



# DHL MYBILL USER GUIDE

DHL Express – Excellence. Simply delivered.



# CONTENT PAGE



## **DHL MyBill Introduction**

What does MyBill offer?  
Registering via MyBill

**03**

## **The Screens**

The Dashboard  
The Archive, Reports & Download Screens  
The Search Screen  
The My Account Screen  
The Help Screen

**05**

## **Step by Step**

Viewing an Invoice  
Viewing Multiple Invoices  
CSV Configuration  
Waybills & Documentation  
Disputing an Invoice  
Updating a Dispute  
Making a Payment  
Rated but not Invoiced (RBNI)  
Tariff Enquiry  
Track & Trace

**11**

## **DHL Invoice**

Invoice Key Information

**24**

## **Contact Details**

**26**



# WHAT DOES MYBILL OFFER

DHL MyBill allows you to efficiently manage and pay your DHL invoices online. There is no cost to enroll, view your bills online. It's easy and secure! View your bill online anytime, 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:

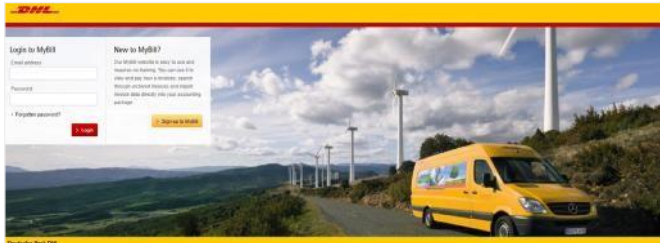
- Receive email notification of new invoices.
- Pay invoices online\*.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes 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 FOLLOWS

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

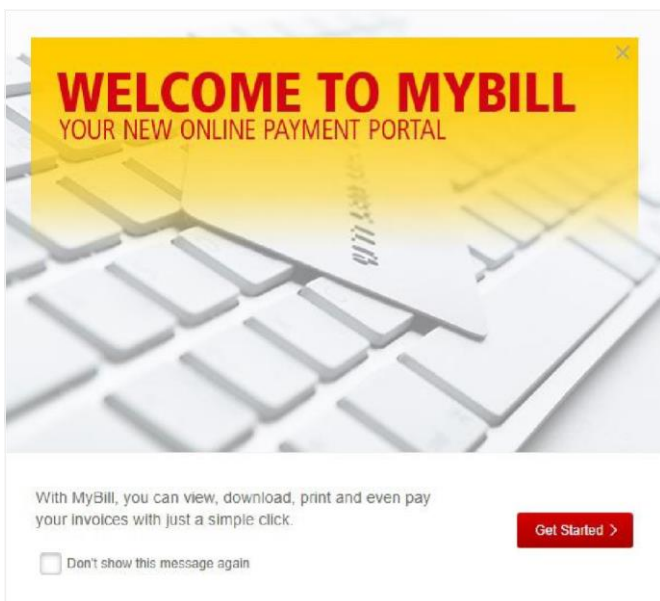
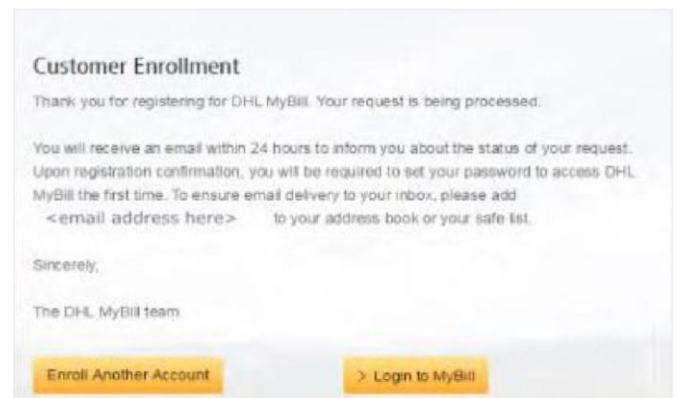
# REGISTERING FOR MYBILL

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.



You should receive an email within 24 hours to update you on the status of your request. There will be an email address displayed in 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.

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'.



Once your request has been approved, the email will contain a link to set your password for logging in to MyBill. Once you have successfully logged in to MyBill, a welcome message will 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

# 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**.

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.

Hi Julia, welcome to MyBill

Search by account, invoice or waybill

Billing System: IBS+ (DHL Express (Taiwan) Corp., DHL TW) ERP Account: All

**\$345,283.00**  
197 Open Transactions

**\$43.88**  
1 Invoices

**\$343,436.00**  
183 Due Now

Tariff Enquiry

Rated But Not invoiced  
193

Total records: 197 Selected: 0 20 per page < First > Prev

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO. Final Invoice No.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED
<input type="checkbox"/>		TXGR000008024 121667784	Invoice	Oct 18, 2019	Nov 17, 2019	Overdue	2,064.00	
<input type="checkbox"/>		TXGR000008412 121667788	Invoice	Oct 18, 2019	Nov 17, 2019	Overdue	1,424.00	
<input type="checkbox"/>		TXGR000008403 121667787	Invoice	Oct 18, 2019	Nov 17, 2019	Overdue	1,230.00	

Hi Julia, welcome to M

Search by account, invoice or waybill

Billing System: IBS+ (DHL Express (Taiwan) Corp., DHL TW) ERP Account: All

**\$345,283.00**  
197 Open Transactions

**\$6,943.88**  
10 Disputed Invoices

Tariff Enquiry

Rated But Not invoiced  
193

Total records: 10 Selected: 0 20 per page < First > Prev

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO. Final Invoice No.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED
<input type="checkbox"/>		TXGR000008445 121667730	Invoice	Oct 18, 2019	Nov 17, 2019	Disputed	2,806.00	2,806.00
<input type="checkbox"/>		TXGR000008418 121667767	Invoice	Oct 18, 2019	Nov 17, 2019	Disputed	4,129.00	4,129.00
<input type="checkbox"/>		TXGR000008255	Invoice	Sept 20, 2019	Oct 20, 2019	Disputed	1,981.00	

Hi Julia, welcome to MyBill

Search by account, invoice or waybill

Billing System: IBS+ (DHL Express (Taiwan) Corp., DHL TW) ERP Account: All

**\$345,283.00**  
197 Open Transactions

**\$343,436.00**  
183 Due Now

Tariff Enquiry

Rated But Not invoiced  
193

Total records: 183 Selected: 0 20 per page < First > Prev

ACCOUNT NO. Account Reference No.	ACCOUNT NAME	INVOICE NO. Final Invoice No.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED
<input type="checkbox"/>		TXGR000008712 121667610	Invoice	Sept 20, 2019	Oct 20, 2019	Overdue	1,726.00	
<input type="checkbox"/>		TXGR000008368 121667708	Invoice	Oct 18, 2019	Nov 17, 2019	Overdue	869.00	
<input type="checkbox"/>		TXGR000008165 121667547	Invoice	Oct 18, 2019	Nov 17, 2019	Overdue	5,160.00	

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 or territories, the totals will subsequently be shown separately in the invoice currency of each country/ territory.

