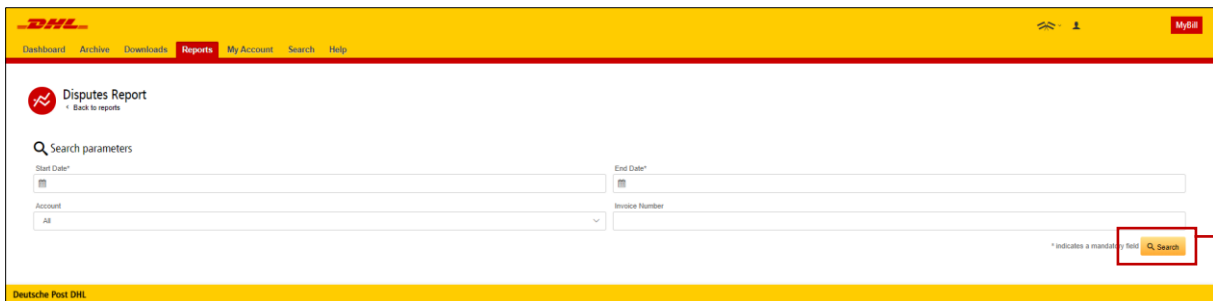
The Reports Screen

The **Report** screen offers the possibility to download reports.

→ Select the report you wish to run.

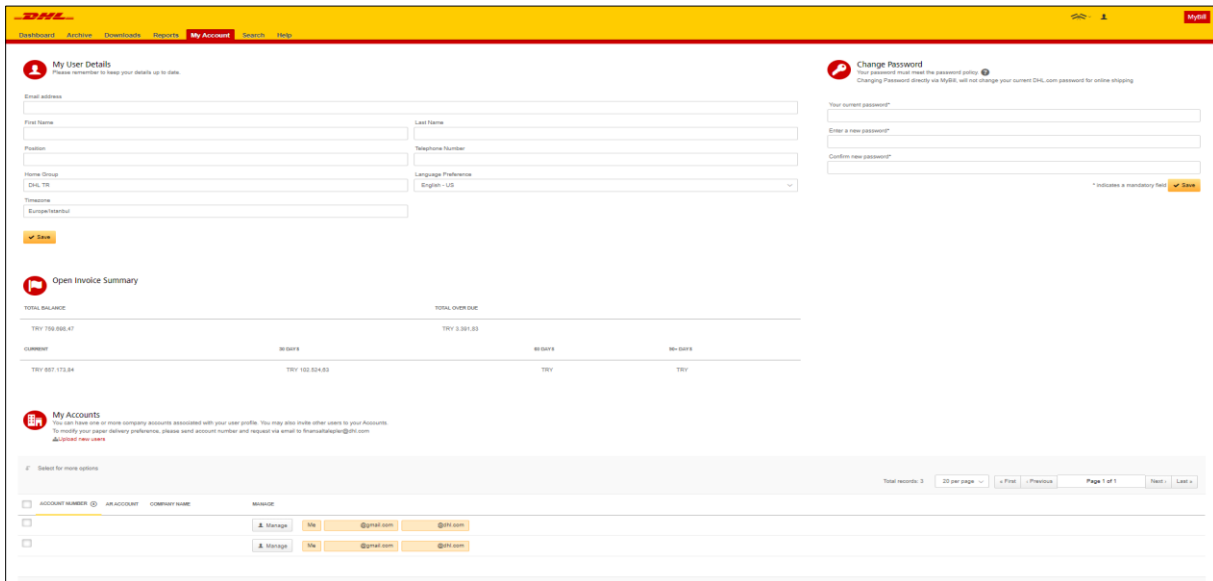


→ Enter the **Search Parameters** and then select the **Search** button to create the report.



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.



My User Details

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

My User Details
Please remember to keep your details up to date.

Email address

First Name Last Name

Position Telephone Number

Home Group: DHL TR Language Preference: English - US

Timezone: Europe/Istanbul

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.

TOPLAM BAKIYE		TOPLAM VADE İÇİ ÖDEME	
TRY 193.064,89		TRY 2.441,48	
GÜNCEL	88 GÜN	88 GÜN	88+ GÜN
TRY 140.482,75	TRY 52.582,14	TRY	TRY

My Accounts

→ In this section if you have manage rights, you can add or remove email addresses.

→ To add a new user click on the 'Add new user' button. Enter the details and select 'Continue' followed by 'Save'.

1

2

3

Add new user
Please enter the new user details.

