

WELCOME TO MYBILL

YOUR NEW ONLINE PAYMENT PORTAL



DHL



Content Page

DHL MYBILL INTRODUCTION

What does MyBill offer?
Registering for MyBill

THE SCREENS

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

STEP BY STEP

Viewing an Invoice
Viewing Multiple Invoices
CSV Configuration

Waybills & Supporting Documentation
Disputing an Invoice
Updating a Dispute
Making a Payment
Rated but not Invoiced (RBNI)
Tariff Enquiry
Track & Trace

DHL INVOICES

Invoice Breakdown

CONTACT DETAILS

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 your 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 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.



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.

Next, you will 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 account has been approved, you will receive an email containing a link to set your password for logging in to MyBill. Upon successful login to MyBill, you will see a welcome message pop up. Here you can dismiss the message by clicking the **'X'** on the top right of the message or by clicking the *'Get Started'* button. For the message to not be displayed again, tick the *'Don't show this message again'* box in the lower left corner of the pop up.



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:

Hi Joanna, welcome to MyBill

Search by account, invoice or receipt

Billing System: DDP Account

Open Transactions: \$4,527,914.83
Disputed Invoices: \$3,621.29
Due Now: \$4,398,912.42
Tariff Enquiry
Rated But Not Invoiced

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE DATE	ISSUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
452791483	Print and Post Account	Invoice	June 17, 2017	None	Open	26.72	0.00	0.00	26.72	\$ USD
		Invoice	June 17, 2017	None	Open	31.25	0.00	0.00	31.25	\$ USD
		Invoice	June 17, 2017	None	Open	35.64	0.00	0.00	35.64	\$ USD
		Invoice	June 17, 2017	None	Open	18.28	0.00	0.00	18.28	\$ USD
		Invoice	June 17, 2017	None	Open	108.79	0.00	0.00	108.79	\$ USD
		Invoice	June 17, 2017	None	Open	26.72	0.00	0.00	26.72	\$ USD
452791483	Print and Post Account	Invoice	June 17, 2017	None	Open	26.72	0.00	0.00	26.72	\$ USD
		Invoice	June 17, 2017	None	Open	43.93	0.00	0.00	43.93	\$ USD

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

Hi Joanna, welcome to MyBill

Search by account, invoice or receipt

Billing System: DDP (DHL Express Singapore, DHL 302)

Open Transactions: \$4,527,914.83
Disputed Invoices: \$3,621.29
Due Now: \$4,398,912.42
Tariff Enquiry
Rated But Not Invoiced

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE DATE	ISSUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
452791483	Print and Post Account	Invoice	April 14, 2017	May 14, 2017	Disputed	211.37	211.37	211.37	0.00	\$ USD
		Invoice	April 14, 2017	May 14, 2017	Disputed	695.46	0.00	695.46	0.00	\$ USD
		Invoice	April 14, 2017	May 14, 2017	Disputed	115.48	0.00	115.48	0.00	\$ USD
		Invoice	April 14, 2017	May 14, 2017	Disputed	5,424.89	5,424.89	5,424.89	0.00	\$ USD
452791483	Print and Post Account	Invoice	April 14, 2017	May 14, 2017	Disputed	2,389.79	0.00	2,389.79	0.00	\$ USD
		Invoice	Jan 31, 2017	March 2, 2017	Disputed	1,931.21	1,931.21	0.00	0.00	\$ USD
452791483	Print and Post Account	Invoice	Jan 27, 2017	Feb 26, 2017	Disputed	54.12	54.12	0.00	0.00	\$ USD

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

Hi Joanna, welcome to MyBill

Search by account, invoice or receipt

Billing System: DDP (DHL Express Singapore, DHL 302)

Open Transactions: \$4,527,914.83
Disputed Invoices: \$3,621.29
Due Now: \$4,398,912.42
Tariff Enquiry
Rated But Not Invoiced

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE DATE	ISSUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
452791483	Relativity HK group	Invoice	May 17, 2016	July 16, 2016	Disputed	1,218.39	0.00	0.00	1,218.39	\$ USD
		Invoice	Jan 22, 2016	March 22, 2016	Disputed	58.51	0.00	0.00	58.51	\$ USD
		Invoice	Jan 22, 2016	March 22, 2016	Disputed	128.74	0.00	0.00	128.74	\$ USD
		Invoice	May 11, 2016	June 12, 2016	Disputed	428.28	0.00	0.00	428.28	\$ USD
452791483	Print and Post Account	Invoice	May 20, 2016	June 19, 2016	Disputed	110.81	0.00	0.00	110.81	\$ USD
		Invoice	June 9, 2016	July 24, 2016	Disputed	45.03	0.00	0.00	45.03	\$ USD
		Invoice	June 9, 2016	July 24, 2016	Disputed	45.03	0.00	0.00	45.03	\$ USD
		Invoice	June 9, 2016	July 24, 2016	Disputed	45.03	0.00	0.00	45.03	\$ USD

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.