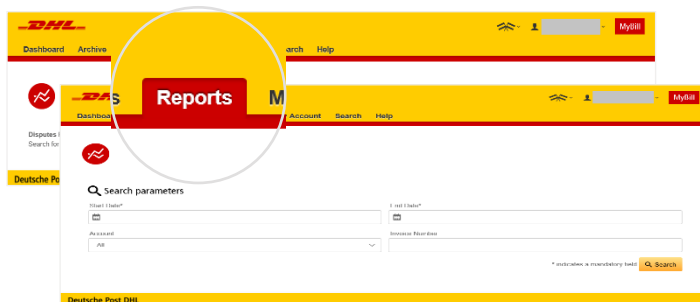
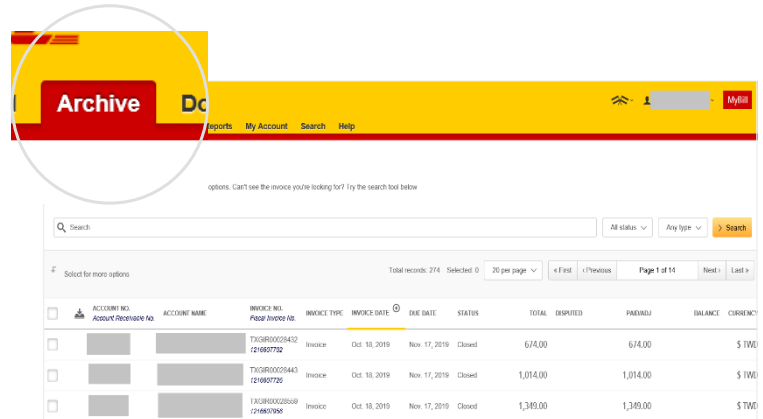
<b>MOP 161,224.00</b> 528 Open Transactions <b>\$516,741.97</b> 227 Open Transactions	<b>MOP 112.00</b> 1 Disputed Invoice <b>\$2,914.43</b> 1 Disputed Invoice	<b>MOP 21,920.00</b> 90 Due Now <b>\$203,548.68</b> 153 Due Now
--	--	--

# 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.

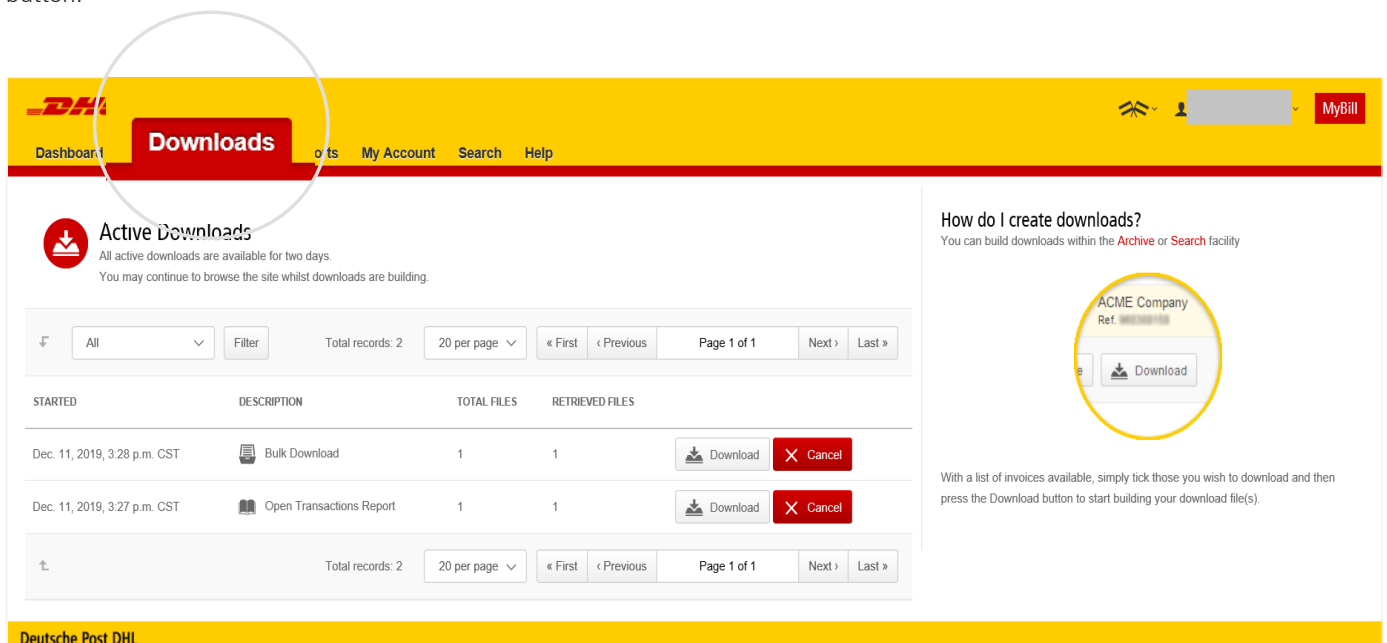


## THE REPORT SCREEN

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, 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?

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

**Custom search**  
Start a new search with custom criteria

TEST

**Search parameters**

Account  
All

Invoice Number  
Waybill

Invoice Type  
All

Status  
All

Summary Posting  
All

Fiscal Number

**Invoice Date**

Start Date  
End Date

**Save as "Saved Search"?**  
Enter a name

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

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.

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



# 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 Account

Dashboard

Archive

Down

Search

Help

My User Details

Please remember to keep 1

Email address

First Name

Position

Home Group

DHL TW

Timezone

Asia/Taipei

Last Name

Telephone Number

Language Preference

English - US

Change Password

Your password must meet the password policy. Changing Password directly via MyBill, will not change your current DHL.com password for online shipping

Your current password\*

Enter a new password\*

Confirm new password\*

\* indicates a mandatory field

Save

## MY USER DETAILS

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

Open Invoice Summary

TOTAL BALANCE

\$ 345,283.00

TOTAL OVER DUE

\$

CURRENT

30 DAYS

60 DAYS

90+ DAYS

\$

\$

\$

\$

## 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.

## 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.**

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 [dhl@mydhl.com](#)

Select for more options

Total records: 04

20 per page

First

Previous

Page 1 of 4

Next

Last

ACCOUNT NUMBER	AN ACCOUNT	COMPANY NAME	MANAGE
			<div>Manage</div>
			<div>Manage</div>
			<div>Manage</div>