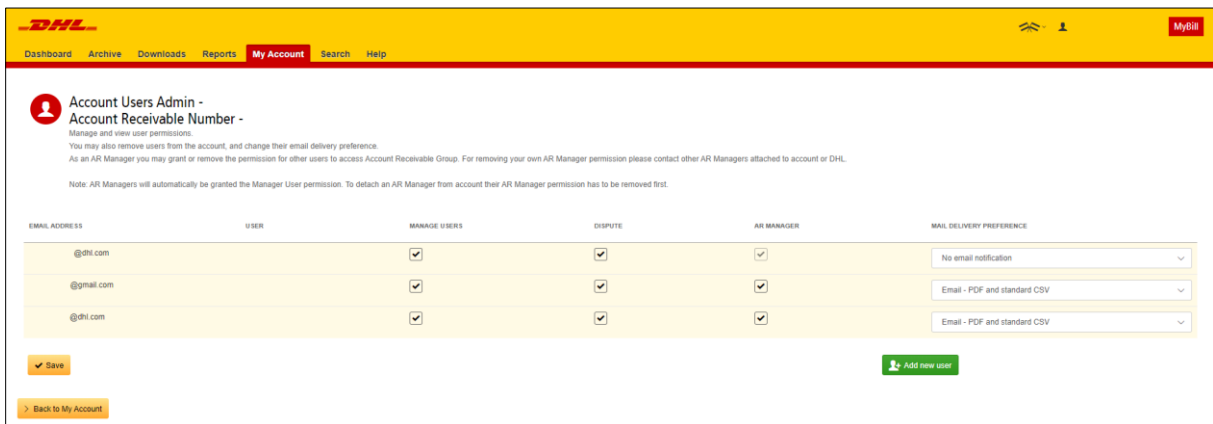
Username (email): asdasdas@cdf.com

First Name Last Name

Position Telephone Number

Language: Bosnian

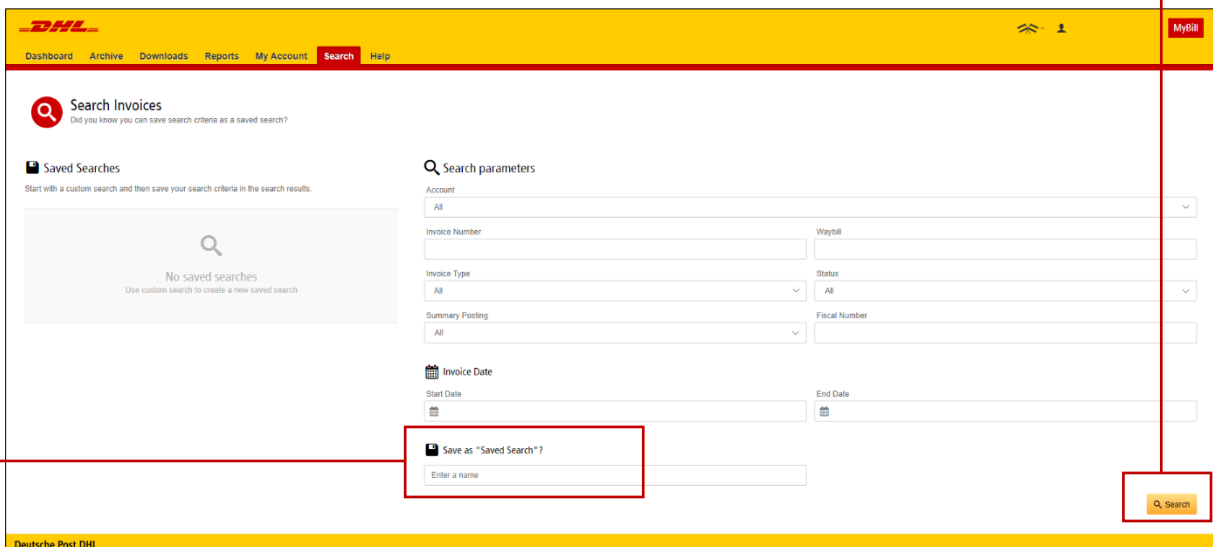
→ Within the 'Account Users Admin' section you can assign the necessary rights i.e. to manage, to log queries and the type of notification to receive.



The Search Screen

Within the search functionality you are able to quickly search for an invoice, HAWB or by a date range for multiple invoices. You can also save your search criteria for future use.

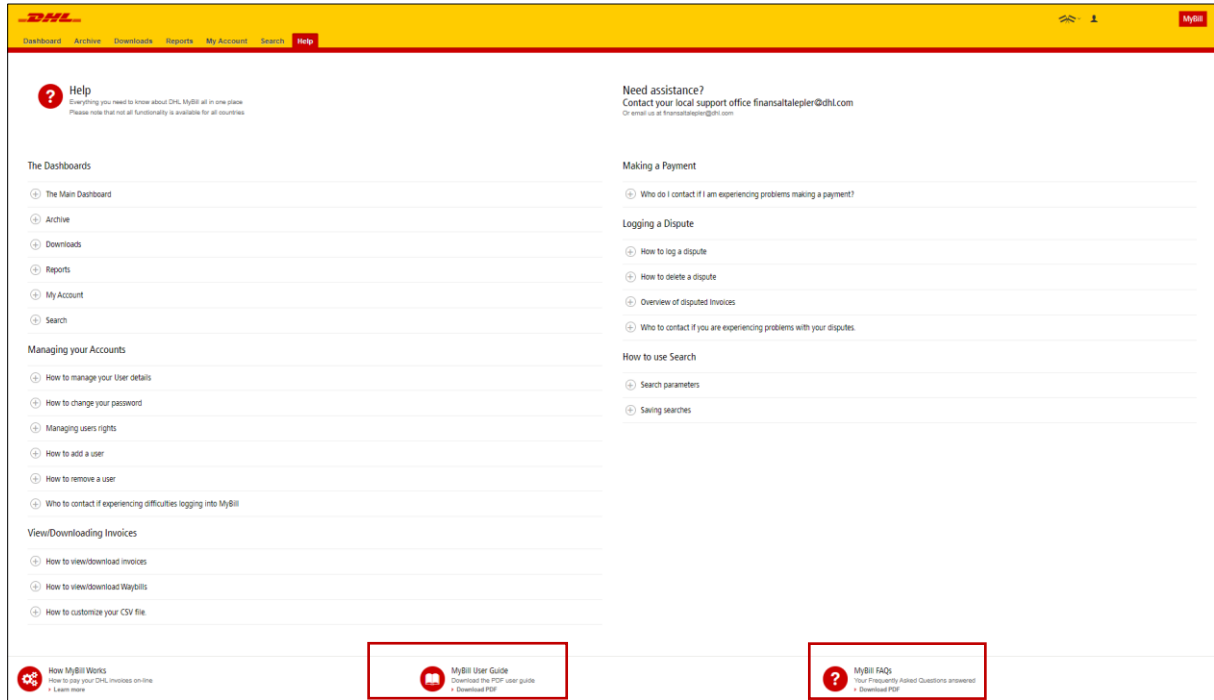
- Select the necessary search parameters,
- Enter a name in the **Save as 'Saved Search'** field,
- Click the **'Search'** button.



