



DHL MyBill FAQ

MyBill.dhl.com



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FAQ

We hope that the most commonly asked questions listed in the following pages will make everything clear but if you have any questions that we haven't covered, please contact our Query Handling Department, via 31 (0)88 100 4200 or email to efssamsquery@dhl.com. We will be happy to help!

Account Management

How do I manage my account settings? Account settings can be managed in the **My Account** screen. Here you can modify your account settings as well as your user details and Password. Go to the **Help** screen for further details.

How do I change my MyBill password?

You can change your password in the **My Account** screen. Go to the **Help** screen for further details.

Important note: Changing your password directly via MyBill, will not change your current DHL.COM password for online shipping.

How do I manage the list of users on my account(s)?

For account owners, a **Manage** button will be displayed at the bottom of the **Accounts** tab within the manage column. The **Manage** button allows the account owner to add and also manage additional users for specific accounts.

Step 1: Select the **Manage** button located next to the account you wish to adjust.

Step 2: Add/remove the checks in the boxes next to the appropriate function.

Step 3: Select the **Save** button to save your changes.

* Each account must contain at least one user; it is not possible to remove the last user that is linked to an account.

What happens if I forget my password?

You can request a new password in the login screen of MyBill by selecting the button **Forgotten Password**. Please fill in your email address and confirm by clicking the button **Send Email**. You will then receive an email with your new password. If you login for the first time, you will be requested to change your password.

Are all of my DHL accounts automatically available through MyBill when I first register?

No. Once you register one account, **MyBill** will provide a form to request additional account information. This enrollment form will be prepopulated with the details you entered for the previous account; allowing for a quick registration process while still allowing you to make changes. Once requested, DHL will notify you via email when your account(s) are available in **MyBill**.

How can I change the format of the invoice files sent to me?

Step 1: Go to the **My Account** screen and scroll down to the bottom of the page to the **My Accounts** section.

Step 2: Click on **Me**, which is next to the account you wish to update.

Step 3: Pick an option from the dropdown menu which will appear, then click on **Me** again to close the window. Your update will now be saved.

I would like to customize the subject of the invoice emails, is this possible?

Yes. Please contact DHL for assistance at +31 (0)88 100 4200 or via email to efssamsquery@dhl.com

Invoices

Where can I view my open invoices? All open invoices are shown on the **MyBill Dashboard**

- **Open Transactions** – shows all unpaid invoices.
- **Disputed Invoices** – this function is not available for the Netherlands.
- **Due Now** – shows all invoices that have a due date of today or earlier.

In What format can I receive my invoices in?

Invoices can be downloaded in a variety of formats including CSV file (for importing into a spreadsheet such as Excel), PDF (ideal for printing or sending as an attachment) and XML.

Will all my invoices have additional documentation?

If the additional documentation is available you can download it in MyBill.

What happens to my invoices once they've been paid?

Once an invoice has been paid it will no longer show on the **MyBill Dashboard**. It can be found in the **Archive** tab.

How can I print an invoice?

Simply open the PDF invoice then select **Print**.

Can I tell who has accessed my company's invoices and shipments?

Yes. Select the invoice, then you will be directed to the invoice screen. Select **Invoice History**. Here you will be given the details.

Payments

What payment methods are available through MyBill?

DHL accepts the following forms of Payment

- iDeal
- Credit Card: MasterCard, Diners Club, Visa, American Express.

Will I receive a payment confirmation?

Yes. You will receive a confirmation to the email that is on file.

Is paying invoices online secure?

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

Do I have to install specific software to be able to pay through the MyBill system?

No. You just need access to the Internet. If using Internet Explorer (IE), only IE 11 or higher should be used. You do have to make sure, that your spamfilters don't block the emails derived from noreply-ebilling.expressnl@dhl.com

Is there a limit for the total value of invoices selected for payment?

Yes. The limit for the total value of invoices selected for payment is € 999,999.98

Are there any additional charges when using the online payment service?

No. DHL is happy to provide this service free of charge.

Disputes

How can I dispute an invoice?

Select the invoice then select **Dispute**. You will be prompted to enter the details of your query and submit. For step-by-step instructions on how to log a dispute, go to the **Help** screen and follow the steps as described in the **Logging a Dispute** section.

How do I know when a dispute has been resolved?

If your dispute has been resolved, you will receive an email with the outcome of your dispute from our Query Handling Department. Once the dispute has been resolved it always will remain visible in the **Dispute Report** and in the **Dispute History** tab of the disputed invoice.

How do I view my disputes?

1. By clicking on an invoice and then on the **Dispute History** tab.
or
2. By going to the **Report** screen and downloading the Dispute Report.

For more details on how to download the Dispute Report go to the **Help** screen and follow the steps as described in the **Logging a Dispute** section.

How do I access invoice and shipment details?

Invoice and shipment details can be obtained by clicking the box at the start of the invoice line (more than one invoice can be selected) or by simply clicking any of the invoice details in that line. For step-by-step instructions on how to view invoices and shipment details please go to the **Help** screen and follow the instructions provided in the **View/Downloading Invoices** section.

Miscellaneous

How can I convert a CSV-file to Excel?

1. Open the file in Excel by Selecting the option **All Files**
2. Select column A
3. Go to **Data** in the menu bar; select **Text to Columns**
4. A conversion menu appears
5. Choose **Delimited**
6. Choose **Next**
7. Choose **Comma**
8. Choose **Next**
9. Choose **Finish**

Is MyBill aligned with VAT?

Yes, the system is aligned with the relevant VAT-legislation of the Netherlands and the European Union.

Is MyBill compatible with my financial system?

Yes, **MyBill** can be easily integrated with every known ledger system, ERP-solution and customized system.

How can I be sure that the invoice is from DHL?

The invoice in PDF-format contains a sophisticated electronic signature. From a technological view point, this signature provides the guarantee that the invoice is sent by DHL.

What is an electronic signature?

The Dutch legislation requires a so-called advanced electronic signature (AES), so that the invoice can be legally recognized. An AES is an electronic seal which is added to the data that requires a signature. This AES is unique to the sending party (DHL) which enables the sending party to identify itself. It is designed to enable the signatory (DHL) to maintain and control it and is linked to the data in such a way that every change in the data can be tracked.

How long will my invoices remain available online?

Your electronic invoices will remain online for 12 months. The online history will start with the very first invoice you received electronically. There will be no online history available in **MyBill** of the paper invoices you received before that time.

Can I change my company details online?

At the moment it is only possible to change your official company details via email to efssamsquery@dhl.com or via your DHL representative.

How do I cancel my MyBill service?

Should you wish to cancel your **MyBill** account please contact your Sales contact

Need further assistance?

Call us at +31 (0)88 100 4200 or send an email to efssamsquery@dhl.com