## MY ACCOUNTS

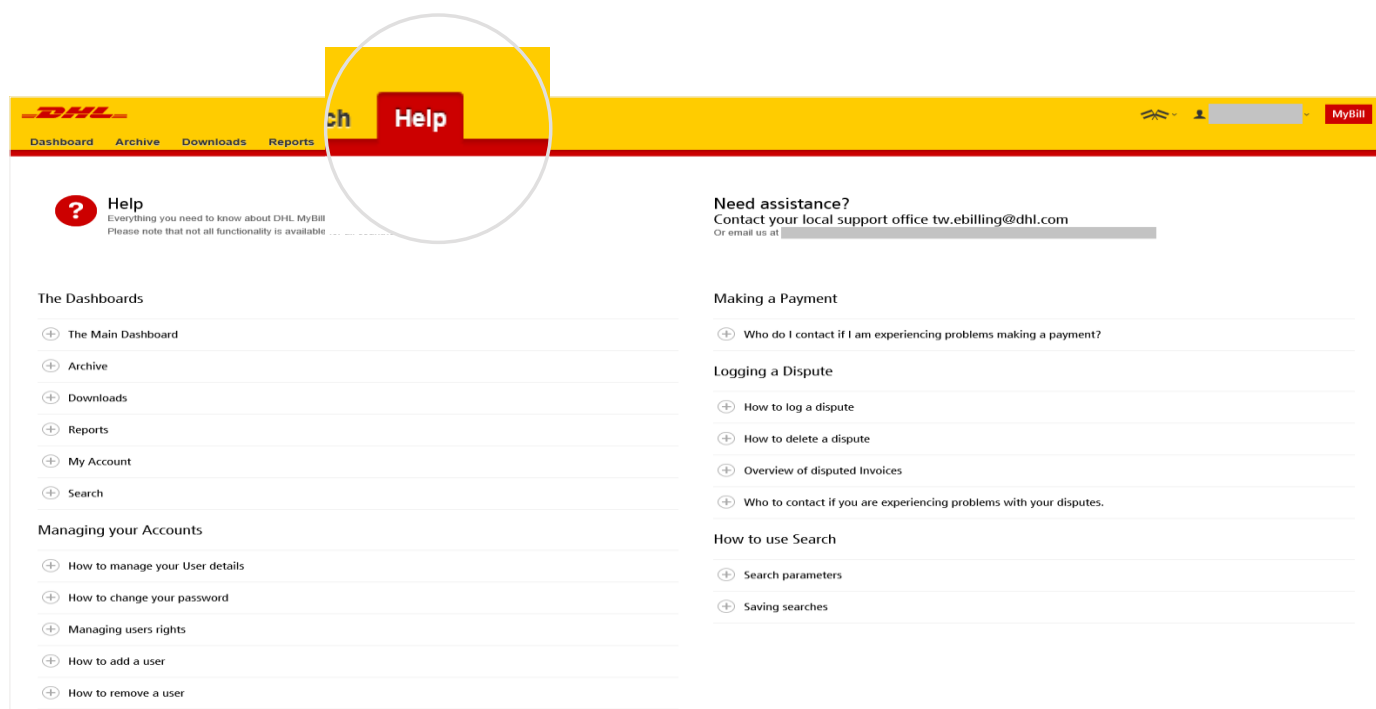
The **My Account** section is an overview of all the accounts you have access to. In this section you can view your rights for each account.

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 your invoices by email. Click on the drop-down menu to view and select the available options.

# THE HELP SCREEN

The **Help** screen is intended to help you manoeuvre your way through **MyBill** and provides simple step-by-step instructions.



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 not find 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  
how to use the functionality of MyBill



# 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.

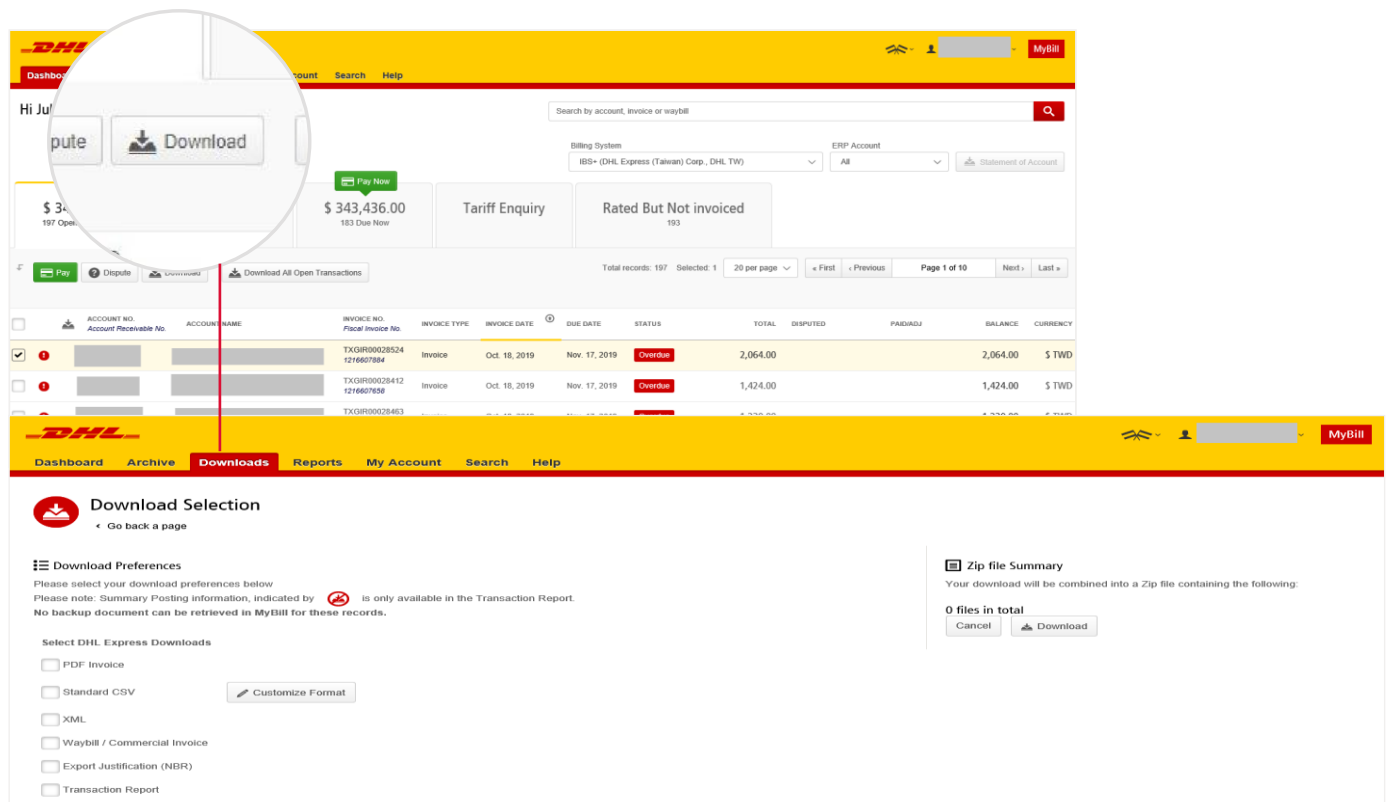
### INVOICE KEY

-  No images available
-  Overdue invoice
-  Disputed invoice

### 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, click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML), select the dropdown menu and choose the preferred format.