The Help Screen

The help function provides online step by step instructions to complete tasks i.e. view invoices, make payments, downloads etc.

Additional help can also be found in the **MyBill Userguide** and **MyBill FAQ** documents.





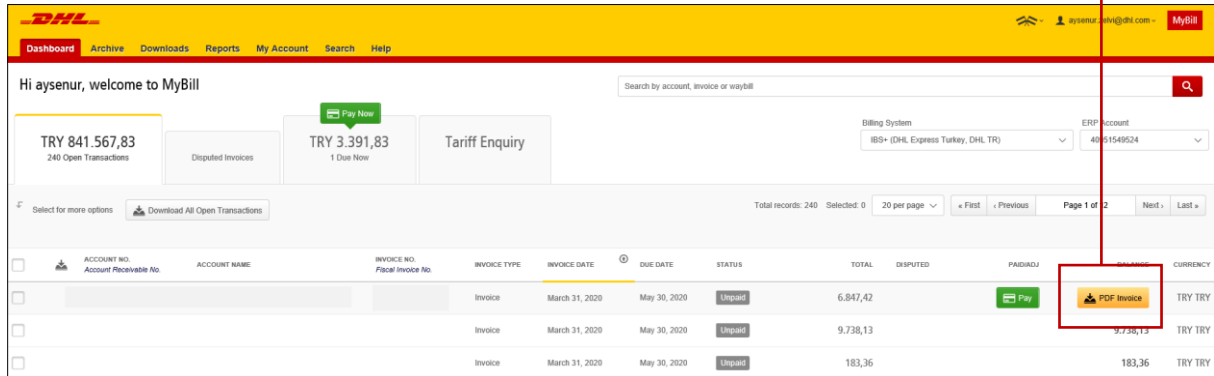
STEP BY STEP



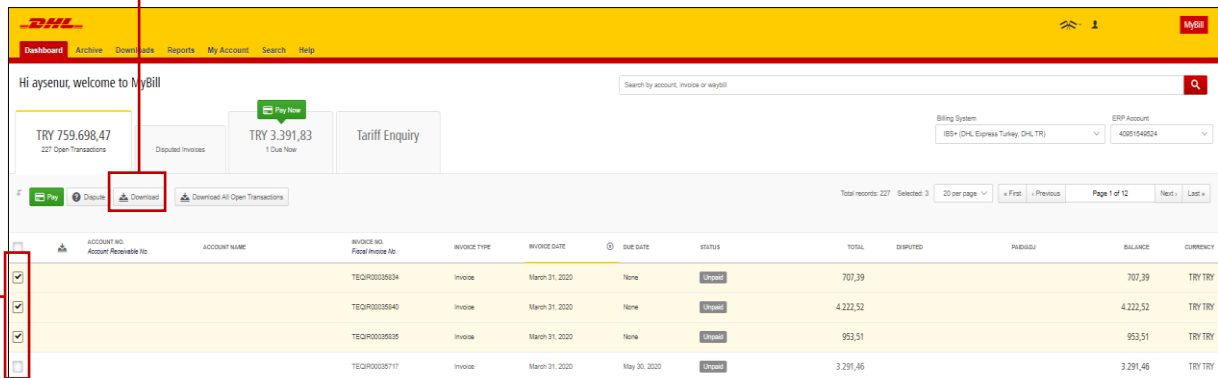
Viewing an Invoice

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

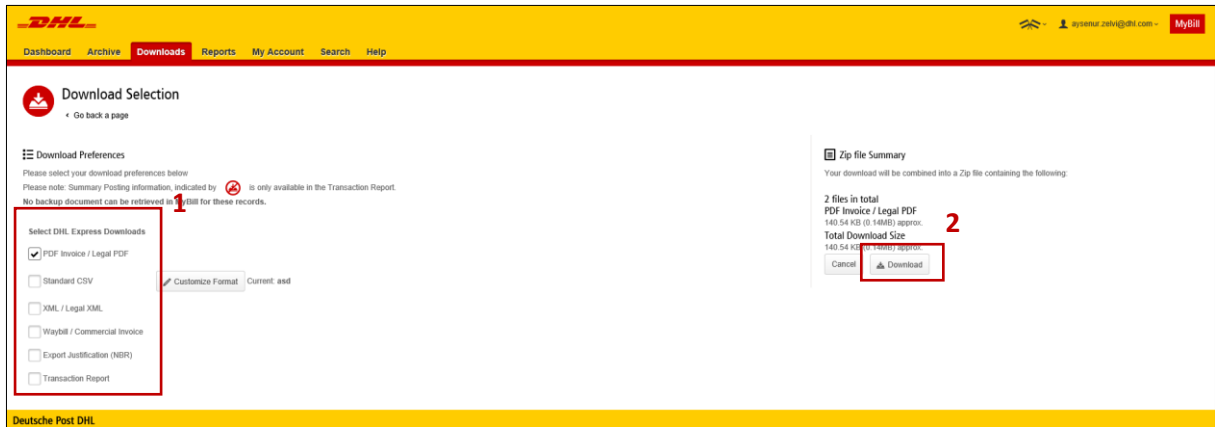
