



MyBill

DHL MyBill User Guide





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mybillza@dhl.com

MyBill User Guide

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.

How can you benefit from Online Billing?

- You maintain full control of all your export and import accounts in one profile.
- Research individual line items on your invoices.
- If you need to file a dispute for charges, it's simple to submit your request and information with DHL

MyBill

MyBill will allow you to:

- Receive email notification of new invoices.
- Pay invoices online via credit and debit card.
- Review payment history online.
- View and download copies of all invoices, including corresponding PDF and TIF documentation.
- Download invoice and shipment transaction data in customized CSV format.
- Query and submit disputes on invoice level.
- Designate a company administrator to create new logins for multiple internal users.
- Access invoice and shipment documentation for up to 12 months.



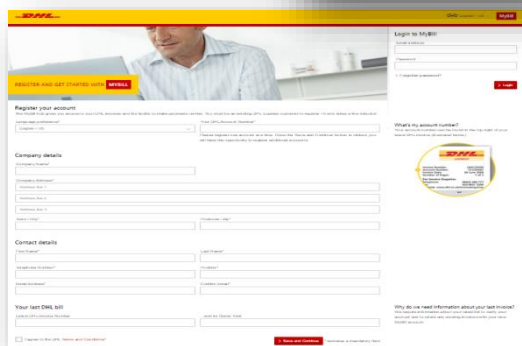
MyBill is a web based solution therefore the requirements for your browser are as followed:

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

MyBill User Guide

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.



In order to register you will be required to complete the registration form; fields with an asterisk are mandatory. Once you have finished entering your details, click the *'Save and Continue'* button. Your request for enrollment will then be sent to DHL for processing. You will then be given the option to *'Enroll Another Account'* or *'Login to MyBill'*.

You should receive an email within 24 hours to update you on the status of your request. There will be an email address displayed on the confirmation (where the text **<email address here>** is shown in the image). Please make sure that you add this address to your safe senders list to avoid MyBill emails being filed as spam or junk email.

Customer Enrollment

Thank you for registering for DHL MyBill. Your request is being processed.

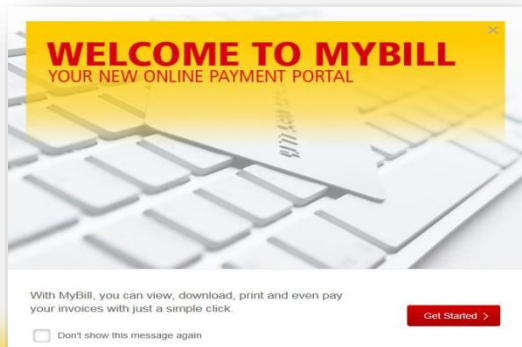
You will receive an email within 24 hours to inform you about the status of your request. Upon registration confirmation, you will be required to set your password to access DHL MyBill the first time. To ensure email delivery to your inbox, please add **<email address here>** to your address book or your safe list.

Sincerely,

The DHL MyBill team

[Enroll Another Account](#)

[Login to MyBill](#)



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

MyBill User Guide

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**.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
86 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	48.44	0.00	0.00	48.44	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	143.09	0.00	0.00	143.09	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	52.47	0.00	0.00	52.47	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	76.66	0.00	0.00	76.66	RM MYR
	Print and Post Account		Invoice	Sept 23, 2016	Nov 22, 2016	Overdue	68.61	0.00	0.00	68.61	RM MYR

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.

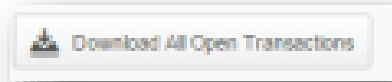
Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
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86 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

Download All Open Transactions



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).

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
86 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
	Print and Post Account		Invoice	March 31, 2016	April 30, 2016	Overdue	22,612.81	0.00	0.00	22,612.81	JS MYD
	Print and Post Account		Invoice	May 19, 2016	June 18, 2016	Overdue	12,319.95	0.00	0.00	12,319.95	JS MYD
	Print and Post Account		Invoice	May 19, 2016	June 18, 2016	Overdue	13,863.20	0.00	0.00	13,863.20	JS MYD
	Printed by HR group		Invoice	April 30, 2016	June 29, 2016	Overdue	164.68	0.00	0.00	164.68	RM MYR
	Printed by HR group		Invoice	May 31, 2016	June 30, 2016	Overdue	1,015.30	0.00	0.00	1,015.30	JS MYD



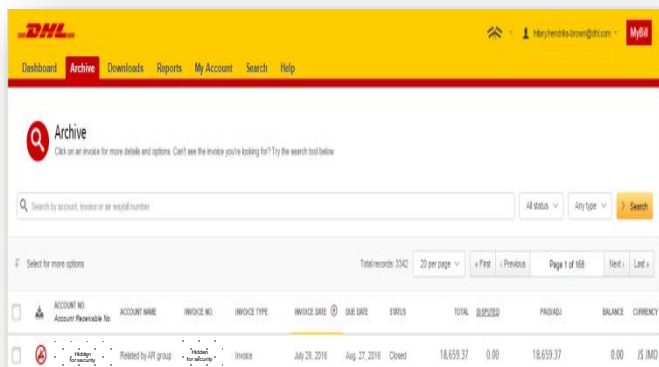
RM 384,242.83
1741 Open Transactions
\$ 1,251.25
3 Open Transactions
JS 6,941,008.03
86 Open Transactions