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



The screenshot shows the DHL MyBill interface. A circular callout highlights the 'Download' button in the top navigation bar. Below, the 'Download Selection' screen is displayed, showing a table of invoices with columns for Account No., Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Paid Due, Balance, and Currency. The table lists three invoices, all marked as 'Overdue'. The 'Download Selection' screen also includes a 'Download Preferences' section with checkboxes for PDF Invoice, Standard CSV, XML, Waybill / Commercial Invoice, Export Justification (NBR), and Transaction Report. A 'Zip file Summary' section indicates that the download will be combined into a Zip file containing 0 files in total.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID DUE	BALANCE	CURRENCY
TXGR00028524		TXGR00028524	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue	2,064.00			2,064.00	\$ TWD
TXGR00028412		TXGR00028412	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue	1,424.00			1,424.00	\$ TWD
TXGR00028463		TXGR00028463	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue	1,424.00			1,424.00	\$ TWD

**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.

Select DHL Express Downloads

- ☐ PDF Invoice
- ☐ Standard CSV [Customize Format](#)
- ☐ XML
- ☐ Waybill / Commercial Invoice
- ☐ Export Justification (NBR)
- ☐ Transaction Report

**Zip file Summary**  
Your download will be combined into a Zip file containing the following:

0 files in total

[Cancel](#) [Download](#)



# VIEWING MULTIPLE INVOICE

## MULTIPLE INVOICES

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

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with links like Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below this, a greeting says 'Hi Julia, welcome to MyBill'. There's a search bar and a 'Pay Now' button. A summary section shows account balances: \$345,283.00 (157 Open Transactions), \$6,943.88 (10 Disputed Invoices), and \$343,436.00 (183 Due Now). Below this is a table of invoices with columns for Account No., Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Disputed, Paid/Adj, Balance, and Currency. Three invoices are listed, each with a checkbox in the first column that is checked.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
TXGR00020524		121860784	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue	2,064.00			2,064.00	\$ TWD
TXGR00020412		121860768	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue	1,424.00			1,424.00	\$ TWD
TXGR00020463		121860797	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue	1,230.00			1,230.00	\$ TWD

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

The screenshot shows the 'Download Selection' screen. It has a 'Download Preferences' section with instructions to select preferences. Below this, there are checkboxes for 'PDF Invoice', 'Standard CSV', 'Concatenated', 'XML', 'Waybill / Commercial Invoice', 'Export Justification (NBR)', and 'Transaction Report'. The 'PDF Invoice' checkbox is checked. To the right, there's a 'Zip file Summary' box showing that the download will be a zip file containing 3 files (PDF Invoice, Total Download Size: 210.81 KB).

Should you choose 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, select the *Customize Format* button; otherwise select the *Download* button to continue with the standard format. You will then be redirected to the **Download** screen from where you can download your file.

This screenshot is similar to the previous one, but the 'Standard CSV' checkbox is checked instead of 'PDF Invoice'. The 'Zip file Summary' box now shows that the download will be a zip file containing 3 files (Standard CSV, Total Download Size: 3.99 KB).

# CSV CONFIGURATION

Should you wish to customize the format of your CSV file, 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 suits your needs.

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

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

Should you wish to save your settings, enter the name by which you wish to save these settings in the *Save all settings for later* field before selecting *Done*, and *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 selected the *Done, apply settings* button, you will be redirected to the **Downloads** screen where you can download your file.

**DHL** MyBill

Dashboard Archive Downloads Reports My Account Search Help

## CSV Configuration

Go back a page

★ Currently active configuration: None

📁 Pre-saved configurations ⓘ

Excluded Column Header ⓘ

Included Column Header

- Line Type
- Billing Source
- Original Invoice Number
- Invoice Number
- Station Code
- Invoice Identifier
- Invoice Type
- Invoice Date
- Payment Terms
- Due Date
- Parent Account
- Billing Account
- Billing Account Name
- Billing Account Name (Additional)
- Billing Address 1
- Billing Address 2

Export options

⌚ Sort order

Please select the order in which invoice data is to be listed within your export.

By Product, followed by Origin

☐ Concatenated

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.

☐ Use for email attachments

📁 Save all settings for later?

Save

Done, apply settings Cancel

# WAYBILLS & SUPPORTING DOCUMENTS

## WAYBILLS AND CUSTOMS PAPERWORK

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

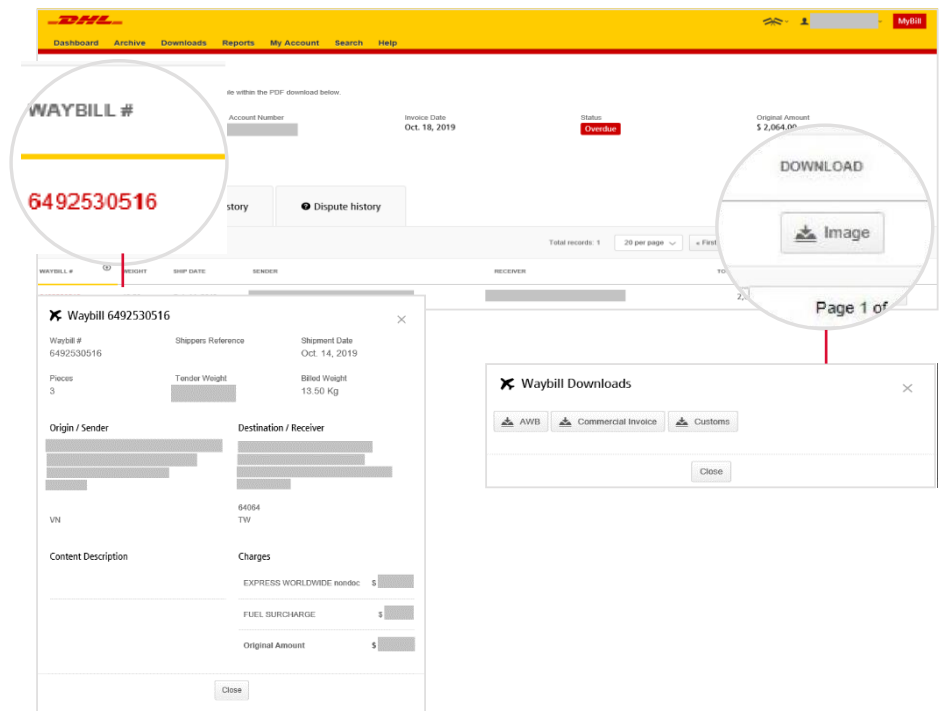
### SINGLE INVOICES

#### Option 1

Click on the invoice row and you will be redirected to the invoice screen. Click on *Waybill* the number and the Waybill details will appear in a new window.