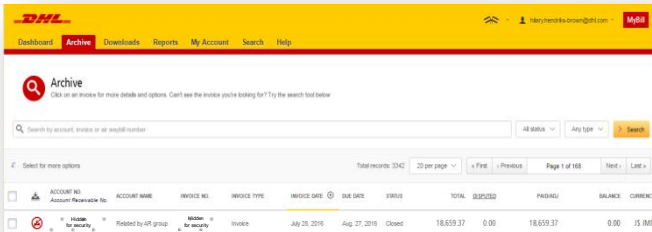
Download All Open Transactions

The Archive, Reports & Download Screens

The Archive Screen

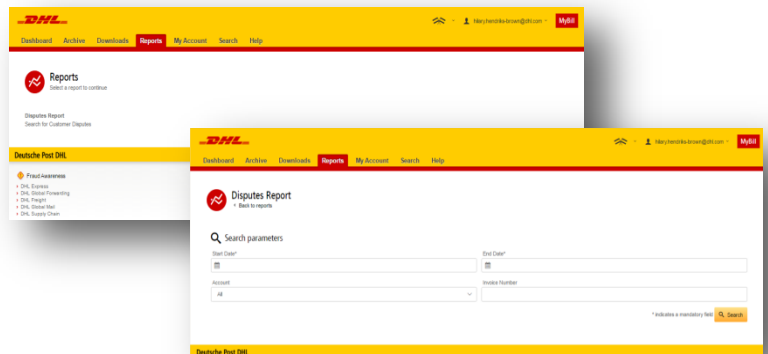
When an invoice has been paid it will be removed from the main **Dashboard** screen and will be automatically placed in the **Archive** overview.

No further action is required for these invoices and they will remain available for your reference/retrieval.



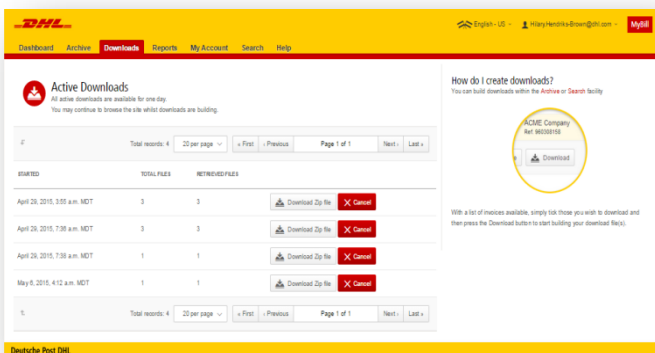
The Report Screen

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



The Downloads Screen

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



The Search Screen

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

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

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

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

Search parameters

Account: All

Invoice Number: [Text Field] Waybill: [Text Field]

Invoice Type: All Status: All

Summary Posting: All

Invoice Date

Start Date: [Calendar Icon] End Date: [Calendar Icon]

Save as "Saved Search"?
Enter a name: [Text Field]

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

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.

The 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 a summary of your open invoices and manage your accounts

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

Email address
hiliary.hendriks-brown@dhl.com

First Name
Hiliary Hendriks

Last Name

Position

Telephone Number

Home Group
DHL US

Language Preference
English - US

Timezone
Africa/Abidjan

Save

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 Name, Telephone Number, etc.

Change Password

In this section you can update/change your password as you wish. **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. This overview is broken down by invoice currency.

Open Invoice Summary

TOTAL BALANCE		TOTAL OVER DUE	
RM 384,242.83		RM 163,385.18	
\$ 1,251.25		\$ 0.00	
JS 6,941,008.03		JS 6,553,151.13	
CURRENT	30 DAYS	60 DAYS	90+ DAYS
RM 86,939.69	RM 117,897.23	RM 130,262.59	RM 49,143.32
\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,251.25
JS 0.00	JS 3,365,817.38	JS 2,928,394.97	JS 646,795.68

My Accounts
You can have one or more company accounts associated with your user profile. You may also invite other users to your Accounts.
To modify your paper delivery preference, please send account number and request via email to 1.800.722.0081
Upload new users

Select for more options

Total records: 29

ACCOUNT	NAME	MANAGE
1301102	y AR group	Manage Me rheesimon@gmail.com
1605411	y AR group	Manage Me
550416463	1301102252 Related by AR group	Manage Me rheesimon@gmail.com