\$ 112.20
1 Disputed Invoice

RM 165,311.33
895 Due Now
JS 6,620,102.81
54 Due Now

MyBill User Guide

The Archive, Reports & Download Screens



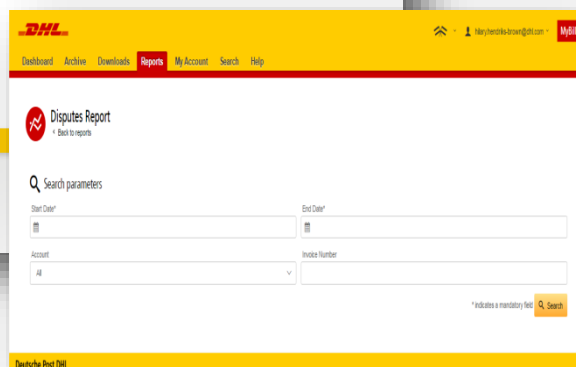
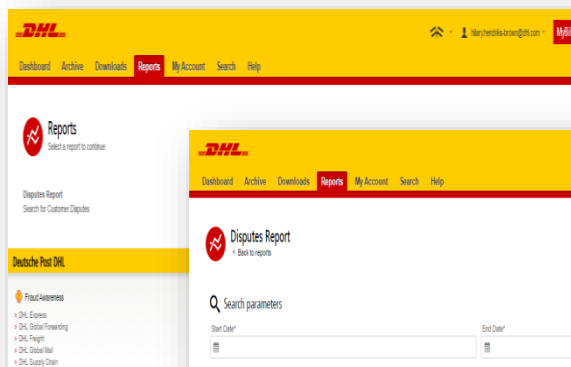
The Archive Screen

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.

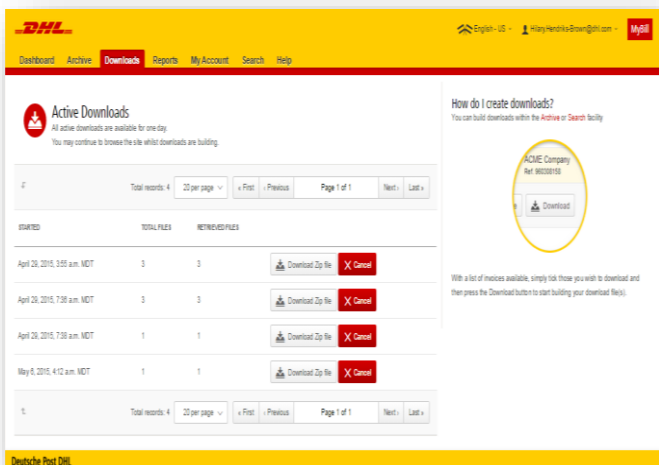
The Report Screen

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

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.

MyBill User Guide

My Account Screen

In the **My**, change your password, view your open invoice summary and manage your accounts. **Account** screen you will find an overview of your account details. From this screen you can update your user details.

The screenshot shows the 'My Account' section of the DHL MyBill interface. It features two main panels: 'My User Details' and 'Change Password'.

My User Details: This panel includes a 'Save' button and several input fields for user information:

- Email address: hilary.hendriks-brown@dhl.com
- First Name: Hilary Hendriks
- Last Name: [Empty]
- Position: [Empty]
- Telephone Number: [Empty]
- Home Group: DHL US
- Language Preference: English - US
- Timezone: Africa/Abidjan

Change Password: This panel includes a 'Save' button and three input fields for password updates:

- Your current password*
- Enter a new password*
- Confirm new password*

A note states: "Your password must meet the password policy. Changing Password directly via MyBill, will not change your current DHL.com password for online shipping." A legend indicates that an asterisk (*) denotes a mandatory field.

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.

The screenshot shows the 'Open Invoice Summary' and 'My Accounts' sections.

Open Invoice Summary: This section displays a table of balances and aging information.

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

Below the table, there is a section for aging information:

CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM 86,939.69			
\$ 0.00			
JS 0.00			

My Accounts: This section provides an overview of all accounts associated with the user profile. It includes a table with columns for 'ACCOUNT NUMBER', 'AN ACCOUNT', 'COMPANY NAME', and 'MANAGE'.

ACCOUNT NUMBER	AN ACCOUNT	COMPANY NAME	MANAGE
[Account ID]	Head...	Related by HR group	Manage Me [email]
[Account ID]	Head...	Related by HR group	Manage Me
[Account ID]	Head...	Related by HR group	Manage Me [email]

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.

MyBill User Guide

The Help Screen

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

DHL MyBill

Dashboard Archive Downloads Reports My Account Search **Help**

Help
Everything you need to know about DHL MyBill all in one place

Need assistance?
Contact us now on 1.800.722.0081
Opening hours 8.00am to 17.30pm
Or email us at online_bill@dhl.com

The Dashboards

- The Main Dashboard
- Archive
- Downloads
- Reports
- My Account
- Search

Managing your Accounts

- How to manage your User details
- How to change your password
- Managing users rights
- How to add a user
- How to remove a user
- Who to contact if experiencing difficulties logging into MyBill

Making a Payment

- How to setup an account in the Wallet
- Making a payment
- How to set up autopay on my account
- How to remove a Wallet account
- Who do I contact if I am experiencing problems making a payment?