#### Option 2

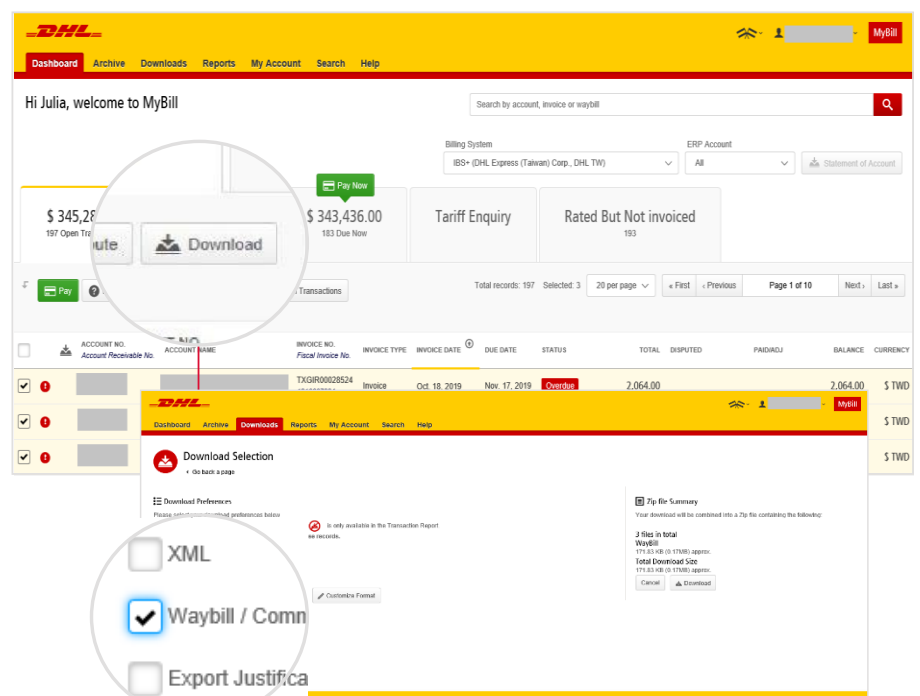
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



### 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 / 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 drop-down menu, entering a description of the dispute in the comment field and clicking the *Submit Dispute* button.

The screenshot shows the DHL MyBill dashboard. The top navigation bar includes links for Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. The user is logged in as Julia. The dashboard displays several key figures: \$ 345,283.00 (197 Open Transactions), \$ 6,943.88 (10 Disputed Invoices), and \$ 343,436.00 (183 Due Now). A red box highlights the 'Dispute' button in the 'Pay', 'Dispute', and 'Download' action bar. Below this, a table lists invoices, with the first row selected. The 'Dispute invoices' screen is shown below, featuring a table with columns: INVOICE NUMBER, ACCOUNT NUMBER, INVOICE DATE, STATUS, and ORIGINAL AMOUNT. The table lists two invoices: TXGIR00028368 and TXGIR00028555, both with a status of 'Overdue'. Below the table, there is a section for 'Add a Comment' with a dropdown menu to 'Select a dispute reason\*' and a text area for 'Add a comment \*'. A red 'Submit dispute' button is at the bottom right.

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
TXGIR00028368		Oct. 18, 2019	Overdue	\$
TXGIR00028555		Oct. 18, 2019	Overdue	\$

**Add a Comment**  
Please provide the reason for your dispute and any further comments below.  
All fields with \* are required

Select a dispute reason\*

Add a comment \*

[Submit dispute](#)

Note: Only one dispute can be logged per invoice.



# UPDATING A DISPUTE

Once you submit a dispute, it cannot be cancelled within MyBill. In the event a dispute needs to be modified or cancelled, 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.

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

Invoice Number: TXGIR00028445  
Account Number: [REDACTED]  
Invoice Date: Oct. 18, 2019  
Status: Disputed  
Original Amount: \$ [REDACTED]

Download Legal PDF

Waybills | Invoice history | **Dispute history** (1 Open)

DISPUTE CASE ID	RAISED BY	DISPUTE DATE	STATUS	TOTAL DISPUTED	
25557830	[REDACTED]	Nov. 7, 2019	Open	\$ [REDACTED]	<a href="#">View Dispute</a>

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

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

Invoice Number: TXGIR00028445  
Account Number: [REDACTED]  
Invoice Date: Oct. 18, 2019  
Status: Overdue  
Original Amount: \$ [REDACTED]

Download Legal PDF | Pay

Waybills | Invoice history | **Dispute history** (1 Open)

[Back](#)

Reason for dispute: [REDACTED]

Dispute Case ID	Raised by	Dispute Date	Status	Total Disputed
25557830	[REDACTED]	Nov. 7, 2019	Closed	\$ [REDACTED]

Dispute Comments

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, mention 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**.

# MAKING A PAYMENT

MyBill allows you to make quick and secure payments online \*.

The screenshot shows the DHL MyBill dashboard. At the top, there's a navigation bar with links: Dashboard, Archive, Downloads, Reports, My Account, Search, and Help. Below the navigation bar, a welcome message says "Hi Julia, welcome to MyBill". The dashboard displays three main sections: a total balance of \$348,089.00 with 197 Open Transactions, a disputed amount of \$4,137.88 with 9 Disputed Invoices, and a "Pay Now" button for \$346,242.00 with 184 Due Now. Below these, there's a table of invoices. The table has columns for Account No., Account Name, Invoice No., Invoice Type, Invoice Date, Due Date, Status, and Currency. Several invoices are listed, each with a "Pay" button highlighted by a red circle. At the bottom, there's a "PAID/ADJ" section with a "Pay" button also highlighted by a red circle.

Invoices can be paid by clicking on *Pay Now* on your **Dashboard** "Due Now".

Or hover your mouse over the invoice line and click on the *Pay* button that appears.

Or select the invoices you wish to pay and then click *Pay* for each invoice.

The screenshot shows the DHL MyBill payment confirmation screen. At the top, there's a "Pay \$5160.00" button and a message: "You have selected the following invoices for payment. Please review your selection below and press 'Confirm' to proceed to the payment process." Below this, there's a table with columns: ACCOUNT NUMBER, ACCOUNT NAME, INVOICE NUMBER, INVOICE TYPE, INVOICE DATE, DUE DATE, STATUS, ORIGINAL AMOUNT, PAID/ADJ, and BALANCE. Two invoices are listed, both with a status of "Overdue". At the bottom right, the "Total to pay" is \$5160.00. Below the table, there's a "Cancel" button and a "Taiwan Pay QR Code" input field, followed by a "Confirm" button.

Both options will take you to the following screen where you are required to confirm the invoices and the total amount due in this transaction. Once you have reviewed the details, select *Confirm*.

The following option is available for making payment to DHL:

- ✓ Taiwan Pay QR code (Mobile payment)

\*If applicable

# MAKING A PAYMENT

## Paid by Taiwan Pay QR code (Mobile payment)

The system will generate a QR code, please use your mobile phone to scan and pay

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAID/ADJ	BALANCE	CURRENCY
Account Receivable No.		TXGIR00028368 1216607559	Invoice	Oct. 18, 2019	Nov. 17, 2019	Overdue					\$ TWD
		TXGIR00028555 1216607947	Invoice	Oct. 18, 2019	Nov. 17, 2019	Payment(s) in progress					\$ TWD

Dashboard shows *Payment(s)* in progress until bank confirmation of payment, where it will then move to **Archive**.

## CONCERNED ABOUT MAKING PAYMENTS ONLINE? DON'T BE!

We use a combination of digital signatures and current standard encryption to protect all your card payment details. No one at DHL has access to your card information.