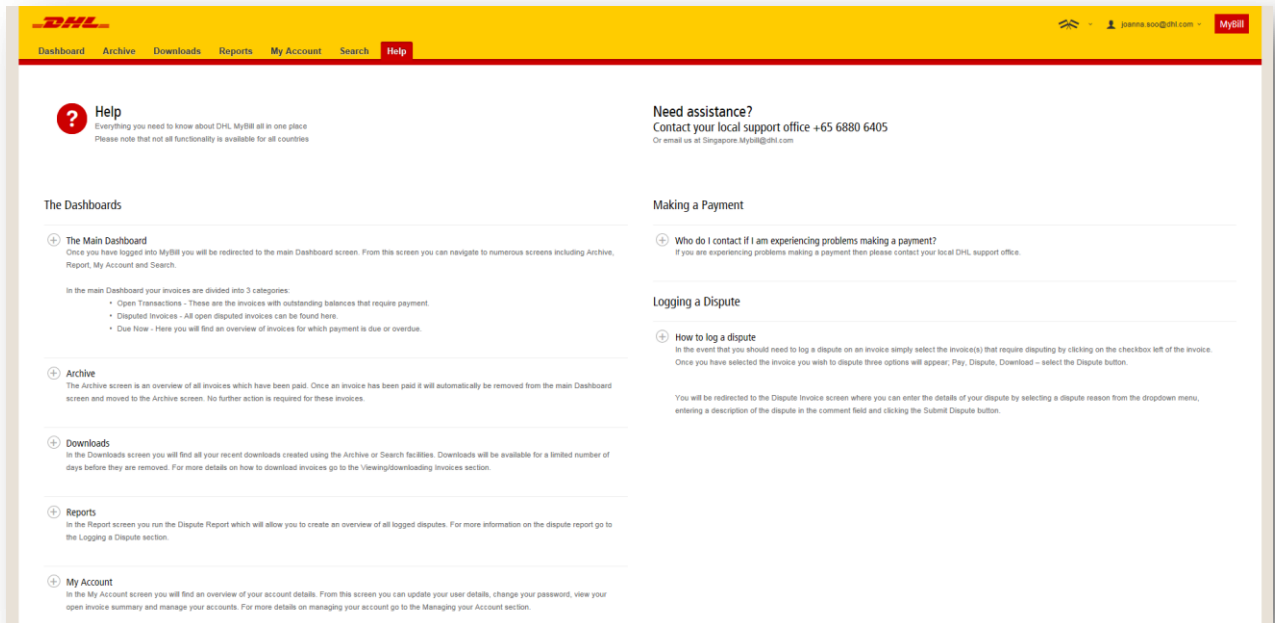
My Account

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. 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. Click on the dropdown menu to view and select the available options.

The Help Screen

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



The **Help** screen provides additional support for **MyBill** and 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 on our website.






STEP-BY-STEP

Over the next few pages we will explain, step-by-step, the functionality of MyBill

Viewing an Invoice

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

Invoice Key

-  No images available
-  Overdue invoice
-  Disputed invoice

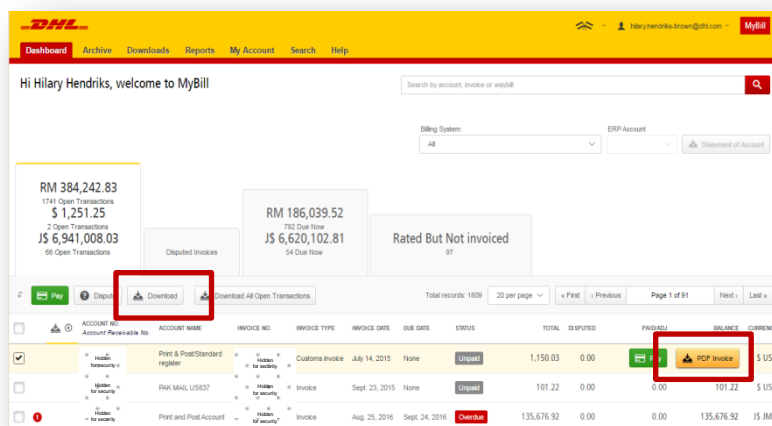
Single invoices

Option 1:

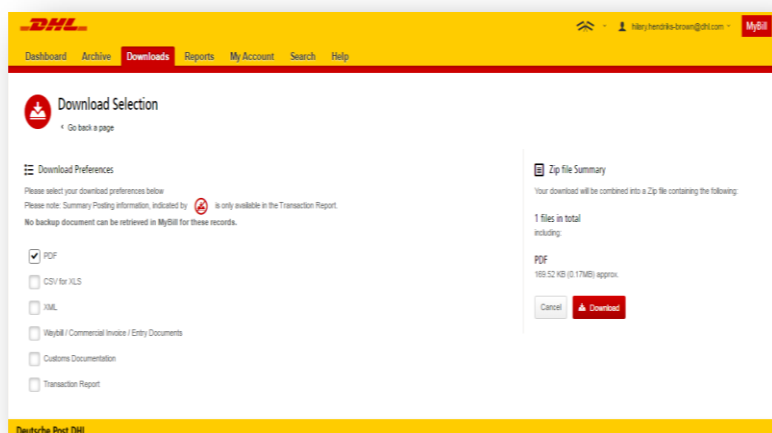
To view a single invoice simply hover your mouse over the invoice line and select the *"PDF Invoice"* button that subsequently appears.