Logging a Dispute

- How to log a dispute
- How to delete a dispute
- Overview of disputed Invoices
- Who to contact if you are experiencing problems with your disputes.

How to use Search

- Search parameters
- Saving searches

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

MyBill User Guide

Viewing an Invoice

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

Single invoices

Option 1:




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

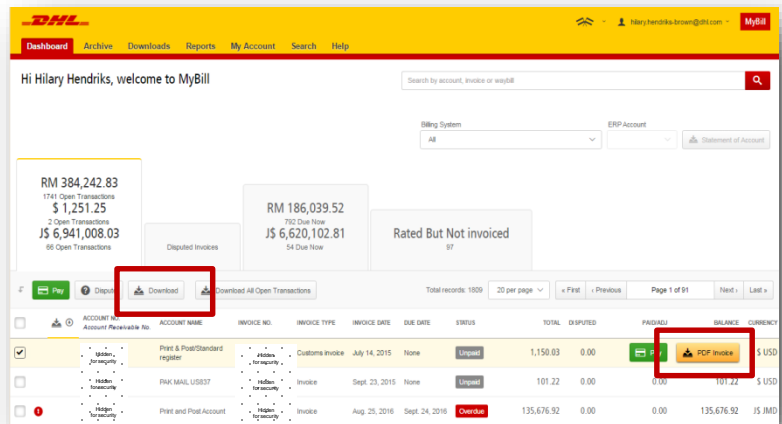
Option 2:

Tick the box next to the invoice you wish to view and select the *Download* button. If you wish to simply download the PDF then click the *Download PDF* button. If you would like to download the invoice in a different format (CSV, XML) then select the dropdown menu and choose the preferred format.

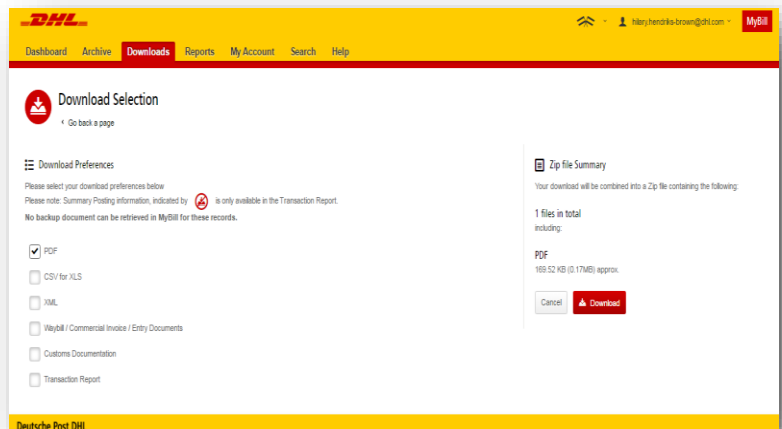
Should you select the *Download* option you will be redirected to the **Downloads** screen where you can choose your *Download Preference* by ticking the box next to your preferred format and clicking on the *Download* button

Invoice Key

-  No images available
-  Overdue invoice
-  Disputed invoice



The screenshot shows the MyBill dashboard for Hilary Hendriks. It features a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. A search bar is present at the top right. Below the navigation, there are summary cards for 'Disputed Invoices' (RM 384,242.83), 'Rated But Not Invoiced' (RM 186,039.52), and 'Overdue Invoices' (RM 6,220,102.81). A table of invoices is displayed below, with columns for 'ACCOUNT No.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PRIORITY', 'BALANCE', and 'CURRENCY'. The first row is selected, and the 'Download' button and 'PDF Invoice' dropdown menu are highlighted with red boxes.



The screenshot shows the 'Download Selection' screen in MyBill. It features a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. The main content area is titled 'Download Selection' and includes a 'Go back a page' link. Below this, there are 'Download Preferences' and a 'Zip File Summary' section. The 'Download Preferences' section has a list of options: 'PDF' (checked), 'CSV for XLS', 'XML', 'Waybill / Commercial Invoice / Entry Documents', 'Customs Documentation', and 'Transaction Report'. The 'Zip File Summary' section shows '1 files in total' and a 'Download' button, which is highlighted with a red box.

MyBill User Guide

Viewing Multiple Invoices

The screenshot shows the DHL MyBill dashboard for user Hilary Hendriks. The dashboard includes a navigation menu (Dashboard, Archive, Downloads, Reports, My Account, Search, Help) and a search bar. Below the navigation, there are summary cards for account balances: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), RM 186,039.52 (192 Open Transactions, JS 6,620,102.81), and a 'Rated But Not Invoiced' card. A table of invoices is displayed below, with checkboxes in the left margin for selecting multiple invoices. The table columns include Invoice No., Invoice Type, Invoice Date, Due Date, Status, Total, Is Spotted, Paid Due, Balance, and Currency.