→ To view a single invoice, hover your mouse over the invoice line and the 'PDF invoice' button will be displayed. Click to open the PDF.



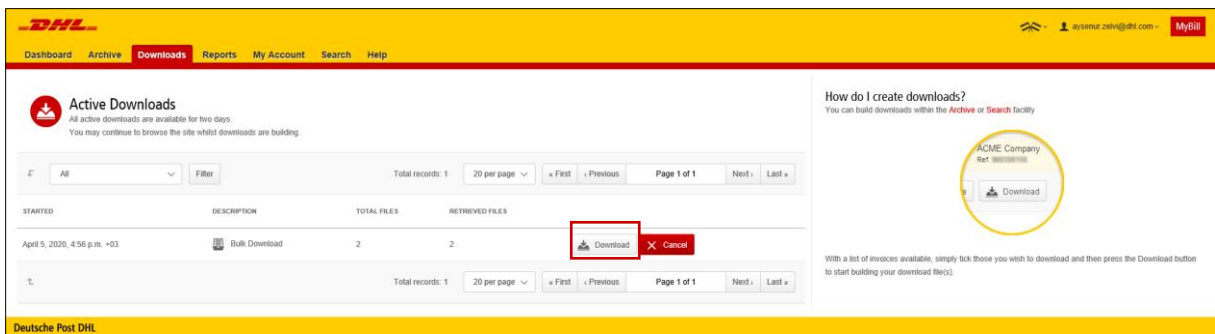
→ To view multiple invoices, select the invoices by ticking the checkbox against each invoice. A selection of additional buttons will be displayed under the tabs. Select the 'Download' button.



→ Select the 'PDF' option, followed by the 'Download' button.



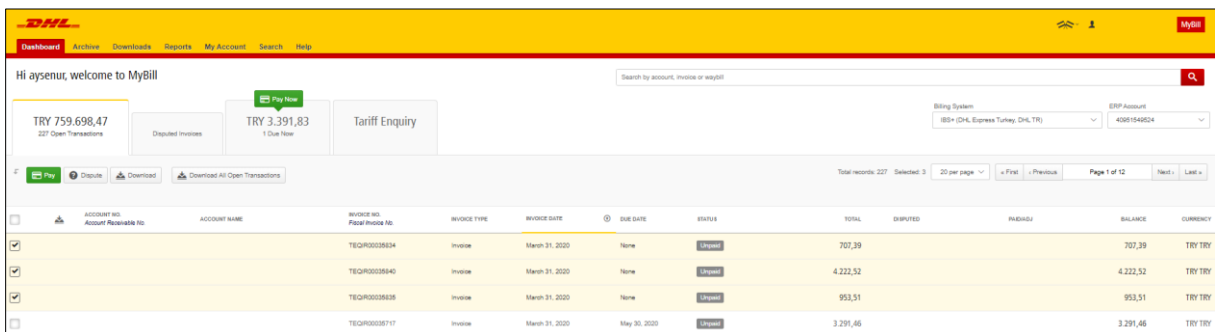
→ Downloads will appear in the 'Download' menu tab.