# 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 Julia, welcome to MyBill

Search by account, invoice or waybill

Billing System: IBS+ (DHL Express)

Billing Account: [Redacted]

Amount of Account: [Redacted]

Pay Now

\$ 342,929.00 (197 Open Transactions)

\$ 4,137.88 (9 Disputed Invoices)

\$ 341,082.00 (183 Due Now)

Tariff Enquiry

**Rated But Not Invoiced** 193

Sort

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

Total records: 193 20 per page

« First « Previous Page 1 of 10 Next » Last »

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
[Redacted]	6032330975	P	3.50 W	Sept 23, 2019	TXG	NUE	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track
[Redacted]	5393226871	P	19.50 B	Sept 21, 2019	SGN	TXG	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track
[Redacted]	4303192165	P	4.50 B	Sept 21, 2019	SGN	TXG	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track
[Redacted]	6485405625	P	2.50 W	Sept 21, 2019	DGM	TXG	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track
[Redacted]	4127328741	P	29.00 B	Sept 21, 2019	SGN	TXG	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track
[Redacted]	5393213243	P	0.50 B	Sept 21, 2019	SGN	TXG	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track
[Redacted]	2634683671	P	15.00 W	Sept 21, 2019	CAN	TXG	TWD	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	View Image Track

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.

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.

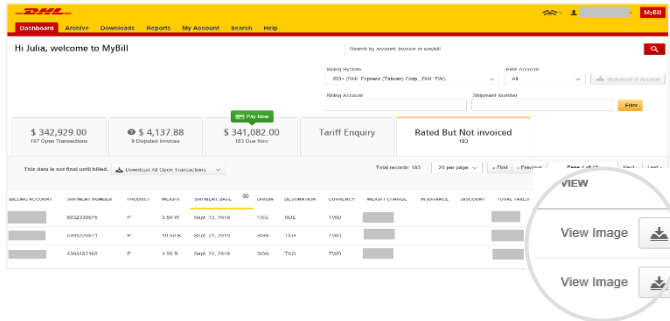
Available shipment details include:

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

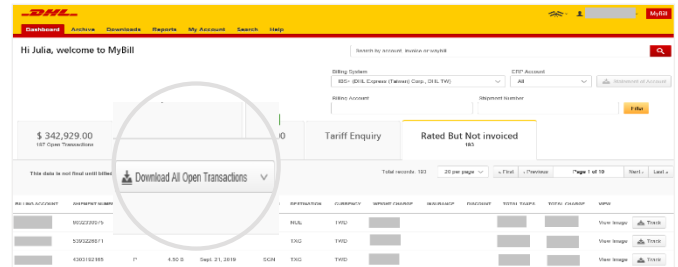
Note: data found in the Rated but not Invoiced screen is not final until billed and is subject to change.



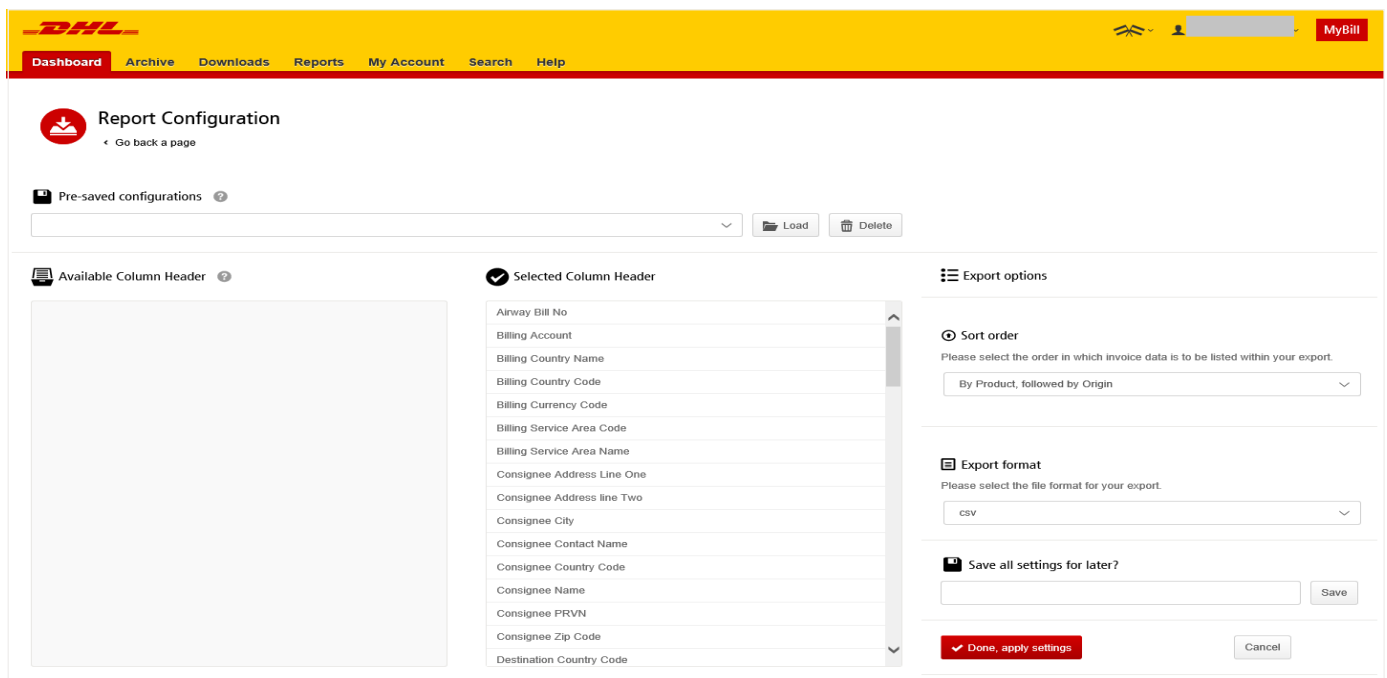
# RATED BUT NOT INVOICED (RBNI)



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.