Invoice No.	Invoice Type	Invoice Date	Due Date	Status	Total	Is Spotted	Paid Due	Balance	Currency
118484	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
118485	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
118486	Invoice	Aug. 25, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	JS BMD
118487	Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	JS BMD

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 'Download Selection' screen in the DHL MyBill interface. It features a 'Download Preferences' section where users can select their preferred download format. The 'PDF' option is selected. A 'Zip file Summary' section indicates that the download will be combined into a Zip file containing 3 files in total, including a PDF of 508.56 KB (0.50MB) approx. A 'Download' button is visible at the bottom right.

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 with the 'CSV for XLS' option selected. The 'Customize Format' button is highlighted, indicating that the user has chosen to customize the CSV format. The 'Zip file Summary' section shows that the download will be combined into a Zip file containing 2 files in total, including a CSV of 18.02 KB (0.02MB) approx. A 'Download' button is visible at the bottom right.

Should you chose the *CSV for XLS* format you will be offered the possibility to customize the format. Should you wish to customize the format of the CSV file then select the *Customize Format* button otherwise select the *Download* button to continue with the standard format. You will the be redirected to the **Download** screen from where you can download your file.

CSV Configuration

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.

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Waybills & Supporting Documentation

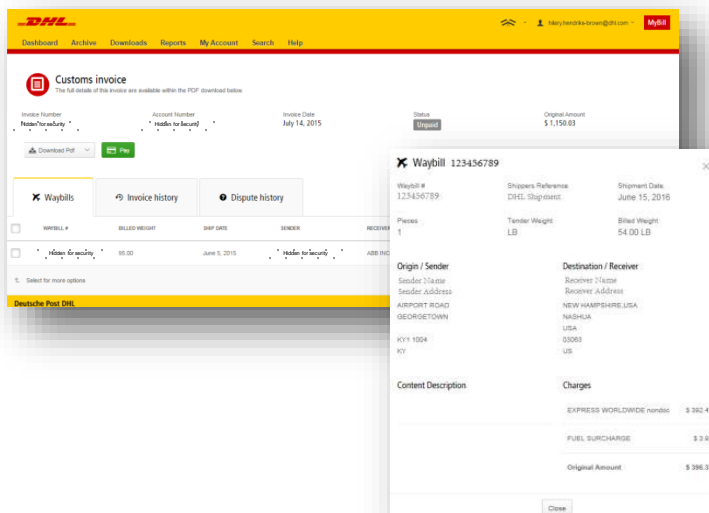
Waybills and Customs paperwork

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

Single invoices

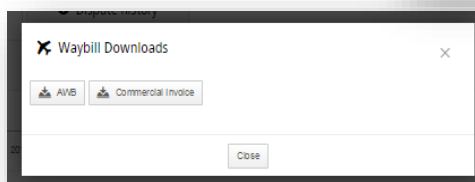
Option 1

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

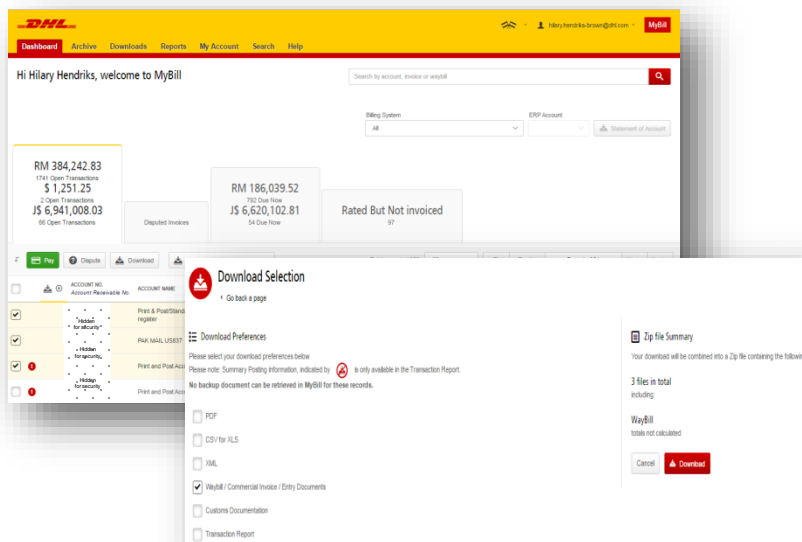
Click on the *Image* button in the *Download* column. A new window will list the available paperwork. Select the option you wish to view.



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.



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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 shows the DHL MyBill interface. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below this, a search bar and filters for 'Billing System' and 'ERP-Account' are visible. The main dashboard area shows account statistics: RM 384,242.83 (1741 Open Transactions, \$ 1,251.25), 3 Open Transactions (JS 6,941,008.03), 66 Open Transactions, \$ 112.20 (1 Disputed Invoice), RM 179,405.91 (736 Due Now, JS 6,620,102.81), and 'Rated But Not invoiced' (97). A table of invoices is shown with columns for 'ACCOUNT NO.', 'ACCOUNT NAME', 'INVOICE NO.', 'INVOICE TYPE', 'INVOICE DATE', 'DUE DATE', 'STATUS', 'TOTAL', 'DISPUTED', 'PAID/ADJ', 'BALANCE', and 'CURRENCY'. Two invoices are selected, and the 'Dispute' button is clicked. This leads to the 'Dispute invoices' screen, which has a heading 'Dispute invoices' and a sub-heading 'If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.' Below this is a 'Back to dashboard screen' link and a table of unpaired invoices with columns for 'INVOICE NUMBER', 'ACCOUNT NUMBER', 'INVOICE DATE', 'STATUS', and 'ORIGINAL AMOUNT'. Two unpaired invoices are listed: one for Sept. 23, 2016 with an original amount of RM 44.44, and another for Sept. 23, 2016 with an original amount of RM 143.09. Below the table is an 'Add a Comment' section with a dropdown for 'Select a dispute reason' and a text area for 'Add a comment'. A 'Submit dispute' button is at the bottom right. The footer contains links for 'How MyBill Works', 'MyBill User Guide', and 'MyBill FAQs', along with 'Deutsche Post DHL' and 'Fraud Awareness' information.