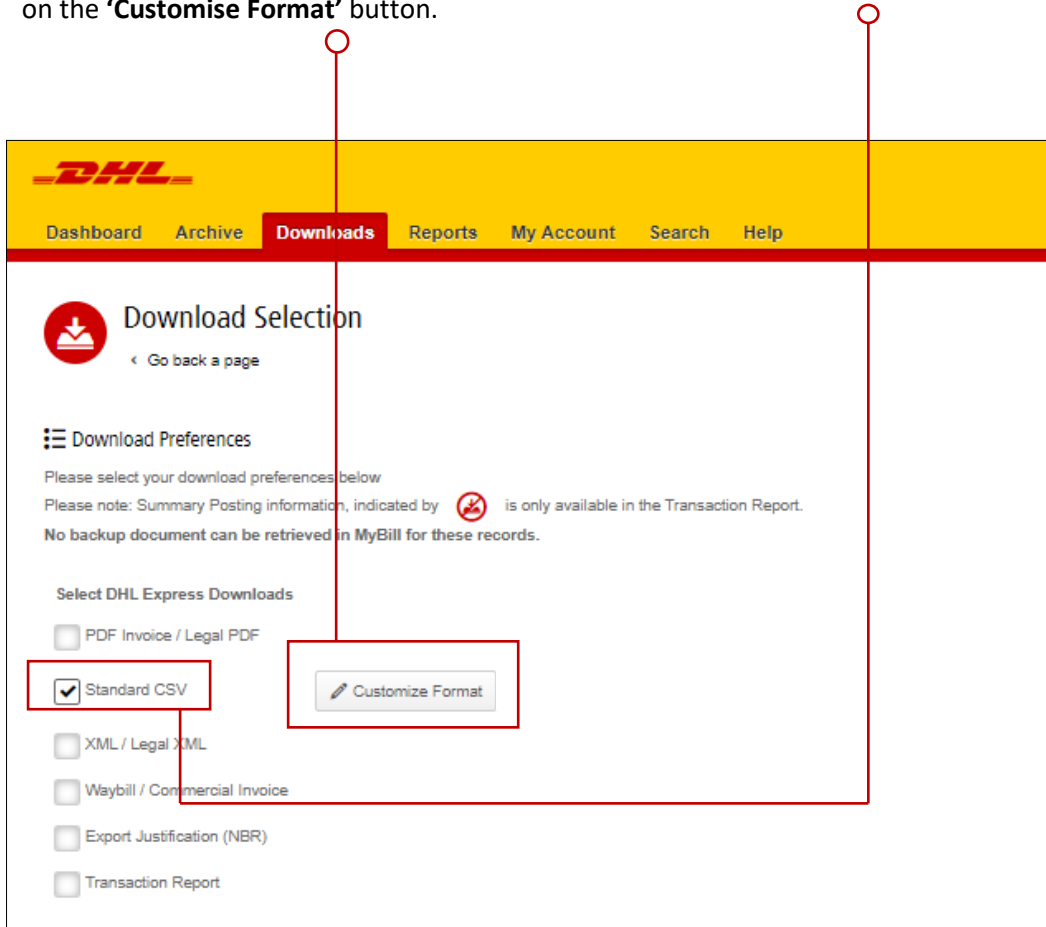
CSV Configuration

Within the CSV Configuration section you can create your template by selecting the data and order in which to display.

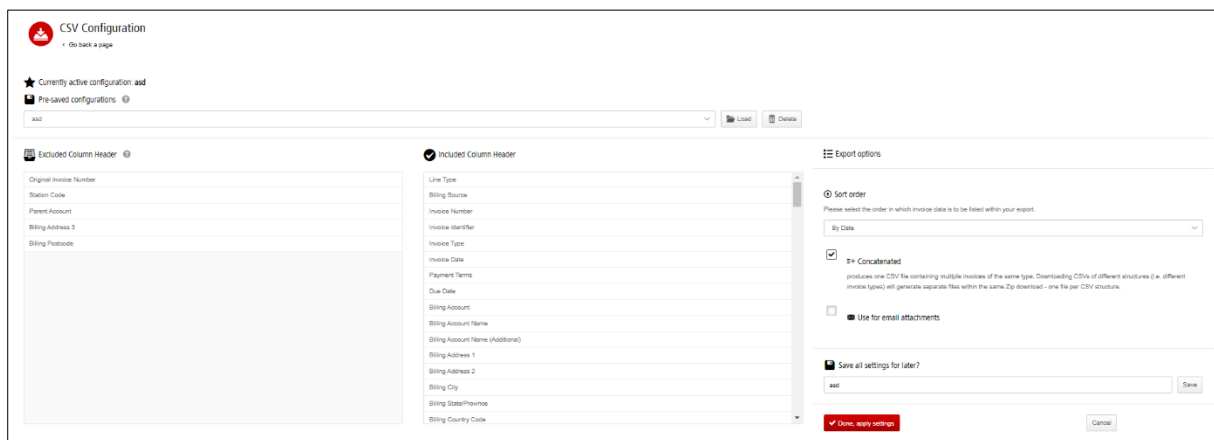
→ Within the 'Dashboard' tab, select the invoice(s) you wish to download the CSV file(s) for by ticking the checkbox against the invoice(s) in question.



- Select the **'Download'** button to initiate the **'Download Selection'** page.
- Select the requirement by ticking the checkbox, followed by the **'Standard CSV'** option. Then click on the **'Customise Format'** button.



- To remove the headings click on the title in the **'Selected Column Header'** and drag it across to the **'Available Column Header'**.
- To change the order, click on the title in the **'Selected Column Header'** and drag it to the position you require i.e.up or down.



The screenshot shows the 'CSV Configuration' interface with several annotated elements:

- Display any pre-saved configurations:** Points to the 'Currently active configuration: asd' and 'Pre-saved configurations' dropdown menu.
- Column headings that will not appear in the file:** Points to the 'Excluded Column Header' list, which includes 'Original Invoice Number', 'Station Code', 'Parent Account', 'Billing Address 3', and 'Billing Postcode'.
- Column headings that will appear in:** Points to the 'Included Column Header' list, which includes 'Line Type', 'Billing Source', 'Invoice Number', 'Invoice Identifier', 'Invoice Type', 'Invoice Date', 'Payment Terms', 'Due Date', 'Billing Account', 'Billing Account Name', 'Billing Account Name (Additional)', 'Billing Address 1', 'Billing Address 2', 'Billing City', 'Billing State/Province', and 'Billing Country Code'.
- Data sort order can be selected:** Points to the 'Sort order' dropdown menu, which is currently set to 'By Date'.
- Consolidate several invoices (must be selected):** Points to the 'Concatenated' checkbox, which is checked. A note below it states: 'produces one CSV file containing multiple invoices of the same type. Downloading CSVs of different structures (i.e. different invoice types) will generate separate files within the same Zip download - one file per CSV structure'.
- Save the template for future use:** Points to the 'Save all settings for later?' section, which includes a text input field with 'asd' and a 'Save' button.
- This will attach the customised CSV file to the new invoice notification:** Points to the 'Done, apply settings' button.
- Once the settings have been selected and saved, click on the 'Done, apply settings' button:** Points to the 'Done, apply settings' button.