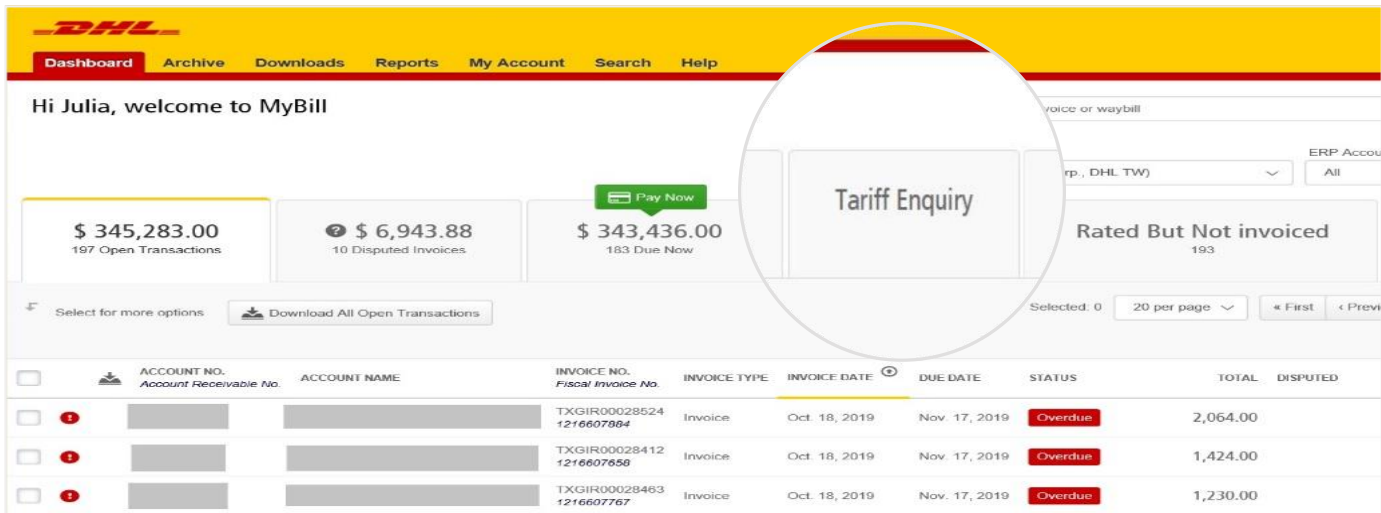
Should you wish to customize the format of the download, select the drop-down menu on the *Download All Open Transactions* and select *Configure Download Options*.

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.

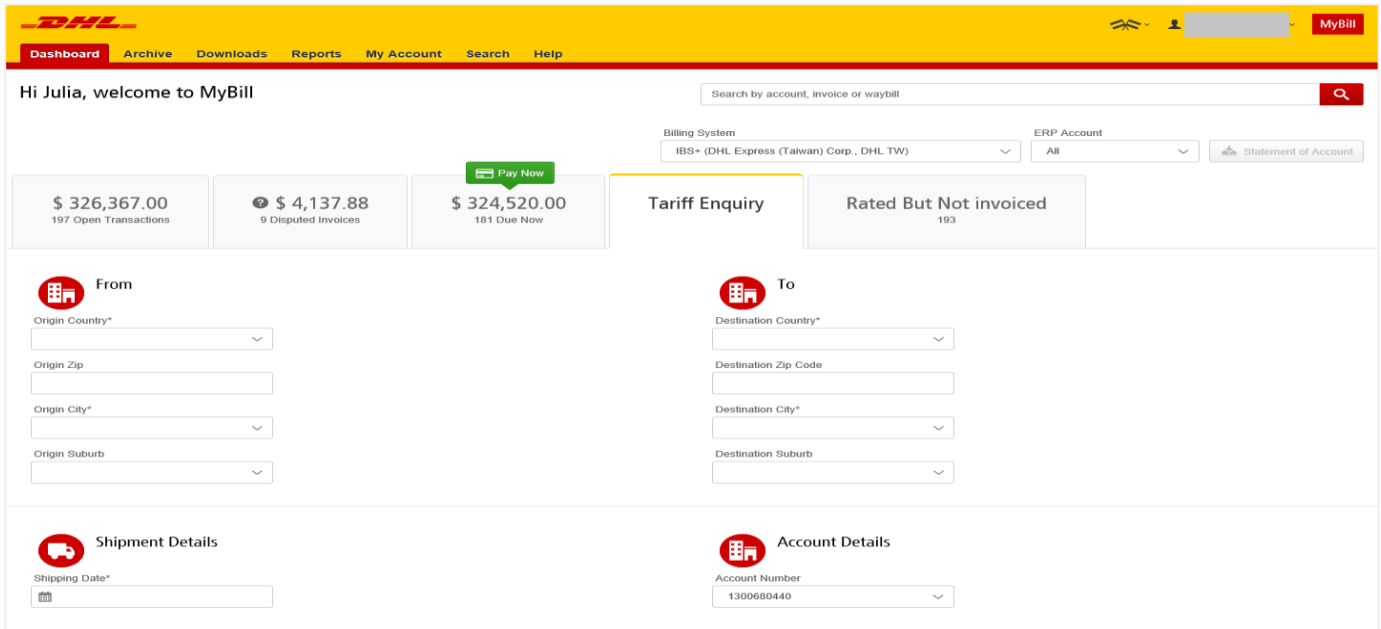
The RBNI Report Configuration screen is similar to the Invoice Report Configuration screen - see this section for further instructions.

# TARIFF ENQUIRY

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



The **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.



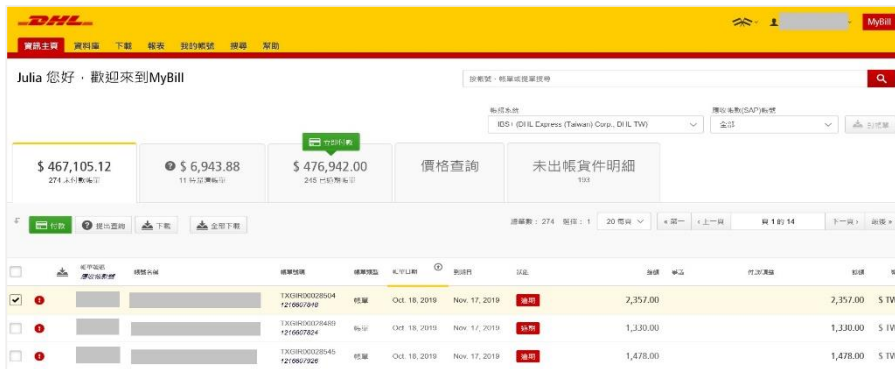
Particular fields such as *From* and *To* details, *Shipment Date* and *Piece* details are mandatory and so must be completed. Mandatory fields can be identified by the asterisk.

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 pieces, weight and/or the piece dimensions. When you select multiple pieces additional lines will appear allowing you to enter details for each individual piece.