Note: Only one dispute can be logged per invoice

MyBill User Guide

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' dashboard. At the top, there's a navigation bar with 'Dashboard', 'Archive', 'Downloads', 'Reports', 'My Account', 'Search', and 'Help'. Below that, the 'Customs invoice' section displays details: Invoice Number (7366157), Account Number (Hilary Hendrika-Brown), Invoice Date (March 31, 2015), Status (Disputed), and Total (\$ 439.90). A 'Download Pdf' button is visible. Below the details are three tabs: 'Waybills', 'Invoice history', and 'Dispute history' (which is active and shows '1 Open'). A table below the tabs lists the dispute details:

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

At the bottom, it says 'You have 1 open dispute' and 'Deutsche Post DHL'.

The screenshot shows the 'View Dispute' page. It features a 'Reason for dispute' section with 'Incorrect rate'. Below this is a table with the following data:

Dispute Case ID	Raised by	Dispute Date	Status	Total Disputed
7366157		April 29, 2015	Open	\$ 439.90

Below the table is a 'Dispute Comments' section. It shows two 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 an 'Add a comment' text box 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**

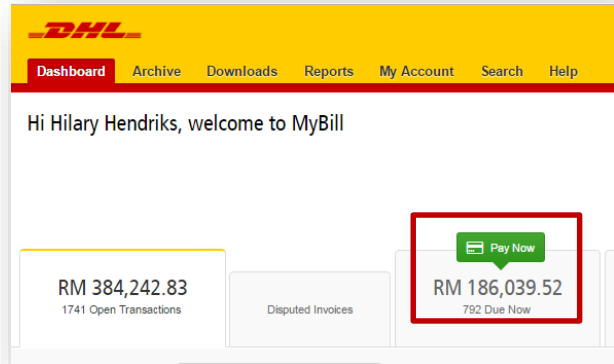
MyBill User Guide

Making a Payment

MyBill allows you to make quick and secure payments online

Not Applicable to South Africa

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

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00				RM MYR
1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70		RM MYR
1	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58		RM MYR

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

The screenshot shows the DHL MyBill dashboard with a 'Pay' button highlighted in a red box. Below the dashboard, there's a table of invoices with checkboxes in the first column. The 'Pay' button is also highlighted in a red box.

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00				RM MYR
<input checked="" type="checkbox"/>	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70		RM MYR
<input checked="" type="checkbox"/>	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58		RM MYR
<input type="checkbox"/>	Print and Post Account	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	-0.01	54.35		RM MYR

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 screenshot shows the 'Pay \$15.00' confirmation screen. It displays a table with invoice details and a 'Confirm' button.

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAYABLE	BALANCE
999999999	Print and Post Account	32212343	Invoice	Oct. 30, 2015	Nov. 29, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00
								Total to pay	\$ 15.00

MyBill User Guide

Making a Payment

Step 1: Please select your payment method

ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE DATE	DUE DATE	PAYMENT AMOUNT
999999999	Print and Post Account	82212343	Oct. 30, 2015	Nov. 29, 2015	\$ 15.00
Total to pay					\$ 15.00

Total payment amount MD 15.00

Credit Card

Card Number

Card Holder Name

Card Expiry Date /

CVV What is CVV?

Once you confirm you will be requested to enter the credit card details and then select the *Pay* button.

Select for more options Total records: 25 20 per page Page 1 of 2

Your payment was successful. Your transaction reference number is: 20160816220514-1687089. Thank you for choosing DHL.

Once the payment has been successfully submitted a confirmation message will appear. A confirmation email will be sent to the email address set up in your profile.

Search by account, invoice or waybill

\$ 47.43 1 Open Transactions \$ 47.43 1 Due Now

Billing System: SAP ERP Account: 999999999

Select for more options Total records: 17 20 per page Page 1 of 1

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
999999999	Print and Post Account	82212343	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15,00	0,00	15,00	0,00	\$ MD

Dashboard shows *Payment(s) in progress* until bank confirmation of payment then it will 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.