→ 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

→ To view shipment details, hover over the invoice line and click on any field that has a hyperlink i.e. account, invoice number or customer name. This will take you to the 'Invoice' page.

View the history of the invoice i.e. creation date by clicking on the tab

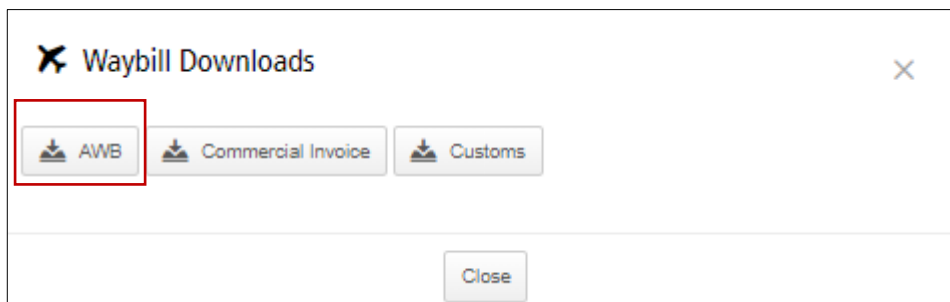
View download options

View the Waybills on that invoice (this is the landing page)

View the Dispute history by clicking on the tab

→ Click on the hyperlink of the Waybill number to display the shipment details.

→ Alternatively, you can click on the 'Image' button to open the actual AWB image and any supporting documentation.

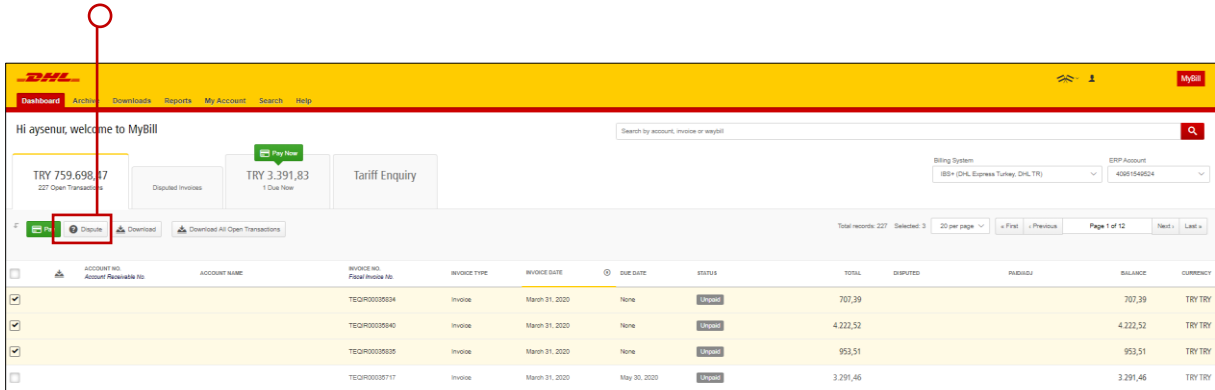


Disputing an Invoice

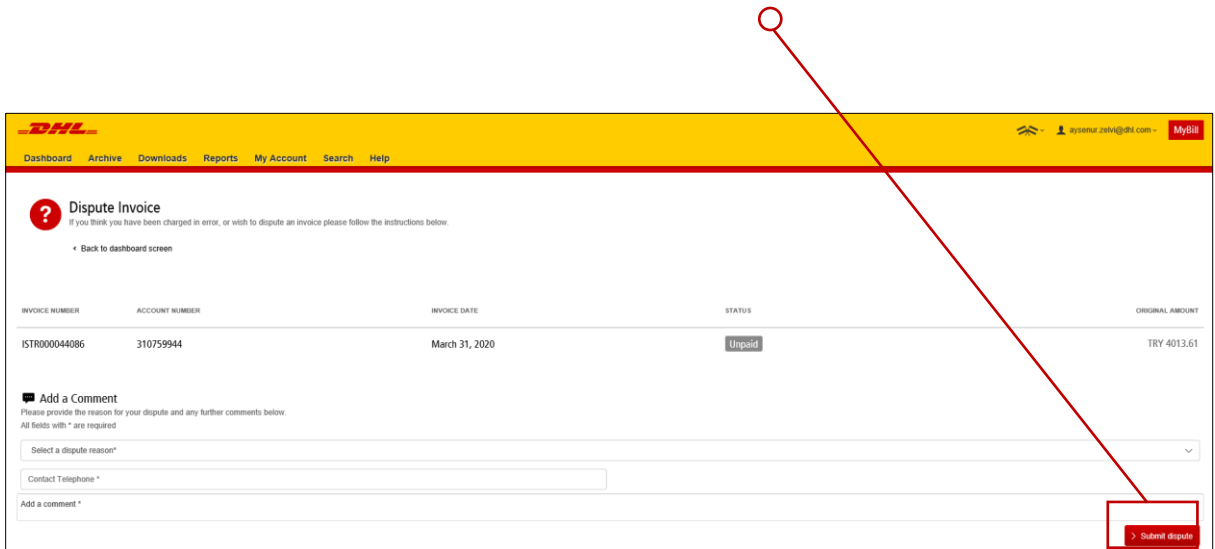
MyBill offers the possibility to log dispute invoices online.