Option 2:

Tick the check box next to the invoice you wish to view and select the *"Download"* button.



Upon selecting the *"Download"* option you will be redirected to the **Download Selection** screen where you can choose your *Download Preference* by ticking the box next to your preferred format and clicking on the *"Download"* button on the right side of the page.



Viewing Multiple Invoices

Hi Hilary Hendriks, welcome to MyBill

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

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

Rated But Not Invoiced
97

Disputed Invoices

Download All Open Transactions

	ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
<input checked="" type="checkbox"/>	1741	Print & Post/Standard register	1741	Customer Invoice	July 14, 2015	None	Unpaid	1,150.03	0.00	0.00	1,150.03	\$ USD
<input checked="" type="checkbox"/>	1741	Print & Post/Standard register	1741	Invoice	Sept. 23, 2015	None	Unpaid	101.22	0.00	0.00	101.22	\$ USD
<input checked="" type="checkbox"/>	1741	Print and Post Account	1741	Invoice	Aug. 23, 2016	Sept. 24, 2016	Overdue	135,676.92	0.00	0.00	135,676.92	J\$ JMD
<input checked="" type="checkbox"/>	1741	Print and Post Account	1741	Invoice	Aug. 11, 2016	Sept. 10, 2016	Overdue	117,211.53	0.00	0.00	117,211.53	J\$ JMD

Multiple invoices

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

Download Selection

Go back a page

Download Preferences

Please select your download preferences below

Please note: Summary Posting information, indicated by is only available in the Transaction Report.

No backup document can be retrieved in MyBill for these records.

☒ PDF

☐ CSV for XLS

☐ XML

☐ Waybill / Commercial Invoice / Entry Documents

☐ Customs Documentation

☐ Transaction Report

Zip file Summary

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

3 files in total including:

PDF

508.56 KB (0.50MB) approx.

Cancel Download

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

Download Selection

Go back a page

Download Preferences

Please select your download preferences below

Please note: Summary Posting information, indicated by is only available in the Transaction Report.

No backup document can be retrieved in MyBill for these records.

☐ PDF

☒ CSV for XLS ☒ Customized

☐ XML

☐ Waybill / Commercial Invoice / Entry Documents

☐ Customs Documentation

☐ Transaction Report

Zip file Summary

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

2 files in total including:

CSV

18.02 KB (0.02MB) approx.

Cancel Download

Should you choose the *CSV for XLS* format you will be offered the possibility to customize the format. If you wish to customize the format of the CSV file then select the “Customize Format” button otherwise, select the “Download” button to continue with the standard format. You will be redirected to the **Active Downloads** screen where you will be able to download your file.

CSV Configuration

CSV Configuration

Upon selecting “Customize Format”, you will be redirected to the **CSV Configuration** screen.

If you only require particular fields, you have the flexibility to customize the file to your specifications, displayed in a set order.

In order to remove fields which you do not need, select the column header from the “Included Column Header” field and drag across to the “Excluded Column Header” field.

To customize the set order, you can arrange columns in the order which best suits your needs within the “Included Column Header”.

Additionally, to concatenate (consolidate) the files into one, simply tick the “Concatenated” box and select “Done, apply settings”.

To change the sort order of the CSV file, you can select one of the options available in the “Sort order” drop down menu.

All customized settings can be saved by entering a name in the “Save all settings for later?” field before selecting the “Done, apply settings” button.

These saved settings can then be found later 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 **Download Selection** screen where you can download your file.