MyBill User Guide

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
3 Open Transactions
JS 6,941,008.03
88 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
853 Live Now
JS 6,620,102.81
54 Live Now

Rated But Not Invoiced
57

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

Total records: 57 20 per page First Previous Page 1 of 5 Next Last

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Rated but not invoiced	1*	1.00 W	Sept. 13, 2016	HRG	PLN	USD	19.99	0.00	0.00	0.00	0.00	19.94	View Invoice
Rated but not invoiced	1*	2.00 V	Sept. 8, 2016	SHN	PLN	USD	19.27	0.00	0.00	0.00	0.00	20.92	View Invoice
Rated but not invoiced	1*	2.00 W	Sept. 6, 2016	SGN	PLN	USD	31.80	0.00	0.00	0.00	0.00	34.36	View Invoice
Rated but not invoiced	N	3.00 D	Sept. 14, 2016	KUL	PLN	USD	22.92	0.00	0.00	1.49	0.00	26.20	View Invoice
Rated but not invoiced	1*	19.00 W	Sept. 12, 2016	BRK	PLN	USD	62.40	0.00	0.00	0.00	0.00	56.62	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 12, 2016	HRG	PLN	USD	13.89	0.00	0.00	0.00	0.00	15.01	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 6, 2016	SGN	PLN	USD	29.37	0.00	0.00	0.00	0.00	30.89	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 6, 2016	SGN	PLN	USD	29.37	0.00	0.00	0.00	0.00	30.89	View Invoice
Rated but not invoiced	1*	6.00 D	Sept. 13, 2016	SRN	PLN	USD	30.28	0.00	0.00	0.00	0.00	32.10	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 6, 2016	SGN	PLN	USD	29.37	0.00	0.00	0.00	0.00	30.89	View Invoice
Rated but not invoiced	N	75.00 D	Sept. 14, 2016	KUL	PLN	USD	50.94	0.00	0.00	3.27	0.00	57.89	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 6, 2016	SGN	PLN	USD	29.37	0.00	0.00	0.00	0.00	30.89	View Invoice
Rated but not invoiced	N	3.00 D	Sept. 10, 2016	KUL	PLN	USD	20.74	0.00	0.00	1.34	0.00	23.75	View Invoice
Rated but not invoiced	1*	19.00 W	Sept. 6, 2016	BLV	PLN	USD	153.71	0.00	0.00	0.00	0.00	153.26	View Invoice
Rated but not invoiced	1*	13.00 D	Sept. 6, 2016	SGN	PLN	USD	79.90	0.00	0.00	0.00	0.00	82.12	View Invoice
Rated but not invoiced	1*	4.00 D	Sept. 6, 2016	SGN	PLN	USD	44.09	0.00	0.00	0.00	0.00	47.94	View Invoice
Rated but not invoiced	N	2.00 W	Sept. 10, 2016	KUL	PLN	USD	18.96	0.00	0.00	1.20	0.00	21.28	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 6, 2016	SGN	PLN	USD	29.37	0.00	0.00	0.00	0.00	30.89	View Invoice
Rated but not invoiced	N	1.00 W	Sept. 10, 2016	PLN	PLN	USD	12.02	0.00	0.00	0.78	0.00	13.77	View Invoice
Rated but not invoiced	1*	1.00 W	Sept. 6, 2016	SGN	PLN	USD	29.37	0.00	0.00	0.00	0.00	30.89	View Invoice

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

Total records: 57 20 per page First Previous Page 1 of 5 Next Last

How MyBill Works
How to pay your CPL invoices online
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Use Frequently Asked Questions answered
Download PDF

Deutsche Post DHL

Final Assessment
CPL Invoicing

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In the event that your account has been enabled for Rated but not Invoiced (RBNI) you will be able to view shipments that have been sent, rated but not yet invoiced.

Such functionality not only provides you with a clear overview of all dispatched shipments in a timely manner but also assists with the rebilling to your customers should you need to.

Available shipment details include :

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

Sort your RBNI data by clicking on a particular column header . The arrow next to the header will indicate the direction of the sort order.



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

MyBill User Guide

Rated but not Invoiced - RBNI

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25

RM 165,311.33
1552 Due Now
\$ 6,620,102.81

Rated But Not Invoiced

RM 384,242.83
1741 Open Transactions
\$ 1,251.25

RM 165,311.33
1552 Due Now
\$ 6,620,102.81

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	5.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	6.10	Sept. 15, 2016	PEN	BLR	USD	0.00	0.00	0.00	0.28	11.53	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	47.96	Sept. 15, 2016	PEN	KUL	USD	0.00	0.00	0.00	3.11	54.94	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	20.74	Sept. 15, 2016	KUL	PEN	USD	0.00	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	18.56	Sept. 15, 2016	KUL	PEN	USD	0.00	0.00	1.20	1.20	21.26	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	12.02	Sept. 15, 2016	PEN	PEN	USD	0.00	0.00	0.00	0.76	13.77	View Image

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.

Hi Hilary Hendriks, welcome to MyBill

RM 384,242.83
1741 Open Transactions
\$ 1,251.25

RM 165,311.33
1552 Due Now
\$ 6,620,102.81

Rated But Not Invoiced

RM 384,242.83
1741 Open Transactions
\$ 1,251.25

RM 165,311.33
1552 Due Now
\$ 6,620,102.81

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHANGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	5.00 W	Sept. 15, 2016	PEN	BKK	USD	23.49	0.00	0.00	1.12	45.10	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	6.10	Sept. 15, 2016	PEN	BLR	USD	0.00	0.00	0.00	0.28	11.53	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	47.96	Sept. 15, 2016	PEN	KUL	USD	0.00	0.00	0.00	3.11	54.94	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	20.74	Sept. 15, 2016	KUL	PEN	USD	0.00	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	18.56	Sept. 15, 2016	KUL	PEN	USD	0.00	0.00	1.20	1.20	21.26	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	12.02	Sept. 15, 2016	PEN	PEN	USD	0.00	0.00	0.00	0.76	13.77	View Image

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

Report Configuration

Pre-saved configurations

Excluded Column Header

Included Column Header

Export options

Start order

Export format

Save all settings for later?