→ Tick the checkbox against the invoice, which will display the additional buttons under tabs.

→ 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.



Tariff Enquiry

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

→ Select the 'Tariff Enquiry' tab.

→ Enter the required information followed by selecting the 'Search' button.

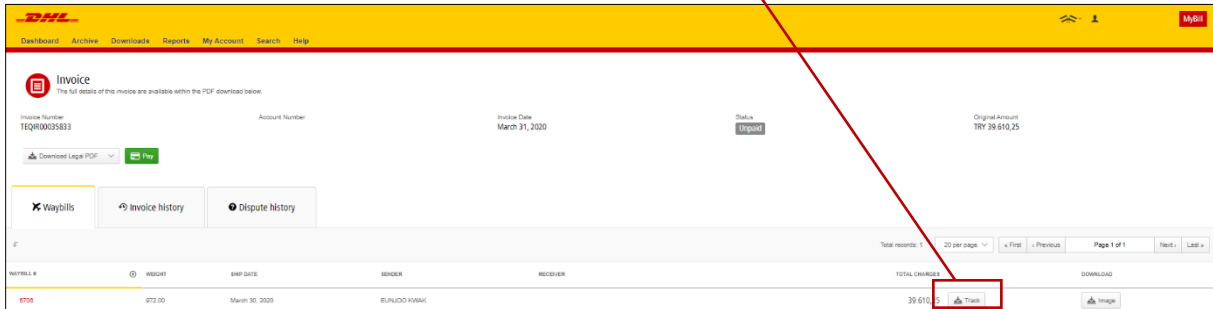
→ The prices for the relevant products, as per your contract, will be displayed.

PRODUCT NAME	ESTIMATED DELIVERY	LATEST BOOKING	LATEST PICKUP																								
EXPRESS 9:00 DOC	09:00	17:30	19:00																								
<table border="1"> <thead> <tr> <th>SERVICE \$</th> <th>PRICE + TAX</th> <th>TAX</th> <th>BILLABLE WEIGHT</th> </tr> </thead> <tbody> <tr> <td>EXPRESS 9:00 DOC</td> <td>EUR 10.00</td> <td>EUR 0.00</td> <td>0.86 KG</td> </tr> <tr> <td>9:00 PREMIUM</td> <td>EUR 25.00</td> <td>EUR 0.00</td> <td>0.86 KG</td> </tr> <tr> <td>FUEL SURCHARGE</td> <td>EUR 6.43</td> <td>EUR 0.00</td> <td>0.86 KG</td> </tr> <tr> <td>MAIL SERVICE PROCESS</td> <td>EUR 0.95</td> <td>EUR 0.00</td> <td>0.86 KG</td> </tr> <tr> <td>TOTAL</td> <td>EUR 41.38</td> <td>EUR 0.00</td> <td>0.86 KG</td> </tr> </tbody> </table>				SERVICE \$	PRICE + TAX	TAX	BILLABLE WEIGHT	EXPRESS 9:00 DOC	EUR 10.00	EUR 0.00	0.86 KG	9:00 PREMIUM	EUR 25.00	EUR 0.00	0.86 KG	FUEL SURCHARGE	EUR 6.43	EUR 0.00	0.86 KG	MAIL SERVICE PROCESS	EUR 0.95	EUR 0.00	0.86 KG	TOTAL	EUR 41.38	EUR 0.00	0.86 KG
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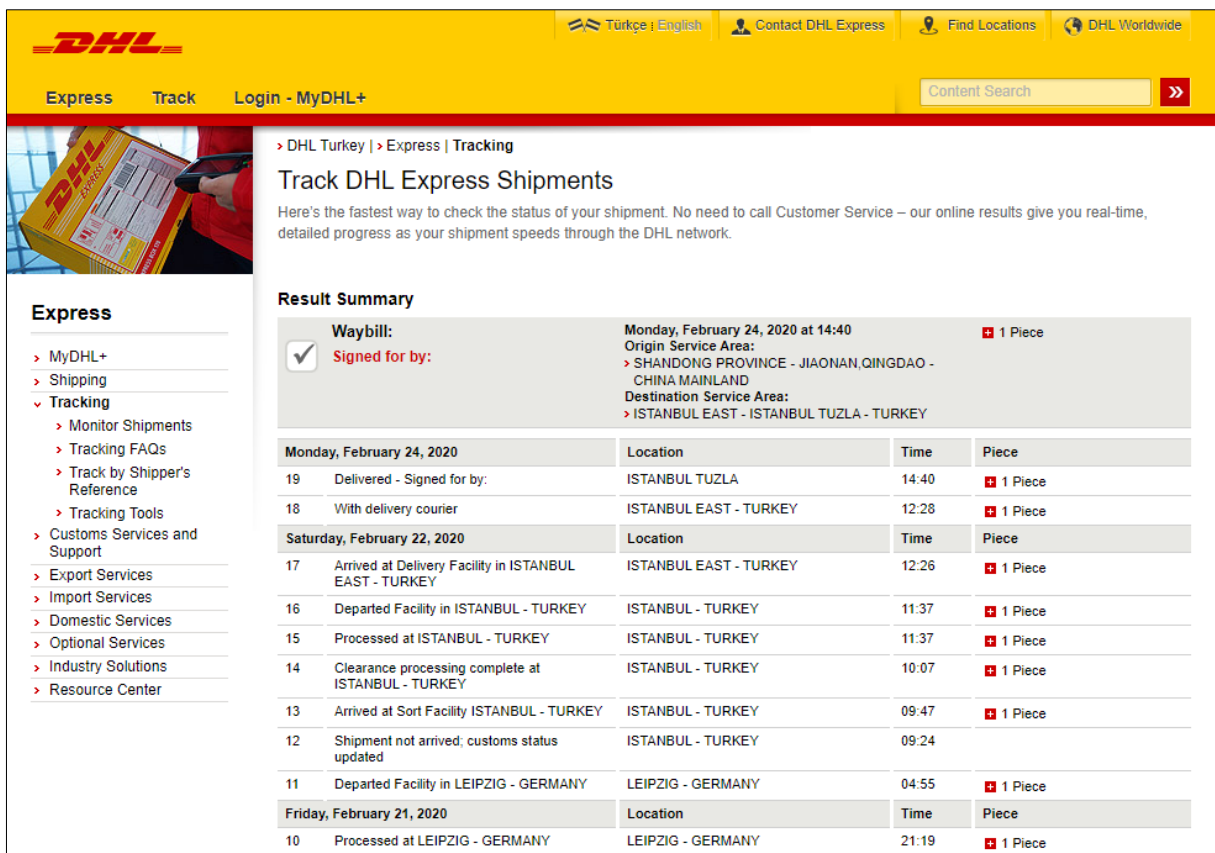
Track & Trace