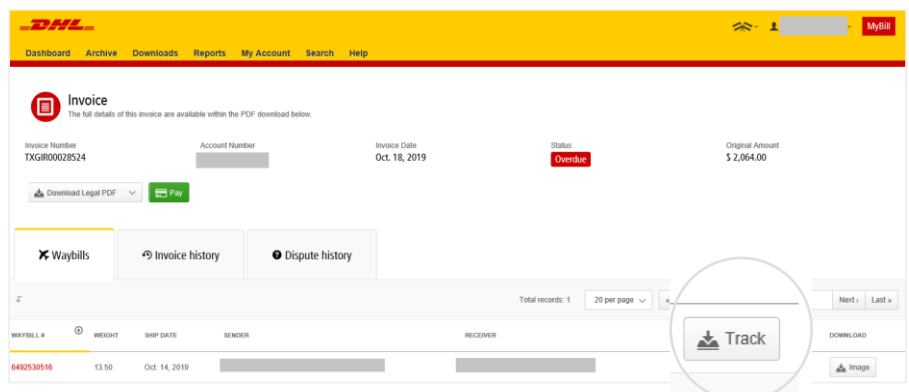
# TRACK AND TRACE

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

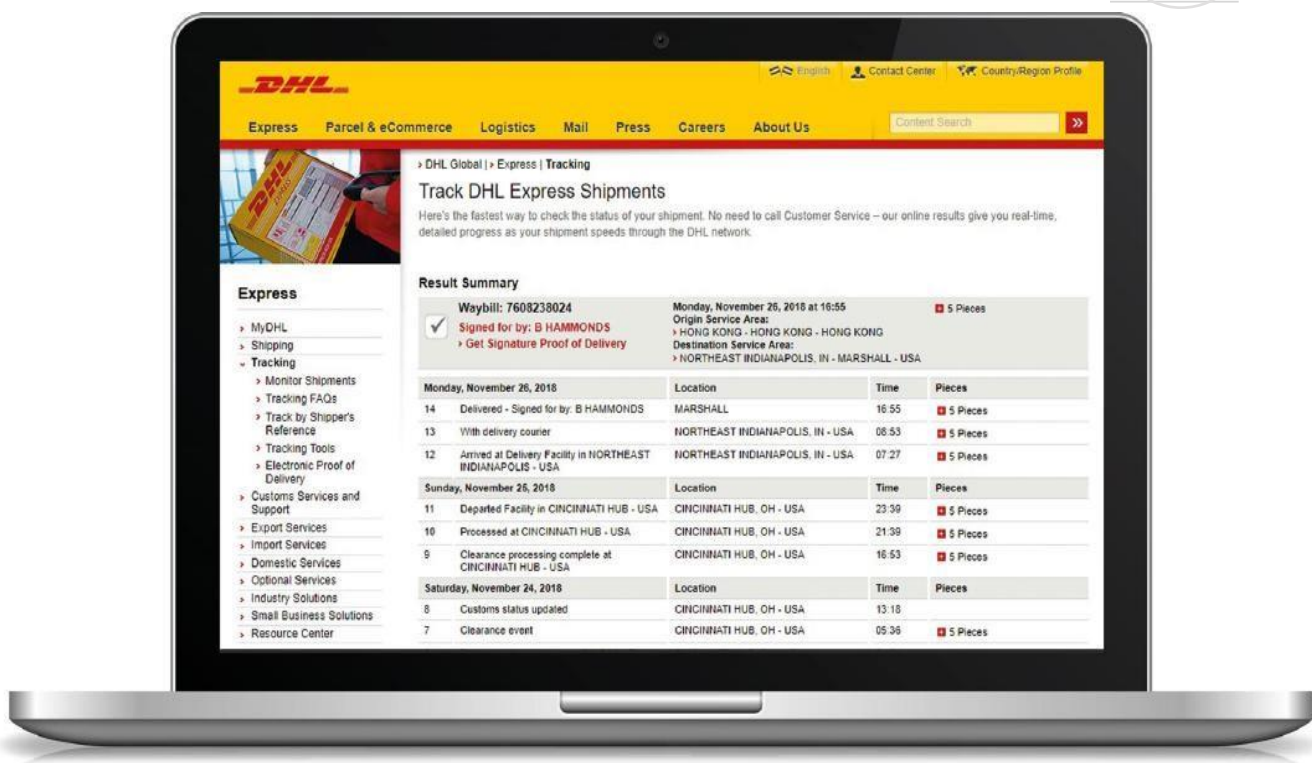


Should you wish to view the **Track and Trace** details of a shipment, open the invoice by selecting the invoice line.

Once redirected to the **Invoice** screen, you will be presented 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.





# DHL INVOICES

Understand your DHL invoice in a second



# INVOICE KEY INFORMATION

Here's the key information on your DHL Invoice:

1. Shipment Date: The date shipment was sent
2. Air Waybill Number: Customer DHL Waybill number
3. SAP Account No (AR account)
4. Account No (DHL account)
5. Invoice No
6. Payment

**DHL Express**

洋基通運股份有限公司

10416台北市建國北路二段82號1樓

帳務查詢服務

(02)2182-6868

tw.financequery@dhl.com

**DHL**

**1** 出貨日期

**2** 提單號碼 (即提單的身分證)

**3** SAP Acct No.

**4** Account No.

**5** Invoice No.

Invoice Date : 09/10/2020

Page : 1 of 1

Payment Due Date : 08/11/2020

Grand Total :

**6** 電匯付款

銀行名稱：匯豐(台灣)商業台北分行(代碼081-0016)

帳號：10081+ DHL寄件帳號9碼(共14碼)

(即 MyBill 帳號)

(即 DHL 帳號)

(即帳單號碼)

日期 DO/MN	提單號碼 HAWB NO	出口地 ORIGIN 進口地 DESTINATION	服務名稱 TYPE OF SERVICE	件數 PIECE	重量 WEIGHT	運費 CHARGE 折扣 DISC.	淨額 NET CHARGE
06/10	6068828006	TPE, TAINAN HKG, HONG KONG SAR, CHINA	EXPRESS WORLDWIDE DOC	1	0.50 B		
<p>FUEL SURCHARGE (燃料附加費)</p> <p>EMERGENCY SITUATION (緊急情況附加費)</p> <p>Shipper Reference (寄件人相關資料):</p> <p>Sender (寄件人):</p> <p>Receiver (收件人):</p> <p style="text-align: right;">稅前淨額小計</p>							
<p>Total Before Taxes (TWD)</p> <p>Taxes (TWD)</p> <p>Total After Taxes (TWD)</p>							

親愛的客戶：

1. 若您對帳單或發票的內容有疑問，包含價格、重量、付費帳號等，請您於收到帳單後7日內提出。

2. 帳務查詢服務請撥電話(02) 2182-6868 或發電郵至 tw.financequery@dhl.com 查詢。

3. 貨件重量計算方式為單箱實際重量或單箱材積重量取較重者為主。

**電匯付款**

戶名：洋基通運股份有限公司

銀行名稱：匯豐(台灣)商業台北分行(代碼081-0016)

帳號：10081+ DHL寄件帳號9碼(共14碼)

**支票付款**

開立抬頭：洋基通運股份有限公司

郵寄：10416台北市建國北路二段82號1樓

洋基通運股份有限公司 財務處 收

**銷帳聯**

REMITTED ADVICE

SAP ACCOUNT :

DHL 寄件帳號 :

帳單號碼 :

帳單日期 : 09/10/2020

付款到期日 : 08/11/2020

帳單金額 :

郵寄支票時請附上本銷帳聯，或將付款明細電郵至 Twrcpt@dhl.com，以利銷帳。謝謝！

**感謝您選擇DHL**



# CONTACT DETAILS

## TAIWAN

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

**For Invoice enquiries:**

Telephone: (02) 2182-6868

Email: [tw.financequery@dhl.com](mailto:tw.financequery@dhl.com)

**For MyBill specific issues and queries:**

Telephone: (02) 2182-6868

Email: [tw.ebilling@dhl.com](mailto:tw.ebilling@dhl.com)

DHL Express (Taiwan) Corp.

洋基通運股份有限公司

1F, 82, Chien Kuo N.RD., Sec. 2

Taipei 10416, Taiwan, R.O.C

[dhl.com.tw/express](http://dhl.com.tw/express)

Valid : 12/2020