MyBill User Guide

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 the navigation, a greeting says 'Hi Hilary, welcome to MyBill'. There are search filters for 'Billing System' (SAP (DHL Express Malaysia, DHL MY)) and 'ERP Account'. A summary section shows 'RM 12,540.66' for '31 Open Transactions', 'Disputed Invoices', and 'RM 12,540.66' for '31 Due Now'. The 'Tariff Enquiry' tab is highlighted. Below this is a table of transactions.

ACCOUNT NO	ACCOUNT NAME	INVOICE NO	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PENDING	BALANCE	CURRENCY
Hidden for security	Acc created by Miss updated	Customers Invoice	June 9, 2016	June 16, 2016	Overdue	132.73	0.00	0.00	132.73	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 28, 2016	June 27, 2016	Overdue	643.97	0.00	0.00	643.97	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 25, 2016	June 24, 2016	Overdue	121.00	0.00	0.00	121.00	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 19, 2016	May 26, 2016	Overdue	438.19	0.00	0.00	438.19	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 15, 2016	June 14, 2016	Overdue	288.96	0.00	0.00	288.96	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 13, 2016	May 20, 2016	Overdue	245.66	0.00	0.00	245.66	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 13, 2016	May 20, 2016	Overdue	423.65	0.00	0.00	423.65	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 12, 2016	May 19, 2016	Overdue	537.83	0.00	0.00	537.83	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	May 10, 2016	May 17, 2016	Overdue	1,460.31	0.00	0.00	1,460.31	RM MYR	
Hidden for security	Acc created by Miss updated	Invoice	April 29, 2016	May 6, 2016	Overdue	1,592.58	0.00	0.00	1,592.58	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	April 23, 2016	April 20, 2016	Overdue	103.74	0.00	0.00	103.74	RM MYR	
Hidden for security	Acc created by Miss updated	Customers Invoice	April 22, 2016	April 26, 2016	Overdue	311.15	0.00	0.00	311.15	RM MYR	

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 navigation bar and a greeting. Below the greeting, there are summary cards for 'RM 12,540.66' (31 Open Transactions), 'Disputed Invoices', and 'RM 12,540.66' (31 Due Now). The 'Tariff Enquiry' tab is active. The form is divided into several sections: 'From' (Origin Country*, Origin Zip, Origin City*, Origin Suburb), 'To' (Destination Country*, Destination Zip Code, Destination City*, Destination Suburb), 'Shipment Details' (Shipping Date*), 'Account Details' (Account Number: 45920909), and 'Piece Details' (Number of Pieces*: 1, Deletable Material Declared Value, Units: kg, cm, lbs). At the bottom, there are input fields for 'NO.', 'WEIGHT (kg)', 'LENGTH (cm)', 'WIDTH (cm)', and 'HEIGHT (cm)'. A 'Search' button is at the bottom right.

MyBill User Guide

Track & Trace

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

Hi Hilary Hendrix, welcome to MyBill

RM 384,242.83 (RM Open Transactions) | RM 186,029.52 (Disputed Invoices) | Rated But Not Invoiced (17)

ACCOUNT NO.	ACCOUNT REFERENCE NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	SHIP DATE	STATUS	TOTAL	DEBITED	PAYABLE	BALANCE	CURRENCY
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	142.70	0.00	0.00	142.70	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	95.58	0.00	0.00	95.58	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	122.98	0.00	0.00	122.98	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	168.29	0.00	0.00	168.29	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	July 29, 2016	Sept. 27, 2016	Complete	120.04	0.00	0.00	120.04	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	May 27, 2016	July 26, 2016	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	May 27, 2016	July 26, 2016	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
Hilary, Hilary	Hilary, Hilary	Print and Post Account	Hilary, Hilary	Invoice	May 31, 2016	July 30, 2016	Complete	84.31	0.00	0.00	84.31	RM MYR

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

Invoice

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

Invoice Number: 18602952 | Account Number: Hilary, Hilary | Invoice Date: July 29, 2016 | Status: Overdue | Original amount: RM 54.34

Waybills | Invoice History | Dispute History

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
18602952	1.00	July 29, 2016	Hilary, Hilary	Hilary, Hilary		Track Waybill

Deutsche Post DHL

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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.

DHL Global | Express | Tracking

Express Parcel & e-commerce Logistics Mail Press Careers About Us

Track DHL Express Shipments

Here's the fastest way to check the status of your shipment. No need to call Customer Service – our online results give you real-time, detailed progress as your shipment speeds through the DHL network.