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

- Click on the hyperlink on any field i.e. invoice, account number or company name which will take you to the 'Invoice page'.
- Click on the 'Track' button on the AWB in question.



- This will open the tracking details.



Paying an Invoice

Within MyBill the invoices can be paid easily.

Pay multiple invoices

Pay invoices due as per the payment terms

Pay an individual invoice

ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO. Final Invoice No.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAGIDAJ	BALANCE	CURRENCY
<input checked="" type="checkbox"/>		TEQIR00035834	Invoice	March 31, 2020	None	Unpaid	707.39			707.39	TRY TRY
<input checked="" type="checkbox"/>		TEQIR00035717	Invoice	March 31, 2020	May 30, 2020	Unpaid	3,291.46			3,291.46	TRY TRY
<input type="checkbox"/>		TEQIR00035837	Invoice	March 31, 2020	None	Unpaid	9,738.13			9,738.13	TRY TRY

→ Within the next screen, the invoices selected will be displayed along with a list of invoices that are almost due for payment should you wish to include any additional invoices.

→ Click on the 'Confirm' button to proceed to enter the card details.

Pay TRY3291.46

You have selected the following invoices for payment. Please review your selection below and press "Confirm" to proceed to the payment process.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAGIDAJ	BALANCE
		TEQIR00035717	Invoice	March 31, 2020	May 30, 2020	Unpaid	TRY 3291.46	TRY 0.00	TRY 3291.46
Total to pay									TRY 3291.46

→ Enter the card detail and then click the **'Pay'** button to complete the payment.

The screenshot shows the DHL payment interface. At the top, there is a yellow header with the DHL logo. Below it, the main content area is white. On the left, there is a red circle with a white card icon, followed by the text "Step 1: Please select your payment method". Below this, there is a table with the following columns: ACCOUNT NUMBER, ACCOUNT NAME, INVOICE NUMBER, INVOICE DATE, DUE DATE, and PAYMENT AMOUNT. The table contains one row of data: INVOICE NUMBER: TEQIR00035717, INVOICE DATE: March 31, 2020, DUE DATE: May 30, 2020, and PAYMENT AMOUNT: TRY 3291.46. Below the table, there is a "Total to pay" label followed by "TRY 3291.46". Below the table, there is a "Total payment amount TRY 3291.46" label. Below the table, there is a red-bordered box containing a "Credit Card" section. This section includes a "VISA" logo, a "Card Number" input field, a "Card Holder Name" input field, a "Card Expiry Date" dropdown menu, and a "CVC/CVV/CID" input field. There is also a "What is CVC/CVV/CID?" label and a green "Pay" button. Below the "Credit Card" section, there is a "Previous" button. At the bottom of the page, there is a yellow footer with the text "Deutsche Post DHL".

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
		TEQIR00035717	March 31, 2020	May 30, 2020	TRY 3291.46

Total to pay TRY 3291.46

Total payment amount TRY 3291.46

Credit Card

VISA

Card Number

Card Holder Name

Card Expiry Date /

CVC/CVV/CID What is CVC/CVV/CID?

Pay

Previous

Deutsche Post DHL

→ Once the payment has been processed a confirmation email will be sent to your email address.



The invoice status will be reflected as 'payment in progress' until the payment is received from your card payment provider.

CONTACT DETAILS:

Telephone: +90 (212) 478 12 25

Fax: +90 (212) 478 14 40

E-mail: finansaltalepler@dhl.com