Waybills & Supporting Documentation

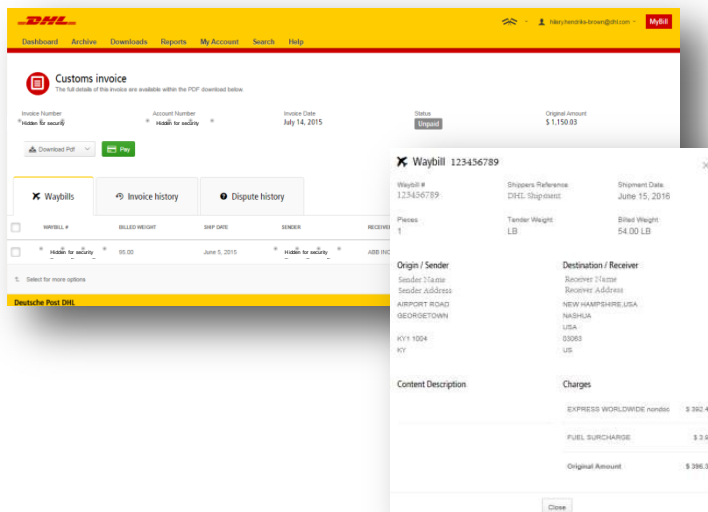
Waybills and Customs paperwork

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

Single invoices

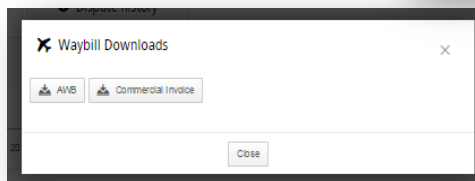
Option 1

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



Option 2

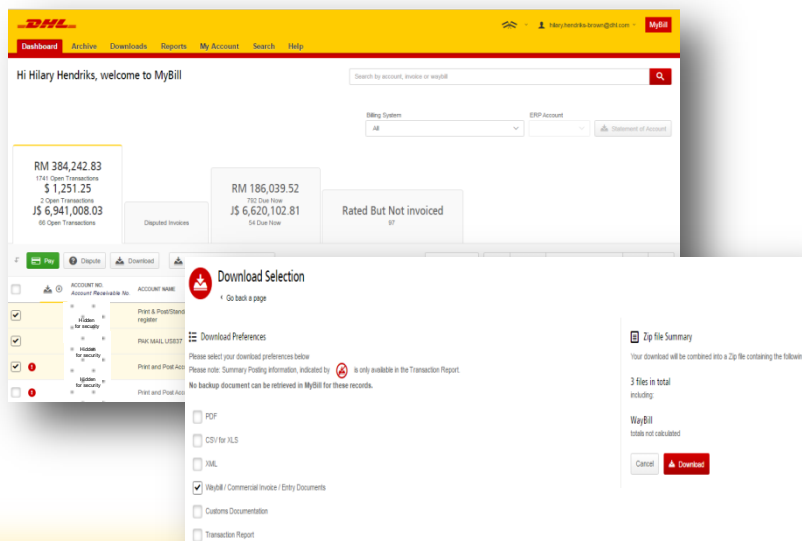
Click on the "Image" button in the "Download" column. A new window will list the available paperwork. Select the option you wish to view.



Multiple Invoices

Tick the boxes next to the necessary invoices and select the "Download" button. You will then be redirected to the Download screen where you can select the "Waybill / Commercial Invoice / Entry Documents" option and then click the "Download" button on the right.

You will be sent to the **Download Selection** 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 checkbox(es). Once selected, three options will appear; *Pay*, *Dispute*, *Download*. Please select the “*Dispute*” button.

You will be directed to the **Dispute Invoices** screen, where you can enter the details of your dispute.

Select a dispute reason from the dropdown menu and then enter a description of the dispute in the comment field before clicking the “*Submit Dispute*” button.

DHL MyBill Dashboard

Hi Hilary Hendriks, welcome to MyBill

Search by account, invoice or waybill

Billing System: All ERP Account: Statement of Account

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

\$ 112.20
1 Disputed Invoice

RM 179,405.91
736 Due Now
J\$ 6,620,102.81
54 Due Now

Rated But Not invoiced
97

Total records: 1810 20 per page Page 1 of 91

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	IN DISPUTED	PAID/ADJ.	BALANCE	CURRENCY
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							
Print and Post Account	Print and Post Account	Invoice	Invoice	Sept. 23, 2016							

Dispute invoices

If you think you have been charged in error, or wish to dispute an invoice please follow the instructions below.

Back to dashboard screen

INVOICE NUMBER	ACCOUNT NUMBER	INVOICE DATE	STATUS	ORIGINAL AMOUNT
1741	1741	Sept. 23, 2016	Unpaid	RM 44.44
1741	1741	Sept. 23, 2016	Unpaid	RM 143.09

Add a Comment

Please provide the reason for your dispute and any further comments below.

Select a dispute reason

Add a comment

Submit dispute

How MyBill Works
How to pay your DHL invoices on-line
Learn more

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Your Frequently Asked Questions answered
Download PDF

Deutsche Post DHL

Fraud Awareness

- DHL Express
- DHL Global Forwarding
- DHL Freight
- DHL Global Mail
- DHL Supply Chain

Accessibility: Terms & Conditions | Privacy & Cookies
2014 © DHL International GmbH. All rights reserved.



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 that 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 **Disputes** 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**.

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

🔔 You have 1 open dispute

Dispute Comments

Reason for dispute	Dispute Case ID	Raised by	Dispute Date	Status	Total Disputed
Incorrect rate	7366157		April 29, 2015	Open	\$ 439.90

Dispute Comments

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

[Add comment](#)

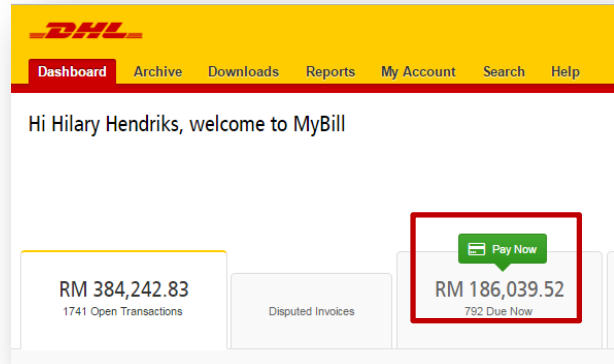
Here you will find the details of your dispute as well as the option to add a comment to your dispute. Should you wish to cancel your dispute then please mention this in the comment field and it will be cancelled accordingly; if you wish to simply include additional notes to your dispute, this can also 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

Invoices can be paid by clicking on *Pay Now* on your **Dashboard's** 'Due Now' tab.



