DHL MYBILL QUICK START GUIDE

AUTO PAY SETUP
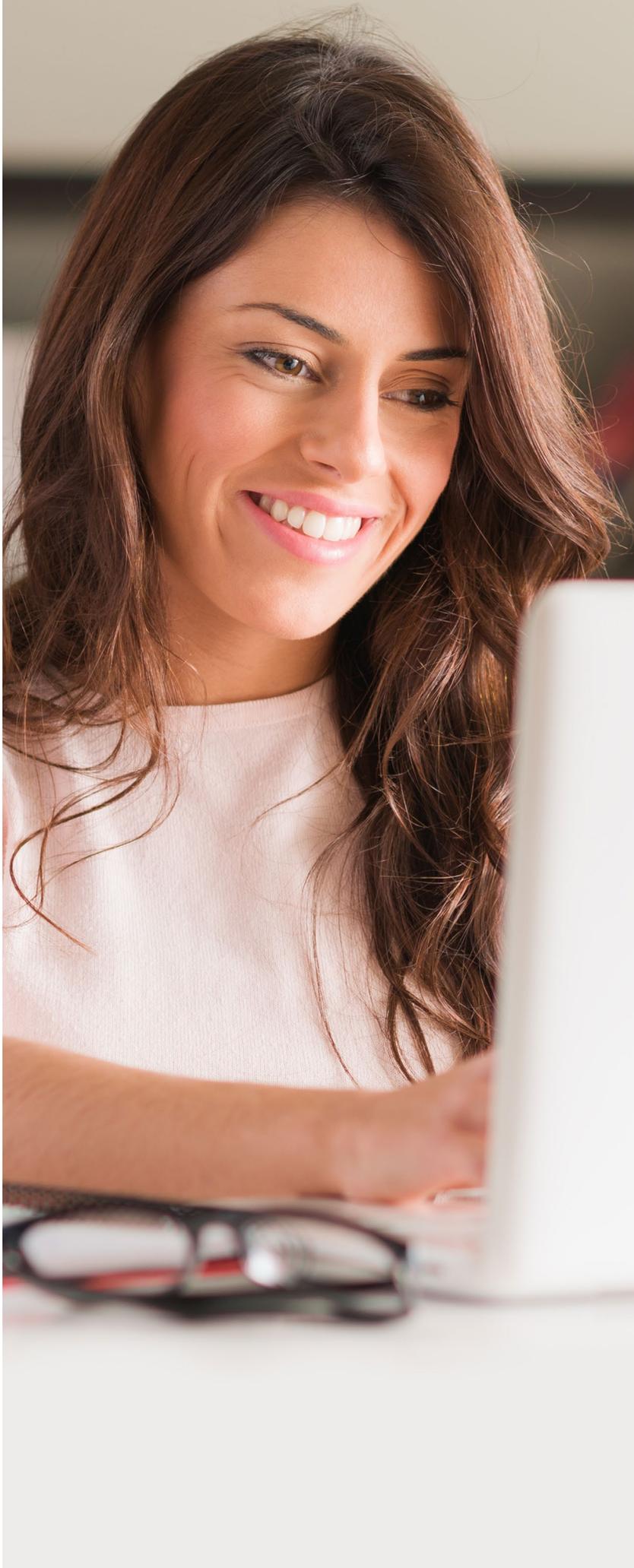
MyBill Quick Start Guide: Registration & Auto Pay Setup

1. Logging In

To log in to the DHL MyBill system, open the link below in your web browser: mybill.dhl.com/login

If you are already enrolled to use MyBill: Enter your email address in the Email Address box and type your password in the Password box and then click Login.

2. Set up Wallet for E-Billing

2.1 How to Set up an Account in the Total Transact Wallet

Go to your My Account screen and select the Go to My Wallet button in the Payment Settings section.
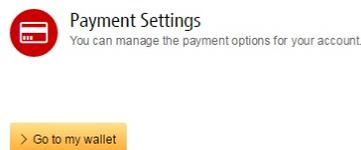
Select the + Add New Account button
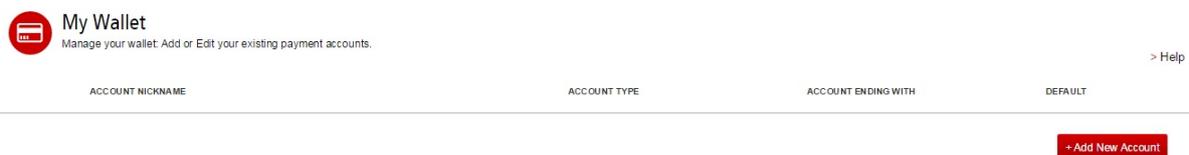
You will be redirected to the My Wallet screen, where you will be required to choose your preferred method of payment and the requested details. Note: Fields with an asterisk are required and must be completed.
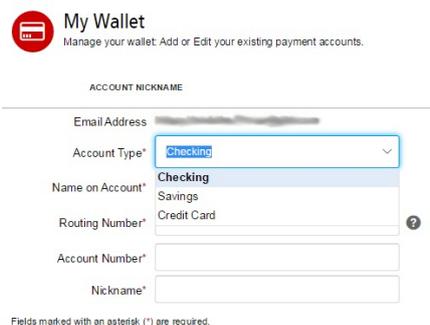
Once you have completed the form, click the Save button to ensure your details are saved for the next time.

Once your payment account has been successfully created, a window will appear to confirm that the process is complete.
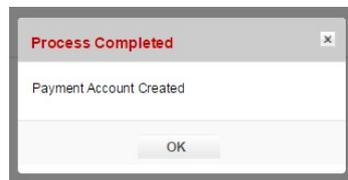
If you wish to add another account, select the + Add New Account button and repeat the process. Or select the Finish button to return to the dashboard.

2.2 How to Set up AutoPay on Your Account

In order to set up AutoPay, you must have AutoPay permission rights on the account. To find out whether you have these rights, go to the My Account screen and scroll down to the My Accounts overview. Clicking on the Me button will prompt a window to appear which will list the permissions you hold for each account. If Manage AutoPay appears in the list, you have the necessary permission to set up AutoPay on your account.
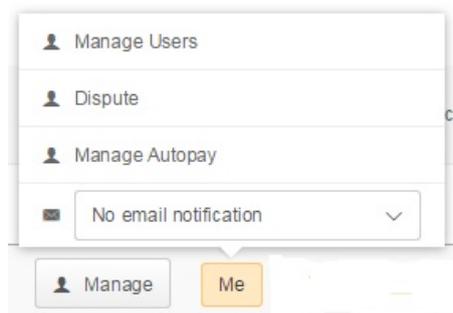
In the My Accounts overview in the My Account screen, you will find a list of your accounts. Select the account on which you wish to set up AutoPay by clicking on the actual account number.

Then select the Make Me AutoPay Admin button.

You will then be redirected to the Wallet screen. Select the Edit button in the AutoPay Wallet section. Then select a Wallet account for the account number that you wish to use for AutoPay.

Your account will be then be updated with the AutoPay setup.*

*REMINDER: You must set up AutoPay for each billing account separately in order to ensure all your accounts are billed through this function.

3. Additional Details and Contracts

For further details on how to use MyBill, please review the complete online MyBill User Guide and FAQ.
If you are experiencing problems logging in to MyBill, please contact us at einvoicinghelp@dhl.com.

If you require assistance with your account settings or user rights, please contact us at 1-800-722-0081, or send an email to billingsupport@dhl.com