Result Summary

Waybill: Signed for by: MR T | Get Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59
Origin Service Area: HONG KONG - HONG KONG - HONG KONG
Destination Service Area: PENANG - PENANG - MALAYSIA

Thursday, July 21, 2016	Location	Time	Piece
11 Delivered - Signed for by: MR THIAN TUN OOI	PENANG	14:59	1 Piece
10 With delivery cover	PENANG - MALAYSIA	12:04	1 Piece
9 Clearance processing complete at PENANG - MALAYSIA	PENANG - MALAYSIA	09:39	1 Piece
8 Arrived at Sort Facility PENANG - MALAYSIA	PENANG - MALAYSIA	09:23	1 Piece
7 Customs status updated	PENANG - MALAYSIA	07:20	1 Piece
6 Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:36	1 Piece
5 Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	03:26	1 Piece
Wednesday, July 20, 2016	Location	Time	Piece
4 Processed at HONG KONG - HONG KONG	HONG KONG - HONG KONG	18:07	1 Piece
3 Arrived at Sort Facility HONG KONG - HONG KONG	HONG KONG - HONG KONG	15:56	1 Piece
2 Departed Facility in HONG KONG - HONG KONG	HONG KONG - HONG KONG	14:43	1 Piece
1 Shipment picked up	HONG KONG - HONG KONG	11:23	1 Piece

Hide Details | Try a new search

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.

MyBill User Guide

Invoice Breakdown

1 DHL Express
INVOICE

2 CUSTOMER CONTACT
PO BOX 123
CHURCH STREET WEST
HAMILTON
BERMUDA

3 Invoice Number: BDA012345
Account Number: 999999999
Invoice Date: 22-08-16
Page: 1 of 7

4 Type of Service

5 Number of Shipments

6 Total Weight

7 Standard Shipping Charge

8 Total of Extra Charges

9 Discount

10 Total amount (incl. VAT)

Type of Service	Number of Shipments	Total Weight	Number of Items	Standard Shipping Charge	Total of Extra Charges	Discount	Total amount (incl. VAT)
EXPRESS WORLDWIDE DOC	24	25.60	25	1,645.63	113.15	-1,012.07	746.71
Total	24	25.60	25	1,645.63	113.15	-1,012.07	746.71

11 Analysis of Extra Charges

Analysis of Extra Charges	Total
EXTENDED LIABILITY	72.00
FUEL SURCHARGE	41.15
Total Extra Charges	113.15

12 Analysis of Discounts

Analysis of Discounts	Total
Weight Charge Discount (w)	-1,012.07
Total Discounts	-1,012.07

13 Payment due date: 21-09-16

14 Total Amount (USD) 746.71

15 PLEASE SEND YOUR REMITTANCES TO DHL EXPRESS BERMUDA, 16 OLD FERRY REACH ROAD, FERRY REACH, ST. GEORGE'S, GE01
DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach St • Tel: +1-441-294-4838 ext 2210 • Fax: +1-441-295-1430
Company Registration Number: 14251 • Crest Code: DBMNXX

16 Payment Instructions

By Credit / Debit Card
Pay online by credit/debit card using your DHL MyBill account. Go to www.mybill.dhl.com/login to login and make a payment.

By Check
Send check and remittance details to DHL Express Bermuda, 16 Old Ferry Reach Road, Ferry Reach, St. George's, GE01.

Wire Transfer

Bank Name:	Bank of NT Butterfield
Bank Address:	65 Front Street Hamilton HM12, Bermuda
Account No.:	20-006-060-719824-100
Account Name:	BITS Ltd.
Swift Code:	BNTBBMHMXXX

Invoice No.:	BDA012345
Account No.:	999999999
Amount:	746.71 USD

Remittance advices should be emailed to: AccountsReceivableBM@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: Invoice, Credit note, etc.

2 Customer Name and Billing Address

3 Customer Billing Information: Account number, Invoice number, Invoice date, Page number (Page 1 is always the Summary Page)

4 Type of Service: Description of service

5 Number of Shipments: Total number of shipments within this service description and invoice

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 + SVP = 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 Total Amount: Total amount due for payment

14 Due Date

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.

MyBill User Guide

Invoice Breakdown

1 Invoice Number: Account Number: Invoice Date: Number of Pages:		2 INVOICE		DHL									
3	4	5	6	7	8	9	10	11	12	13	14	15	
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	Total amount (incl. VAT)	
123456789	DHL Ship	12-08-16	BDA, BERMUDA CUSTOMER CONTACT CLARENDON HOUSE 2 CHURCH STREET BM-, HAMILTON	DCA, Washington - Ronald DEST CUSTOMER DEST CUSTOMER CONT 1150 CONNECTICUT AVE. NW SUITE 350 US-20036, WASHINGTON DC	EXPRESS WORLDWIDE doc	1.00 B	1	58.00	-34.80 w -0.87 w	EXTENDED LIABILITY FUEL SURCHARGE	4.00 1.45	23.30 4.00 0.58	
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58	
						Total:	25.60	25	1,645.63	-1,012.07		113.15	746.71

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 International Invoice:

- 1 **Customer Billing Information:** Account number, Invoice Number, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybil number
- 4 **Type of Service:** Description of service
Shippers Reference: Reference information provided in the Waybill
Shipment Date: Date the shipment was sent
Origin/Consignor: Consignor name and address
- 5
- 6
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
Weight in KG and Code: Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- 9
- 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 + SVP = Total Charge for each line
- 16 **Service Subtotal:** Total of weight, items, and charges for each type of service
- 17 **Weight code descriptions**



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