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

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
<input type="checkbox"/>	1	Print and Post Account	18603952	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	0.00	54.34	RM MYR
<input type="checkbox"/>	1	Print and Post Account	14270	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
<input type="checkbox"/>	1	Print and Post Account	9558	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR

Alternatively, you can select the invoices you would like to pay for and then click on the "Pay" button on the header.

	ACCOUNT NO. Account Receivable No.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYABLE	BALANCE	CURRENCY
<input type="checkbox"/>	1	Print and Post Account	18603952	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	54.34	0.00	0.00	54.34	RM MYR
<input type="checkbox"/>	1	Print and Post Account	14270	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	142.70	0.00	0.00	142.70	RM MYR
<input type="checkbox"/>	1	Print and Post Account	9558	Invoice	July 29, 2016	Sept. 27, 2016	Overdue	95.58	0.00	0.00	95.58	RM MYR
<input type="checkbox"/>	1	Print and Post Account	5434	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".

Pay \$15.00											
You have selected the following invoices for payment. Please review your selection below and press "Confirm" to proceed to the payment process.											
ACCOUNT NUMBER	ACCOUNT NAME	INVOICE NUMBER	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	ORIGINAL AMOUNT	PAYABLE	BALANCE		
999999999	Print and Post Account	320112343	Invoice	Oct. 30, 2015	Nov. 29, 2015	Overdue	\$ 15.00	\$ 0.00	\$ 15.00		
Total to pay									\$ 15.00		
<input type="button" value="Cancel"/>										<input type="button" value="Confirm"/>	


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	820122425	Oct. 30, 2015	Nov. 29, 2015	\$ 15.00
Total to pay					\$ 15.00

Total payment amount MD 15.00

Credit Card

 **VISA**

Card Number

Card Holder Name


Card Expiry Date /

CVV What is CVV?


Pay

Previous


Upon confirmation, you will be brought to a secure page where you are requested to enter your credit card details before selecting the "Pay" button.


Select for more options  Download All Open Transactions

Total records: 25 20 per page < First < Previous Page 1 of 2 Next > Last >


 Your payment was successful. Your transaction reference number is: 20160816220514-1607089. Thank you for choosing DHL.

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

Search by account, invoice or waybill 

Billing System: SAP ERP Account: 999999999 

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

Select for more options  Download All Open Transactions

Total records: 17 20 per page < First < Previous Page 1 of 1 Next > Last >

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	DISPUTED	PAYMENTS	BALANCE	CURRENCY
999999999	Print and Post Account	820122425	Invoice	Oct. 30, 2015	Nov. 29, 2015	Payment(s) in progress	15.00	0.00	15.00	0.00	\$ MD

Dashboard will show the invoice's status as *Payment(s) in progress* until bank's confirmation of payment has been received. After which, the invoice 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.

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

Search by account, invoice or waybill

Billing System: All | ERP Account: | Statement of Account

RM 384,242.83
1041 Open Transactions
\$ 1,251.25
1041 Open Transactions
\$ 6,941,008.03
88 Open Transactions

\$ 112.20
1 Dispatched Invoice

RM 165,311.33
88 Dispatched Invoice
\$ 6,620,102.81
84 Open Transactions

Rated But Not Invoiced
87

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

Total records: 87 | 20 per page | < First | Previous | Page 1 of 5 | Next | Last >

SELLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGE	VIEW
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.50 KG	Sept. 13, 2018	PRG	PSN	USD	16.98	0.00	0.00	0.00	16.98	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	2.50 KG	Sept. 8, 2018	SHA	PSN	USD	19.21	0.00	0.00	0.00	20.02	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	2.00 KG	Sept. 8, 2018	SGN	PSN	USD	31.80	0.00	0.00	0.00	34.36	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	3.50 KG	Sept. 14, 2018	KUL	PSN	USD	22.92	0.00	0.00	1.49	26.28	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	18.50 KG	Sept. 12, 2018	BRK	PSN	USD	52.40	0.00	0.00	0.00	56.82	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 12, 2018	PRG	PSN	USD	13.89	0.00	0.00	0.00	15.01	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	6.00 KG	Sept. 13, 2018	SPN	PSN	USD	30.28	0.00	0.00	0.00	32.70	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 14, 2018	KUL	PSN	USD	50.54	0.00	0.00	3.27	57.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	3.00 KG	Sept. 15, 2018	KUL	PSN	USD	20.74	0.00	0.00	1.34	23.75	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	15.00 KG	Sept. 8, 2018	BLH	PSN	USD	153.71	0.00	0.00	0.99	153.35	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	13.00 KG	Sept. 8, 2018	SGN	PSN	USD	75.99	0.00	0.00	0.00	82.12	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	4.00 KG	Sept. 8, 2018	SGN	PSN	USD	44.09	0.00	0.00	0.00	47.84	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	2.50 KG	Sept. 15, 2018	KUL	PSN	USD	18.98	0.00	0.00	1.20	21.28	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 15, 2018	PSN	PSN	USD	12.00	0.00	0.00	0.78	13.77	View Invoice
1041 Open Transactions	1041 Open Transactions	1041 Open Transactions	1.00 KG	Sept. 8, 2018	SGN	PSN	USD	28.37	0.00	0.00	0.00	30.88	View Invoice

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

Total records: 87 | 20 per page | < First | Previous | Page 1 of 5 | Next | Last >

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

MyBill User Guide
Download the PDF user guide
Download PDF

MyBill FAQs
Most frequently asked questions answered
Download PDF

Deutsche Post DHL

Find Address
DHL Express

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

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

Such a functionality not only provides 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

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



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

Rated but not Invoiced (RBNI)

Hi Hilary Hendriks, welcome to MyBill

Summary:

- RM 384,242.83 (1561 Open Transactions)
- \$ 1,251.25 (15 Open Transactions)
- JS 6,941,008.03 (65 Open Transactions)
- \$ 112.20 (1 Dispatched Invoice)
- RM 165,311.33 (65 Due Now)
- JS 6,620,102.81 (54 Due Now)

Rated But Not Invoiced: 67

Download All Open Transactions

BILLING ACCOUNT	SHIPMENT NUMBER	PRODUCT	WEIGHT	SHIPMENT DATE	ORIGIN	DESTINATION	CURRENCY	WEIGHT CHARGE	INSURANCE	DISCOUNT	TOTAL TAXES	TOTAL CHARGES	VIEW
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	11.00 B	Sept. 15, 2016	PEN	KUL	USD	51.83	0.00	0.00	3.36	59.37	View Image
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	5.00 B	Sept. 15, 2016	PEN	BLR	USD	6.10	0.00	0.00	0.28	11.53	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	10.00 W	Sept. 15, 2016	PEN	KUL	USD	47.86	0.00	0.00	3.11	54.94	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	3.00 B	Sept. 15, 2016	KUL	PEN	USD	20.74	0.00	0.00	1.34	23.75	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	2.00 W	Sept. 15, 2016	KUL	PEN	USD	16.06	0.00	0.00	1.20	21.26	View Image
Hilary Hendriks for security	Hilary Hendriks for security	Hilary Hendriks for security	1.00 W	Sept. 15, 2016	PEN	PEN	USD	12.02	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 the right most of 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 in standard format simply by selecting the *“Download All Open Transactions”* button situated at both the top and the bottom of the overview.

Download All Open Transactions

Configure Download Options

Should you wish to customize the format of the download, you can do so by selecting the drop down menu on the *“Download All Open Transactions”* and clicking *“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.

Report Configuration

Pre-saved configurations

Excluded Column Header

Included Column Header

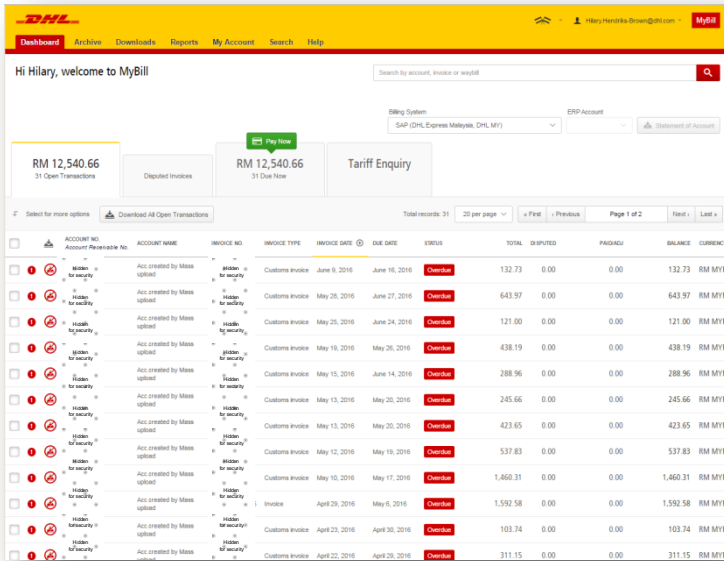
Export options

Export Format

Save all settings for later?

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 further 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 are identified by an asterisk.

Tariff enquiries 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 multiple pieces are selected, additional lines will appear allowing you to enter details for each individual piece.

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

Piece Details

Number of Pieces*

Outable Material

Declared Value

Units

kg cm lb/in

NO.	WEIGHT (kg)*	LENGTH (cm)	WIDTH (cm)	HEIGHT (cm)
1.	0.10 kg	cm	cm	cm

Search

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 1741 Open Transactions

RM 185,029.52 762 Open Transactions

Rated But Not Invoiced 0

ACCOUNT NO.	ACCOUNT NAME	INVOICE NO.	INVOICE TYPE	INVOICE DATE	DUE DATE	STATUS	TOTAL	EXPENDED	PAYABLE	BALANCE	CURRENCY
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	142.70	0.00	0.00	142.70	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	95.58	0.00	0.00	95.58	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	54.34	0.00	-0.01	54.35	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	122.98	0.00	0.00	122.98	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	168.29	0.00	0.00	168.29	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	July 28, 2016	Sept 27, 2016	Complete	120.04	0.00	0.00	120.04	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	May 27, 2016	July 26, 2016	Complete	1,262.69	0.00	0.00	1,262.69	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	Invoice	May 27, 2016	July 26, 2016	Complete	5,883.91	0.00	0.00	5,883.91	RM MYR
Hilary Hendrix	Print and Post Account	Hilary Hendrix	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.

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.

Invoice

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

Invoice Number: 18502952 | Account Number: 18502952 | Invoice Date: July 28, 2016 | Status: Complete | Original Amount: RM 54.34

Download PDF | Print

Waybills | Invoice history | Dispute history

WAYBILL #	BILLED WEIGHT	SHIP DATE	SENDER	RECEIVER	TOTAL CHARGES	DOWNLOAD
18502952	1.50	July 28, 2016	Hilary Hendrix	Hilary Hendrix		Track Print

Deutsche Post DHL

Proof of Delivery

Availability: Terms & Conditions | Privacy & Cookies

DHL Global | Express | Tracking

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 | Got Signature Proof of Delivery

Thursday, July 21, 2016 at 14:59

Origin: Service Area: HONG KONG - HONG KONG

Destination: Service Area: PENANG - PENANG - MALAYSIA

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

Hide Details

Try a new search


A new window will appear with your shipment's Track and Trace details. You will also find a link on the screen for the Proof of Delivery image.



DHL INVOICES

In this final section you will learn about the main features of your DHL invoice.

Invoice Breakdown

DHL Express
INVOICE


CUSTOMER CONTACT
 PO BOX 123
 CHURCH STREET WEST
 HAMILTON
 BERMUDA

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

For Invoice Inquiries
Telephone: +1-441-294-4838 ext 2210
Fax: +1-441-295-1430
Website: www.mybill.dhl.com/login

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

Analysis of Extra Charges
 EXTENDED LIABILITY
 FUEL SURCHARGE
Total Extra Charges

Analysis of Discounts
 Weight Charge Discount (w)
Total Discounts

Payment due date: 21-09-16

Total (Incl. VAT)
Total Amount (USD) 746.71

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

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

Payment Instructions
 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

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


- 1 **Type of invoice:** Tax 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 + Discount = 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 **Due Date**
- 14 **Total Amount:** Total amount due for payment
- 15 **The DHL address**
- 16 **Payment Instructions:** instructions for the different payment methods available
- 17 **Billing information for processing:** Account number, Invoice number, Amount Due.

Invoice Breakdown

1

Invoice Number: BDA0 12345
Account Number: 999999999
Invoice Date: 22-08-16
Number of Pages: 7 of 7

2 INVOICE



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	23.20 4.00 0.58
16 Service Subtotal - EXPRESS WORLDWIDE doc						18.00	13	763.62	-191.86 w		19.82	591.58
						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:** Invoice Number, Account number, Invoice Date, Page number. (Page 1 is always the summary Page)
- 2 **Type of invoice:** Invoice, Credit, etc.
- 3 **Air Waybill Number:** Customer DHL Waybill number
- 4 **Shippers Reference:** Reference information provided in the Waybill
- 5 **Shipment Date:** Date the shipment was sent
- 6 **Origin/Consignor:** Consignor name and address
- 7 **Destination/Consignee:** Consignee name and address
- 8 **Type of service:** Description of service
- 9 **Weight in KG and Code:** Total weight of all the shipments within this service and description and invoices period, and code of the weight billed.
- 10 **Number of items:** 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 + Discount = Total Charge for each line
- 16 **Service Subtotal:** Total of weight, items, and charges for each type of service
- 17 **Weight code descriptions**



Contact Details Singapore

For Invoice enquiries:

Telephone: + 65 6880 6405

Email: financequery@dhl.com

For MyBill specific issues and queries:

Telephone: + 65 6880 6405

Email: Singapore.Mybill@dhl.com